

Attachment A: 2024/25 Halifax Transit Q3 Performance Measures Report

2024/25 – Q3 Performance Measures Report

HALIFAX
TRANSIT

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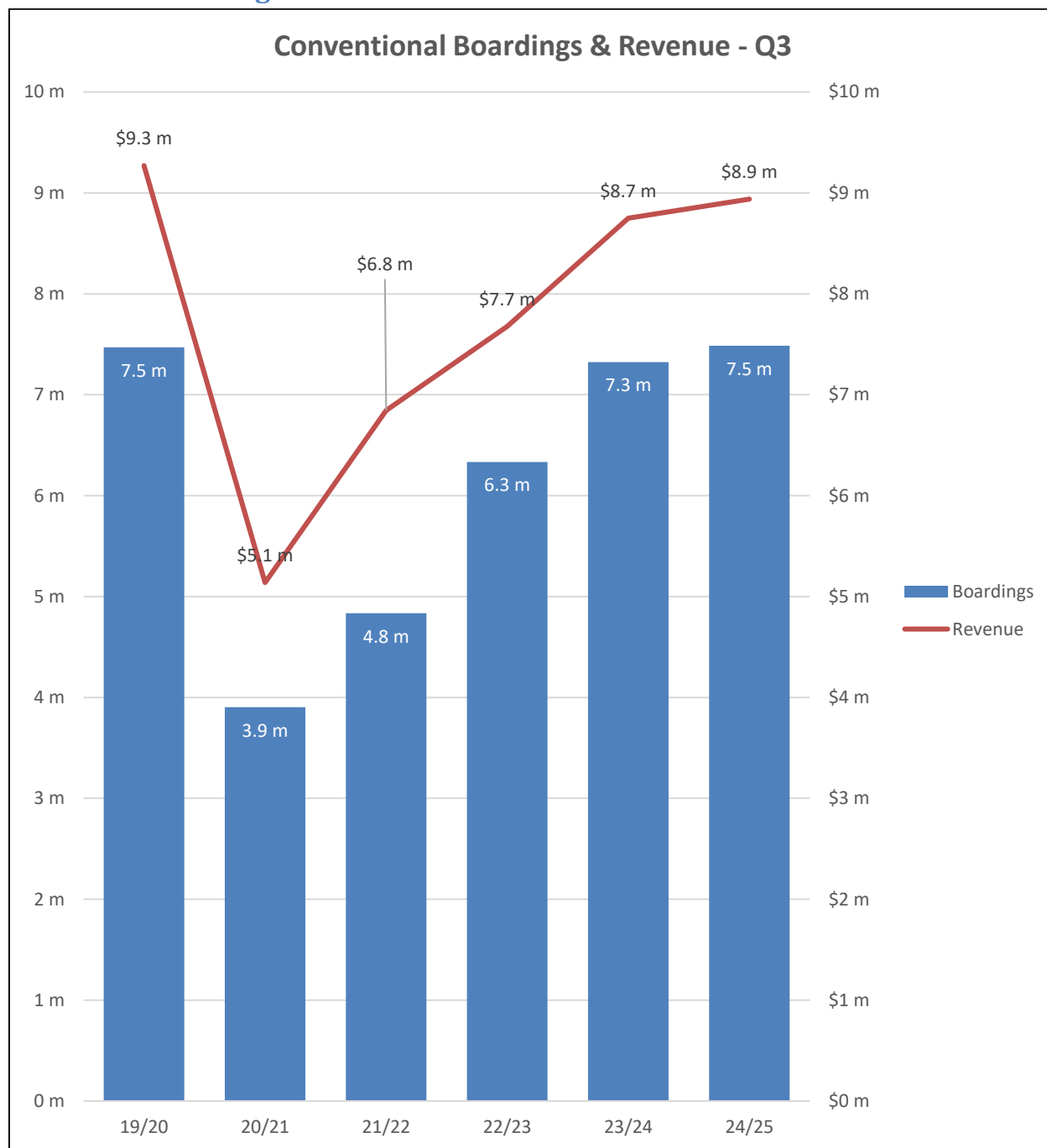
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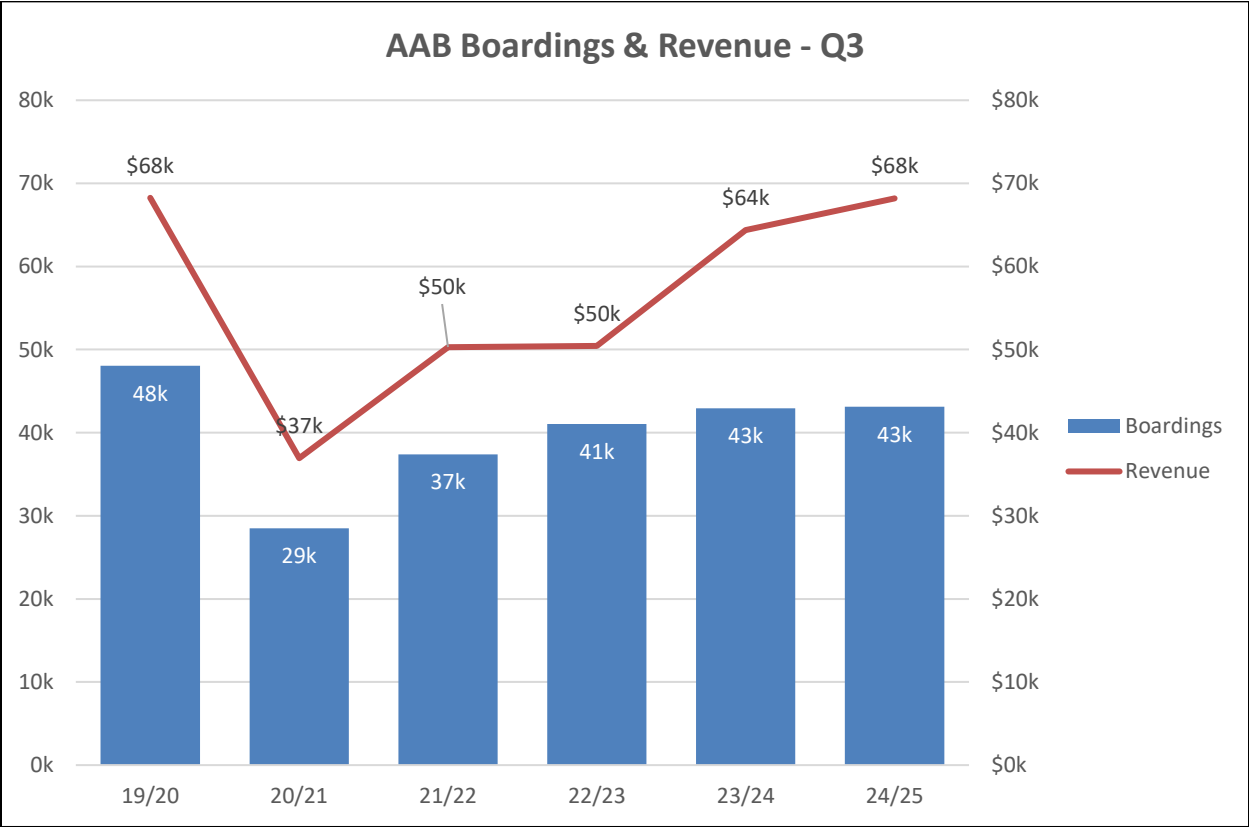
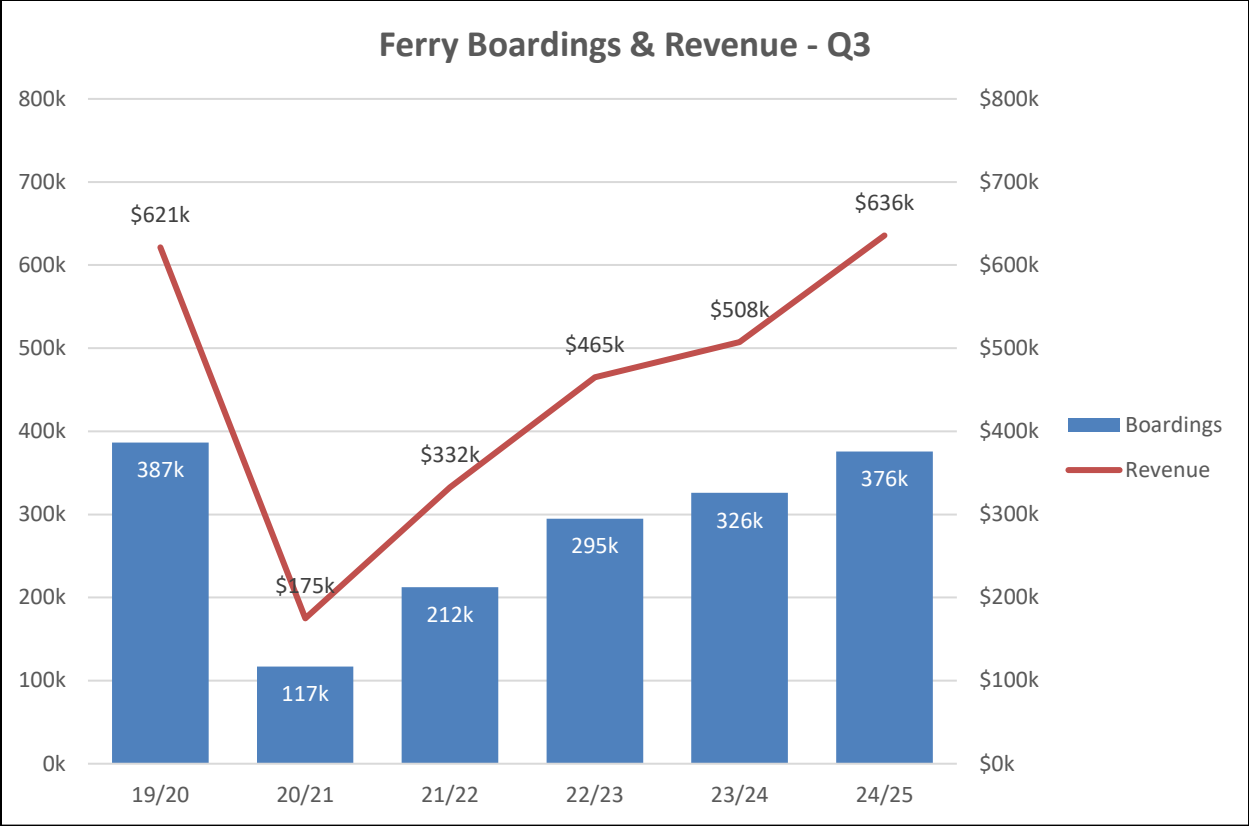
Boardings & Revenue

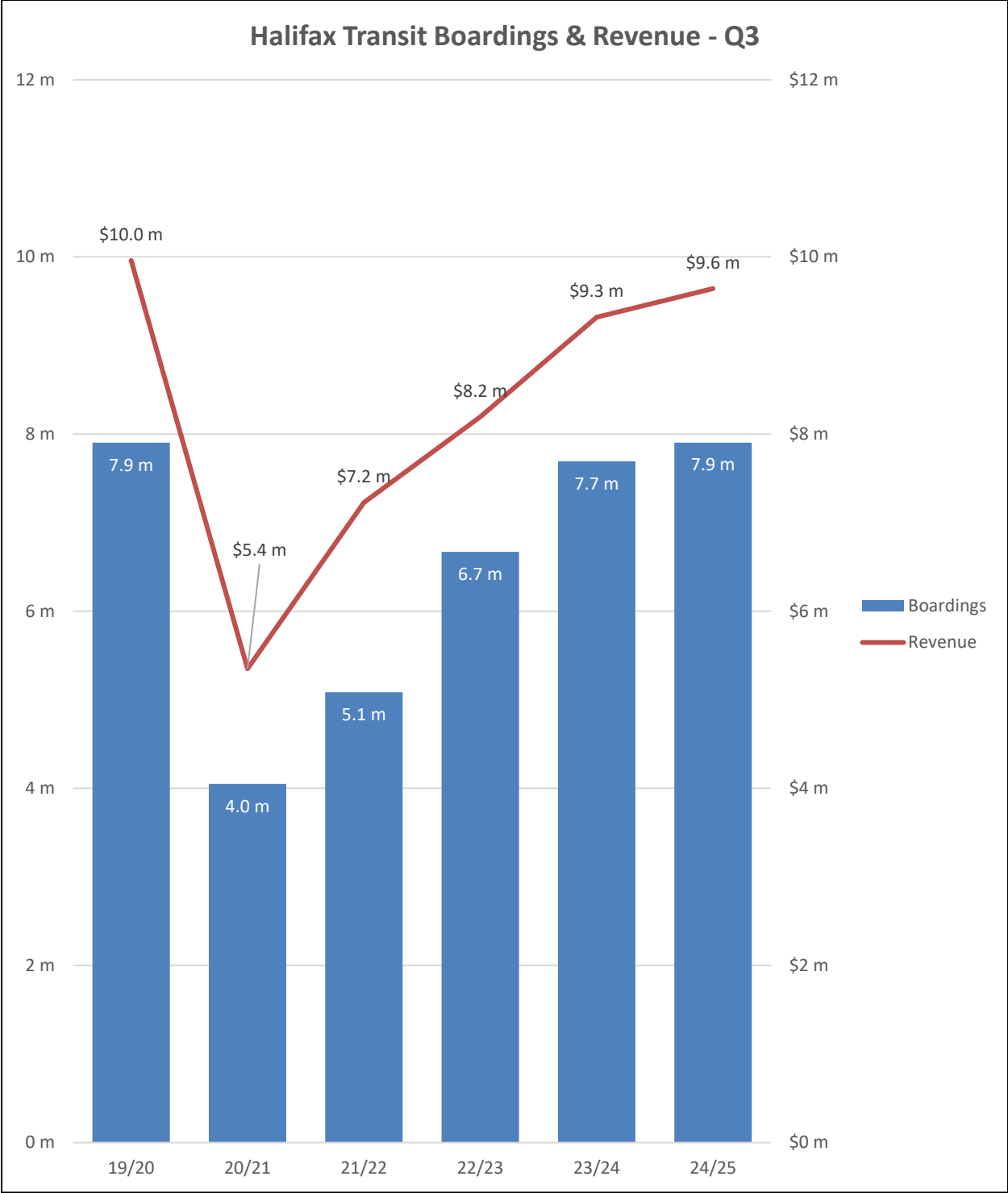
Revenue and boardings are reported to demonstrate how well transit services have been used over the quarter, in comparison to the same quarter in the previous year.

Conventional boardings increased 2%, ferry boardings increased 15%, and Access-A-Bus boardings increased <1% from this quarter last year. Overall, system wide boardings increased this quarter by 3% compared to last year. Overall revenue this quarter increased 3% from last year.

Historical Boardings & Revenue



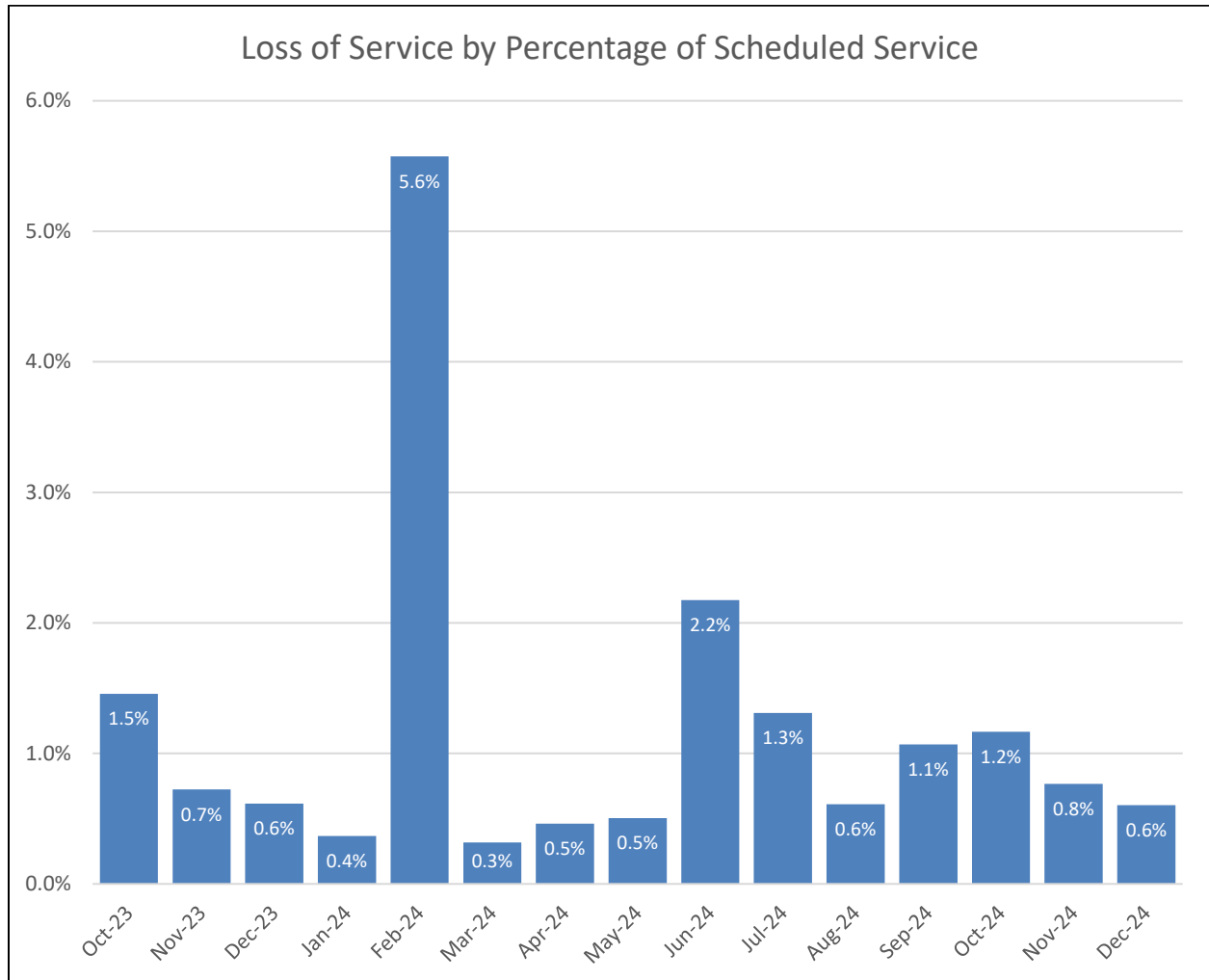




Loss of Service

Loss of service represents the total number of scheduled conventional bus service hours that were not completed.

In the third quarter, the total loss of service was 1,896 hours, which is 0.8% of the quarterly revenue hours. The chart below shows the total loss of service for each month for the past year.

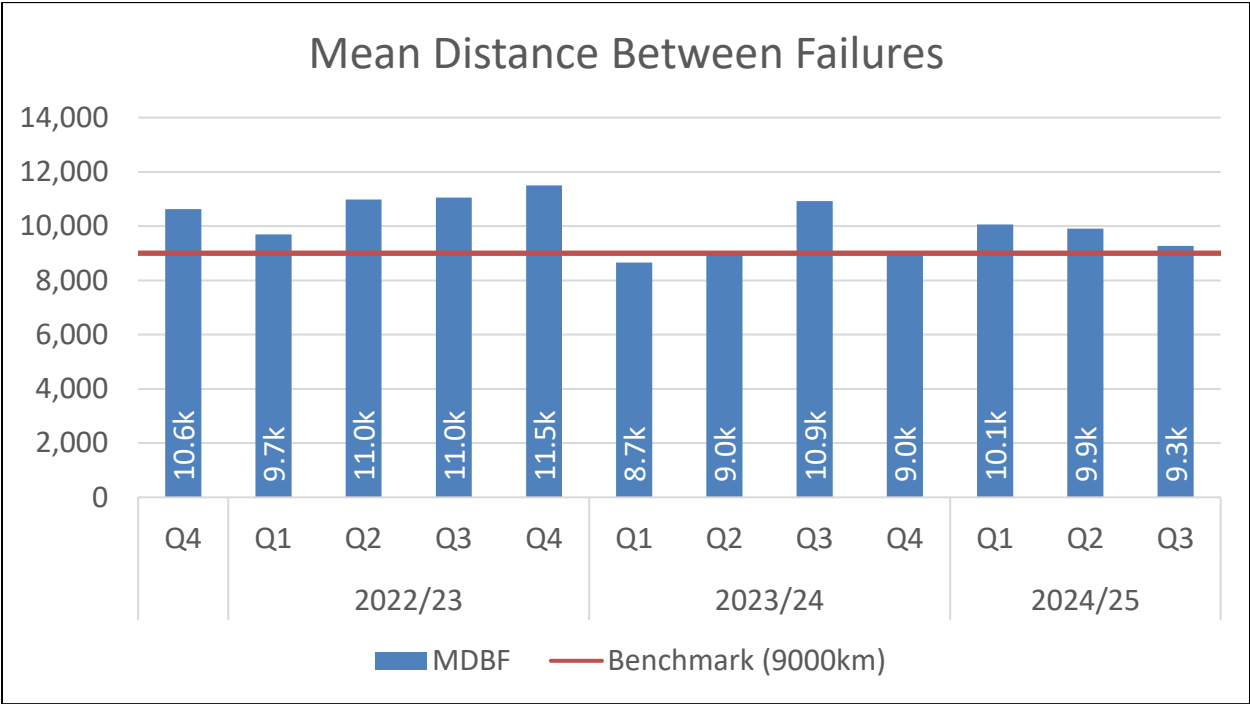


Fleet Services

Mean Distance Between Failures

Halifax Transit’s Mean Distance Between Failures (MDBF) is the distance in kilometres covered between vehicle related failures that prevent a vehicle from completing scheduled service.

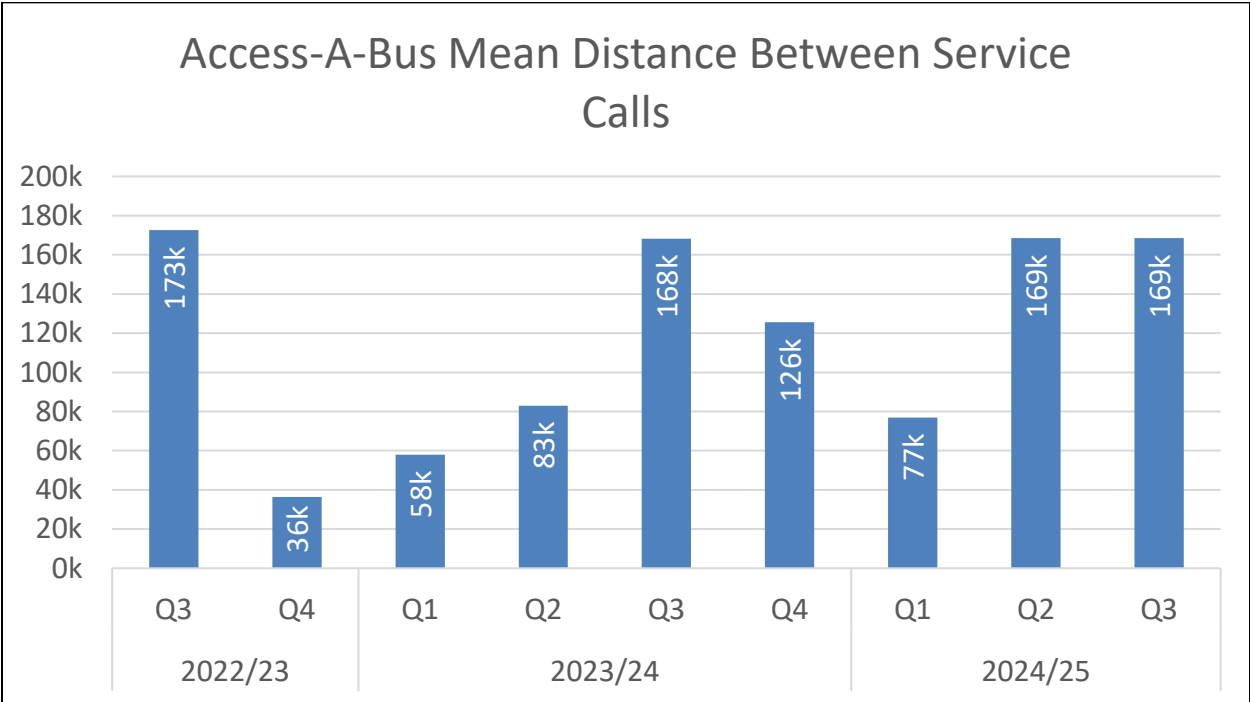
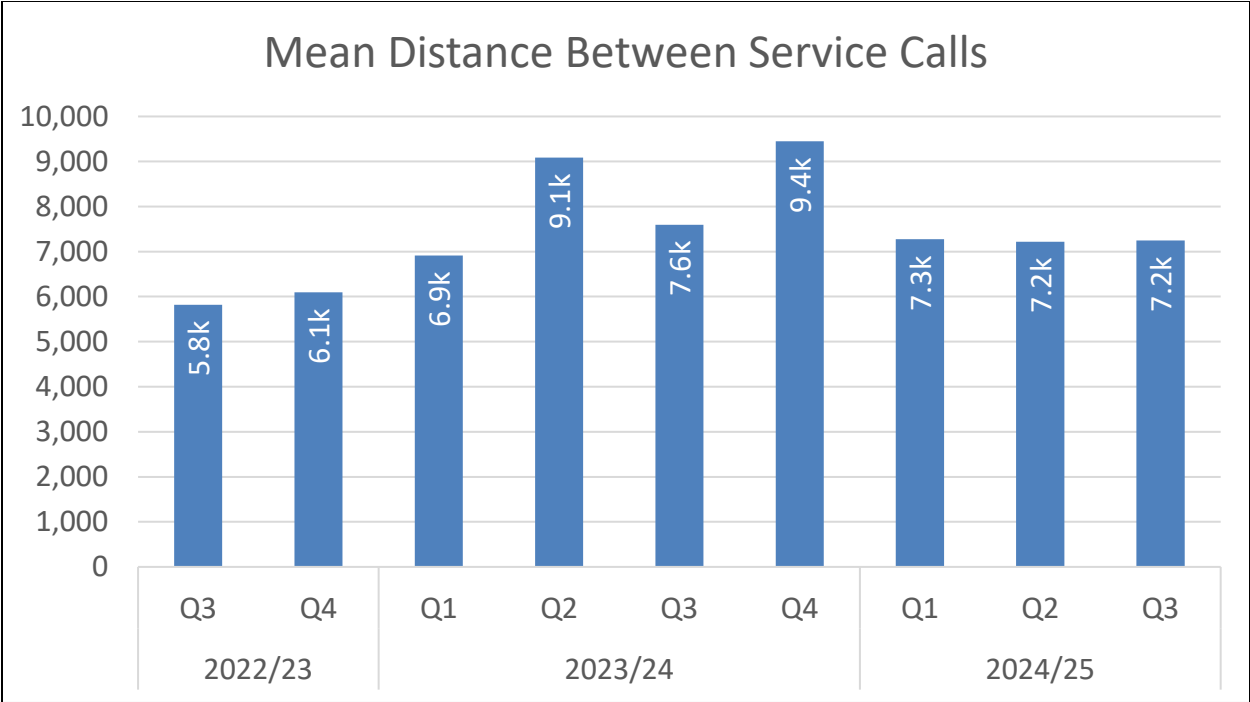
For the third quarter of 2024/25, the MDBF for conventional transit was 9,273 kms, exceeding the benchmark of 9,000 kms.



Mean Distance Between Service Calls

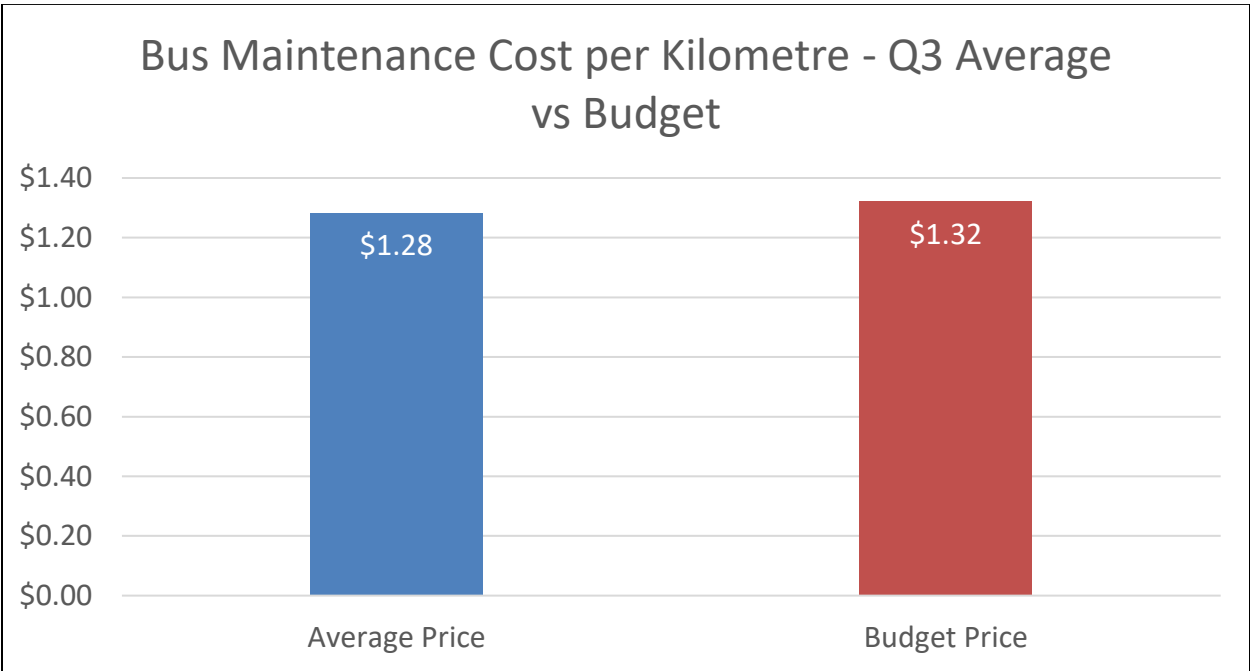
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor collisions.

For the third quarter of 2024/25, the MDBS for conventional transit was 7,250 kms, a decrease of 5% from the previous year. The MDBS for Access-A-Bus service was 88,400 kms, a 47% decrease from the previous year. Access-A-Bus MDBS can fluctuate significantly due to the relatively low number of service calls.



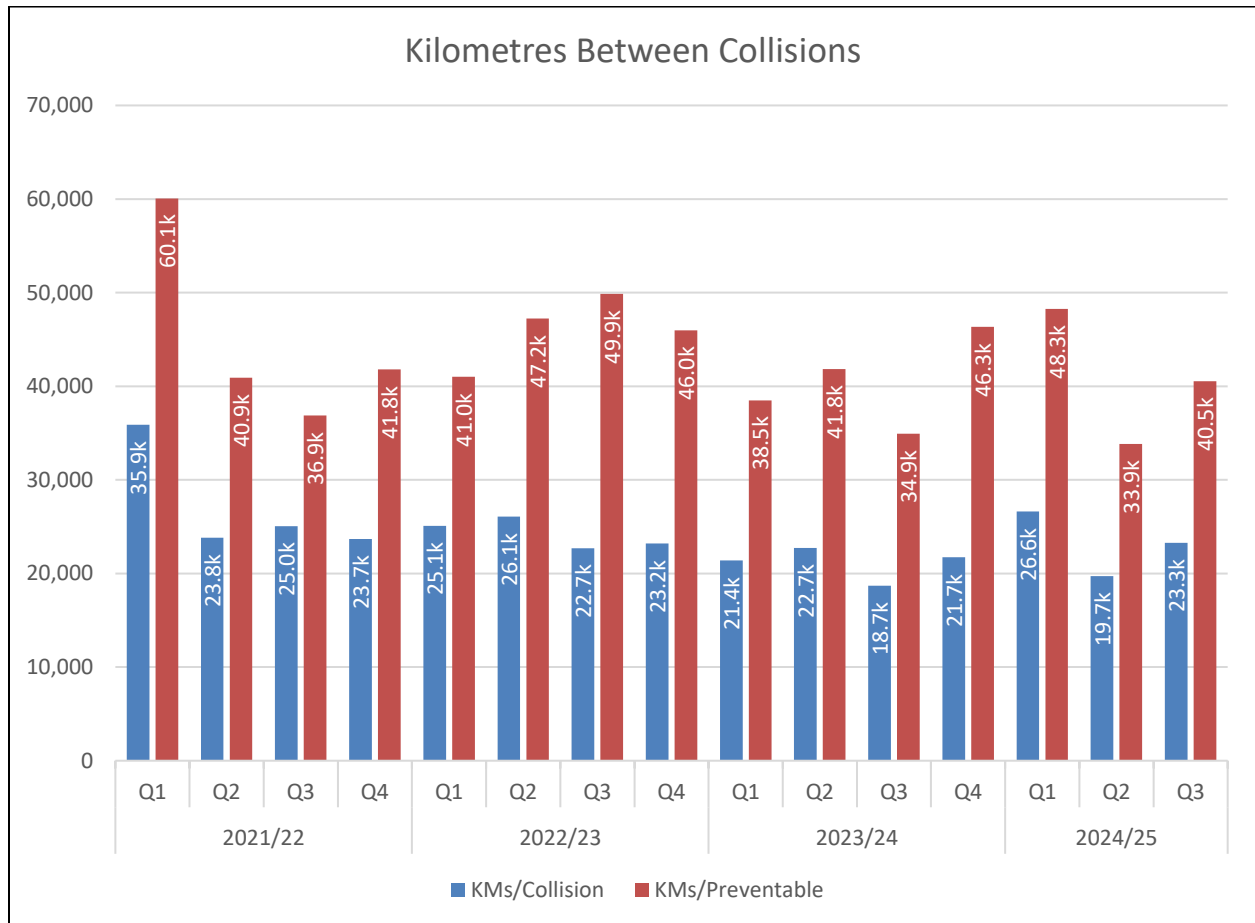
Bus Maintenance Cost – Quarter Average vs Budget

In the third quarter conventional and Access-A-Bus maintenance costs were \$1.28/km, 3% lower than the budgeted maintenance cost of \$1.32/km.



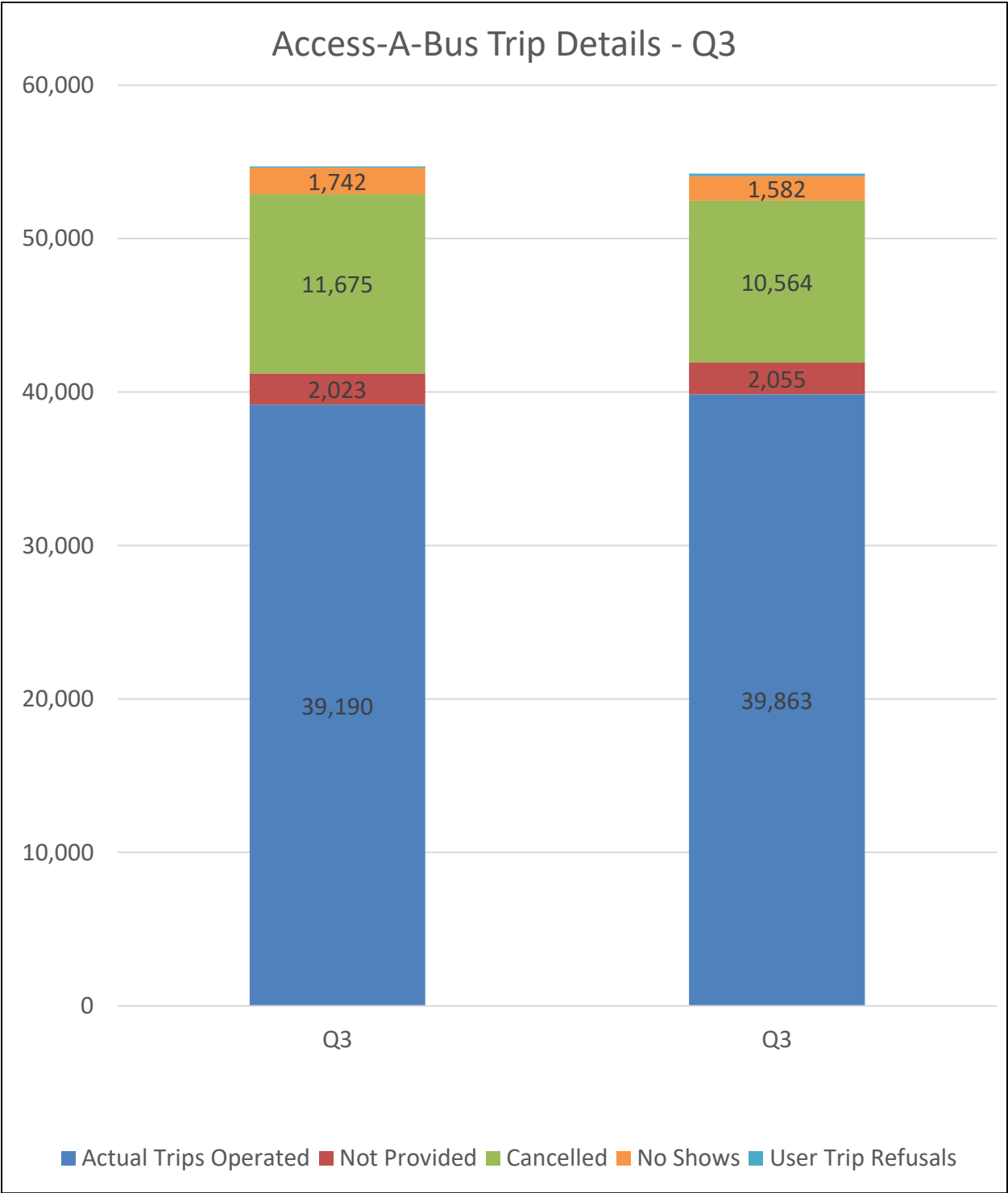
Safety – Collisions

In the third quarter, a collision involving Halifax Transit vehicles occurred once every 23,300 kilometres; a preventable collision occurred every 40,500 kilometres.



Access-A-Bus Trip Details

Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In the third quarter of 2024/25 a total of 39,396 trips were operated, 2% more than the same quarter last year.



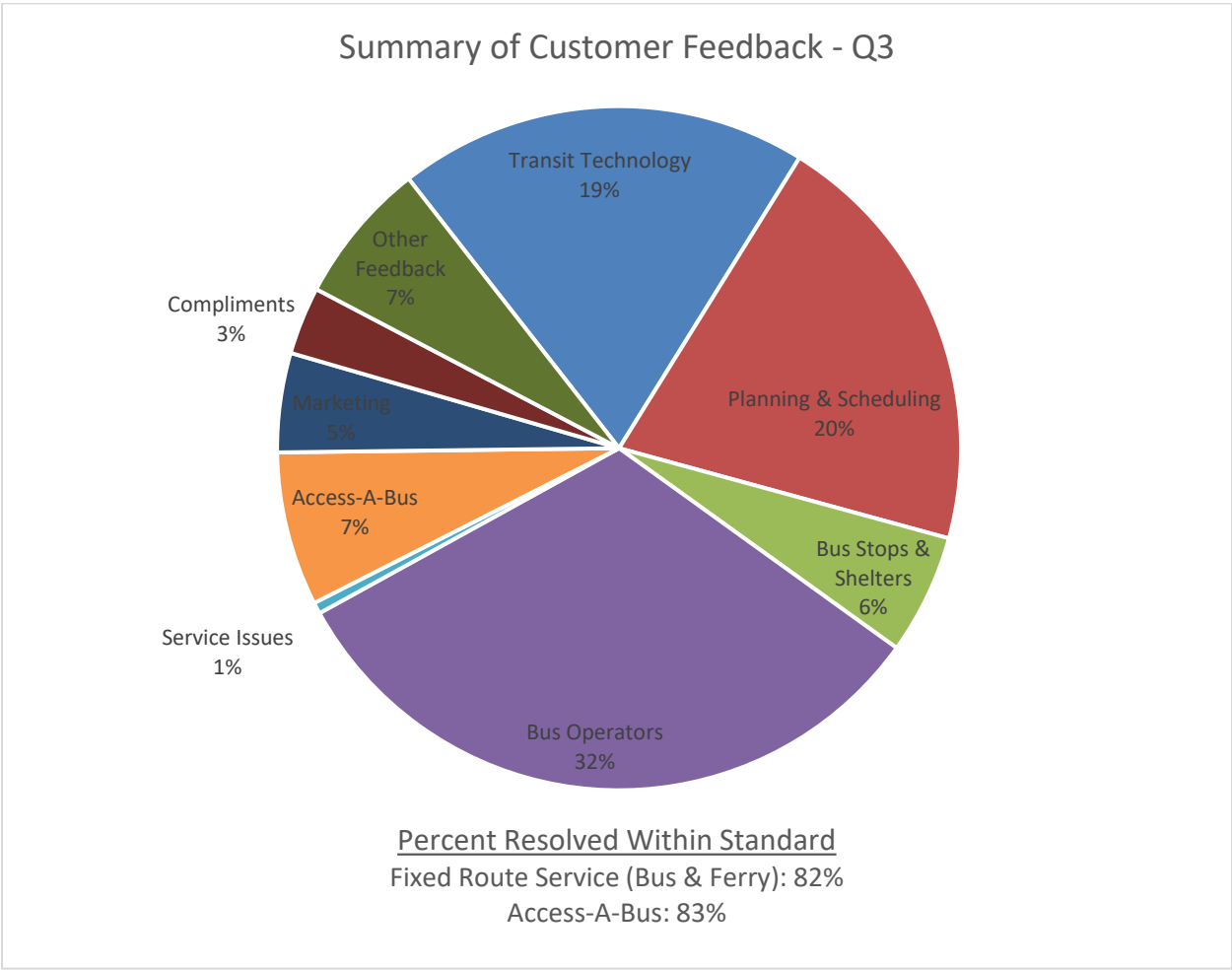
Customer Service – All Services

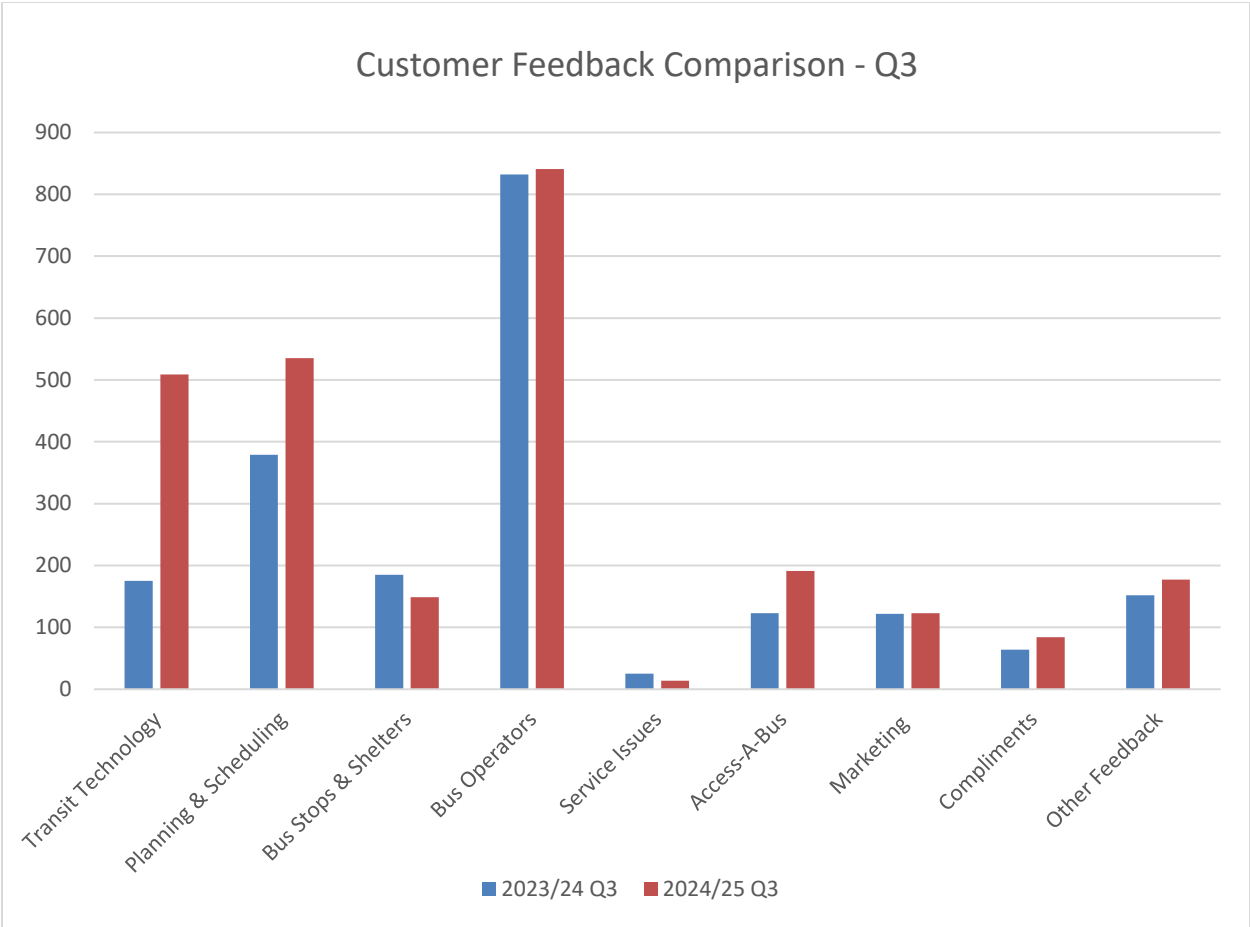
Customer service statistics are measured monthly using the Cityworks Customer Relationship Management software. Feedback is first categorized by subject matter and then divided into two categories: feedback addressed within service standard and feedback addressed outside service standard. The service standard is either 5 or 10 days depending on the subject matter.

5 Days – Access-A-Bus, Accessibility on Conventional Bus, Bus Operator Compliments, Ferries, Infrastructure, Prohibited Conduct Policies, Technology, Vehicle Related.

10 Days – Bus Operator Behaviour, Bus Operator Driving, Marketing & Communications, Planning & Scheduling, Programs.

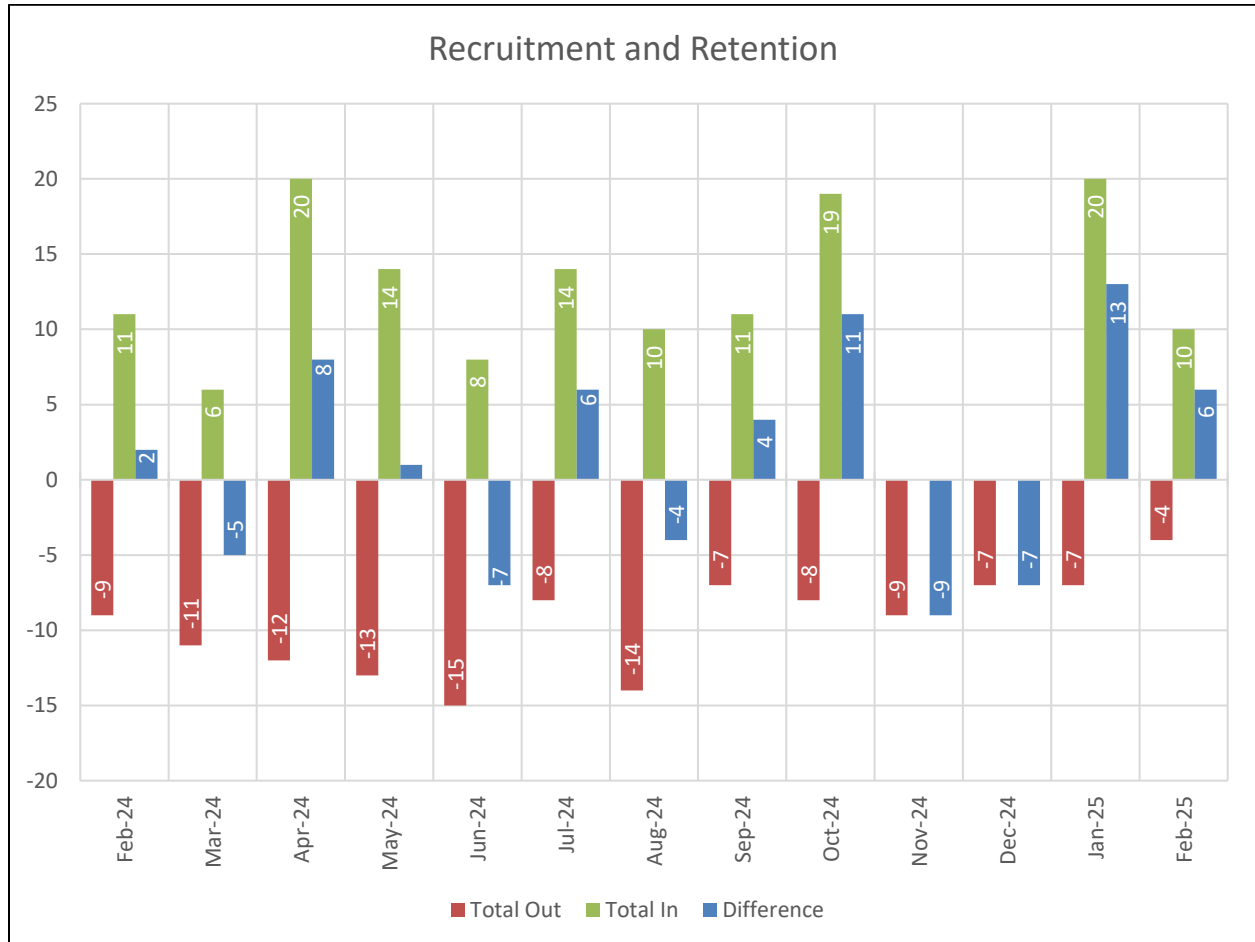
In the third quarter, 32% of feedback received was related to Bus Operator Driving and Behaviour. The remaining 68% is comprised of feedback regarding service issues, planning and scheduling, bus stops and shelters, marketing, compliments and other miscellaneous comments. Halifax Transit aims to address 90% of feedback within service standard. This quarter, 82% of customer feedback was addressed within standard.





Recruitment and Retention

The figure below includes information on the change in number of Operators working for Halifax Transit. Total Out figures include those transferring to other internal positions. The blue bar illustrates the net loss/gain of staff each month.



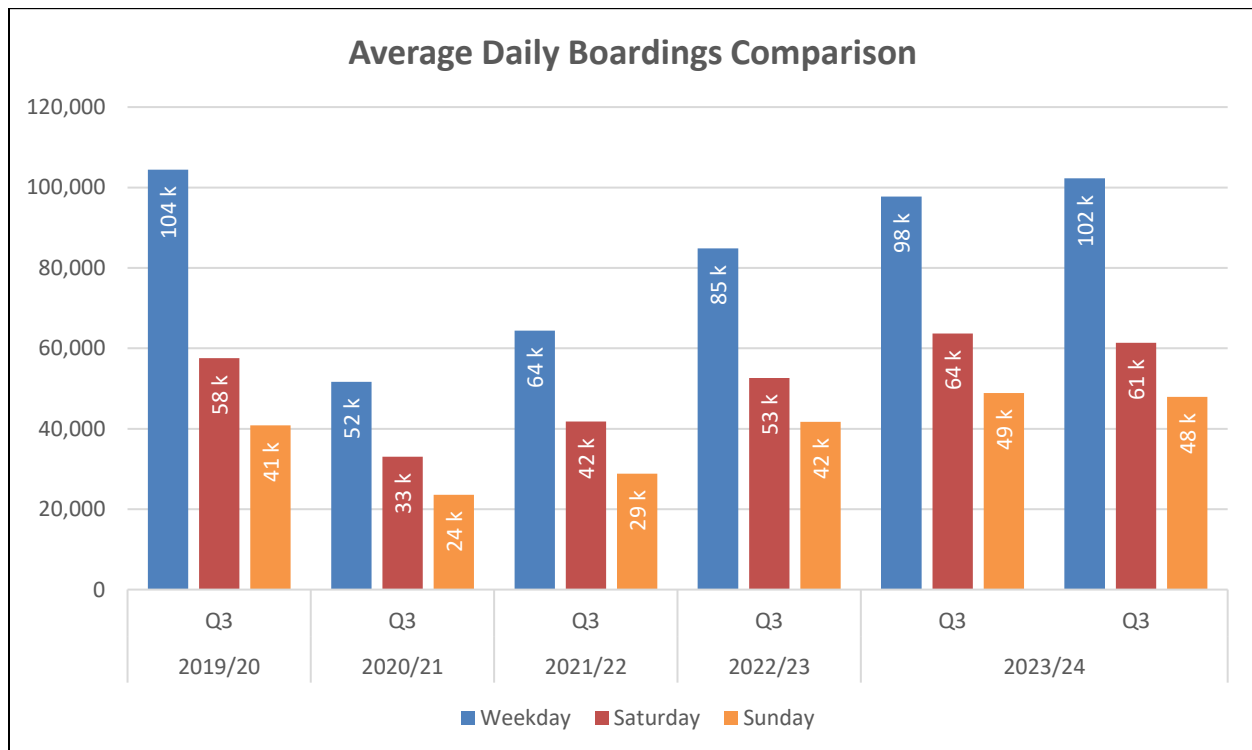
Service Utilization

Average Daily Boardings by Service Day

Average weekday boardings on conventional bus and ferry services in the third quarter were 102,254 ± 12,169 (12% variance). Average Saturday boardings this quarter were 61,377 ± 10,054 (16% variance). Average Sunday boardings this quarter were 47,935 ± 4,497 (9% variance).

The following chart shows average daily boardings by quarter tracking to pre COVID periods. Covid pandemic impacts began near the end of 2019/20 Q4.

This quarter weekday boardings increased 5% compared to the previous year; Saturday boardings decreased 4% and Sunday boardings decreased 2%.























































































Ridership Guidelines by Route – Passengers Per Hour

Halifax Transit established ridership guidelines as part of the *Moving Forward Together Plan*; the tables below display route performance in comparison to these guidelines. Several routes are replaced during the peak hour in the peak direction by express services, as such these routes are not expected to meet typical ridership guidelines during peak periods. Colour coding has been applied as follows:

- Green = Exceeding Ridership Guideline
- Yellow = Within 50% of meeting Ridership Guideline
- Red = More than 50% below Ridership Guideline
- Grey = Routes replaced by express services in peak direction.

2024/25 Q3 Ridership Guidelines by Route					
Route	Weekday				
	Boardings	Passengers Per Hour			
	All Day	AM Peak	Midday	PM Peak	Evening
Ridership Guideline		25	15	25	10
1	7,490	● 47	● 52	● 54	● 35
2	4,943	● 46	● 42	● 46	● 32
3	7,388	● 55	● 45	● 55	● 37
4	5,530	● 45	● 44	● 46	● 36
5	4,070	● 52	● 42	● 50	● 33
6A/B/C	3,405	● 43	● 38	● 43	● 25
7A/B	5,094	● 49	● 39	● 48	● 24
8	4,748	● 40	● 35	● 46	● 27
9A/B	6,582	● 38	● 48	● 51	● 31
10	4,831	● 44	● 55	● 47	● 31
21	1,277	● 37	● 36	● 51	● 27
22	822	● 33	● 29	● 33	● 12
24	1,961	● 32	● 36	● 40	● 23
25	785	● 35	● 36	● 40	● 25
26	64	● 26		● 23	
28	2,207	● 47	● 50	● 63	● 40
29	3,035	● 36	● 38	● 35	● 21
30A/B	1,385	● 38	● 41	● 58	● 25
39	1,811	● 53	● 30	● 45	● 26
50	77	● 22		● 15	
51A/B	941	● 46	● 43	● 26	● 21
53	1,208	● 43	● 35	● 45	● 24
54	1,098	● 30	● 39	● 42	● 20
55	434	● 27	● 26	● 31	● 13
56	1,526	● 35	● 30	● 47	● 20
58	213	● 6	● 19	● 17	● 5
59	144	● 19	● 13	● 10	● 10
61	227	● 15	● 18	● 13	● 9
62	605	● 26	● 28	● 33	● 14
63	580	● 26	● 28	● 28	● 15
64	895	● 26	● 14	● 19	● 10
65	197	● 30	● 37	● 8	● 10
67	842	● 26	● 34	● 30	● 13
68	306	● 10	● 28	● 25	● 10
72	2,014	● 42	● 31	● 46	● 21
82	305	● 18	● 21	● 21	● 9
83	123	● 12	● 10	● 11	● 6
84	1,079	● 21	● 21	● 20	● 11
85	221	● 14	● 31	● 19	● 13
86	147	● 10	● 11	● 12	● 8
87	1,629	● 42	● 24	● 38	● 21
88	284	● 34	● 17	● 25	● 11
90	3,350	● 33	● 38	● 34	● 26
91	1,218	● 27	● 40	● 42	● 27
93	268	● 24	● 10	● 24	● 15
401	150	● 13	● 14	● 19	● 10
415	70	● 8	● 11	● 13	
433	111	● 18		● 15	● 8

2024/25 Q3 Ridership Guidelines by Route						
Route	Saturday		Sunday			
	Boardings	Pass/Hour	Boardings	Pass/Hour		
Ridership Guideline	15		10			
1	5,843		50	3,694		39
2	4,464		43	3,039		42
3	4,097		47	3,858		40
4	2,403		49	2,105		46
5	3,079		40	1,844		42
6A/B/C	1,665		34	1,332		29
7A/B	3,001		29	1,873		27
8	3,763		38	2,957		33
9A/B	3,495		52	2,843		44
10	3,274		44	1,736		36
21	1,270		30	787		39
22	535		18	481		14
24	1,784		31	1,411		26
25	523		39	515		39
28	1,965		43	1,076		45
29	1,763		29	1,377		25
30A/B	886		26	619		35
39	1,380		28	696		32
51A/B	568		30	300		33
53	989		29	509		34
54	587		25	407		20
55	353		24	232		16
56	1,451		29	977		27
58	118		8	82		5
59	129		20	80		13
61	204		12	168		10
62	372		24	331		21
63	320		20	239		16
65	121		12	101		11
67	342		21	251		15
68	259		14	179		12
72	1,544		27	773		26
82	243		15	182		11
83	109		10	85		8
84	435		14	346		12
85	126		14	108		14
86	127		9	106		9
87	1,060		21	514		20
88	268		19	166		13
90	1,897		28	1,191		34
91	658		29	567		27
401	58		12	48		9











































Express Service Peak Boardings & Passengers per Trip

The table below displays average daily boardings and passengers per trip on Halifax Transit Express services. Colour coding has been applied as follows:

Green = Exceeding Ridership Guideline

Yellow = Within 50% of meeting Ridership Guideline

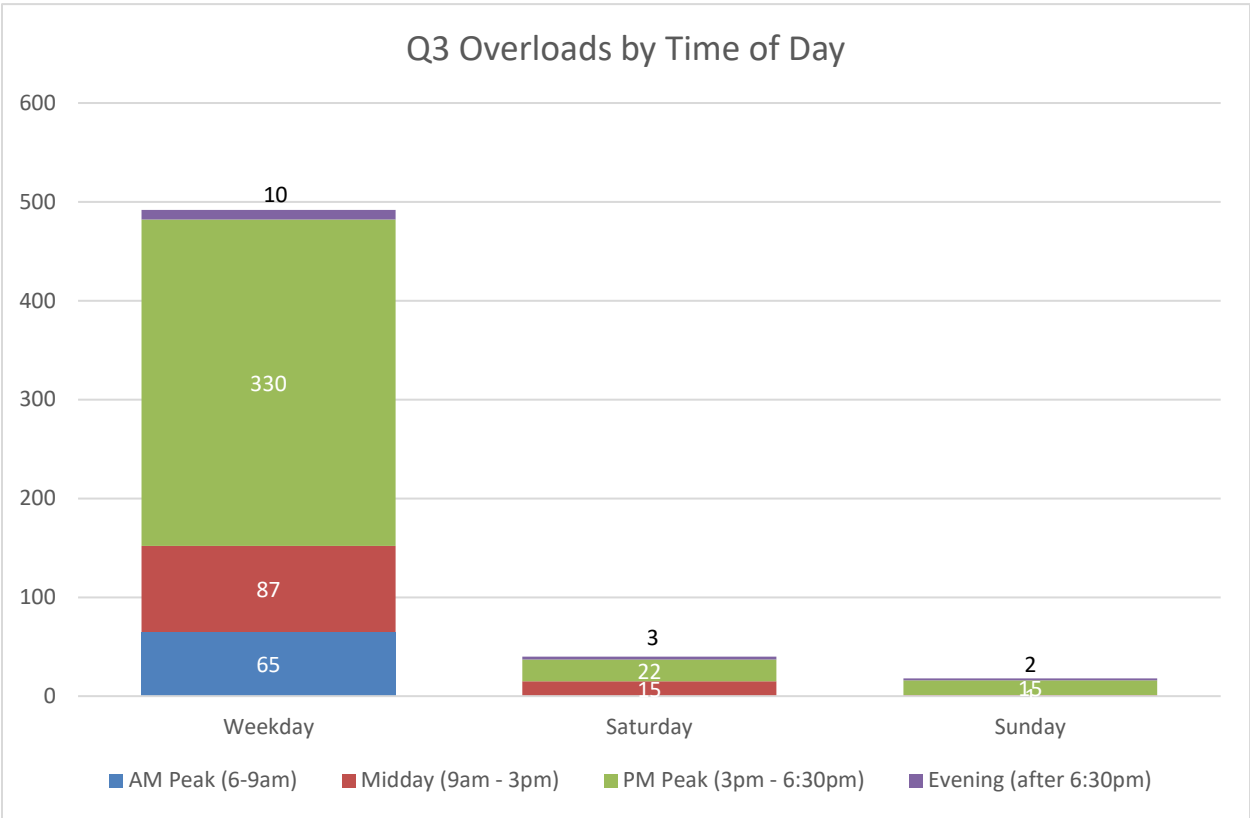
Red = More than 50% below Ridership Guideline

2024/25 Q3 Express Route Ridership Guidelines by Route				
Route	Weekday Peak	Passengers per Trip		
	Boardings	AM Peak	PM Peak	
Express Ridership Guideline		20	20	
123	369	 31	 27	
127	336	 25	 20	
135	440	 33	 31	
136	596	 41	 35	
137	315	 25	 28	
138	451	 36	 30	
158	213	 32	 22	
159	346	 27	 20	
161	323	 27	 28	
165	281	 30	 27	
168A/B	615	 31	 26	
182	543	 25	 22	
183	263	 23	 21	
185	511	 28	 24	
186	302	 26	 25	
192	149	 13	 13	
194	241	 33	 28	
196	110	 32	 24	
Regional Express Ridership Guideline		15	15	
320	201	 11	 17	
330	259	 17	 14	
370	89	 9	 8	

Passenger Overloads

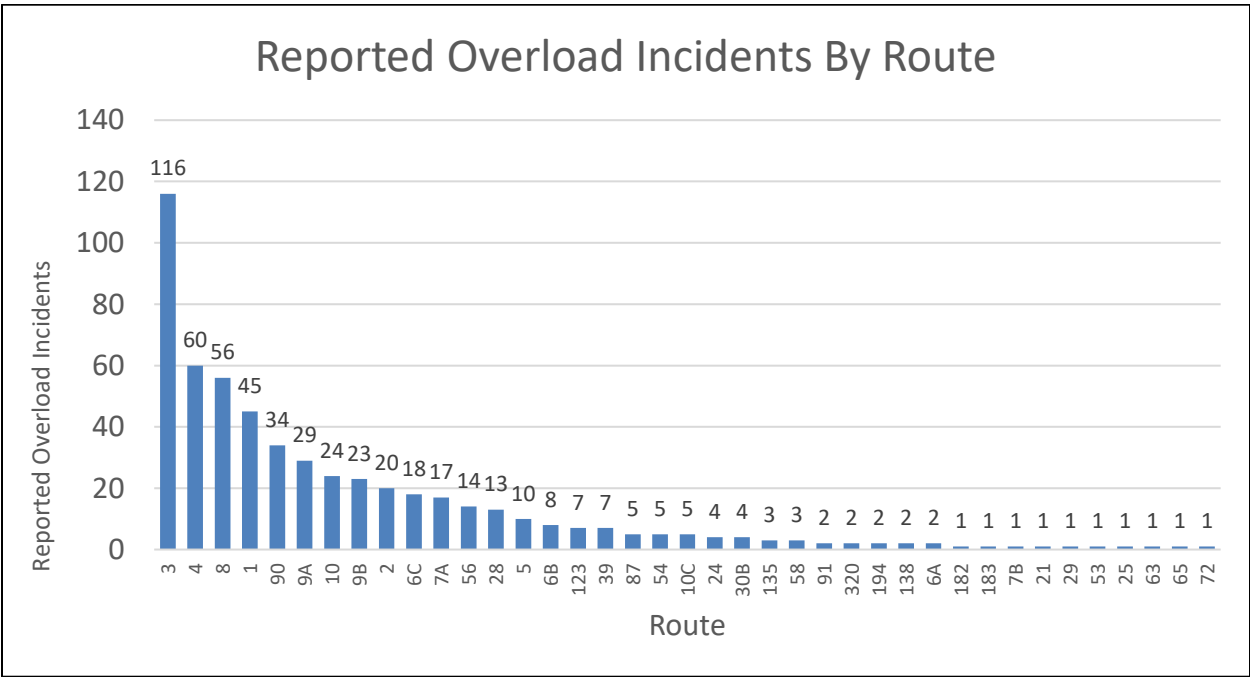
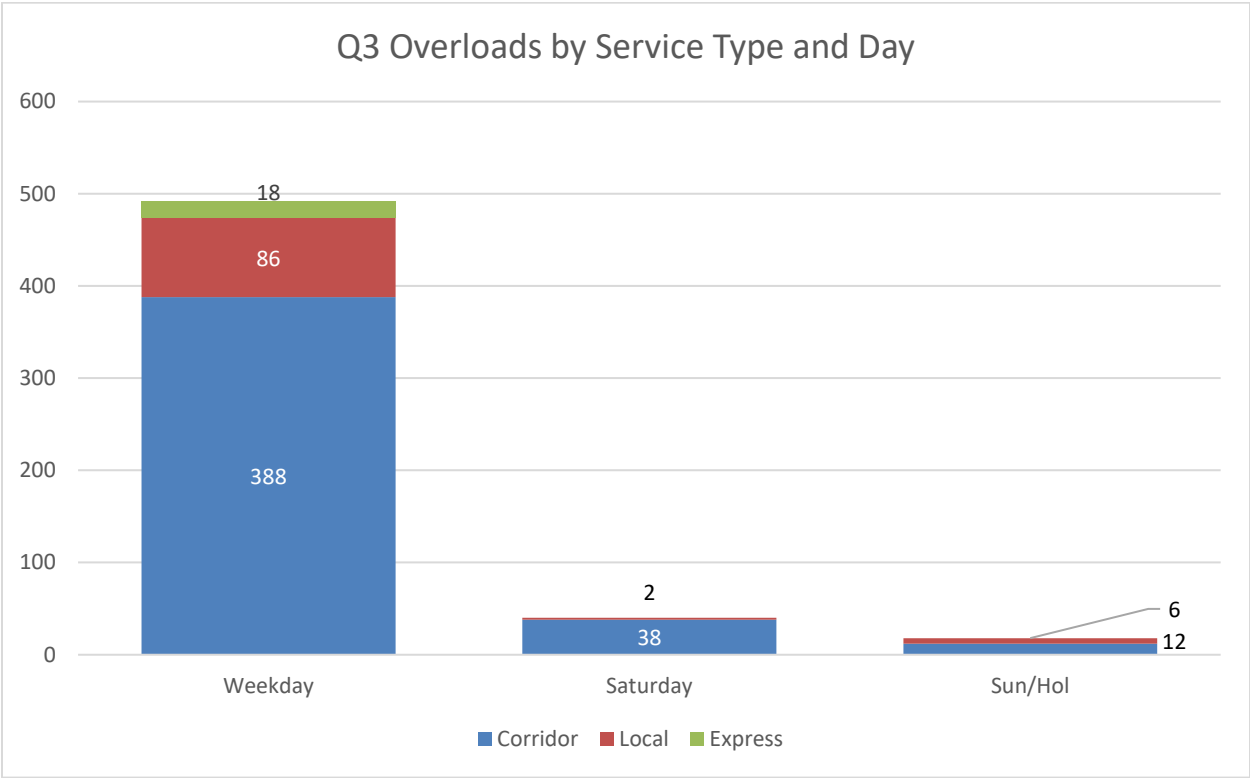
Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. During the third quarter 550 overload incidents were reported on conventional buses, 21% fewer than the same quarter during the previous year.

Passenger overloads occur for a number of different reasons including temporary surges in passenger demand, interruptions to service delivery due to on-street issues or resource availability, or insufficient service levels for passenger demand. In Q3, 89% of overloads were reported on Weekdays, and most frequently occurred during PM Peak.

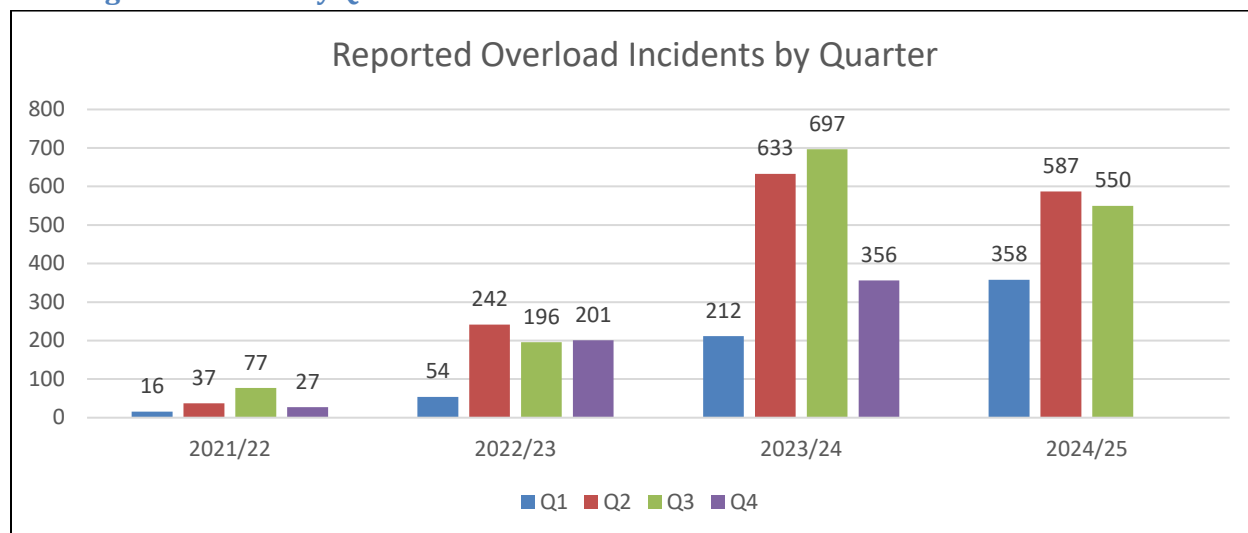


Passenger Overloads by Route

Passenger overloads occurred primarily on Corridor routes, specifically Routes 1, 3, 4, 8, and 9. In the third quarter 80% of overloads occurred on Corridor routes, 17% on Local routes and 3% on Express routes.

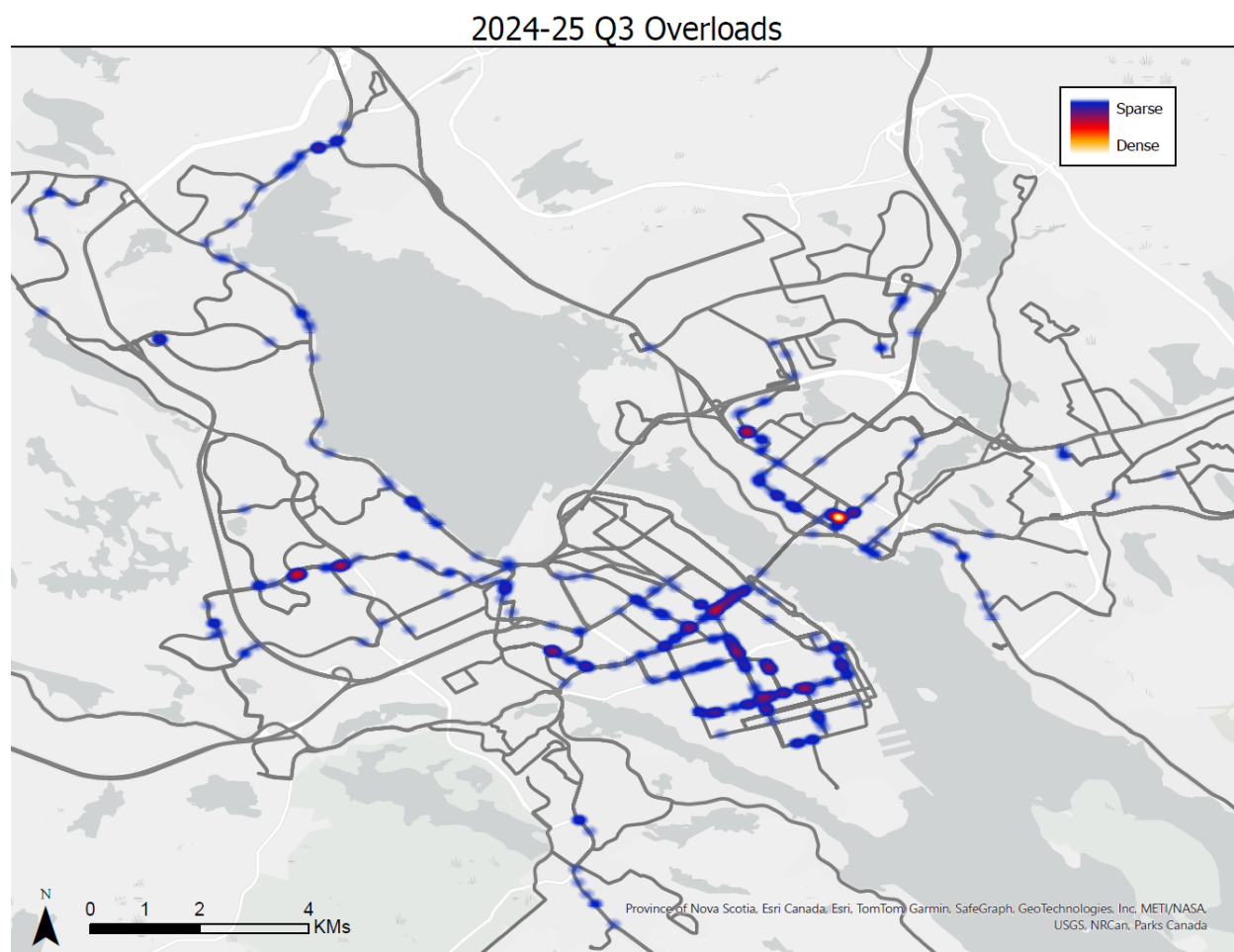


Passenger Overloads by Quarter



Passenger Overload Locations

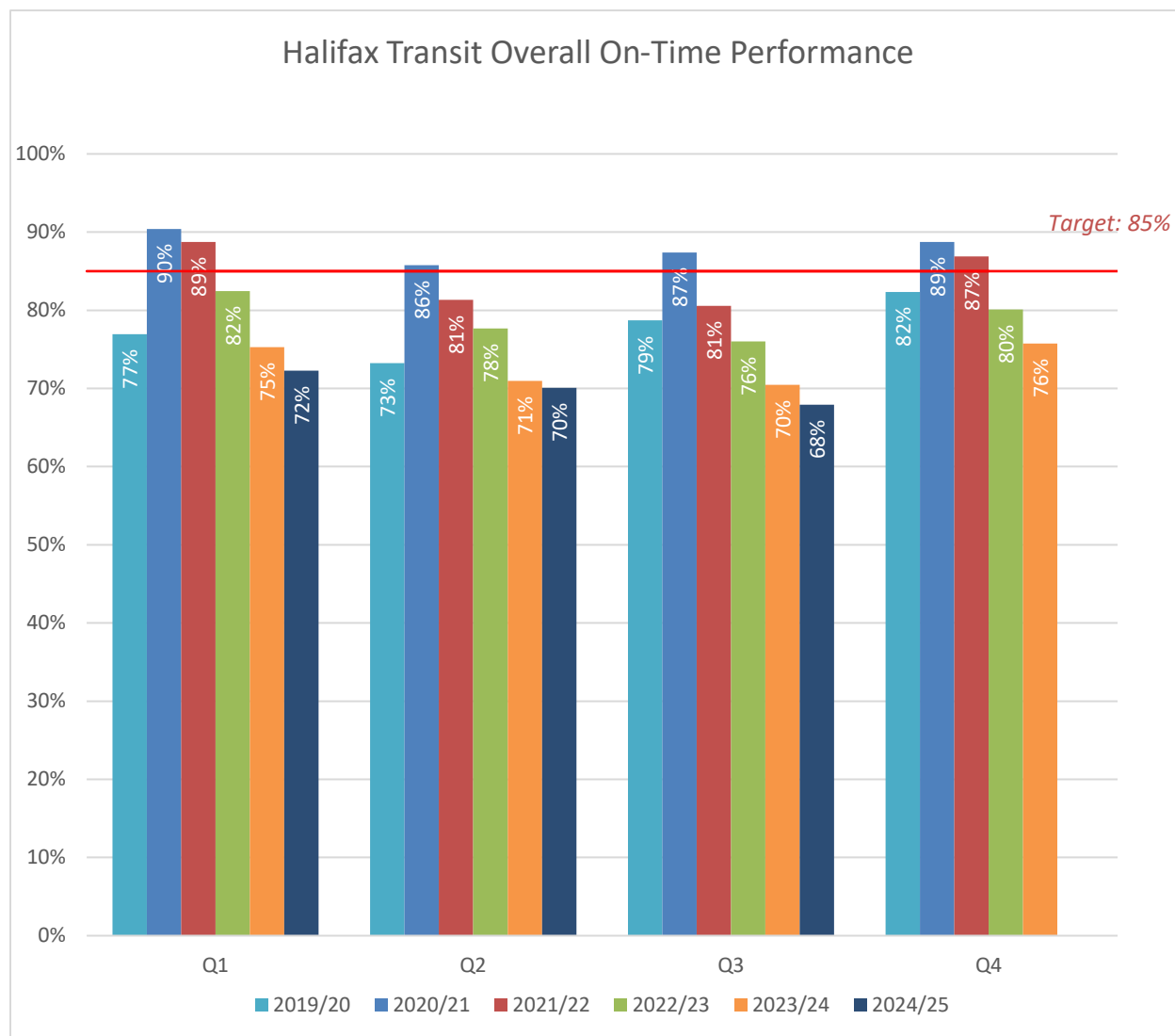
The map below shows locations where Halifax Transit vehicles became overloaded and were unable to pick up more passengers.



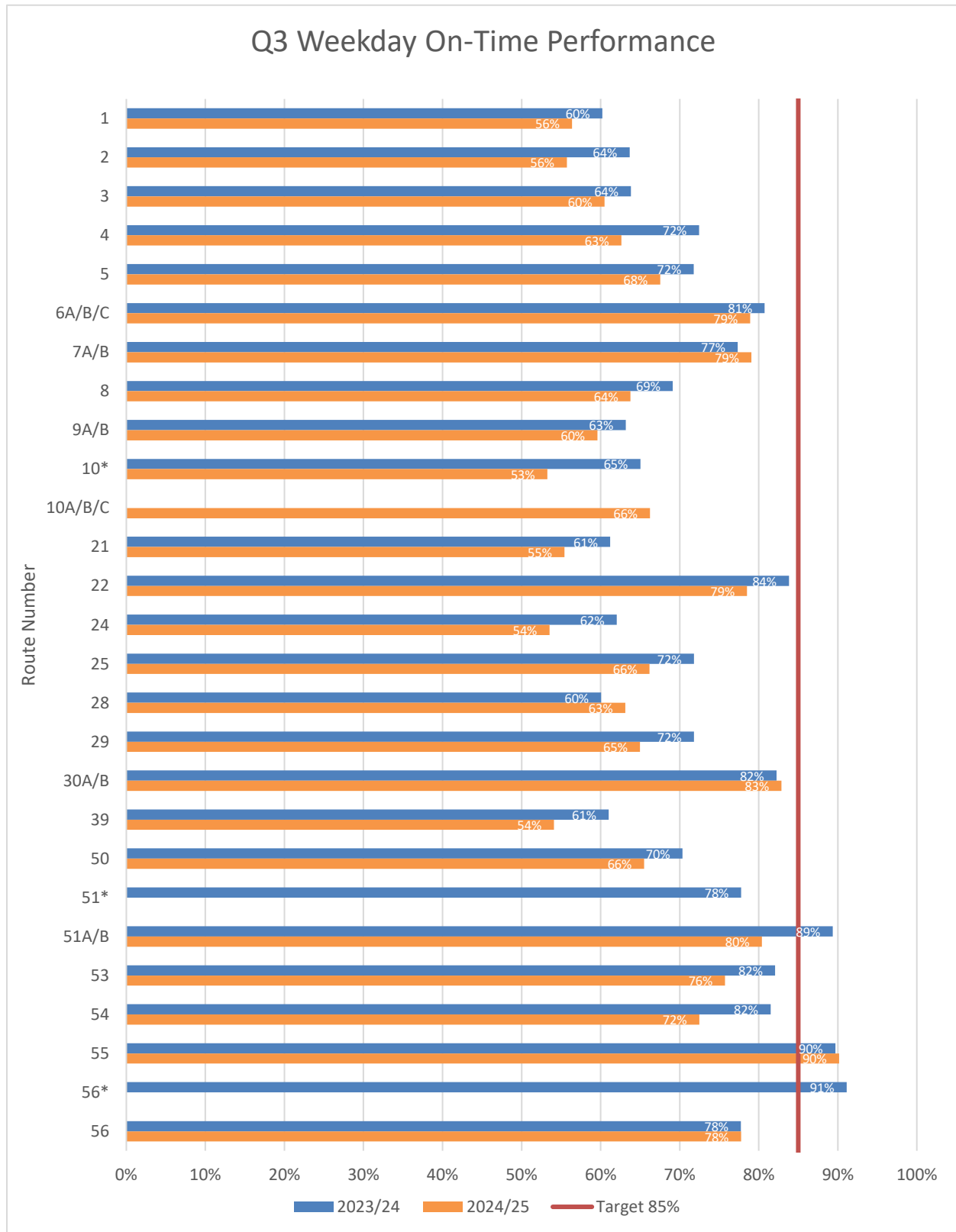
On-Time Performance

On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of conventional bus routes. Terminals and selected bus stops along each route are classified as timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates the percentage of observed timepoint arrivals that are between one minute early and three minutes late for conventional bus service.

Overall Network On-Time Performance

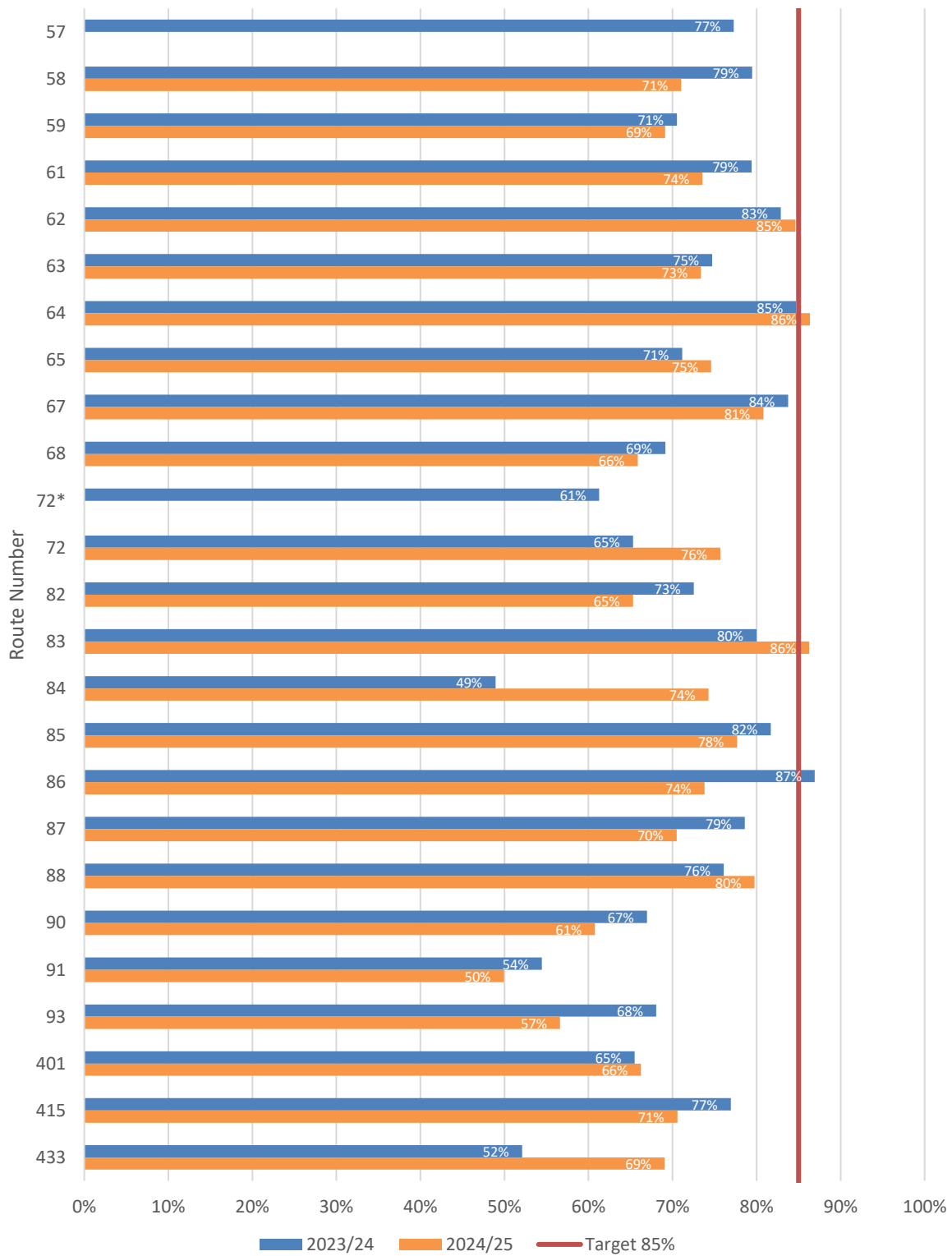


Weekday On-Time Performance



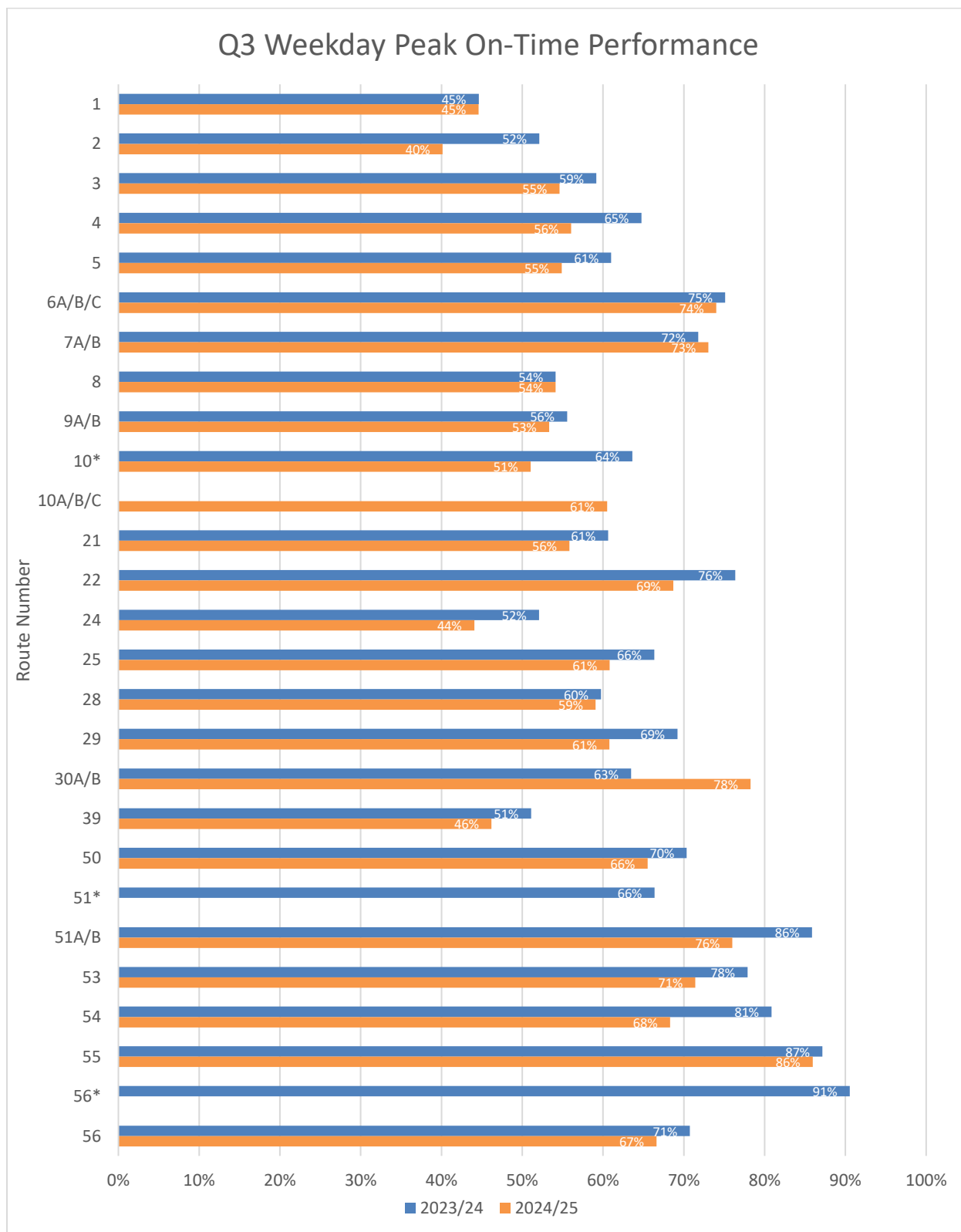
*Indicates discontinued route

Q3 Weekday On-Time Performance



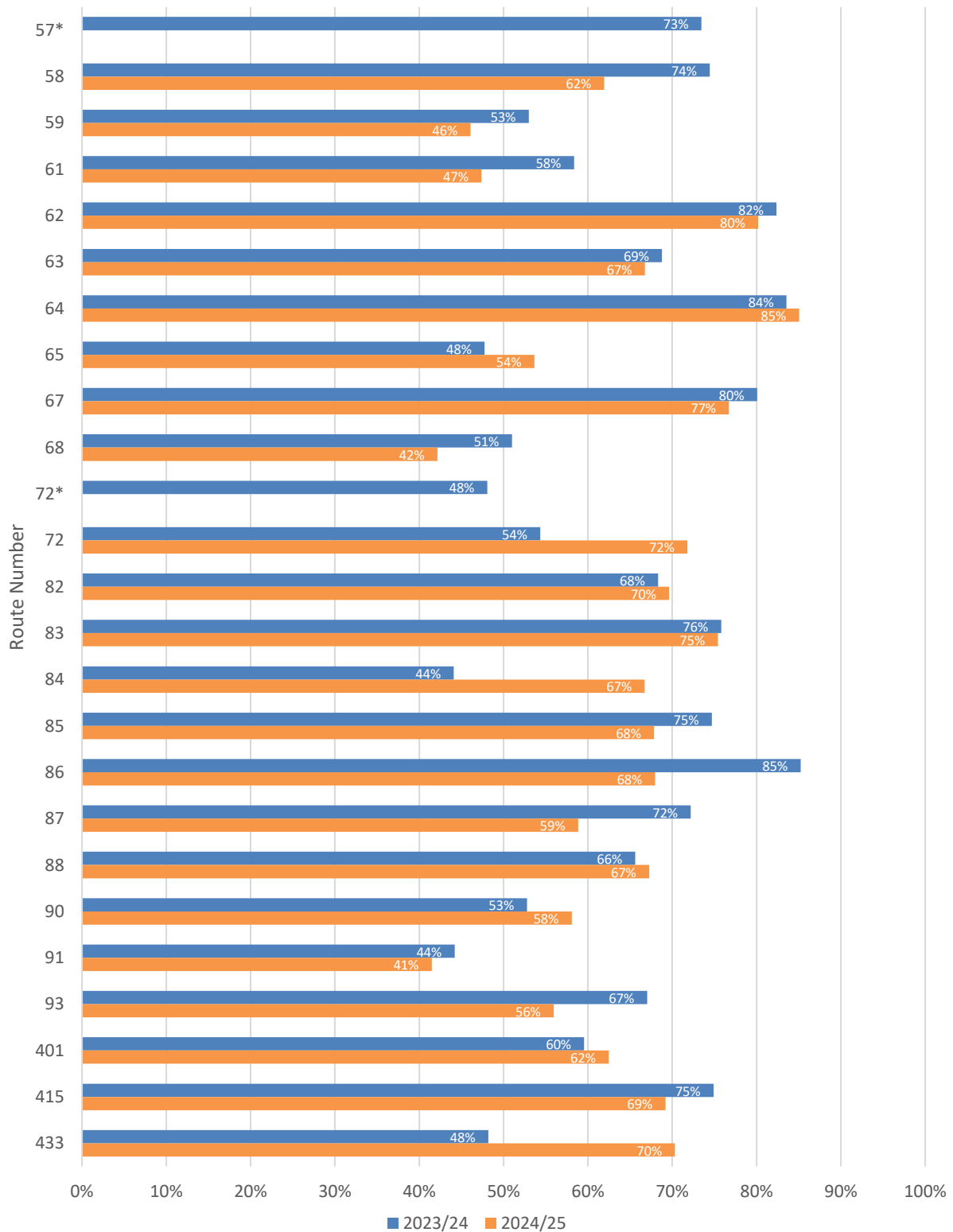
*Indicates discontinued route

Weekday Peak Period On-Time Performance



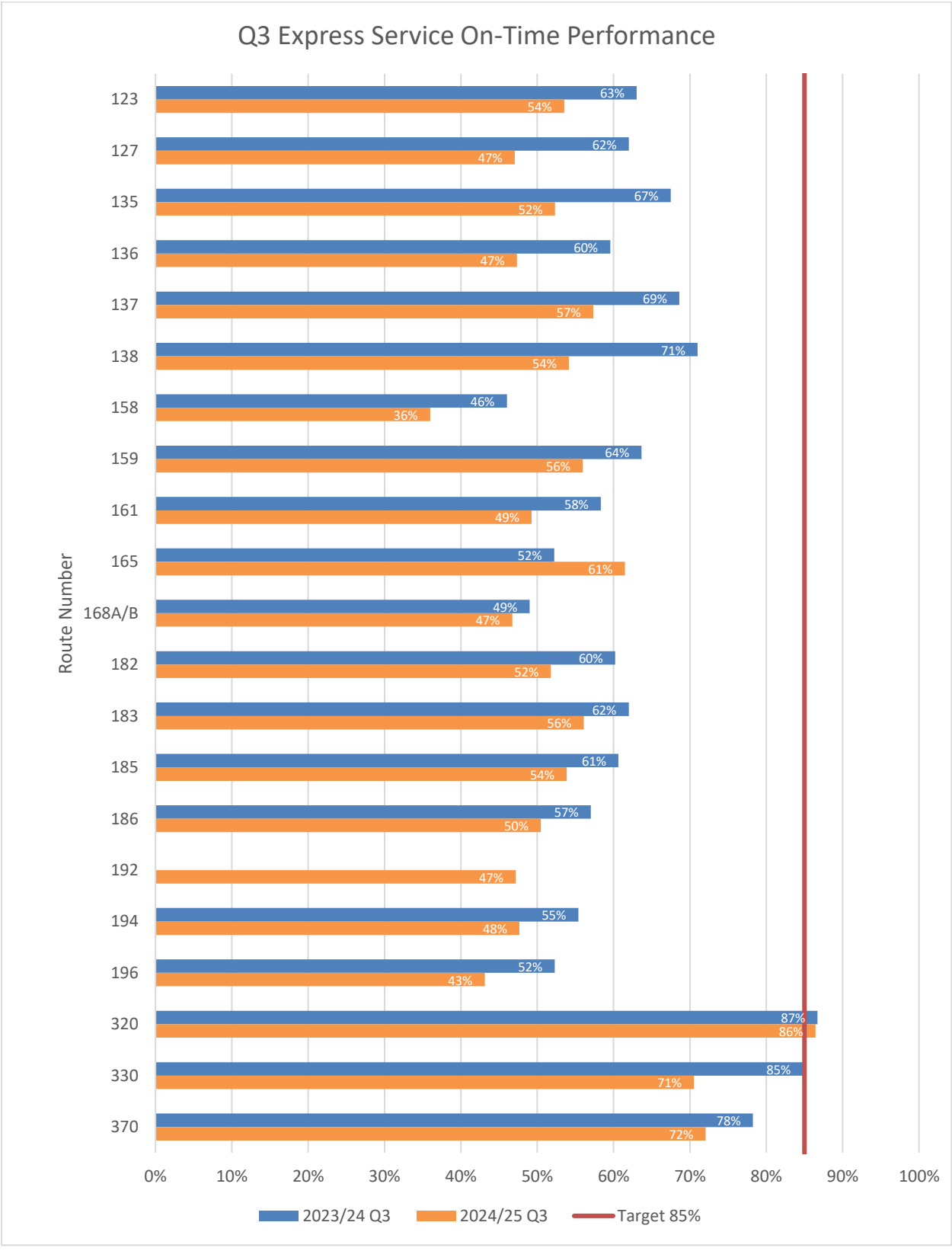
*Indicates discontinued route

Q3 Weekday Peak On-Time Performance



*Indicates discontinued route

Express Service On-Time Performance



Fare Revenue by Type

Halifax Transit collects fares in several ways including Halifax Transit's new mobile fare payment app, HFXGO which launched on November 2, 2023. The following chart shows monthly fare revenue for all service types combined, broken down as follows:

- Non-Discretionary Programs
 - UPass
 - Department of Community Services Passes
- Paper Products
 - Physical Tickets
 - Passes
 - EPasses
- Cash Fares
- HFXGO app

