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Item No. 13.1.2
Transportation Standing Committee
August 21, 2025

TO: Chair and Members of Transportation Standing Committee

FROM: Brad Anguish, Commissioner of Operations

DATE: July 8, 2025

SUBJECT: Halifax Transit 2024/25 Q4 KPI Report

INFORMATION REPORT

ORIGIN

July 3, 2013, Transportation Standing Committee motion (item 7.1.1):

MOVED by Councillor Mason, seconded by Councillor Watts

THAT the Transportation Standing Committee receive a quarterly report and presentation regarding Metro Transit strategic planning and operations.

MOTION PUT AND PASSED

EXECUTIVE SUMMARY

This is a quarterly report on Halifax Transit Key Performance Indicators.

BACKGROUND

This report provides a summary of activities in the fourth quarter of the fiscal year and includes reporting on key performance measures. The report also includes annual year-end key performance measure reporting for 2024/25. These include measures of revenue, ridership, boardings, overloads, on-time performance, loss of service, customer service, service levels, Operator recruitment and retention, and Access-A-Bus service details.

DISCUSSION

During the fourth quarter (January, February and March 2025) Halifax Transit usage continued to grow at a moderate pace, ending the year with 7% growth in boardings and revenue. This significant annual growth is largely attributable to very large increases in the first and second quarters of 2024/25.

On February 24, 2025 service changes included reinstating trips that were temporarily suspended in February 2023, including trips on Routes 55, 59, 65, 84, 85, 127, 159, 165, 182, 185, and 330. Service changes also included a routing adjustment and two additional trips on Route 196 Basinview Express. Routes that were on detour due to the Cogswell construction have had schedule adjustments implemented to accommodate the new routing. On May 19, 2025, nine additional trips were reinstated on Routes 65, 68, 84, 165, 168A, 168B, 182 and 185.

Q4 Performance Measures Highlights

Attachment A, *Halifax Transit 2024/25 Q4 Performance Measures Report*, covering January, February and March 2025 includes additional performance measures and detailed statistics.

- Overall boardings increased 3% this quarter from last year.
- Revenue increased 1.5% this quarter compared to last year.
- Conventional bus service on-time performance was 75%, compared to a target of 85%. This is a 0.5% decrease from this quarter last year.
- Mean distance between failures was 10,000 kms for conventional bus service, exceeding the benchmark of 9,000 kms.
- Conventional bus and Access-A-Bus maintenance costs were \$1.35/km, 1% above the budgeted cost of \$1.34/km.
- Halifax Transit vehicles were involved in collisions at a rate of once every 23,900 kilometres driven. A preventable collision occurred every 49,000 kilometres.

2024/25 Year End Performance Measure Highlights

Attachment B, *Halifax Transit 2024/25 Year End Performance Measures Report*, includes additional performance measures and detailed statistics.

- Overall boardings increased 7% this year compared with the previous year.
- Revenue increased 7% this year compared with the previous year.
- On-time performance for conventional bus routes was 71%, down 2% from the previous year.
- Passenger overloads on conventional service decreased by 2% from the previous year.
- Mean distance between failures for conventional vehicles was 9,800 kms, exceeding the benchmark of 9,000 kms.
- Maintenance costs for conventional and paratransit vehicles were \$1.28/km, 3% below the budgeted cost of \$1.33/km.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this information report.

COMMUNITY ENGAGEMENT

No community engagement was required.

LEGISLATIVE AUTHORITY

Administrative Order Number One, the Procedures of the Council Administrative Order, Schedule 7 - Section 4(a) of the Terms of Reference for the Transportation Standing Committee provides that the Transportation Standing Committee is responsible for “overseeing HRM’s Regional Transportation Objectives and Transportation outcome areas”.

ATTACHMENTS

Attachment A: Halifax Transit 2024/25 Q4 Performance Measures Report
Attachment B: Halifax Transit 2024/25 Year End Performance Measures Report

Report Prepared by: Colin Redding, Transit Planning Technician, Halifax Transit, 902.266.6967

Attachment A: 2024/25 Halifax Transit Q4 Performance Measures Report

2024/25 – Q4 Performance Measures Report

HALIFAX
TRANSIT

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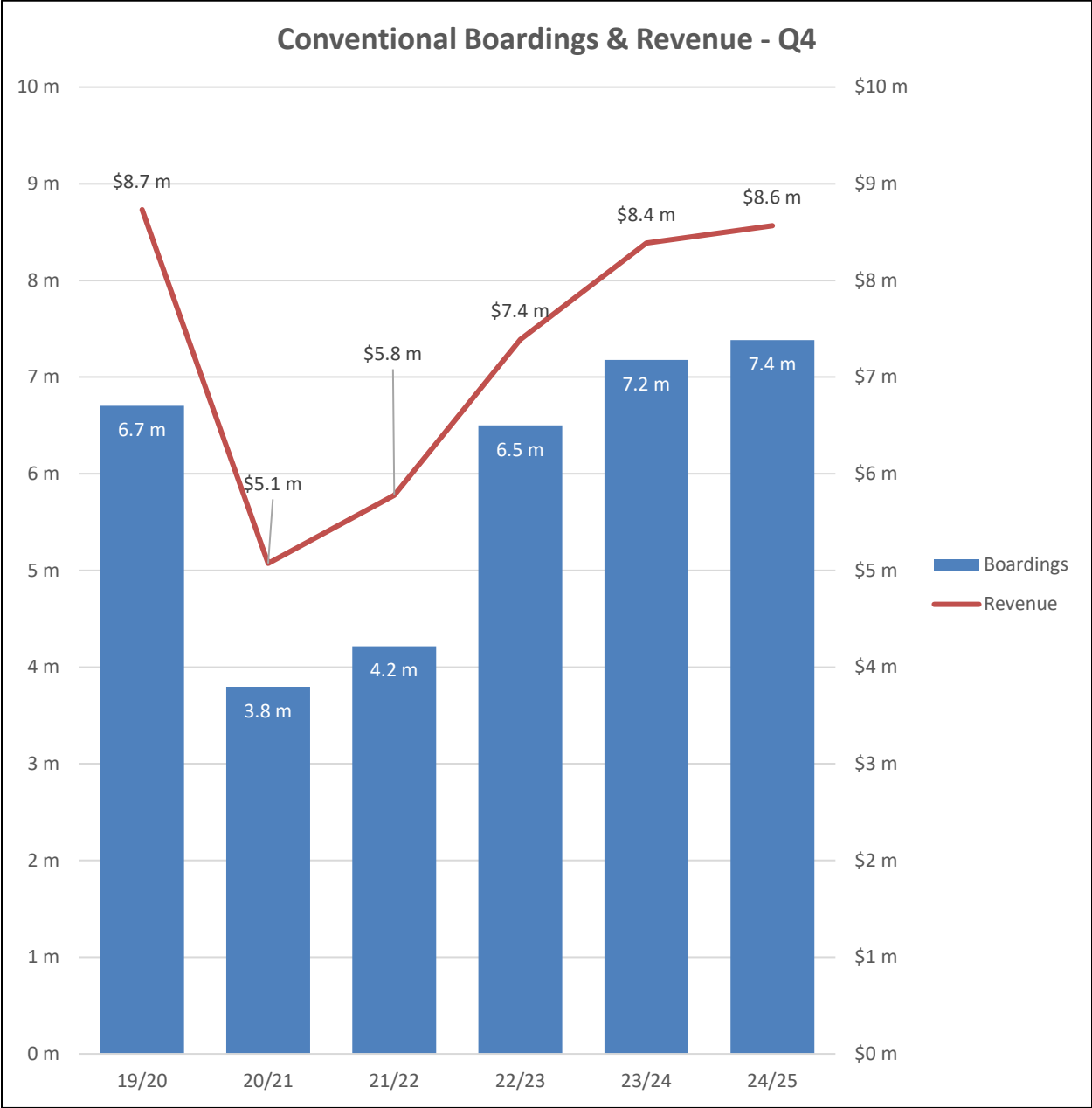
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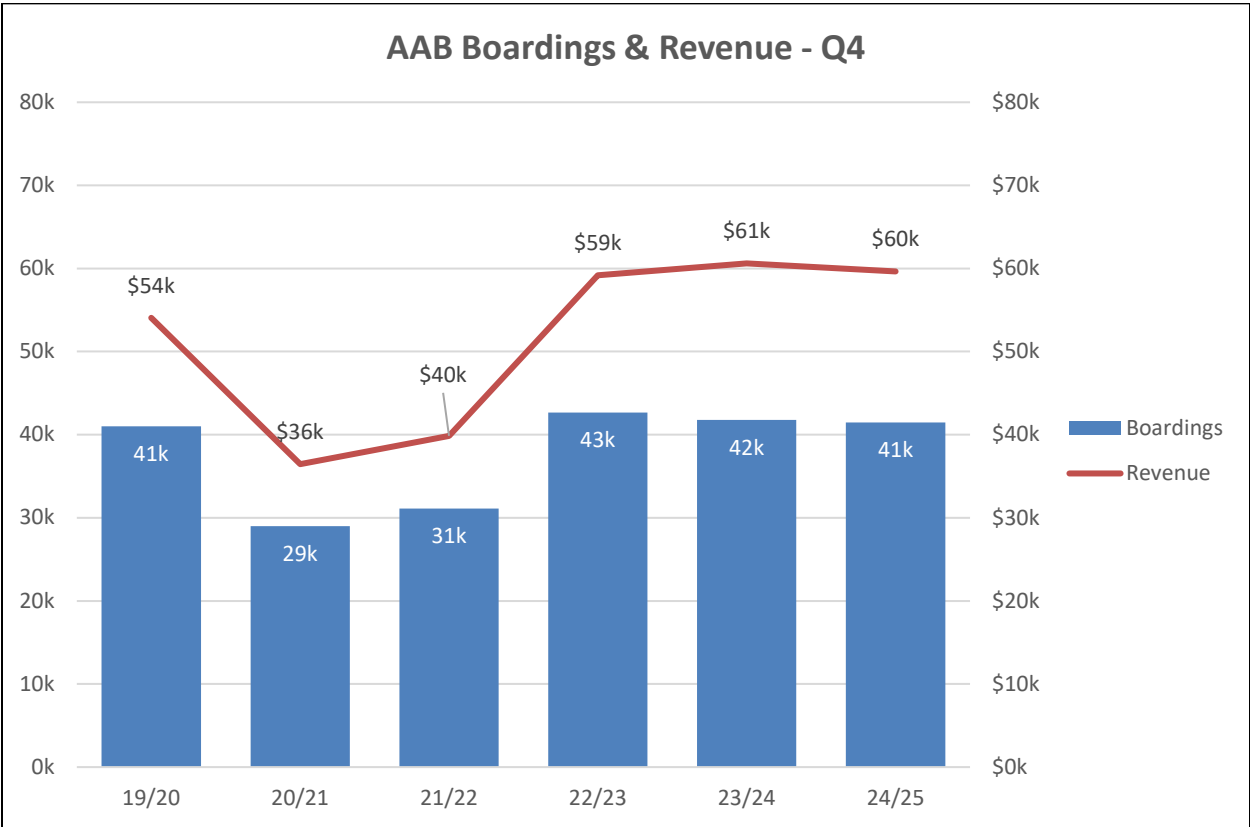
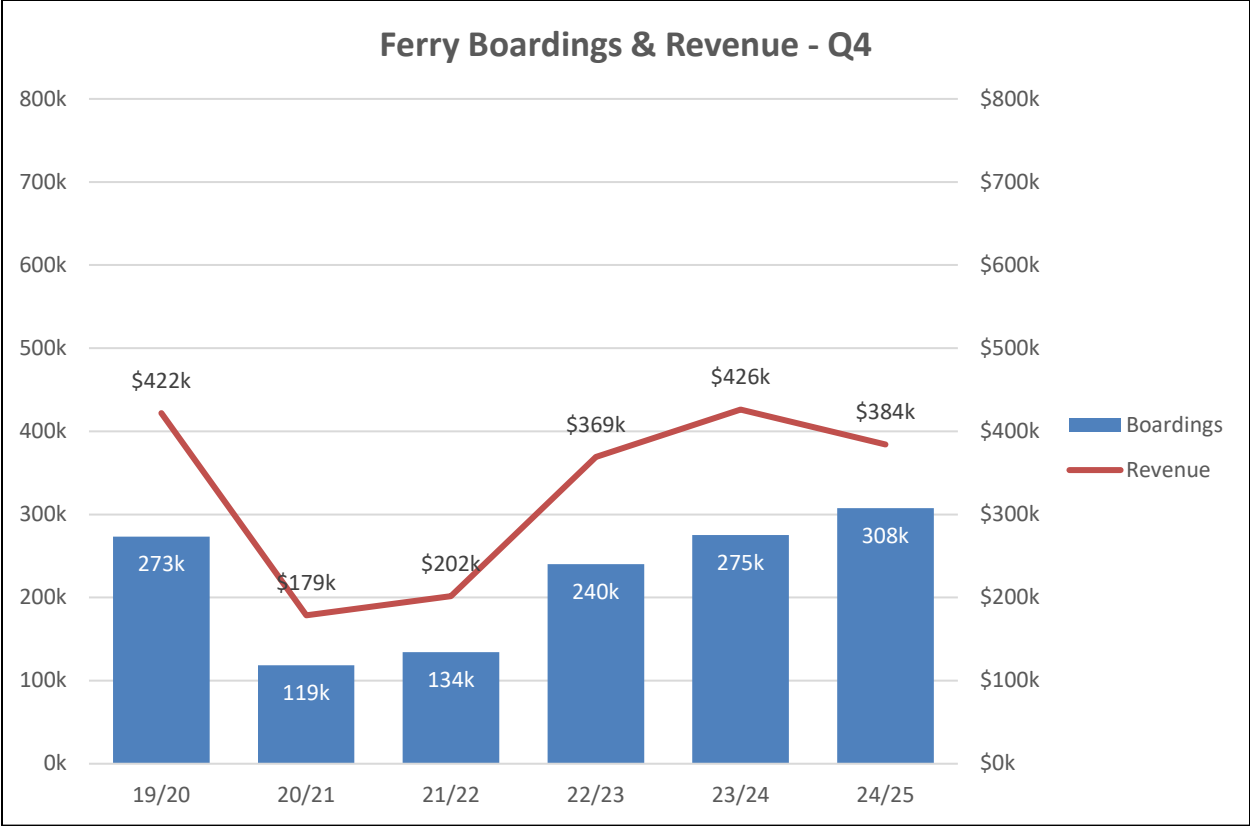
Boardings & Revenue

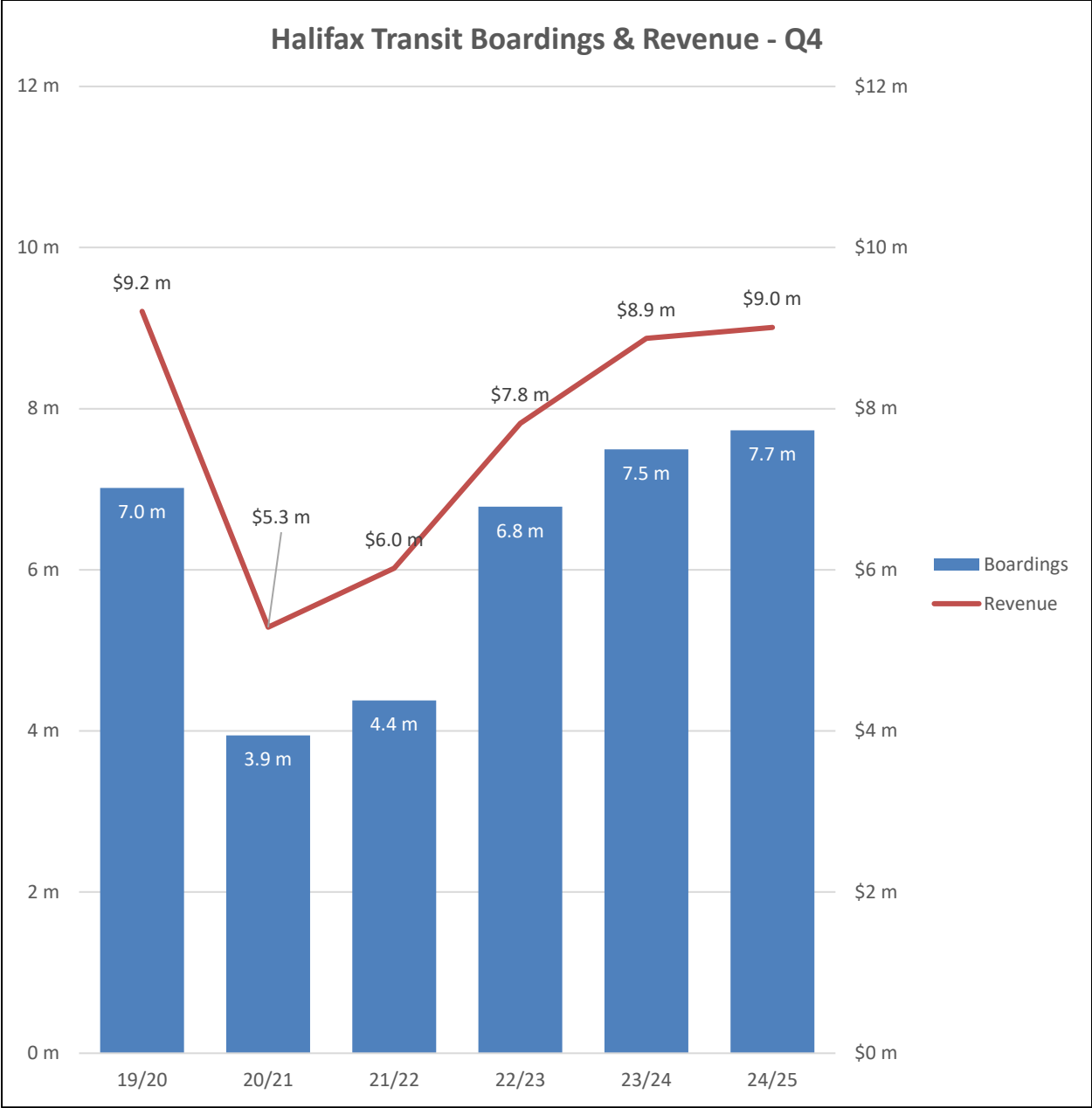
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

Conventional boardings increased 3% from this quarter last year, Ferry boardings increased 12% and Access-A-Bus boardings decreased 1%. Overall, system wide boardings increased this quarter by 3% compared to last year. Overall revenue this quarter increased 1.5% from last year.

Historical Boardings & Revenue



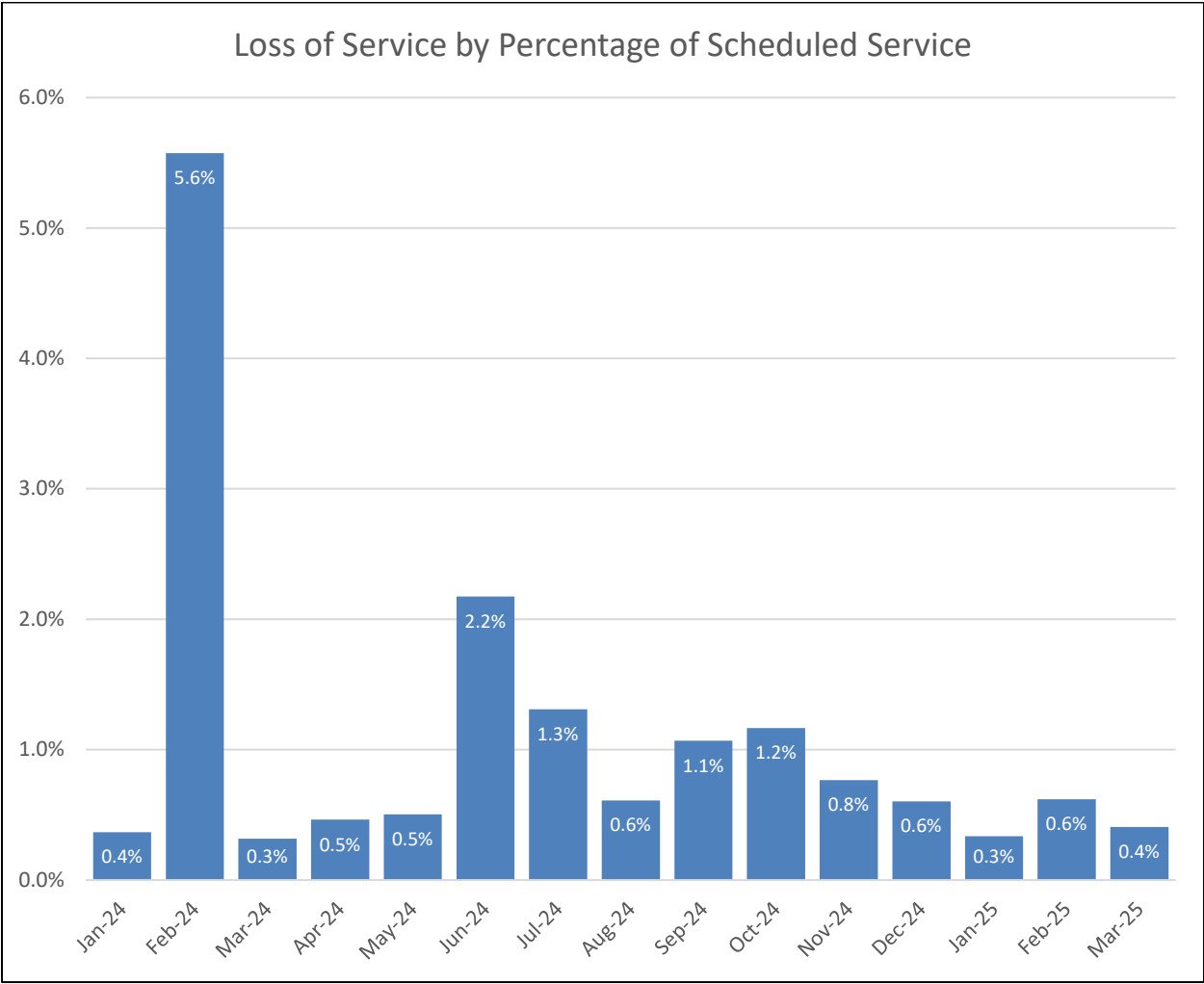




Loss of Service

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

In the fourth quarter, the total loss of service was 1,000 hours, which is 0.4% of the quarterly revenue hours. The chart below shows the total loss of service for each month.

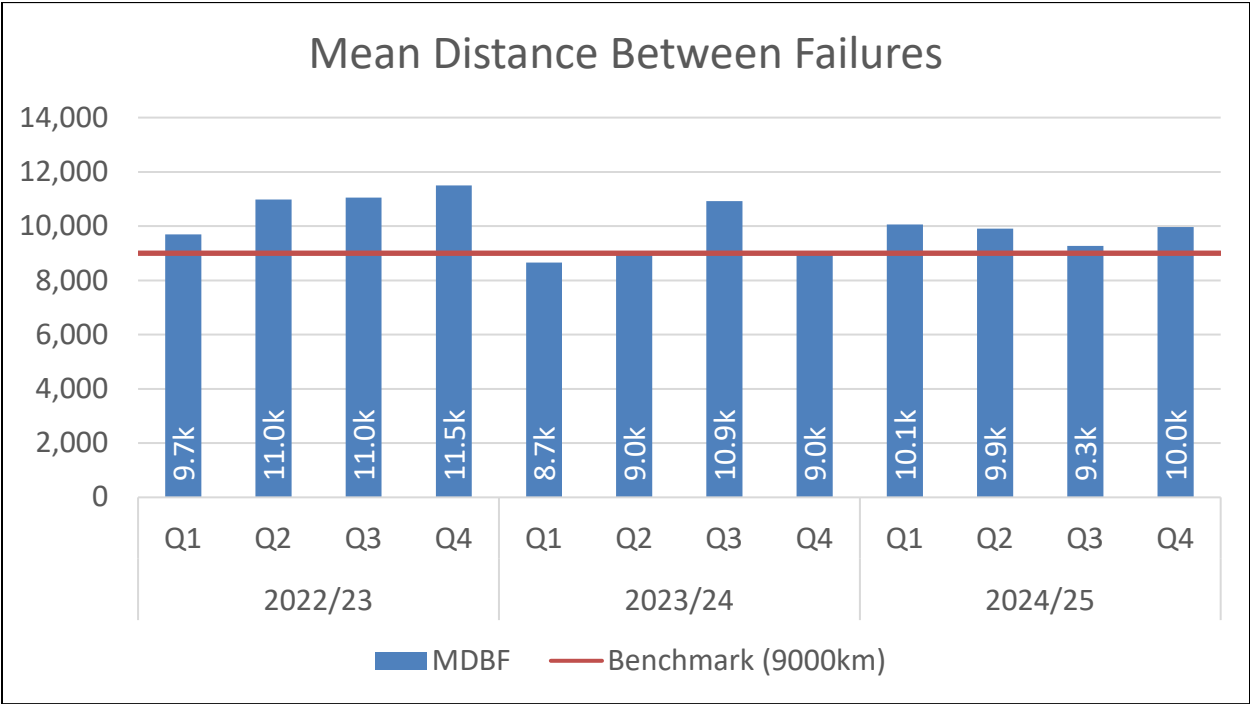


Fleet Services

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.

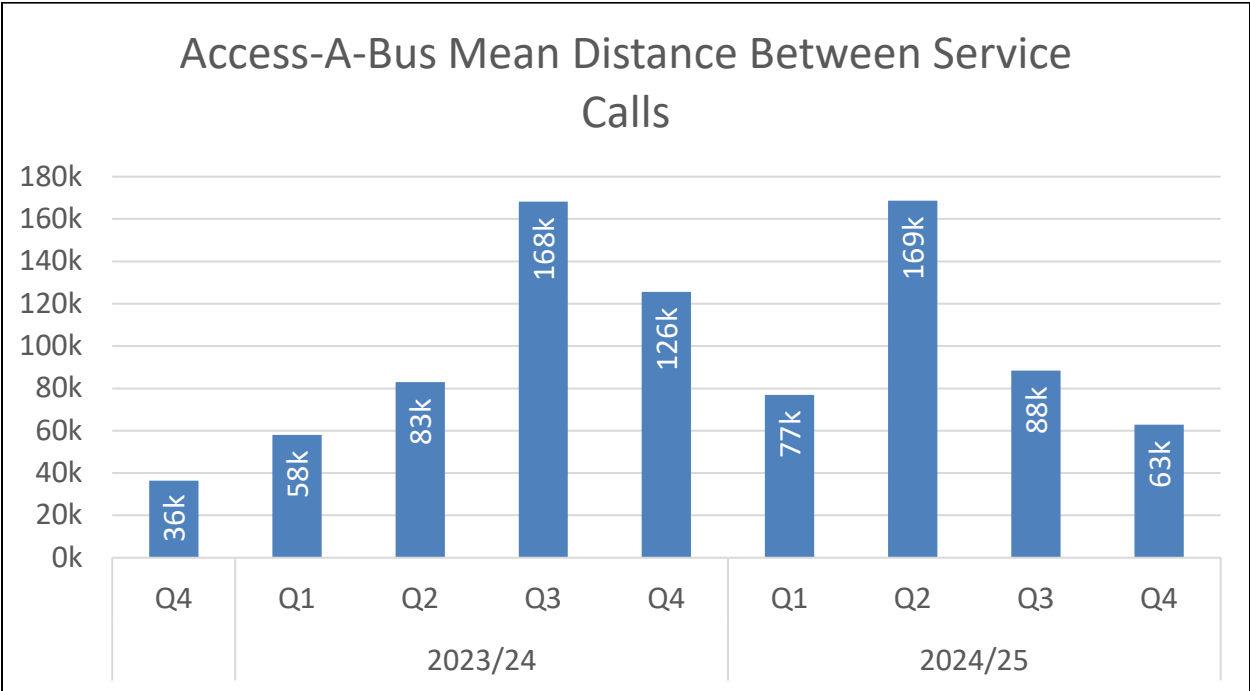
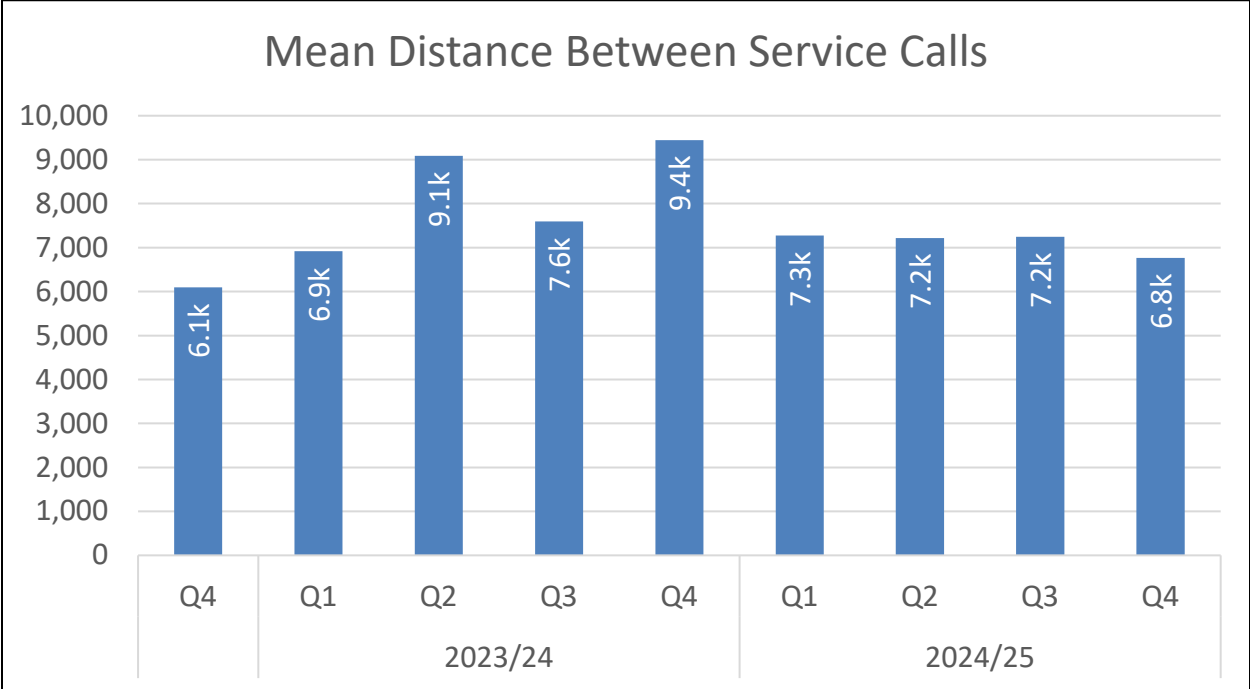
For the fourth quarter of 2024/25, the MDBF for conventional transit was 10,000 kms, exceeding the benchmark of 9,000 kms.



Mean Distance Between Service Calls

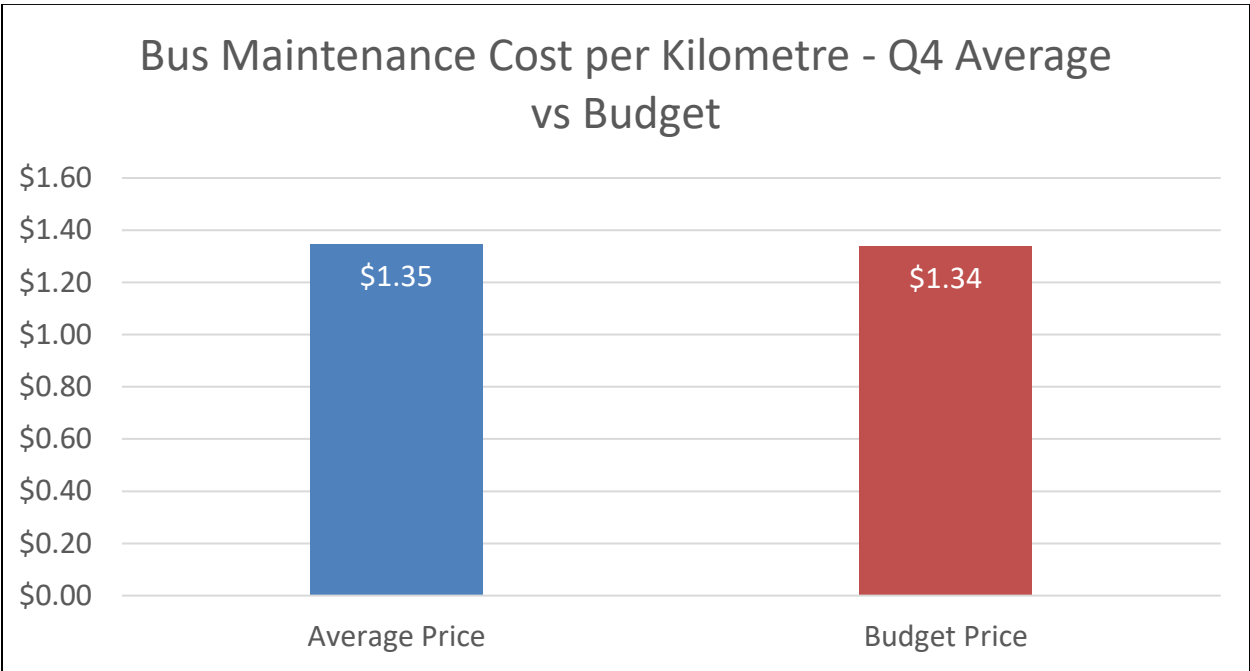
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor collisions.

For the fourth quarter of 2024/25, the MDBS for conventional transit was 6,800 kms, a decrease of 28% from the previous year. The MDBS for Access-A-Bus service was 63,000 kms, a 50% decrease from the previous year. Access-A-Bus MDBS can fluctuate significantly due to the relatively low number of service calls related to Access-A-Bus.



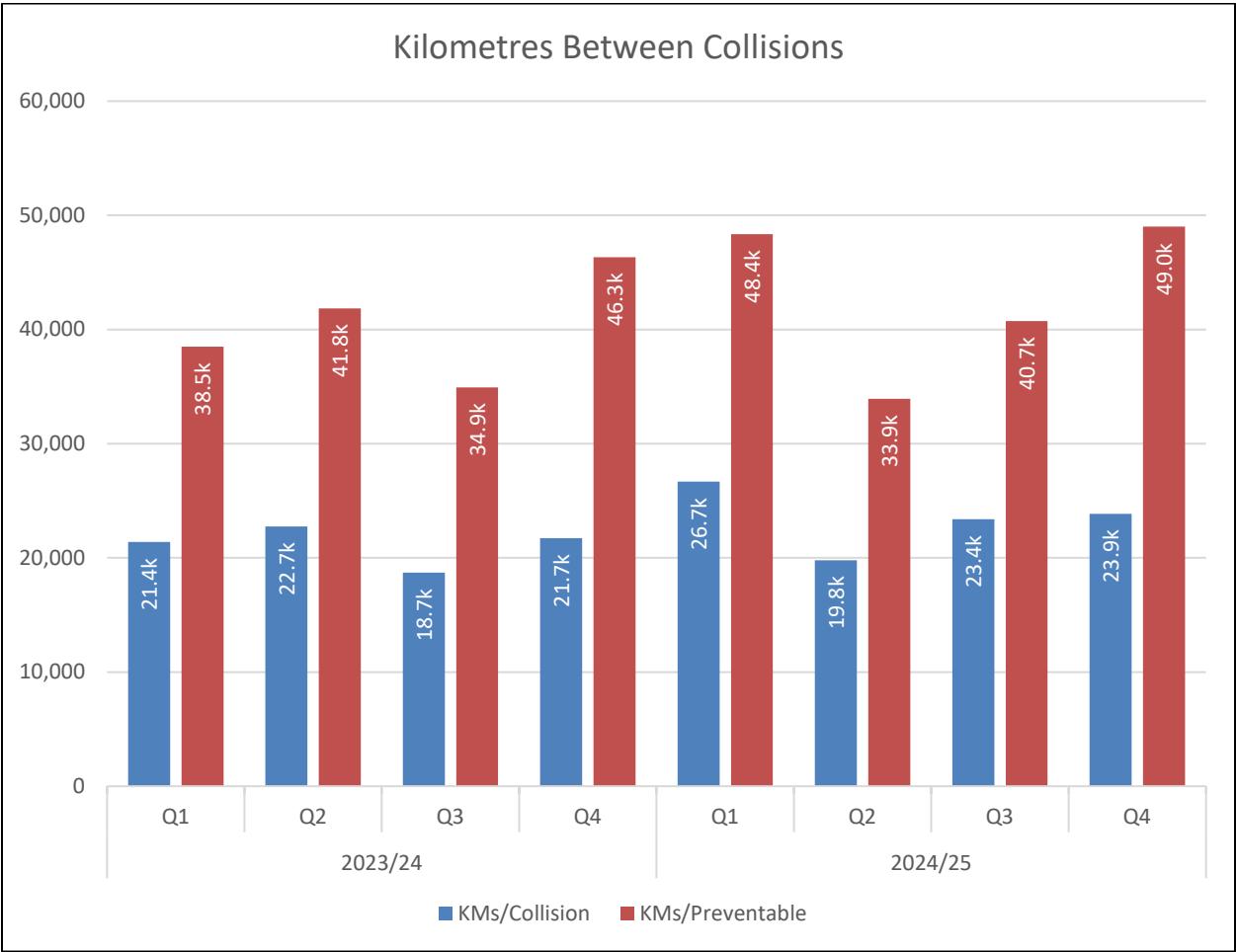
Bus Maintenance Cost – Quarter Average vs Budget

In the fourth quarter bus maintenance costs were \$1.35/km, 0.5% higher than the budgeted maintenance cost of \$1.34/km.



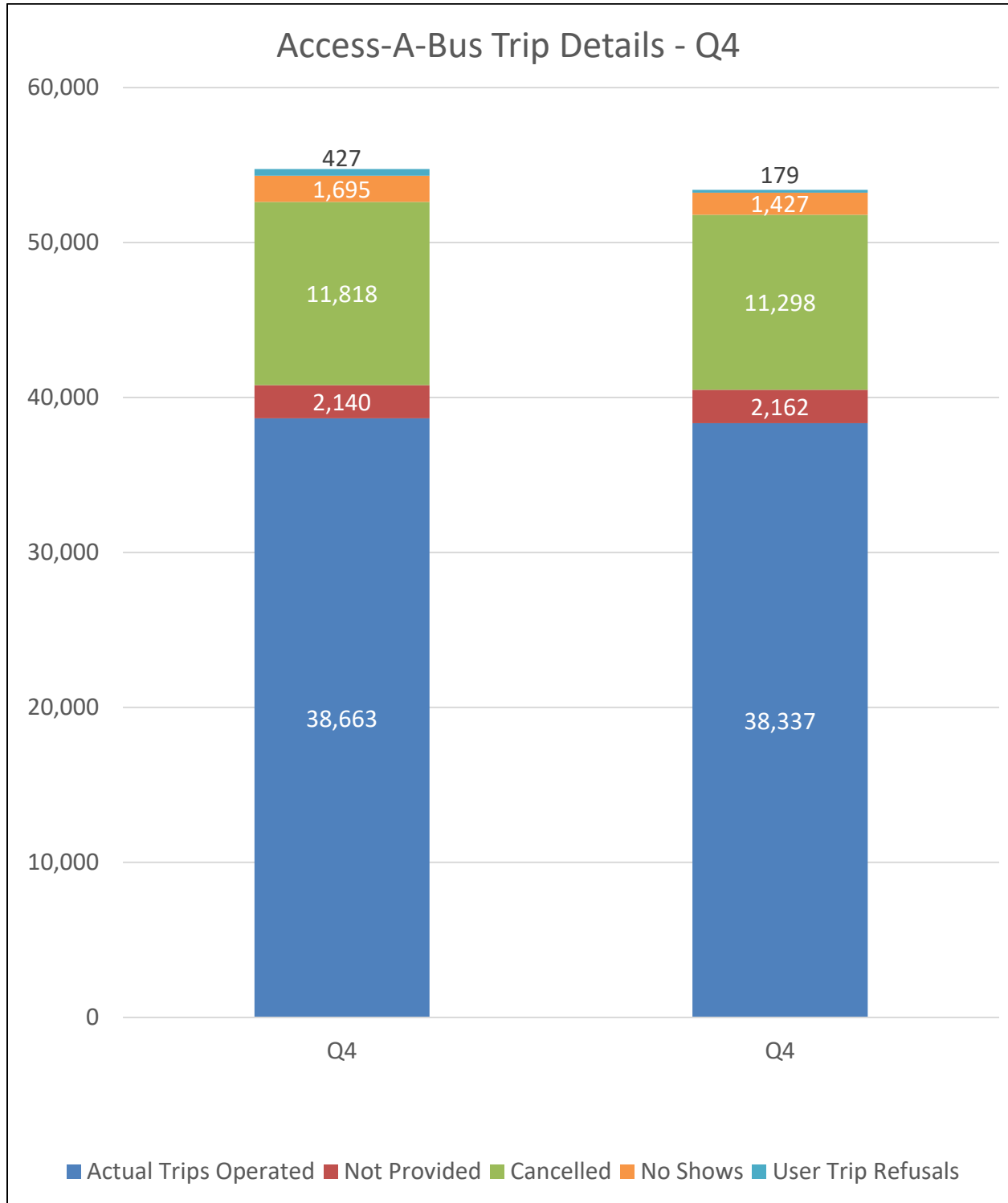
Safety – Collisions

In the fourth quarter, a collision involving Halifax Transit conventional buses or para-transit vehicles occurred once every 23,900 kilometres; a preventable collision occurred every 49,000 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 fourth quarter of 2024/25 a total of 38,337 trips were operated, 1% fewer than the same quarter last year. This small decrease was due to a 2% decrease in trip requests.



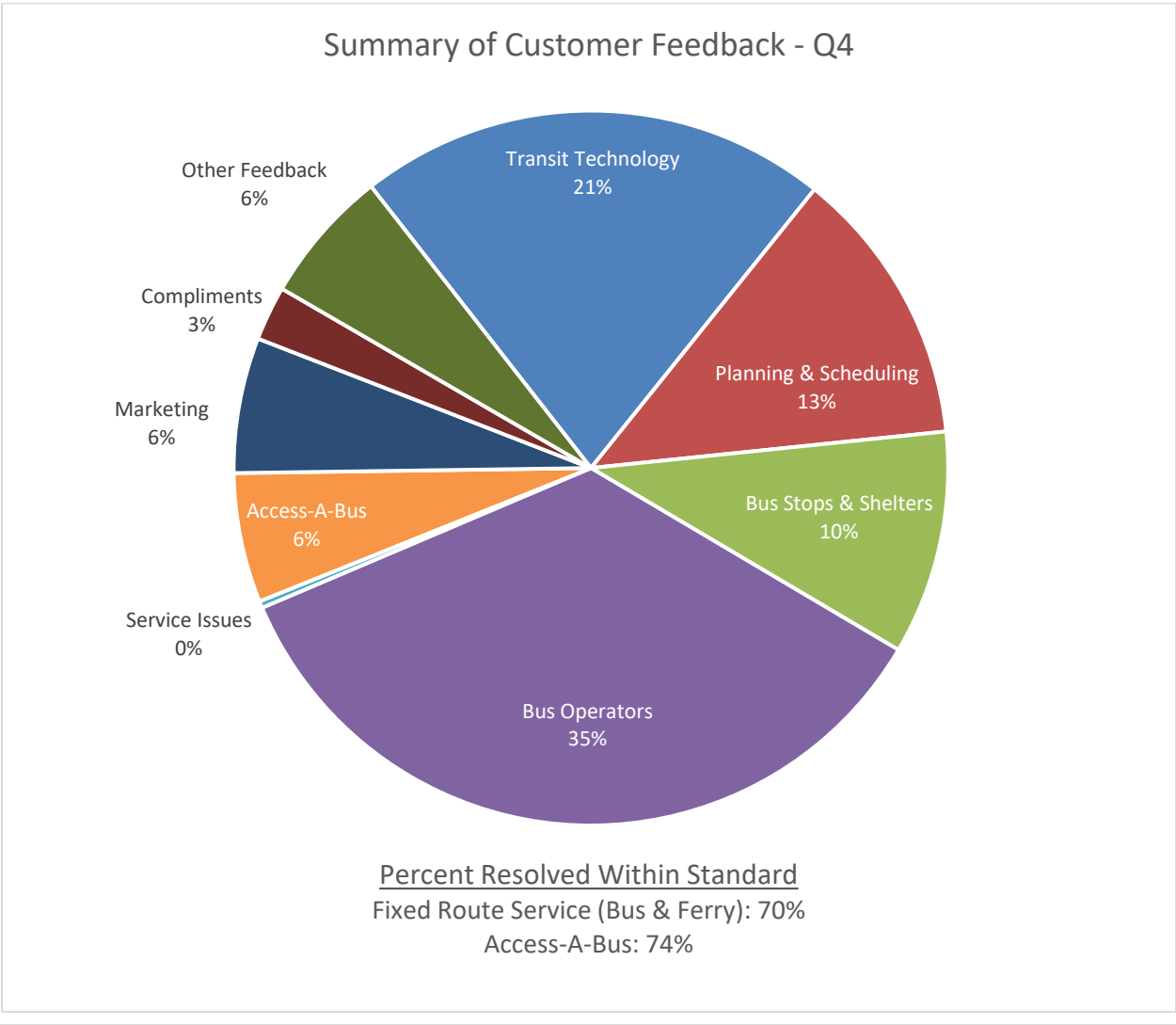
Customer Service – All Services

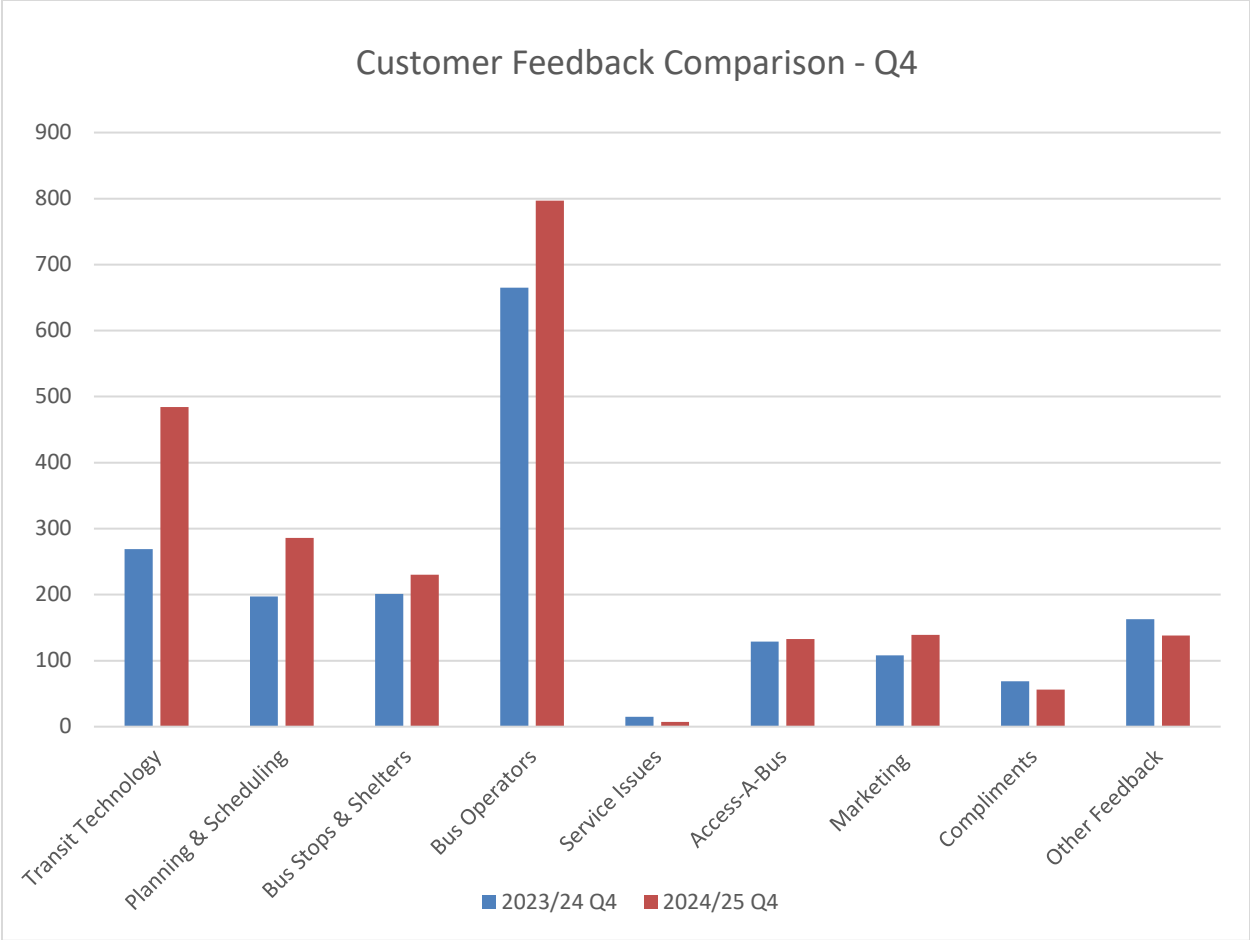
Customer service statistics are measured monthly using the Cityworks Customer Relationship Management software. Feedback is first categorized by subject matter and then divided into two categories: feedback addressed within service standard and feedback addressed outside service standard. The service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

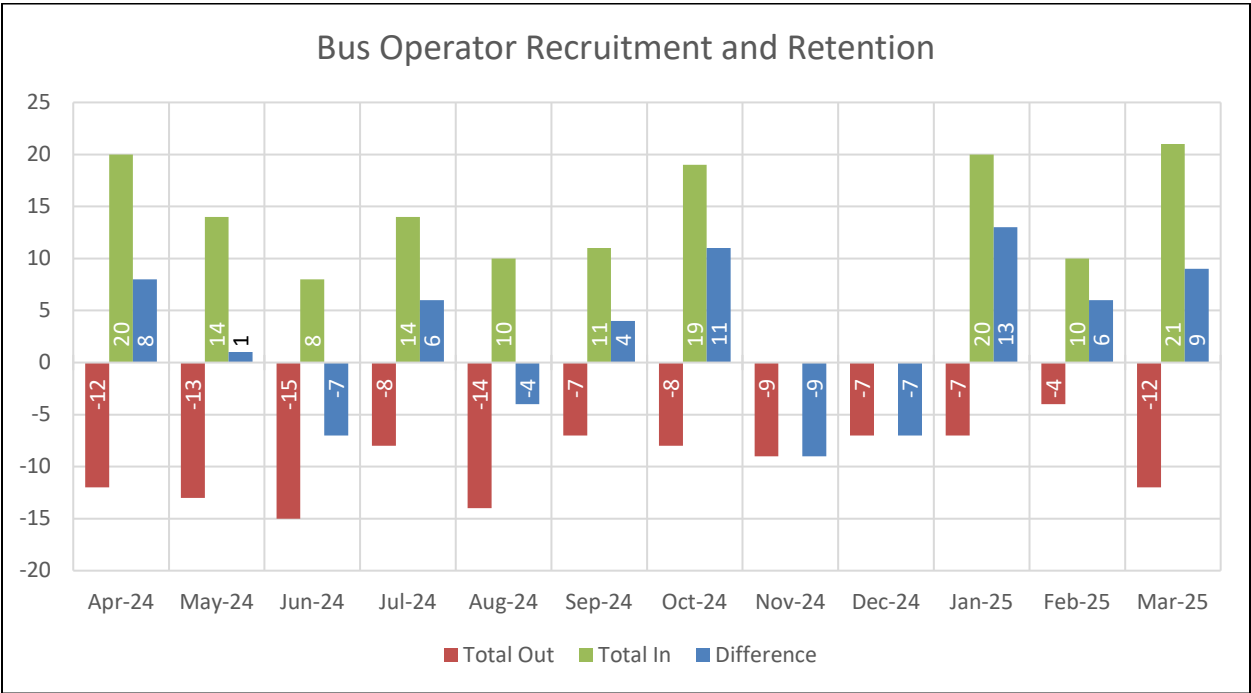
In the fourth quarter, 35% of feedback received was related to Bus Operator Driving and Behaviour. The remaining 65% is comprised of feedback regarding service issues, planning and scheduling, bus stops and shelters, marketing, compliments and other miscellaneous comments. Halifax Transit aims to address 90% of feedback within service standard. This quarter, 70% of customer feedback was addressed within standard.



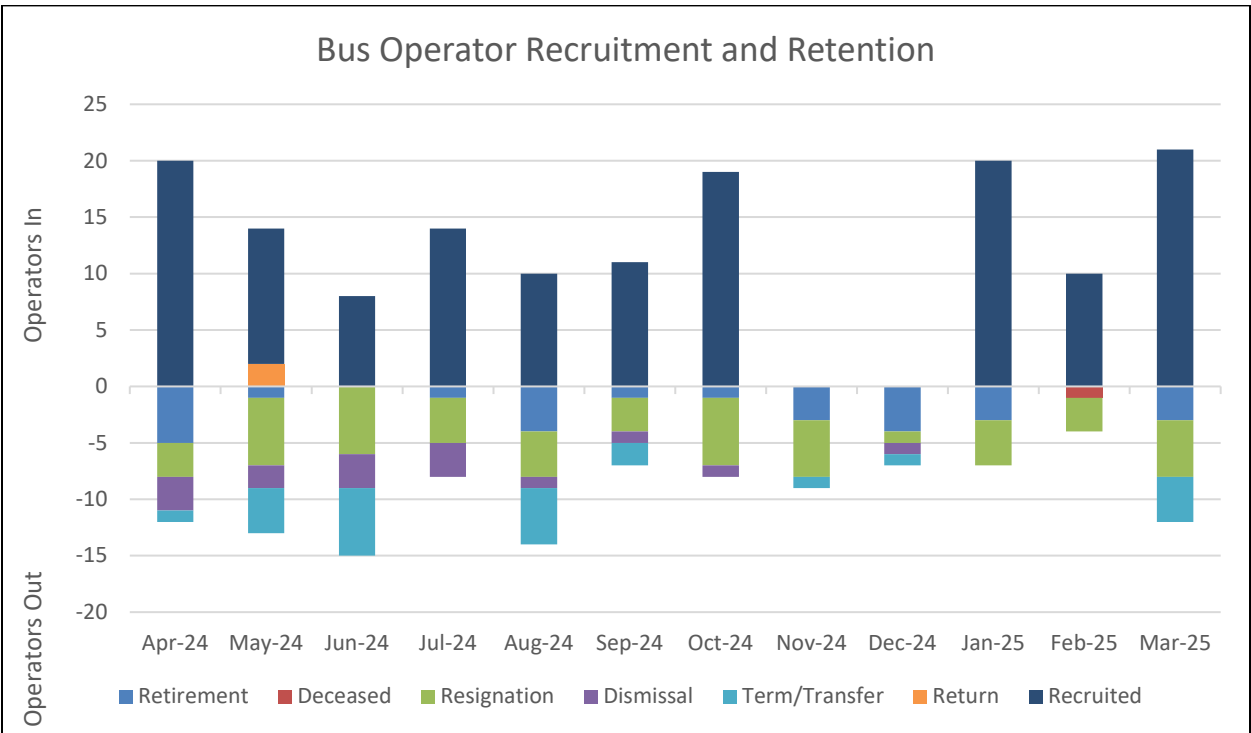


Bus Operator Recruitment and Retention

The figure below includes information on the number of conventional Bus Operators entering and exiting Halifax Transit between over the past year. The blue bar illustrates the net loss/gain of staff each month.



The following chart shows reasons for operators entering and exiting operator positions.



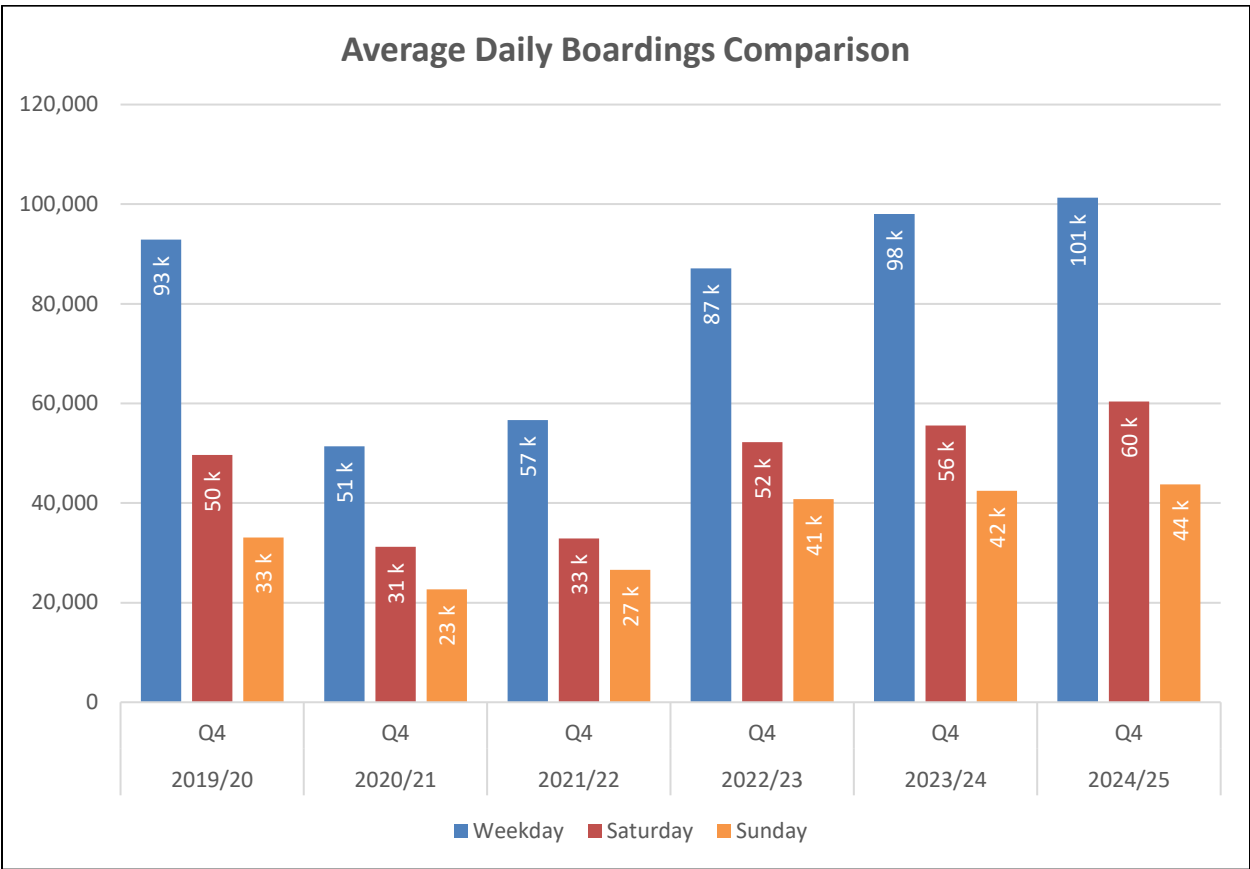
Service Utilization

Average Daily Boardings by Service Day

Average weekday boardings on conventional bus and ferry services in the fourth quarter were 101,306, average Saturday boardings this quarter were 60,388, and average Sunday boardings were 43,758.

The following chart shows average daily boardings by during the fourth quarter.

This quarter weekday boardings increased 3% compared to the previous year; Saturday boardings increased 9% and Sunday boardings increased 3%.



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 Q4 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	8,996	48	59	63	40	
2	4,927	46	40	49	30	
3	7,136	53	42	56	34	
4	5,439	41	43	44	34	
5	3,810	47	40	47	29	
6A/B/C	3,339	43	37	40	24	
7A/B	4,841	46	37	44	22	
8	4,877	45	39	47	28	
9A/B	6,571	43	52	49	30	
10A/B/C	7,412	37	46	44	33	
21	1,164	35	34	46	23	
22	782	30	29	30	11	
24	2,105	35	38	43	24	
25	738	30	35	37	23	
26	69	24		23		
28	1,945	43	44	54	34	
29	3,005	37	34	36	21	
30A/B	1,320	36	39	53	23	
39	1,722	49	28	46	22	
50	96	30		22		
51A/B	942	45	41	30	23	
53	1,241	47	35	44	23	
54	964	28	36	35	17	
55	398	24	22	25	11	
56	1,299	36	24	40	16	
58	194	7	15	17	6	
59	142	14	14	9	10	
61	215	13	16	17	9	
62	603	27	26	33	12	
63	533	23	24	27	14	
64	873	25	12	16	8	
65	204	25	39	10	9	
67	805	26	31	27	12	
68	301	12	28	26	10	
72	1,859	41	27	40	18	
82	293	18	15	20	8	
83	122	15	10	9	5	
84	1,084	21	21	22	10	
85	221	14	24	21	10	
86	158	11	12	13	9	
87	1,561	44	24	37	19	
88	261	32	16	21	10	
90	3,355	34	39	32	25	
91	1,156	29	37	39	25	
93	251	29	18	21	15	
401	136	11	12	18	9	
415	60	8	9	11		
433	90	17		11	6	
Ferry Service						
Alderney	2,136	N/A	N/A	N/A	N/A	
Woodside	1,983	N/A	N/A	N/A	N/A	

2024/25 Q4 Ridership Guidelines by Route					
Route	Saturday		Sunday		
	Boardings	Pass/Hour	Boardings	Pass/Hour	
Ridership Guideline		15		10	
1	6,458	● 54	4,319	● 43	
2	4,283	● 42	2,778	● 38	
3	3,924	● 44	3,538	● 37	
4	2,454	● 51	1,987	● 43	
5	2,843	● 37	1,803	● 42	
6A/B/C	1,423	● 28	1,263	● 27	
7A/B	2,920	● 28	1,654	● 24	
8	3,744	● 39	2,968	● 35	
9A/B	3,445	● 55	2,724	● 45	
10A/B/C	4,118	● 38	3,172	● 33	
21	1,110	● 27	718	● 39	
22	515	● 17	444	● 13	
24	1,835	● 32	1,444	● 26	
25	505	● 41	482	● 41	
28	1,779	● 38	862	● 38	
29	1,751	● 29	1,256	● 25	
30A/B	926	● 27	572	● 32	
39	1,291	● 26	654	● 30	
51A/B	527	● 28	288	● 31	
53	1,051	● 31	515	● 29	
54	562	● 26	368	● 19	
55	334	● 22	214	● 14	
56	1,220	● 25	831	● 21	
58	132	● 9	85	● 6	
59	132	● 20	77	● 13	
61	207	● 13	160	● 10	
62	352	● 23	313	● 20	
63	333	● 22	223	● 15	
65	118	● 14	90	● 10	
67	338	● 21	250	● 15	
68	264	● 14	166	● 11	
72	1,573	● 27	751	● 25	
82	241	● 14	168	● 10	
83	97	● 8	74	● 8	
84	444	● 14	349	● 12	
85	135	● 14	102	● 12	
86	148	● 12	103	● 10	
87	1,044	● 20	496	● 20	
88	235	● 18	147	● 11	
90	1,964	● 30	1,049	● 30	
91	604	● 29	504	● 24	
401	57	● 12	46	● 8	
Ferry Service		N/A		N/A	
Alderney	2,610	● 149	1,184	● 73	











































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

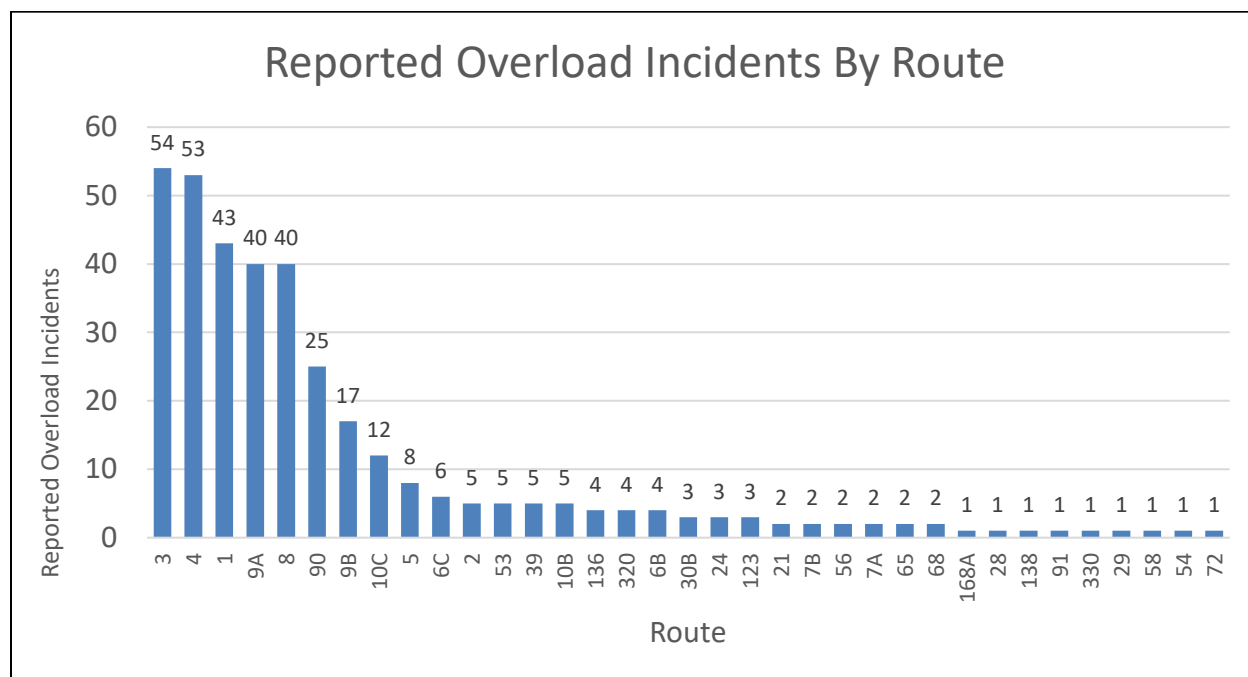
2024/25 Q4 Express Route Ridership Guidelines by Route				
Route	Weekday Peak	Passengers per Trip		
	Boardings	AM Peak	PM Peak	
Express Ridership Guideline		20	20	
123	389	 34	 28	
127	315	 22	 20	
135	429	 34	 31	
136	577	 40	 35	
137	316	 27	 27	
138	423	 35	 28	
158	223	 34	 24	
159	350	 26	 20	
161	330	 29	 28	
165	272	 30	 24	
168A/B	603	 31	 27	
182	533	 24	 22	
183	279	 26	 22	
185	531	 28	 23	
186	311	 29	 25	
192	424	 19	 17	
194	237	 32	 29	
196	102	 21	 16	
Regional Express Ridership Guideline		15	15	
320	188	 11	 14	
330	266	 17	 15	
370	91	 9	 8	

Passenger Overloads

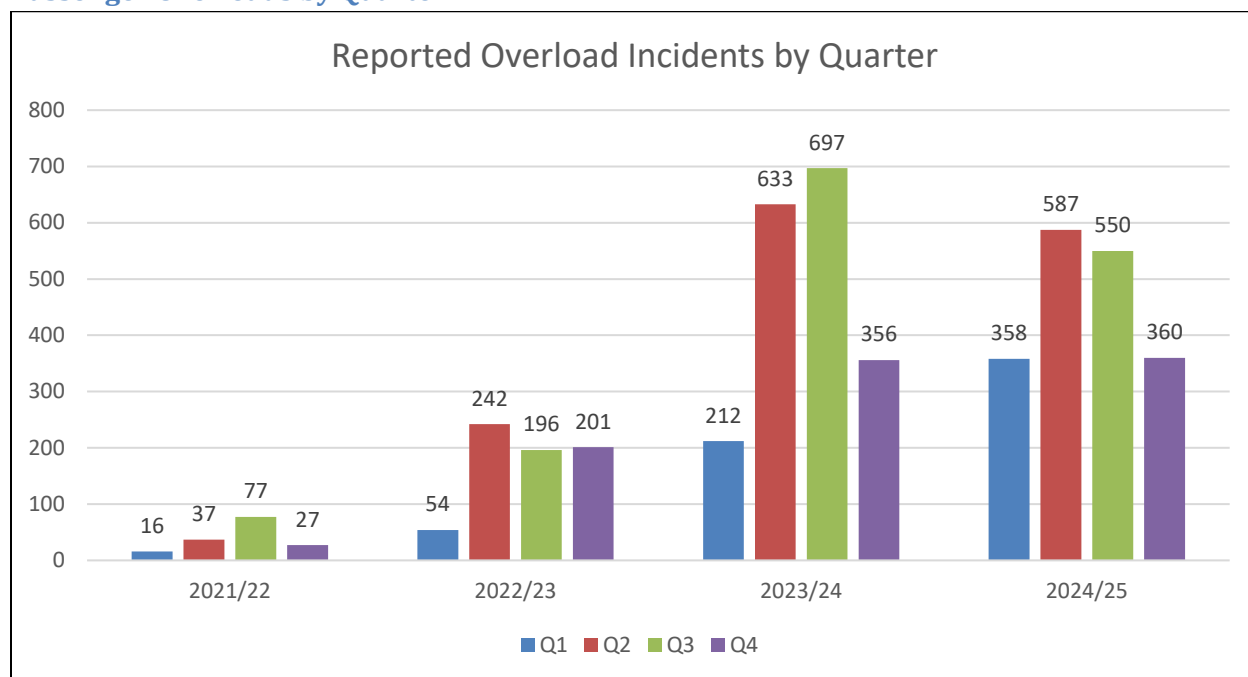
Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. During the fourth quarter 360 overload incidents were reported.

Passenger Overloads by Route

Corridor routes experienced the majority of overload reports, accounting for 81% of reported overloads this quarter.

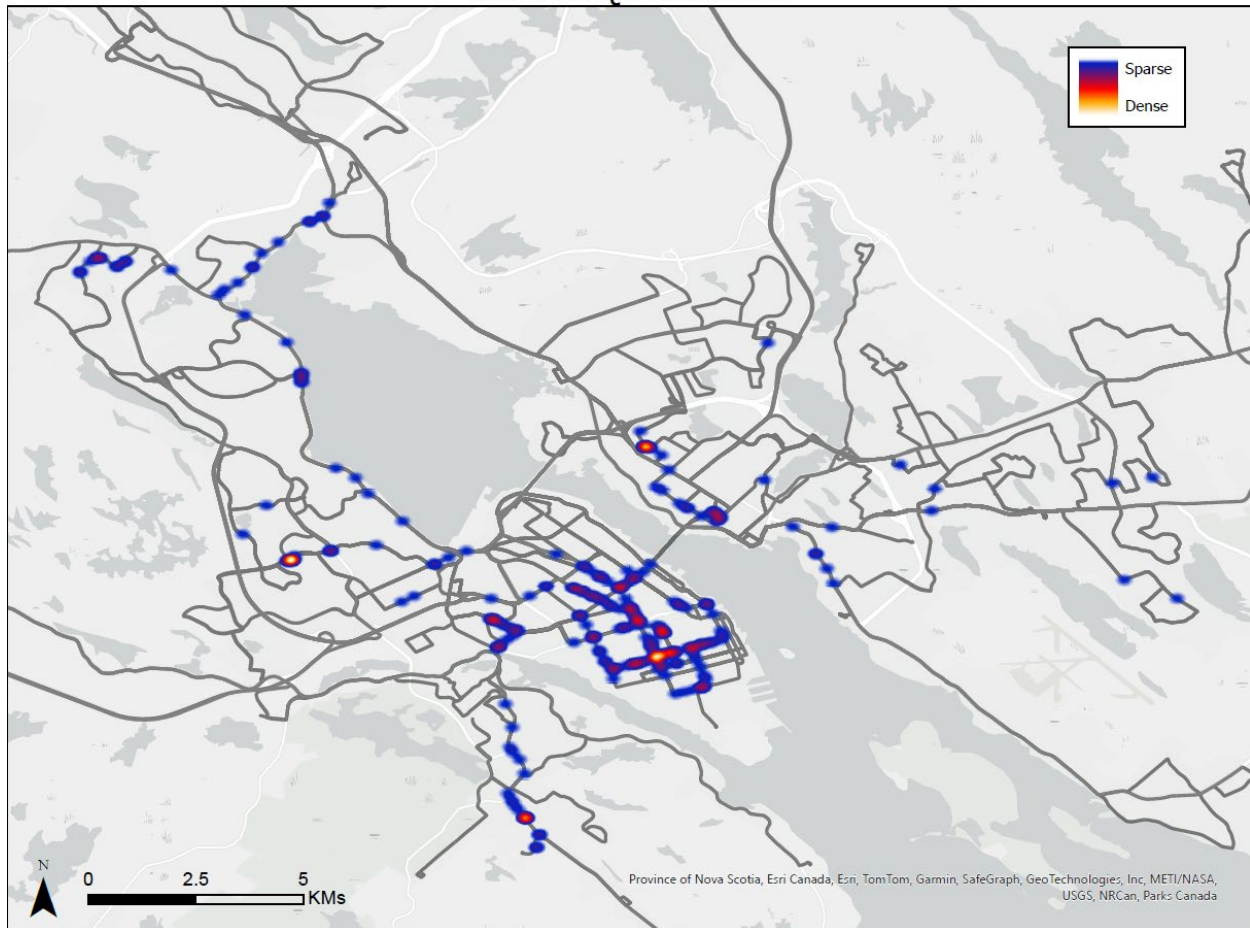


Passenger Overloads by Quarter



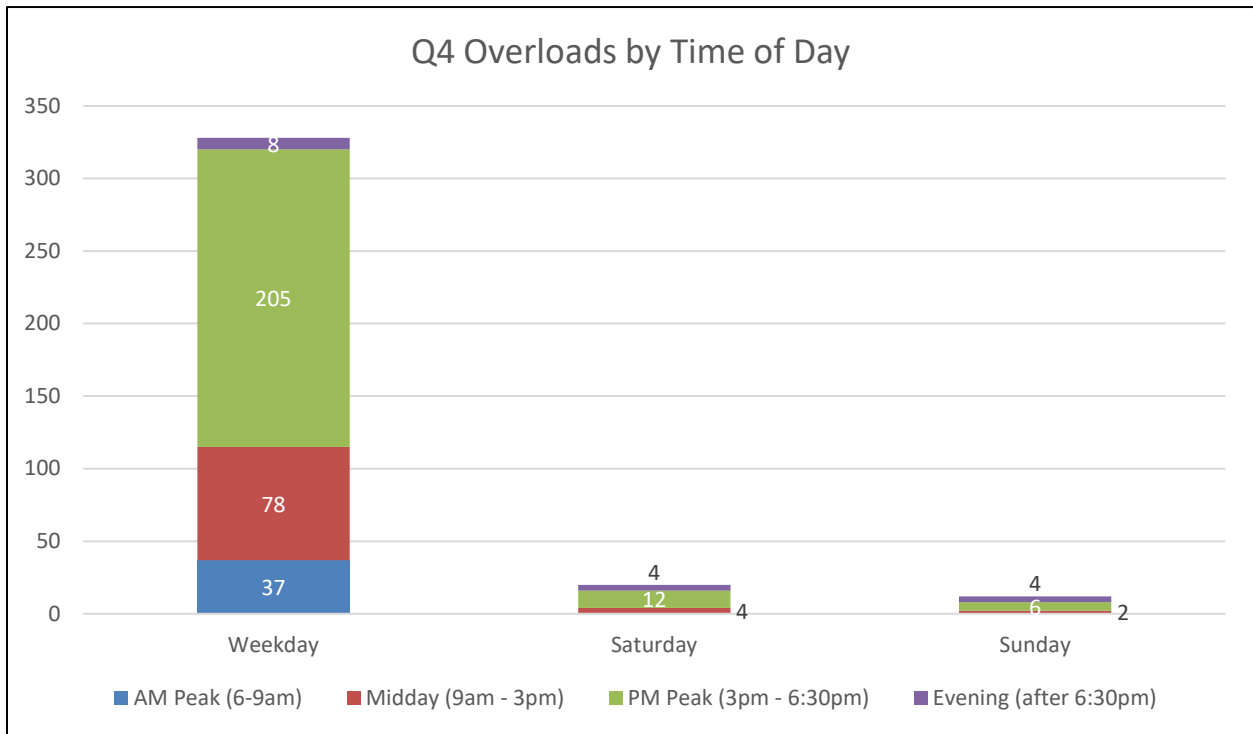
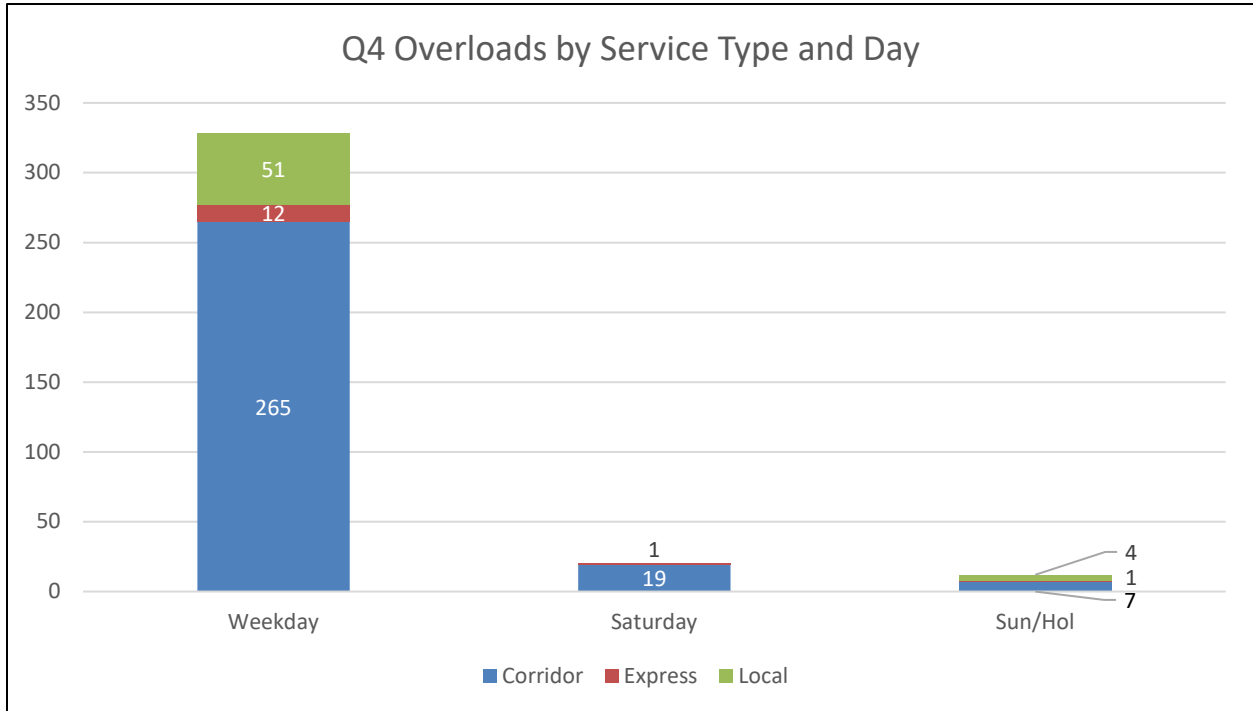
Passenger Overload Locations

2024-25 Q4 Overloads



Passenger Overload Details

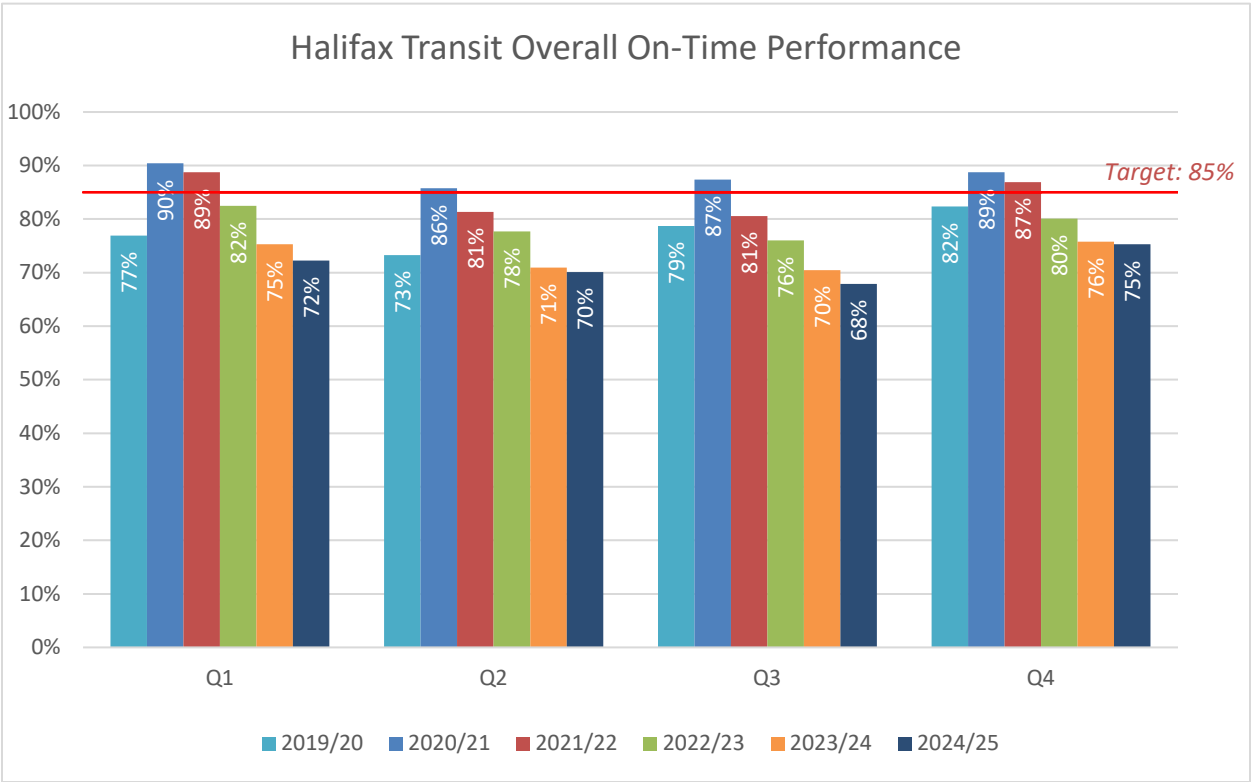
The following charts show some details of when overloads are occurring and on which service types. Overloads are concentrated heavily on weekdays, with 57% of all overloads occurring during weekday PM peak hours between 3-6:30 pm. Of the 360 overloads reported in fourth quarter 91% occurred on weekdays, 6% occurred on Saturdays, and 3% occurred on Sundays/holidays.



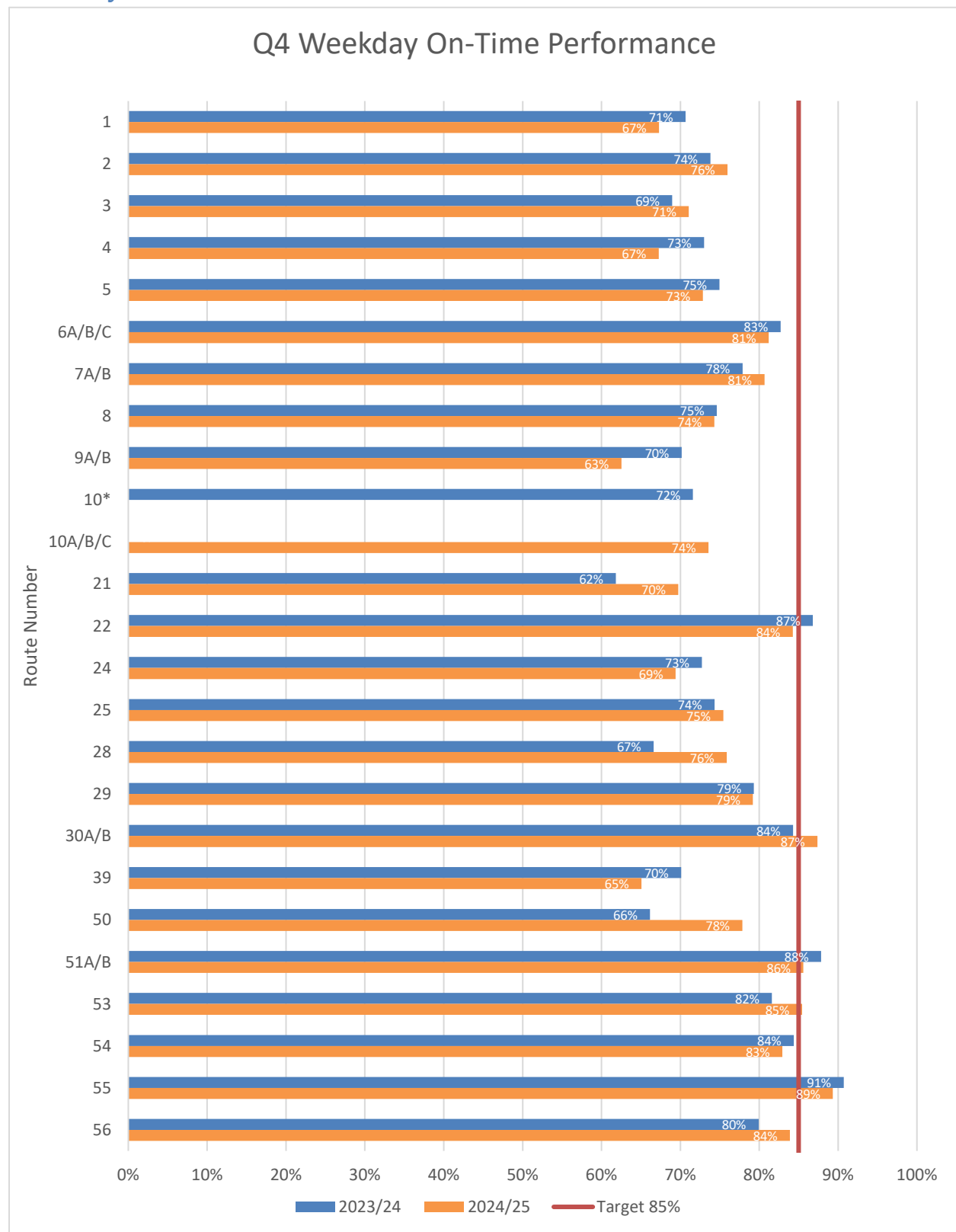
On-Time Performance

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

Q4 Weekday On-Time Performance



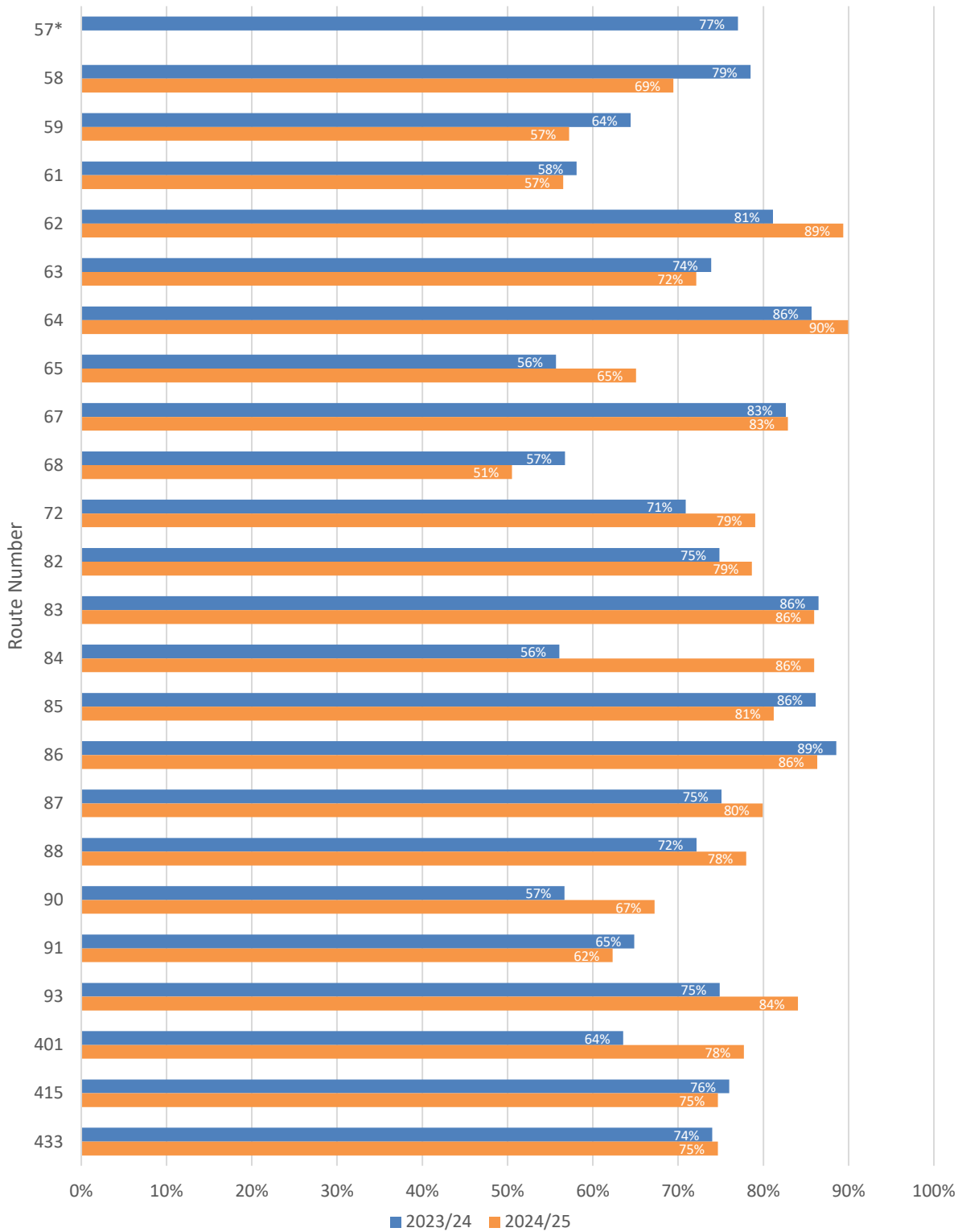
*Indicates discontinued route

Weekday Peak Period On-Time Performance



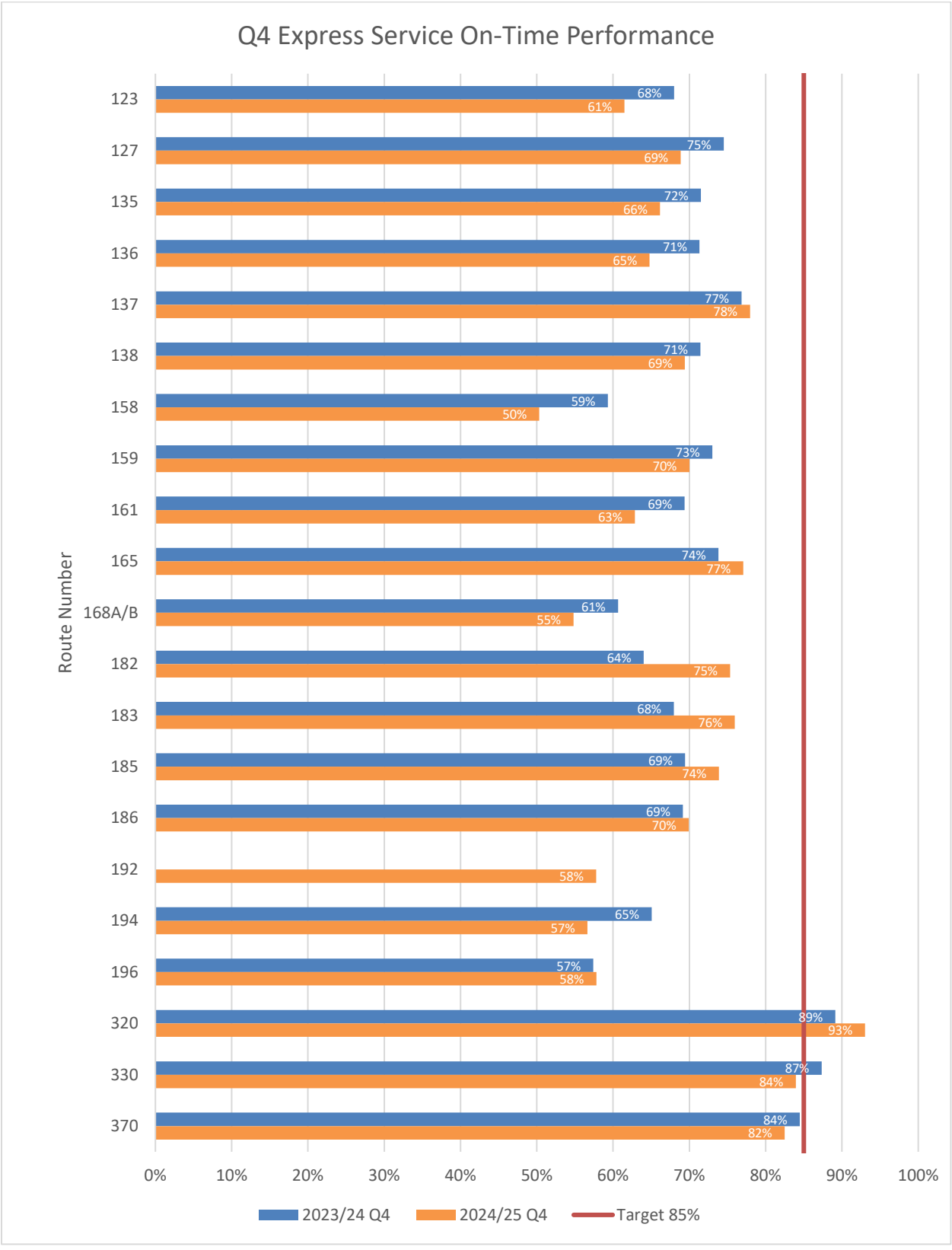
*Indicates discontinued route

Q4 Weekday Peak On-Time Performance



*Indicates discontinued route

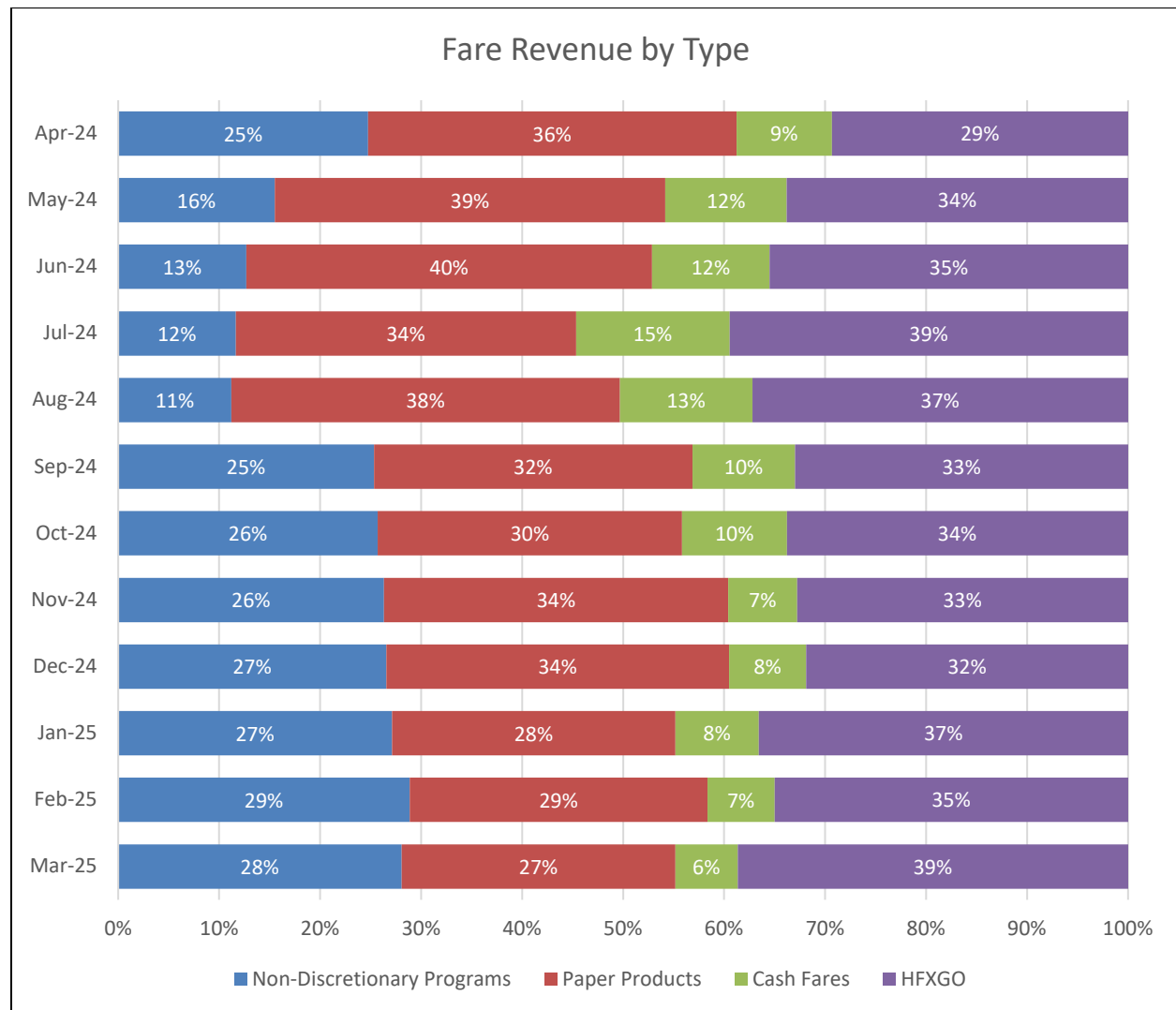
Express Service On-Time Performance



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. HFXGO accounted for 37% of revenue collected in Q4. The following chart shows monthly fare revenue, broken down as follows:

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



Attachment B: 2024/25 Halifax Transit Year End Performance Measures Report

2024/25 Year End Performance Measures Report

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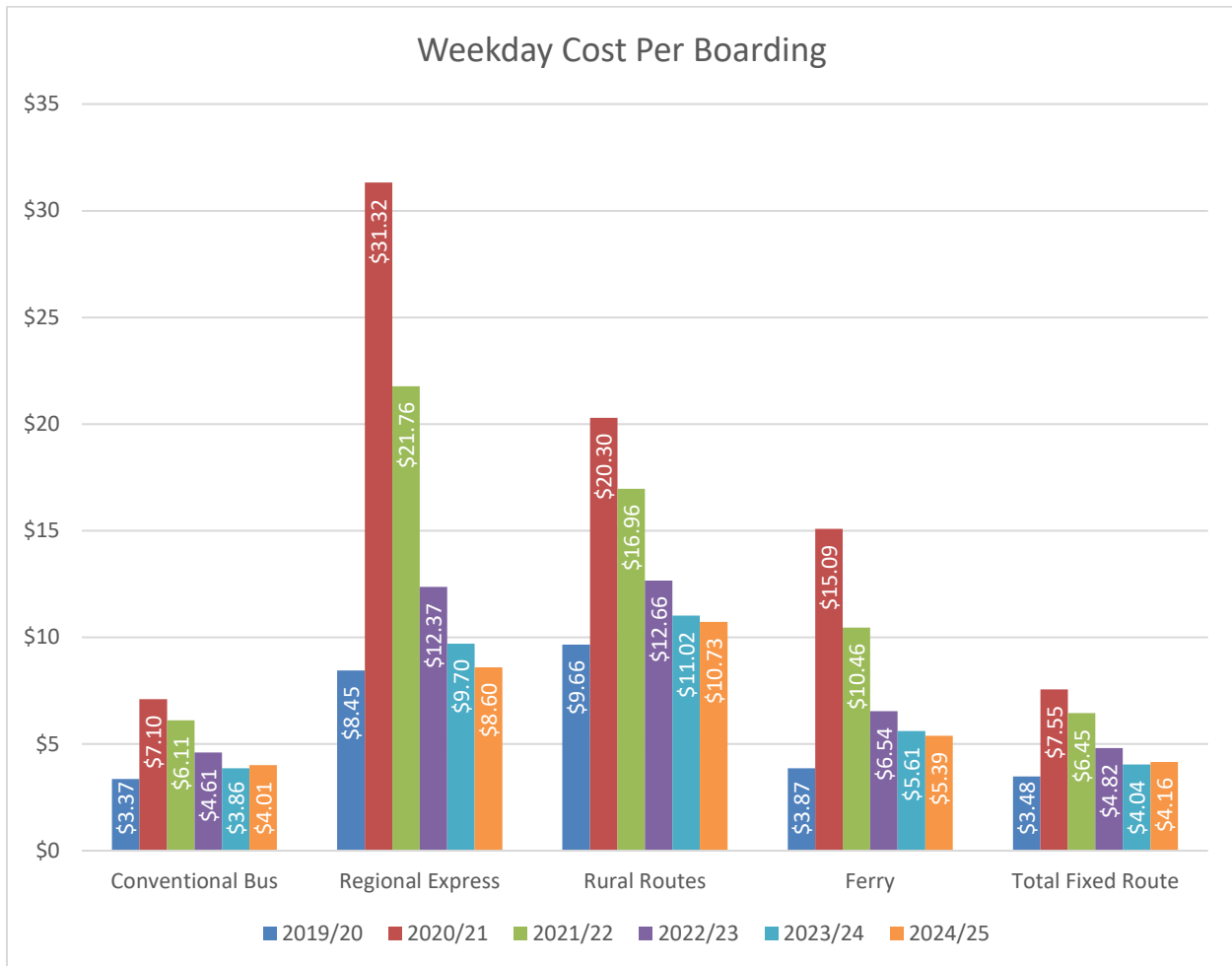
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Annual Key Performance Indicators (KPIs)

The following KPIs are measured on an annual basis to track changes and growth. Bus & Ferry figures do not include Access-A-Bus.

KPI	Division	23/24	24/25	% Change
Service Utilization (Passengers per Capita)	Bus & Ferry	53.29	54.62	+2.5%
Service Utilization (Passengers per Service Hour)	Bus & Ferry	22.97	22.52	-2.0%
Amount of Service (Service Hours per Capita)	Bus & Ferry	2.32	2.43	+4.5%
Cost Effectiveness (Operating Expense per Passenger)	Bus & Ferry	\$6.23	\$6.72	+7.8%
Average Fare (Passenger Revenue per Passenger)	Bus & Ferry	\$1.82	\$1.81	-0.2%
Financial (Cost Recovery)	Bus & Ferry	29%	27%	-7.4%
Financial (Cost Recovery)	All	27%	25%	-7.6%
Customer Service (Requests addressed within standard)	All	78%	68%	-12.8%

Weekday Cost per Boarding by Service Type

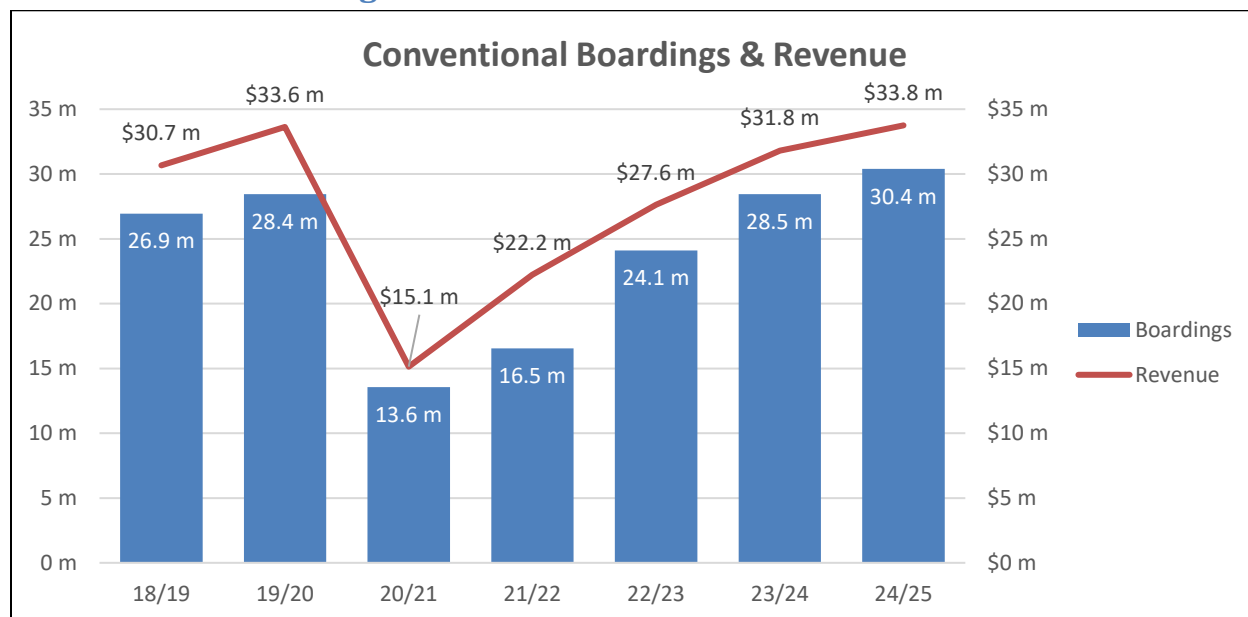


Boardings & Revenue

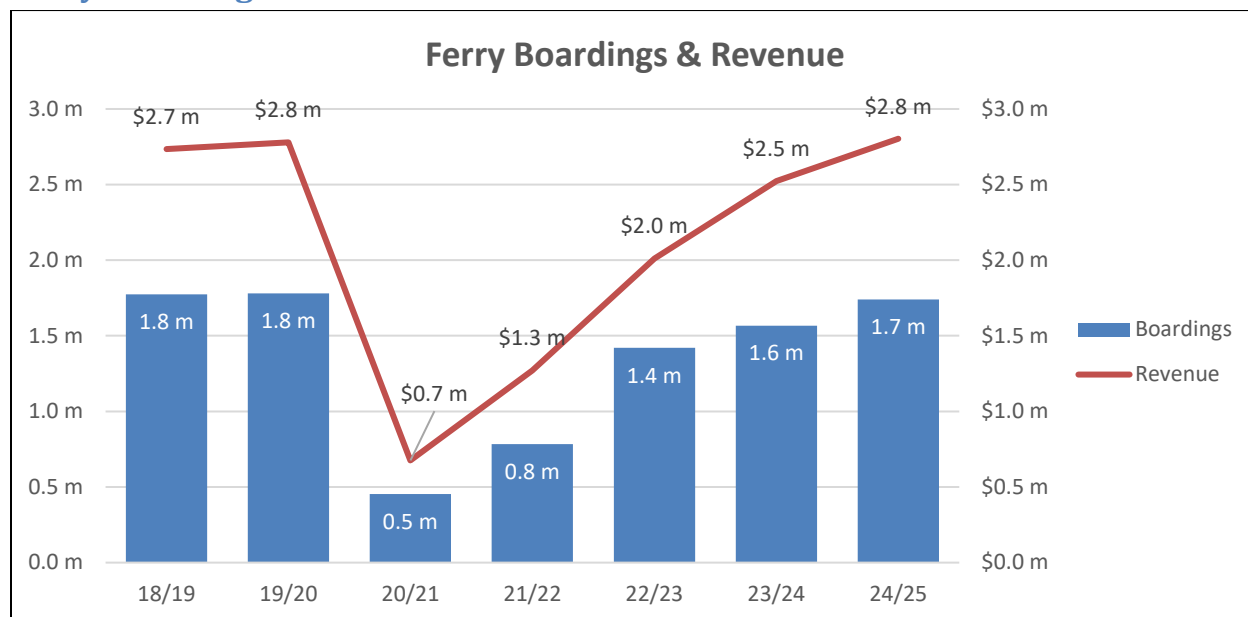
Revenue and boardings are reported to demonstrate how well transit services were used over the year, in comparison to the previous year.

In 2024/25 conventional boardings increased 7% over 2023/24, ferry boardings increased 11% and Access-A-Bus boardings increased 1%. Overall, system wide boardings increased 7% compared to last year. Overall revenue in 2024/25 increased 7% from last year.

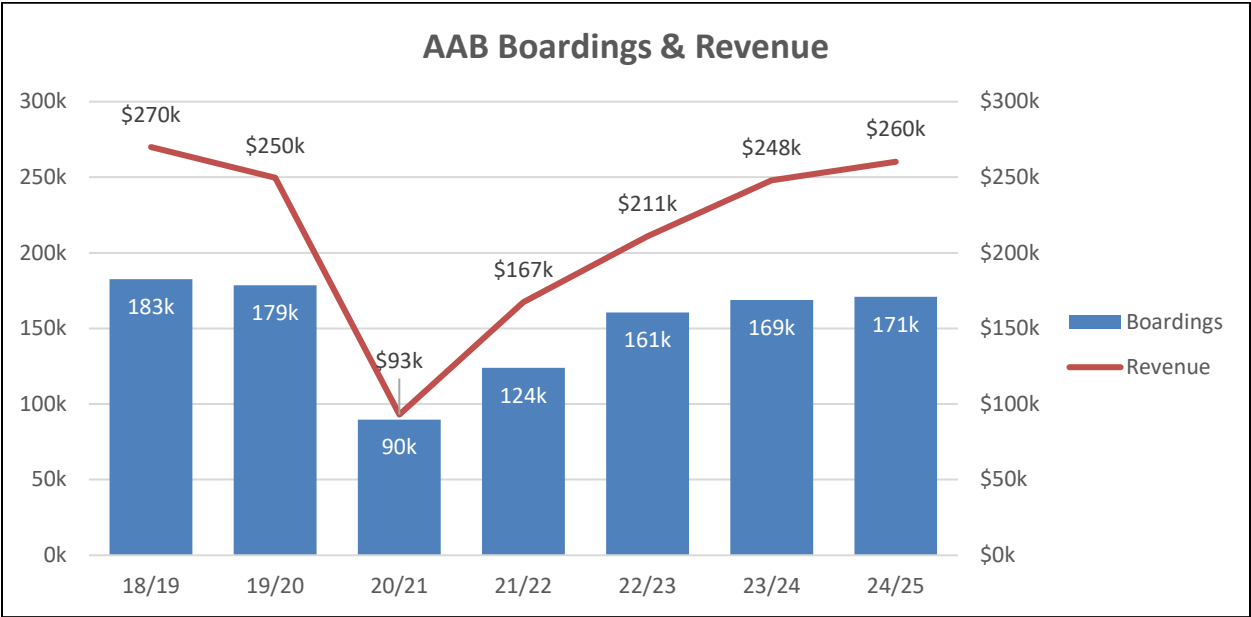
Conventional Boardings & Revenue



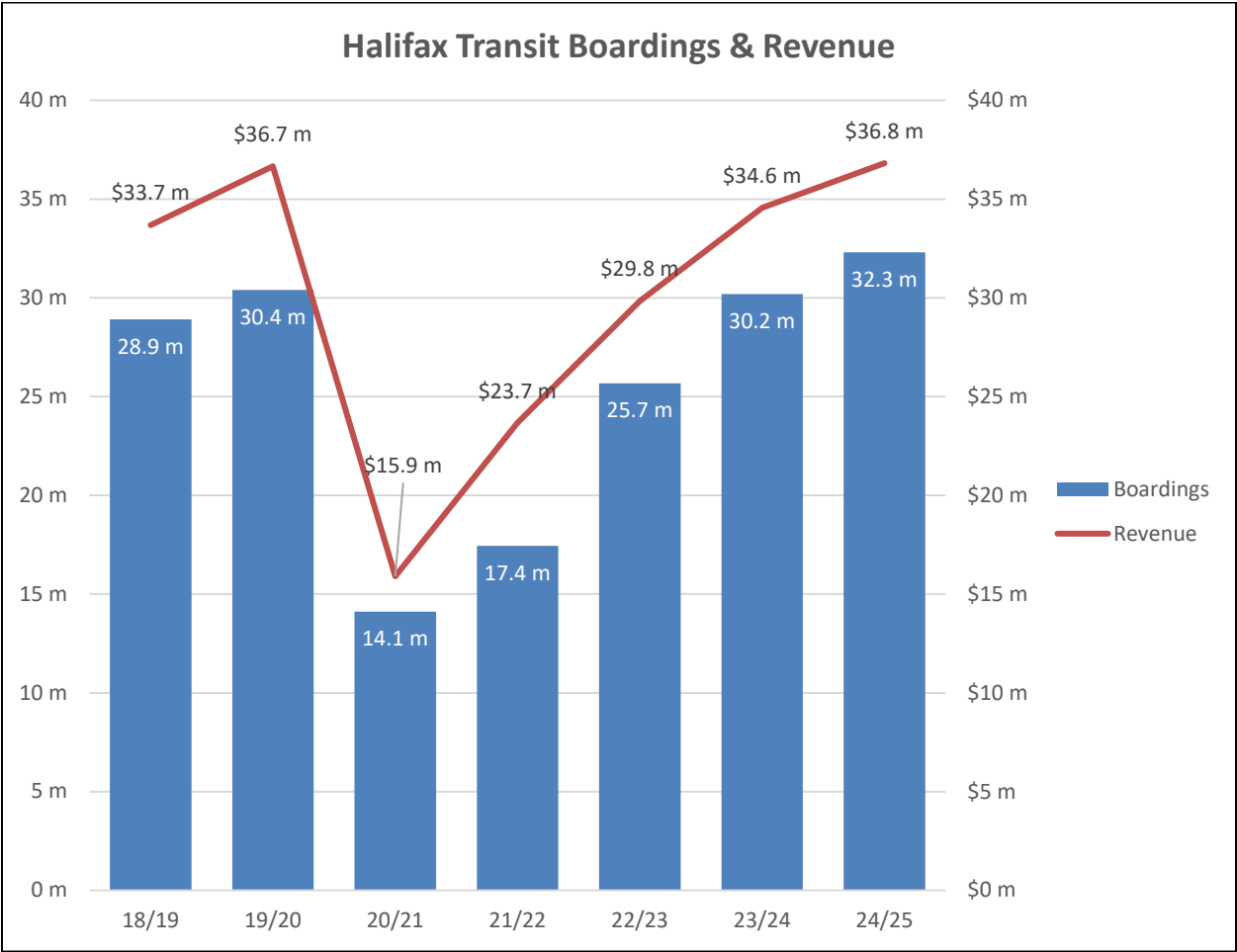
Ferry Boardings & Revenue



Access-A-Bus Boardings & Revenue

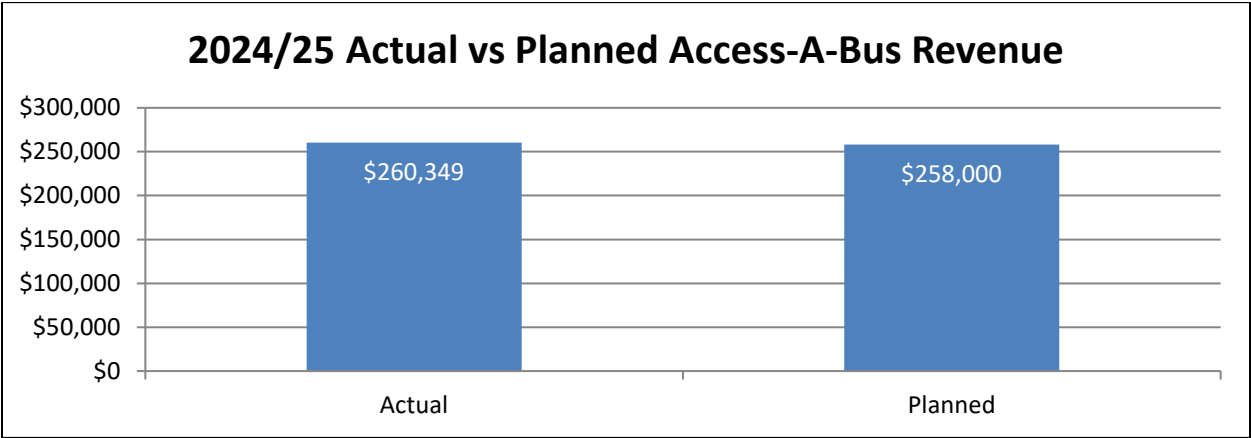
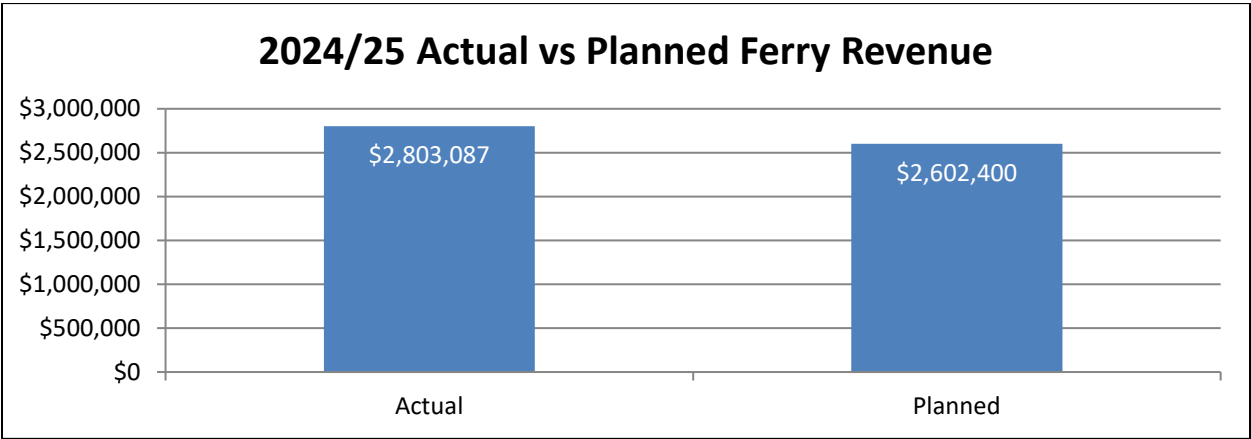
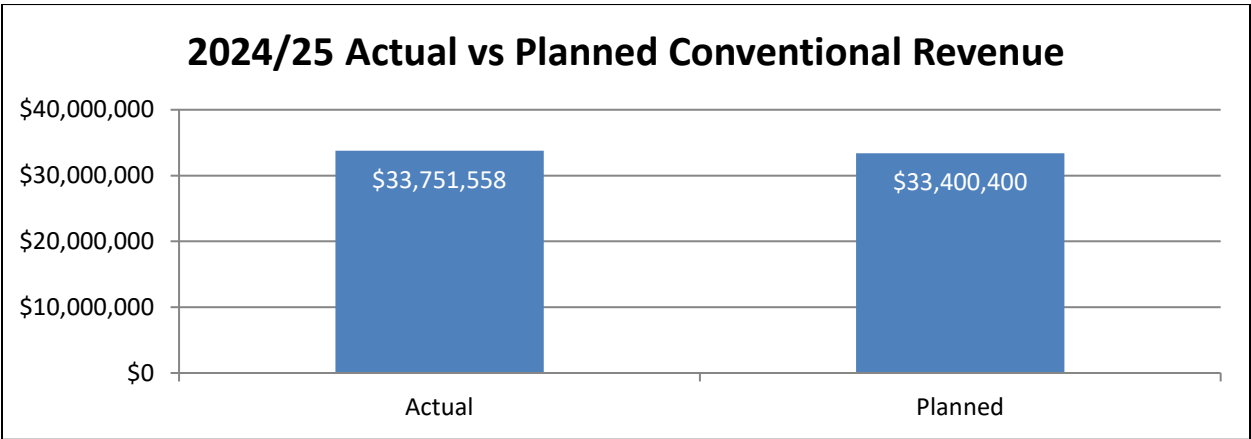


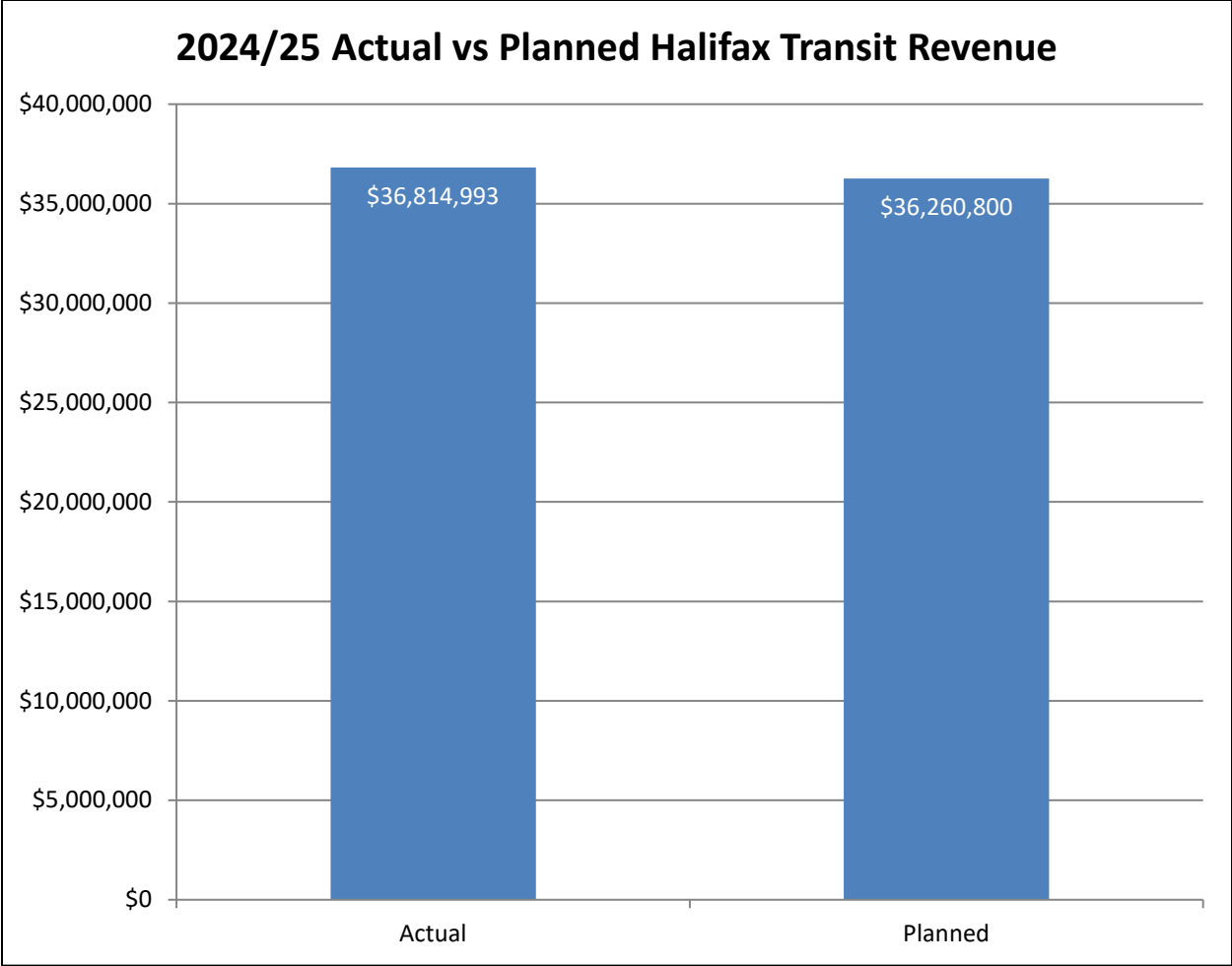
Halifax Transit Boardings & Revenue



Revenue – Actual vs. Planned

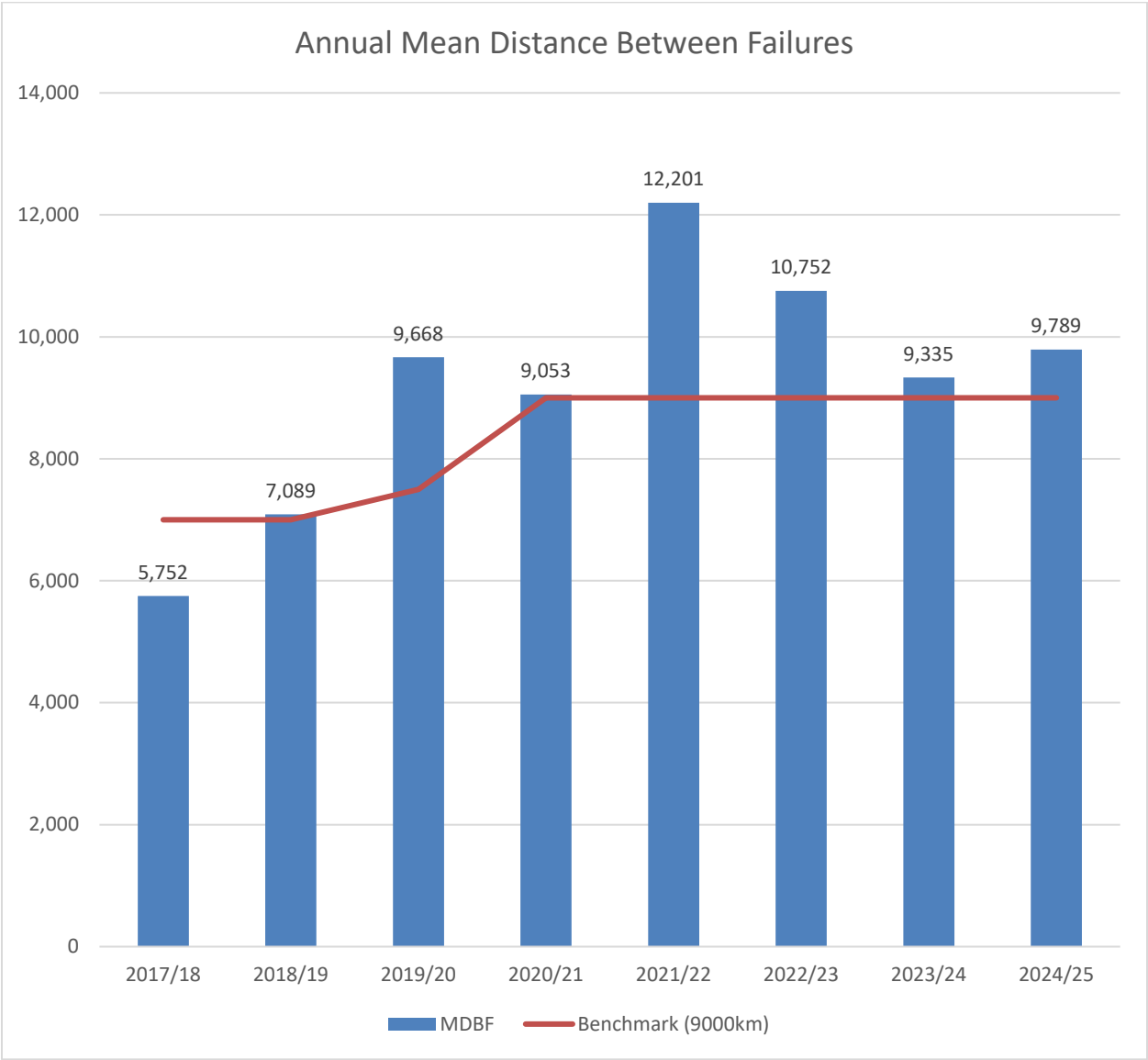
The following charts provide an indication of how much revenue has been generated by each service type and by Halifax Transit in comparison to the planned budget revenue. In 2024/25 conventional revenue increased 6% over last year and was 1% above the planned amount. Ferry revenue this year increased 11% and was 8% above the planned amount. Access-A-Bus revenue increased 5% over last year and was 1% above the planned amount. Overall revenue in 2024/25 increased 7% from the previous year, standing 1.5% above the planned amount.





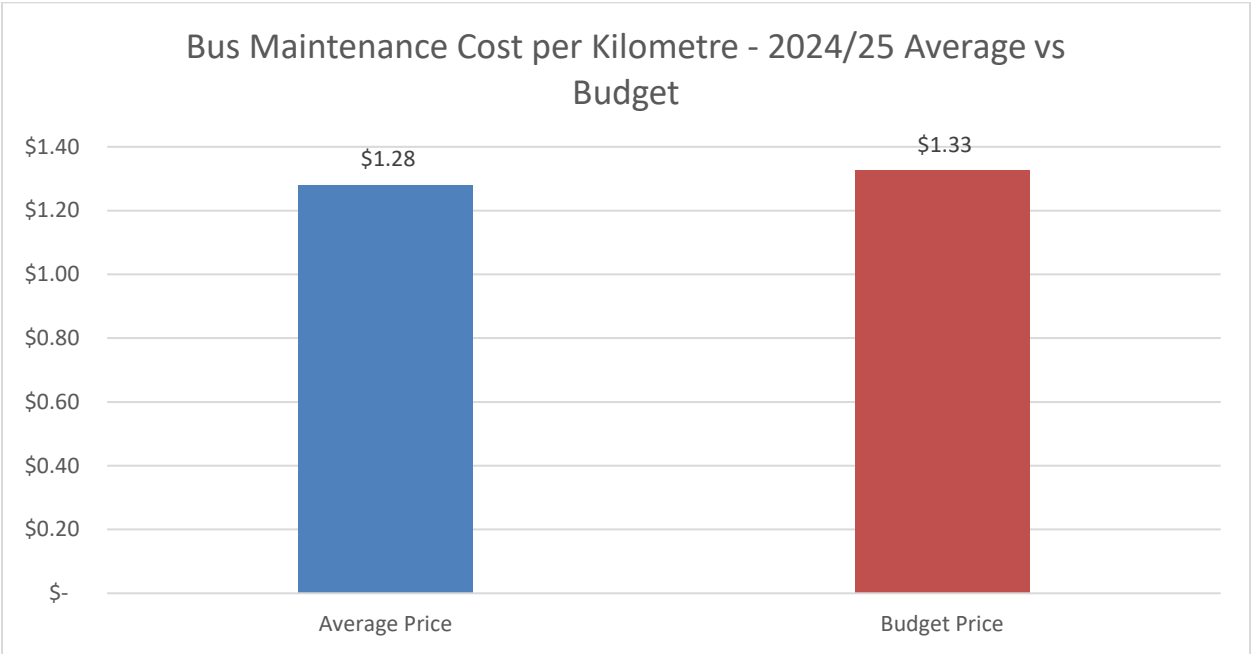
Mean Distance Between Failures

For the 2024/25 fiscal year, the conventional transit MDBF was 9,789 kms, achieving the target set of 9000 kms. This is equivalent to an increase of 5% from the previous year.



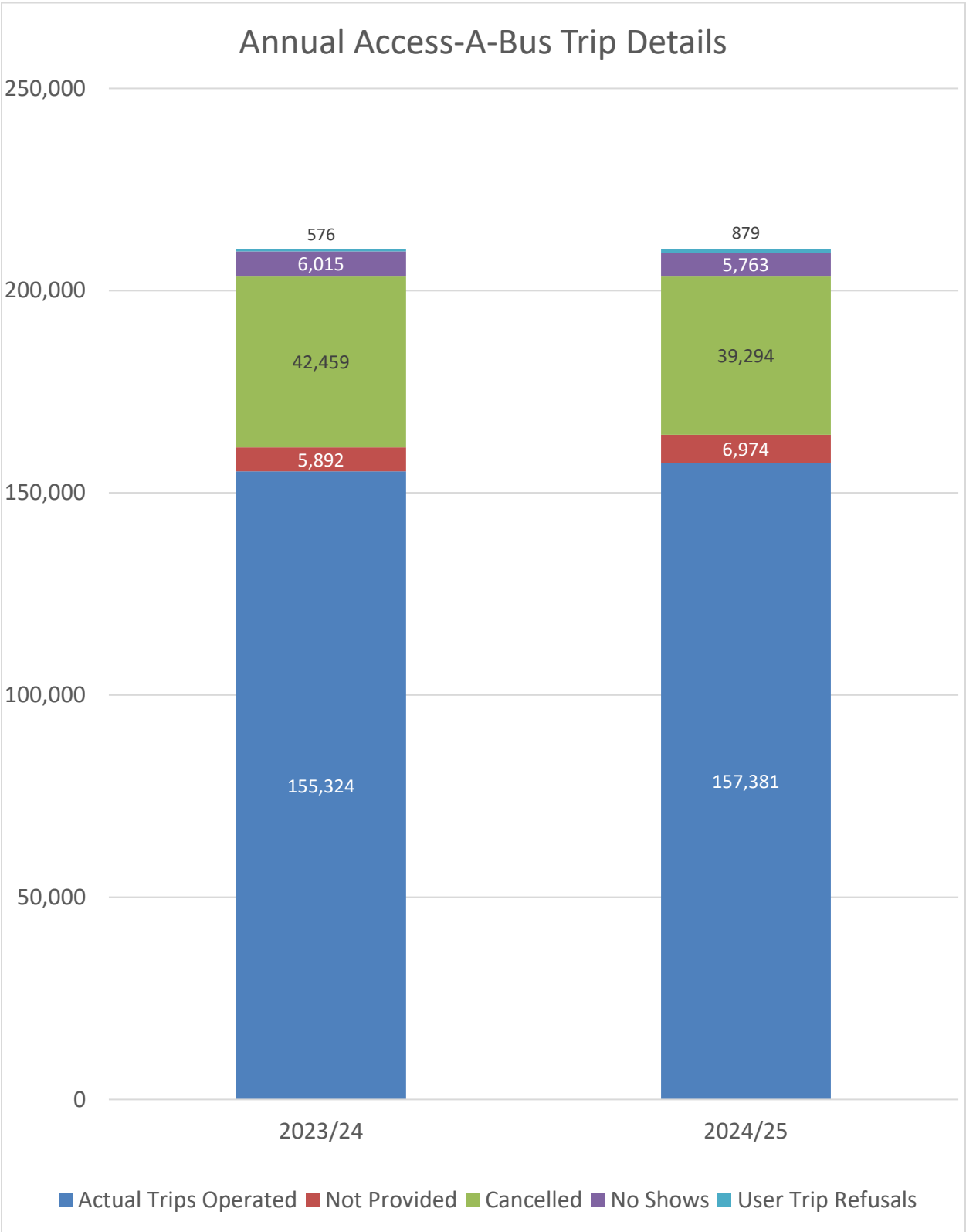
Bus Maintenance Cost – Annual Average vs Budget

For the 2024/25 fiscal year average bus maintenance costs were 3% below budget, averaging \$1.28 per kilometre, compared with the budgeted amount of \$1.33 per kilometre.



Access-A-Bus Trip Details

In 2024/25, approximately 2,000 more trips were operated than in 2023/24, an increase of 1%.



Bus Stop Accessibility

During 2024/25, 74 bus stops underwent infrastructure changes or improvements. Five shelters were installed at new locations. A total of 15 shelters, 27 interior benches and 18 exterior benches were added to Scotia Square bus bays.

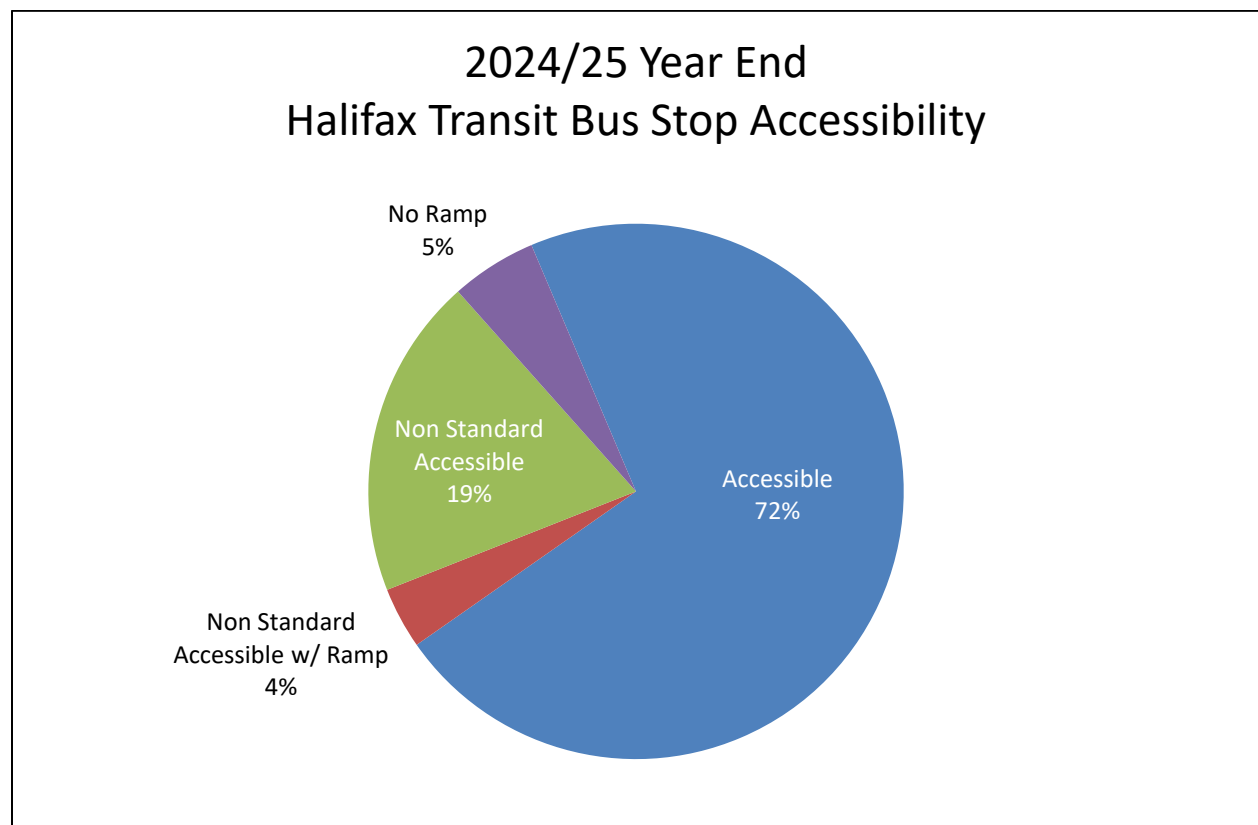
63 existing stops were upgraded or improved:

- 24 were upgraded from 'Non-Standard' to 'Accessible'
- 1 'Non-Standard' stop underwent improvements and remained 'Non-Standard' but was enhanced with a ramped concrete pad.
- 2 'No Ramp' or inaccessible stops were upgraded to 'Non-Standard' by widening the stop and installing an asphalt pad.
- 36 'Accessible' stops underwent improvements and remained 'Accessible'

11 new stops were installed, all of which are 'Accessible'.

15 existing stops were removed as a result of service changes or capital projects requiring stop relocations.

The graph below depicts breakdown of accessibility for all stops in the network.



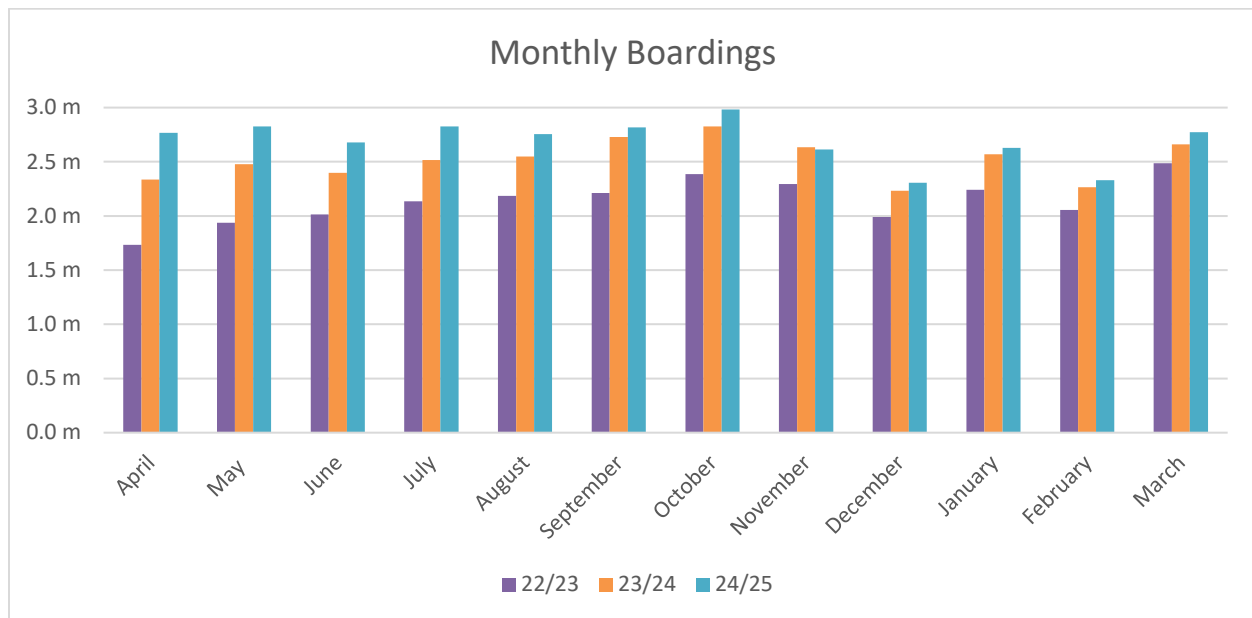
Service Utilization

Boardings

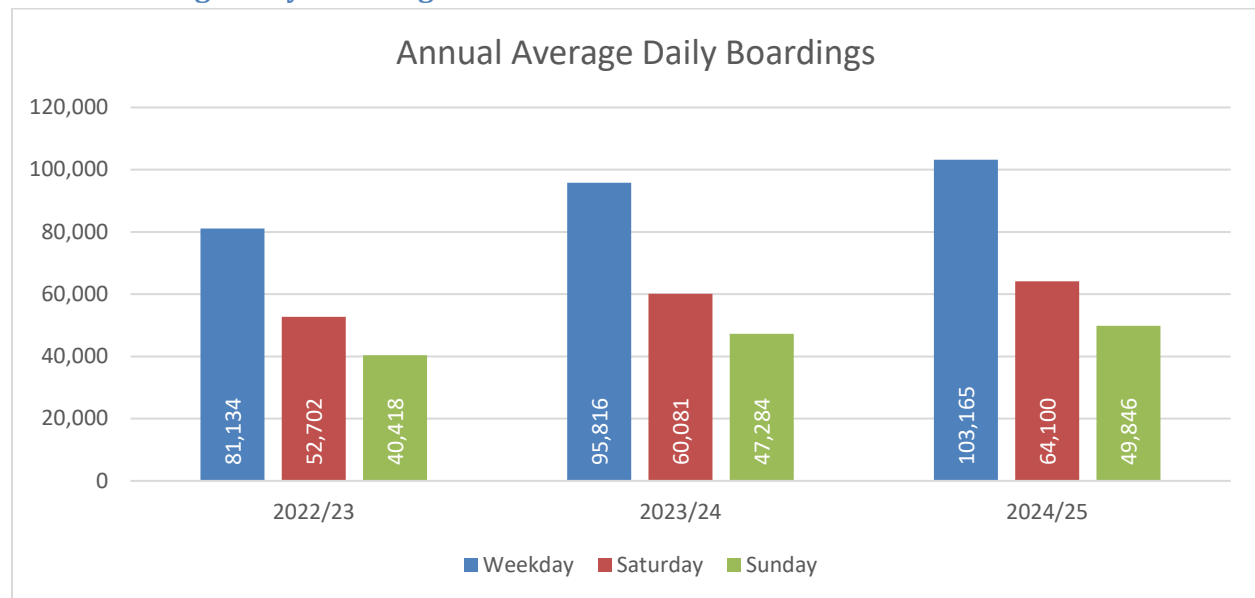
In 2024/25 average weekday boardings were 103,165, average Saturday boardings were 64,100, average Sunday boardings were 49,846.

Monthly Boardings

Total monthly boardings in 2024/25 increased over the previous year in all months except November. Increases ranged from 2% (January 2025) to 18% (April 2024), while November 2024 experienced a 1% decrease from the previous year. November 2024 overall boardings declined due to the calendar shift and had two fewer weekday service days.



Annual Average Daily Boardings



Average Daily Bus Terminal Activity

The following table shows annual average daily passenger boardings and alightings at Halifax Transit Terminals.

2024/25 Average Daily Bus Terminal Activity									
	Weekday			Saturday			Sunday		
Terminal	On	Off	Total	On	Off	Total	On	Off	Total
Bridge	9,020	8,664	17,684	5,833	5,697	11,530	4,350	4,232	8,582
Mumford	5,834	5,587	11,421	4,732	4,468	9,200	3,658	3,490	7,147
Scotia Square	3,879	4,235	8,114	1,986	2,260	4,246	1,489	1,618	3,107
Lacewood	3,282	3,012	6,294	2,344	2,253	4,597	1,727	1,667	3,394
Halifax Ferry	2,748	2,633	5,381	2,070	2,080	4,149	1,483	1,419	2,903
Highfield	1,749	1,528	3,277	886	737	1,622	524	406	931
Alderney Ferry	1,575	1,677	3,252	2,080	2,070	4,149	1,412	1,475	2,887
Portland Hills	1,317	1,396	2,713	1,066	1,104	2,170	734	753	1,487
Micmac	1,134	1,118	2,252	1,028	994	2,021	573	549	1,122
Woodside Ferry	1,058	1,071	2,129	0	0	0	0	0	0
Alderney Bus	1,204	903	2,107	869	648	1,517	549	373	921
Water St	994	577	1,572	843	503	1,346	575	346	921
Sackville	784	765	1,549	402	397	799	310	309	620
Cobequid	720	667	1,388	406	387	793	297	281	579
Penhorn	689	672	1,361	362	343	704	269	260	529
West Bford	312	255	568	84	76	160	61	56	117
Woodside Bus	183	165	347	19	15	34	10	9	19

Ridership Guidelines by Route – Passengers Per Hour

Halifax Transit established ridership guidelines as part of the Moving Forward Together Plan, the table below displays average daily 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 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	8,189	● 48	● 53	● 60	● 38	
2	5,237	● 47	● 45	● 51	● 37	
3	7,753	● 58	● 47	● 58	● 39	
4	5,327	● 42	● 42	● 44	● 37	
5	4,228	● 53	● 45	● 51	● 35	
6A/B/C	3,330	● 41	● 37	● 42	● 27	
7A/B	4,979	● 43	● 38	● 46	● 23	
8	5,104	● 43	● 40	● 49	● 32	
9A/B	6,911	● 42	● 52	● 52	● 35	
10*	4,600	● 41	● 50	● 44	● 32	
10A/B/C†	6,993	● 35	● 43	● 42	● 32	
21	1,293	● 39	● 42	● 53	● 30	
22	820	● 30	● 30	● 32	● 13	
24	2,053	● 34	● 36	● 42	● 25	
25	796	● 34	● 38	● 38	● 26	
26	54	● 22		● 18		
28	2,135	● 45	● 47	● 60	● 41	
29	3,136	● 36	● 37	● 38	● 24	
30A/B	1,365	● 35	● 40	● 52	● 27	
39	1,746	● 49	● 30	● 45	● 24	
50	83	● 24		● 17		
51A/B	974	● 46	● 43	● 28	● 24	
53	1,259	● 43	● 36	● 48	● 26	
54	1,085	● 29	● 42	● 39	● 22	
55	433	● 25	● 26	● 27	● 13	
56	1,447	● 32	● 27	● 44	● 19	
57*	42	● 13	● 5	● 11	● 10	
58	201	● 7	● 17	● 17	● 5	
59	150	● 14	● 16	● 12	● 9	
61	234	● 16	● 18	● 14	● 10	
62	623	● 26	● 29	● 34	● 14	
63	563	● 24	● 27	● 28	● 16	
64	917	● 27	● 14	● 19	● 10	
65	183	● 25	● 37	● 8	● 10	
67	829	● 25	● 33	● 28	● 14	
68	303	● 11	● 26	● 23	● 11	
72	2,046	● 42	● 30	● 47	● 23	
82	308	● 17	● 20	● 20	● 8	
83	126	● 13	● 10	● 11	● 6	
84	1,135	● 22	● 22	● 21	● 12	
85	224	● 13	● 27	● 16	● 11	
86	159	● 11	● 12	● 13	● 8	
87	1,624	● 42	● 24	● 38	● 21	
88	283	● 31	● 17	● 25	● 12	
90	3,124	● 37	● 38	● 37	● 28	
91	1,267	● 31	● 37	● 44	● 27	
93	262	● 27	● 15	● 24	● 14	
401	144	● 12	● 13	● 18	● 11	
415	71	● 8	● 11	● 12		
433	106	● 18		● 14	● 7	
Ferry Service		N/A	N/A	N/A	N/A	
Alderney	3,251	● 98	● 86	● 162	● 90	
Woodside	2,128	● 161	● 60	● 132	● 38	

*Indicates Route discontinued in 2024/25

†Indicates Route introduced in 2024/25

2024/25 Ridership Guidelines by Route					
Route	Saturday		Sunday		
	Boardings	Pass/Hour	Boardings	Pass/Hour	
Ridership Guideline		15		10	
1	6,200		52	4,359	
2	4,707		46	3,299	
3	4,158		47	4,251	
4	2,453		50	2,194	
5	3,210		43	2,060	
6A/B/C	1,708		36	1,428	
7A/B	3,083		29	1,973	
8	3,839		39	3,311	
9A/B	3,676		56	3,119	
10*	2,998		40	2,162	
10A/B/C†	3,999		38	3,065	
21	1,212		31	818	
22	553		18	515	
24	1,974		34	1,589	
25	553		40	561	
28	1,875		40	1,047	
29	1,890		31	1,549	
30A/B	934		27	668	
39	1,369		27	713	
51A/B	582		32	311	
53	1,075		33	555	
54	609		28	451	
55	354		24	262	
56	1,336		27	977	
58	128		9	83	
59	135		18	87	
61	222		13	179	
62	372		24	352	
63	339		22	251	
65	119		13	100	
67	351		22	276	
68	275		15	197	
72	1,597		28	811	
82	242		15	188	
83	105		9	83	
84	467		15	390	
85	132		14	111	
86	144		10	113	
87	1,071		21	583	
88	248		17	172	
90	2,004		31	1,213	
91	645		29	589	
401	57		11	47	
Ferry Service		N/A		N/A	
Alderney	4,149		244	2,939	

*Indicates Route discontinued in 2024/25

†Indicates Route introduced in 2024/25

Express Service Peak Boardings and Passengers per Trip Comparison

The table below displays average daily peak hour 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 Express Route Ridership Guidelines by Route				
Route	Weekday Peak	Passengers per Trip		
	Boardings	AM Peak		PM Peak
Express Ridership		20		20
123	383	<div></div>	34	<div></div> 28
127	327	<div></div>	23	<div></div> 19
135	431	<div></div>	34	<div></div> 29
136	584	<div></div>	40	<div></div> 30
137	319	<div></div>	25	<div></div> 30
138	438	<div></div>	35	<div></div> 28
158	205	<div></div>	30	<div></div> 19
159	344	<div></div>	26	<div></div> 20
161	328	<div></div>	28	<div></div> 27
165	262	<div></div>	27	<div></div> 23
168A/B	608	<div></div>	29	<div></div> 26
182	527	<div></div>	22	<div></div> 21
183	269	<div></div>	20	<div></div> 20
185	492	<div></div>	25	<div></div> 23
186	293	<div></div>	23	<div></div> 23
192†	187	<div></div>	13	<div></div> 13
194	236	<div></div>	29	<div></div> 27
196	106	<div></div>	29	<div></div> 24
Regional Express Ridership Guideline		15		15
320	213	<div></div>	10	<div></div> 19
330	239	<div></div>	13	<div></div> 11
370	87	<div></div>	8	<div></div> 7

†Indicates Route introduced in 2024/25

On-Time Performance

On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select 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 not more than 3 minutes later than scheduled.

Halifax Transit has established a target of 85% for on-time performance; service fell under this target for 2024/25 achieving 71% on-time performance.

