

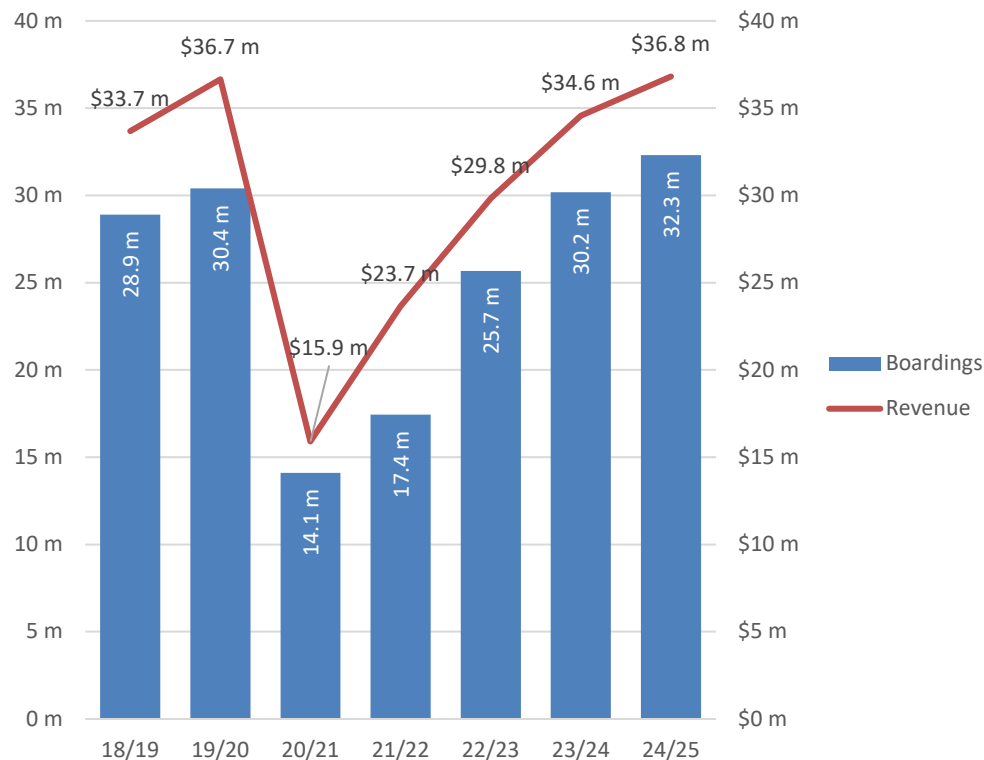
August 21, 2025



# **Fourth Quarter 2024/25 Report**

Transportation Standing Committee

Halifax Transit Boardings & Revenue



# Annual Boardings and Revenue

- In 2024/25 total boardings and revenue increased 7%

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# Year End Key Performance Indicators

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%

# Q4 2024/25

- Q4 includes January, February and March 2025
- Service changes occurred part way through the period in February.

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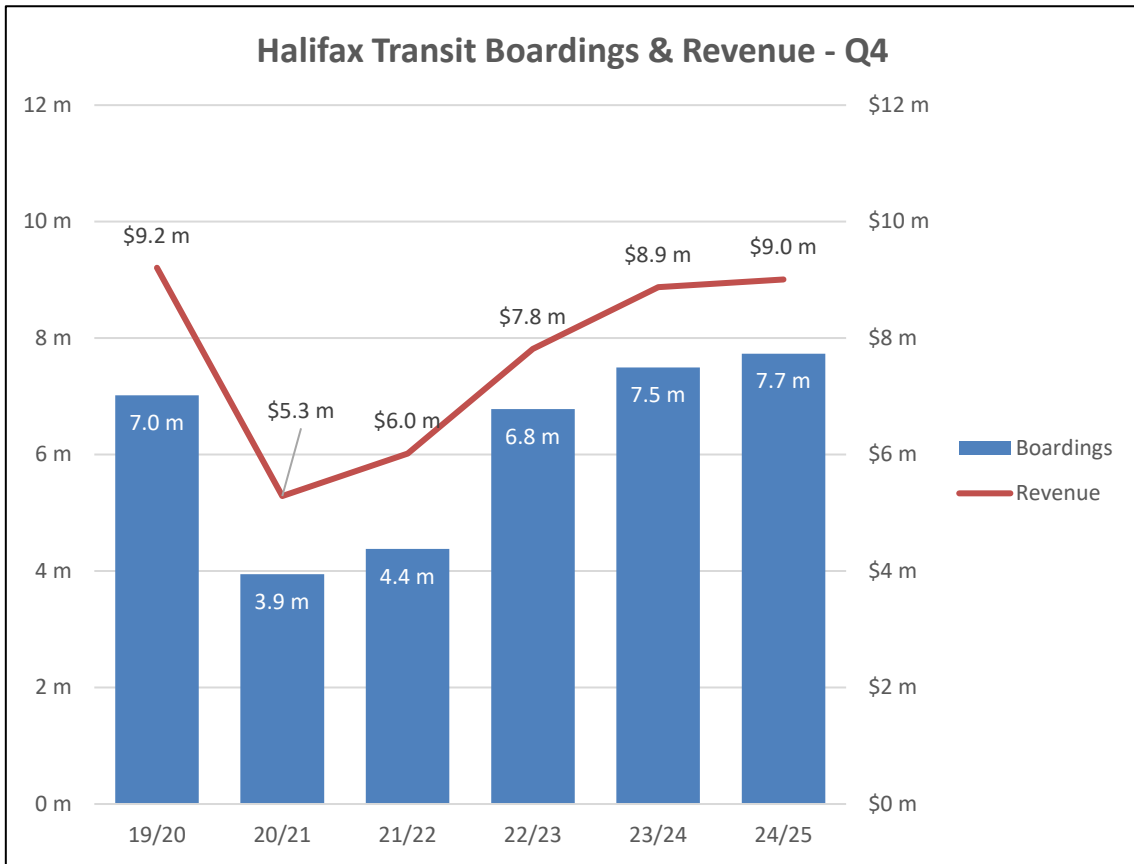
# February 24<sup>th</sup> Service Changes

- Route 196 Basinview Express – Routing adjustment to use transit priority along Bayers Road, two additional trips in each AM and PM peak periods.
- Temporarily suspended trips reinstated, including trips on Routes 55, 59, 65, 84, 85, 127, 159, 165, 182, 185, and 330.
- Schedule adjustments for routes on detour due to Cogswell redevelopment, to accommodate new regular routing

# Boardings and Revenue

- Q4 Boardings increased by 3%
- Q4 Revenue increased by 1.5%

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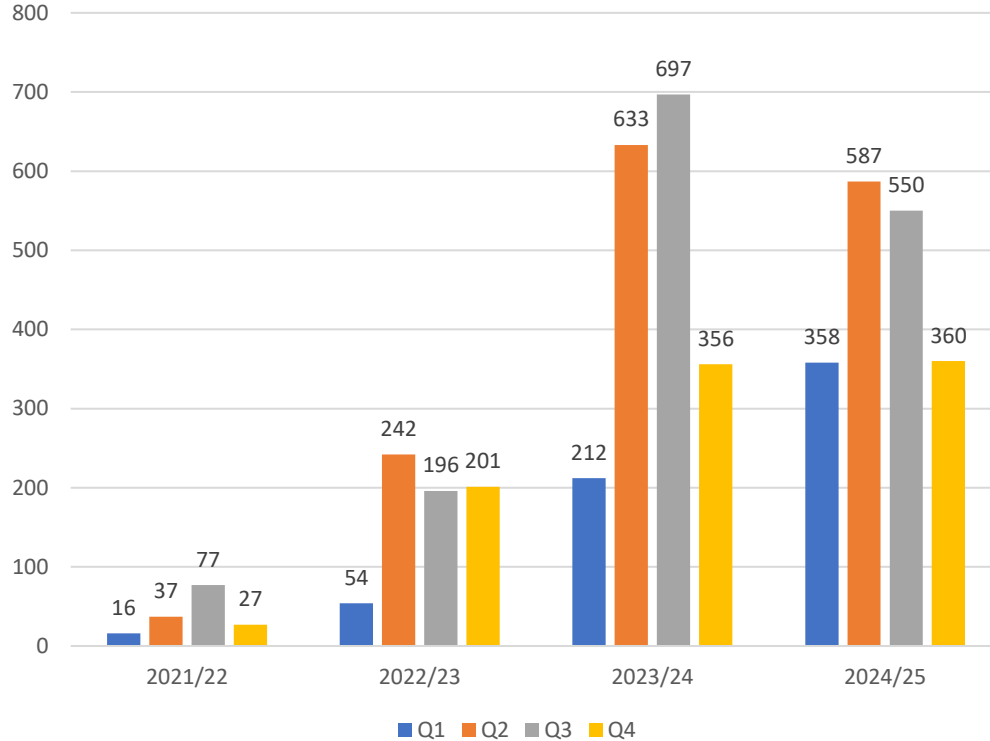


# Passenger Overloads

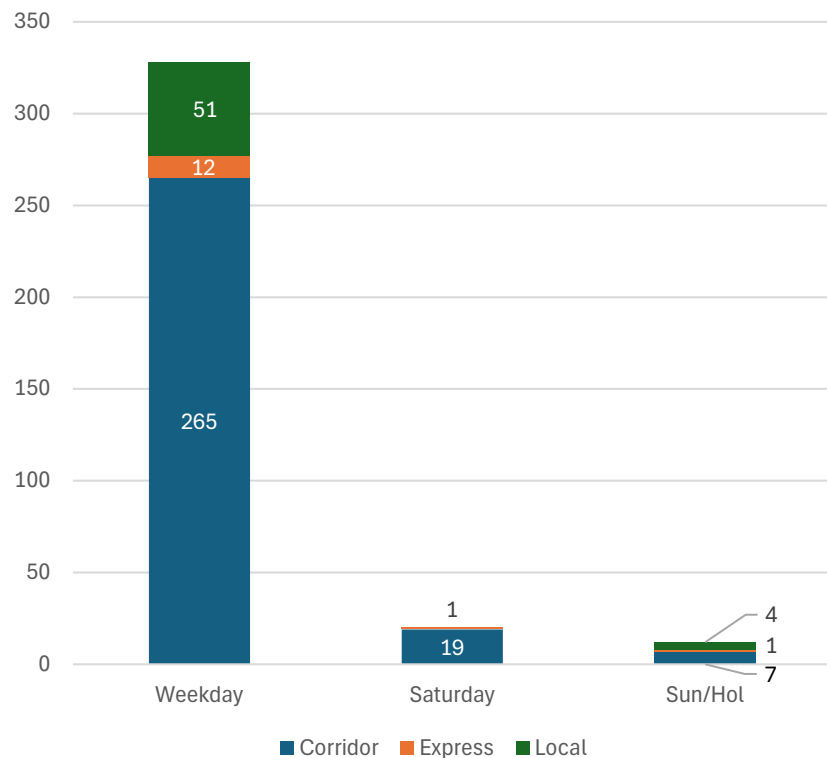
- Passenger overload incidents increased 1% in Q4 compared with the previous year

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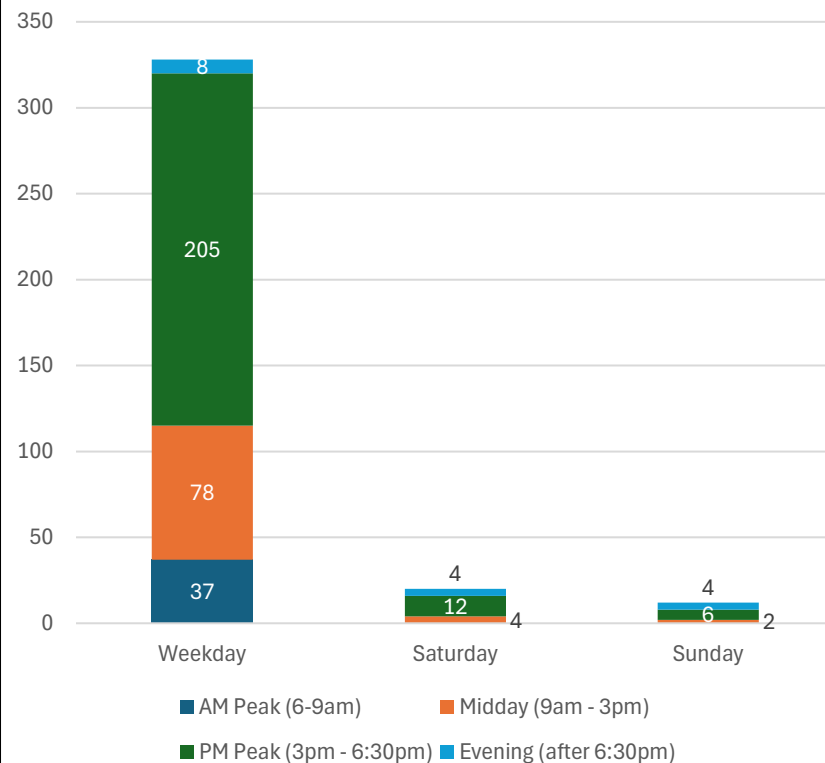
Reported Overload Incidents by Quarter



### Q4 Overloads by Service Type and Day

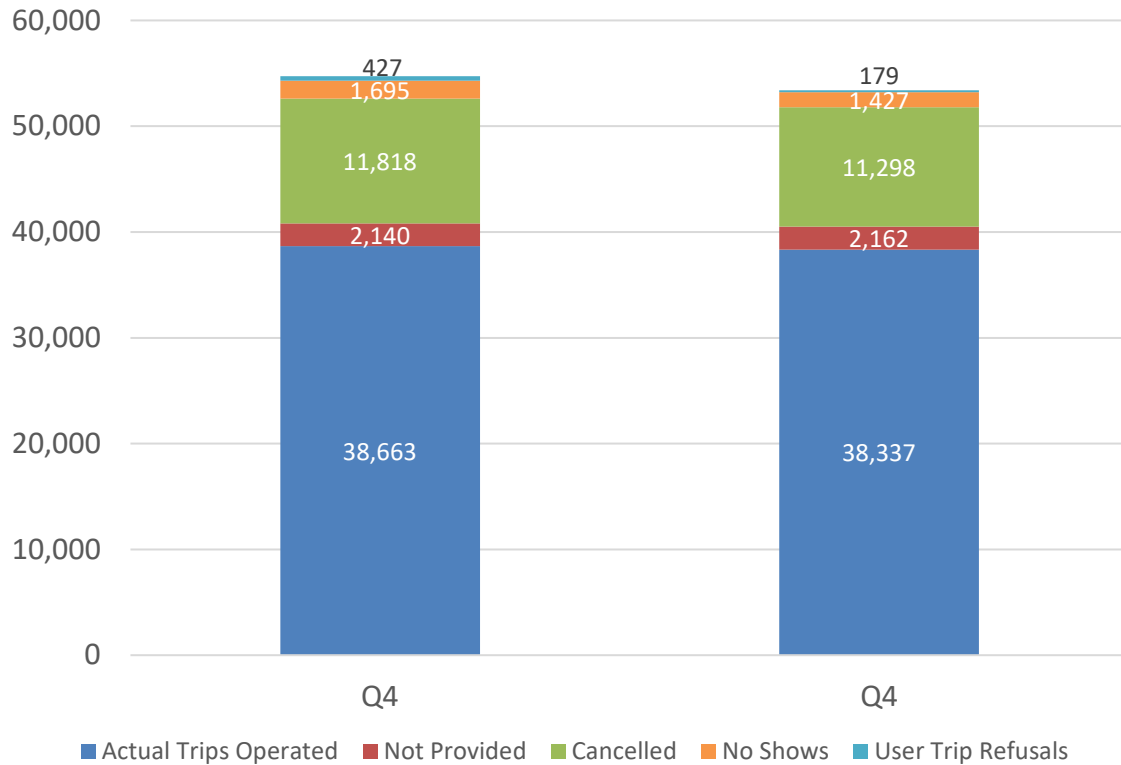


### Q4 Overloads by Time of Day





Access-A-Bus Trip Details - Q4

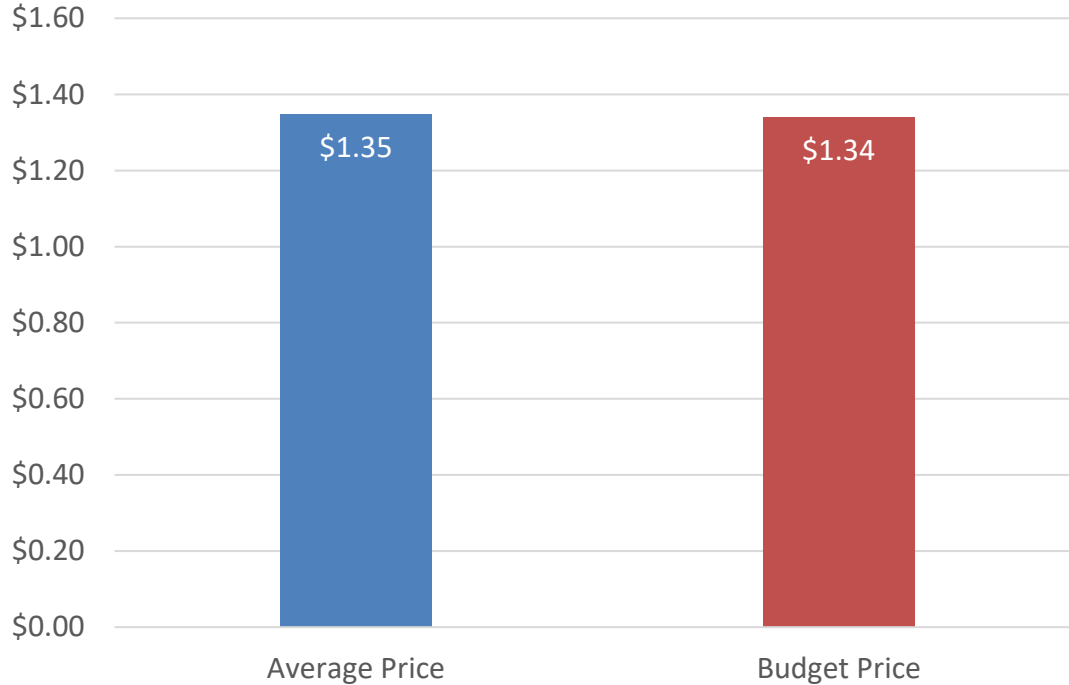


# Access-A-Bus

- AAB provided 1% fewer trips in Q4 compared to the previous year

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Bus Maintenance Cost per Kilometre - Q4  
Average vs Budget



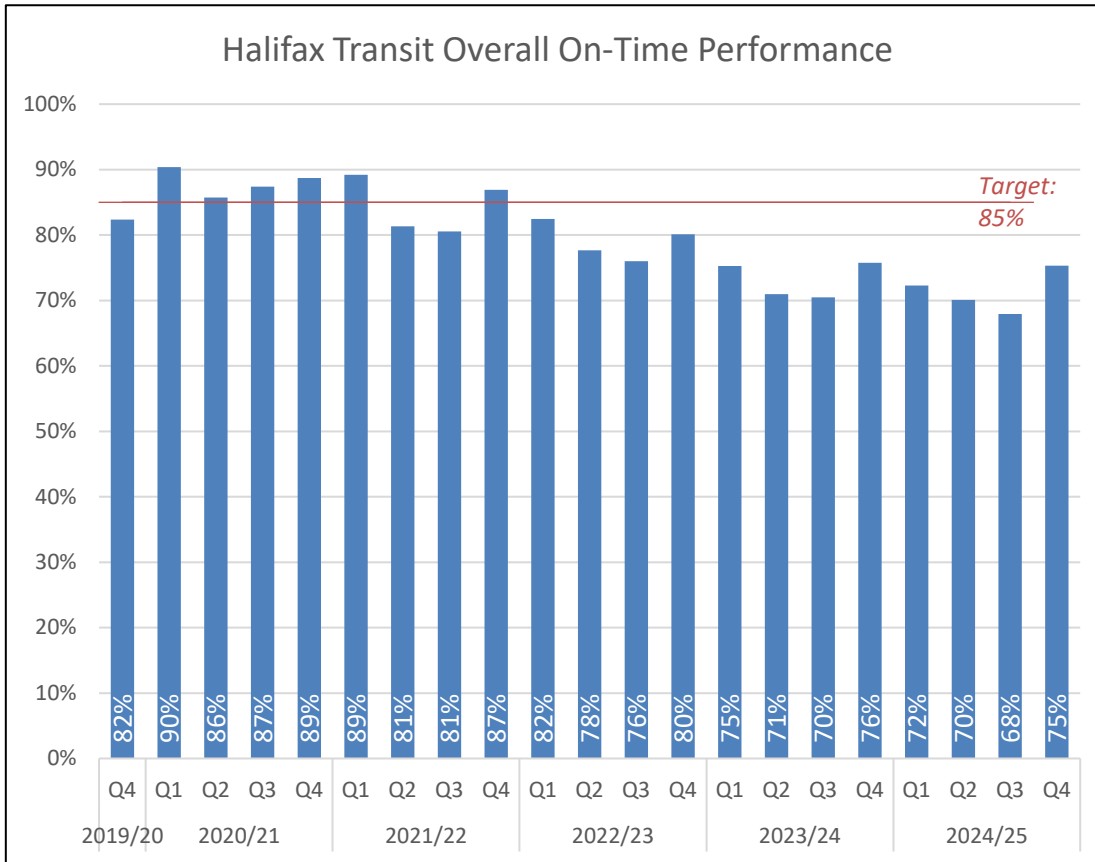
# Bus Maintenance Costs

- Bus maintenance costs for Q4 were 1% above the budgeted price.

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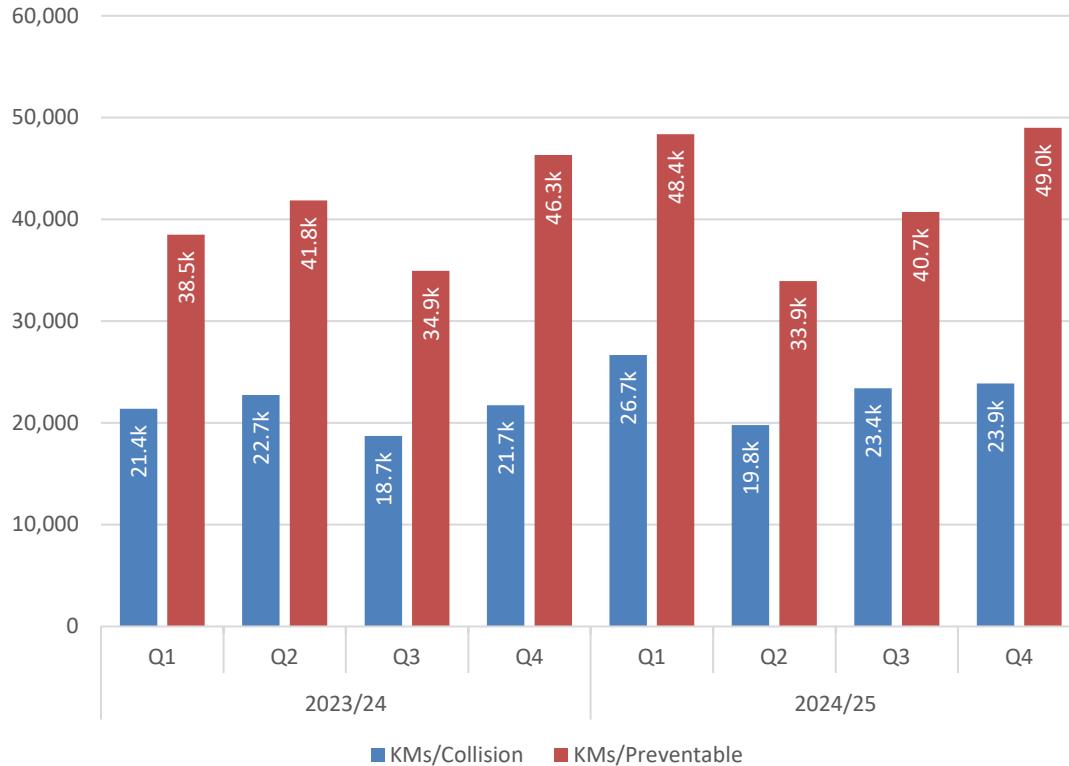
# On-Time Performance

- On-Time Performance was 75% in Q4.



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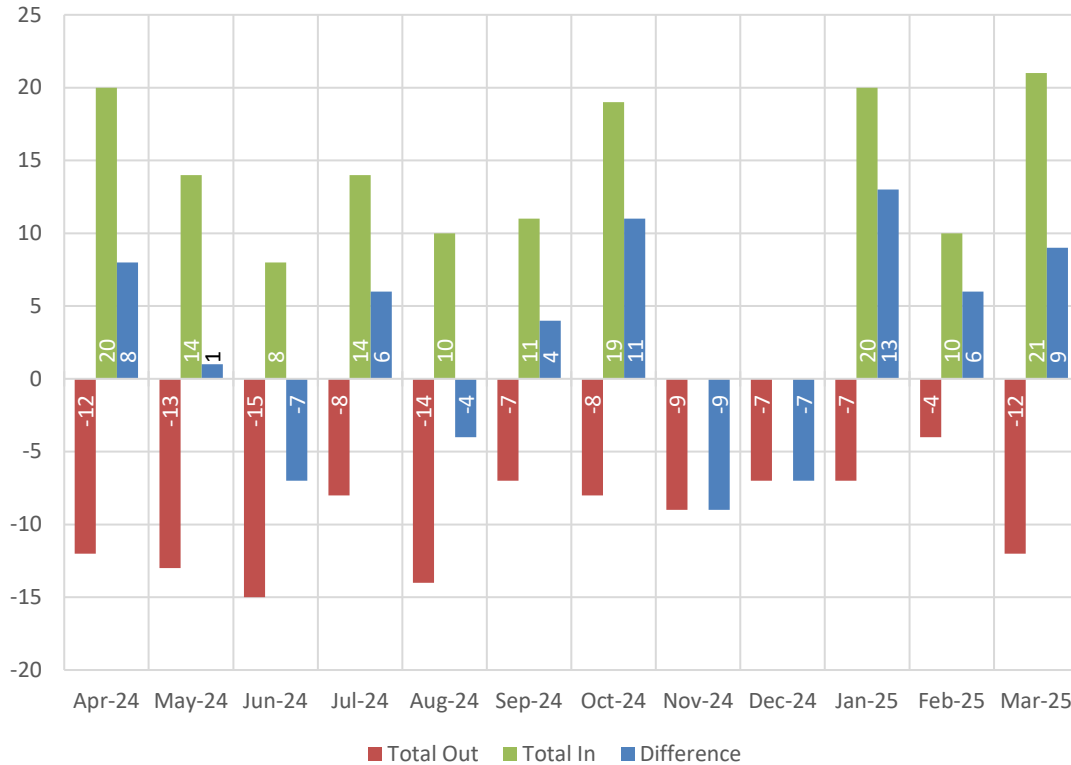
Kilometres Between Collisions



# Safety - Collisions

- In the fourth quarter a collision involving Transit vehicles occurred once every 23,900 kilometres driven
- A preventable collision occurred every 49,000 kilometres driven

Bus Operator Recruitment and Retention

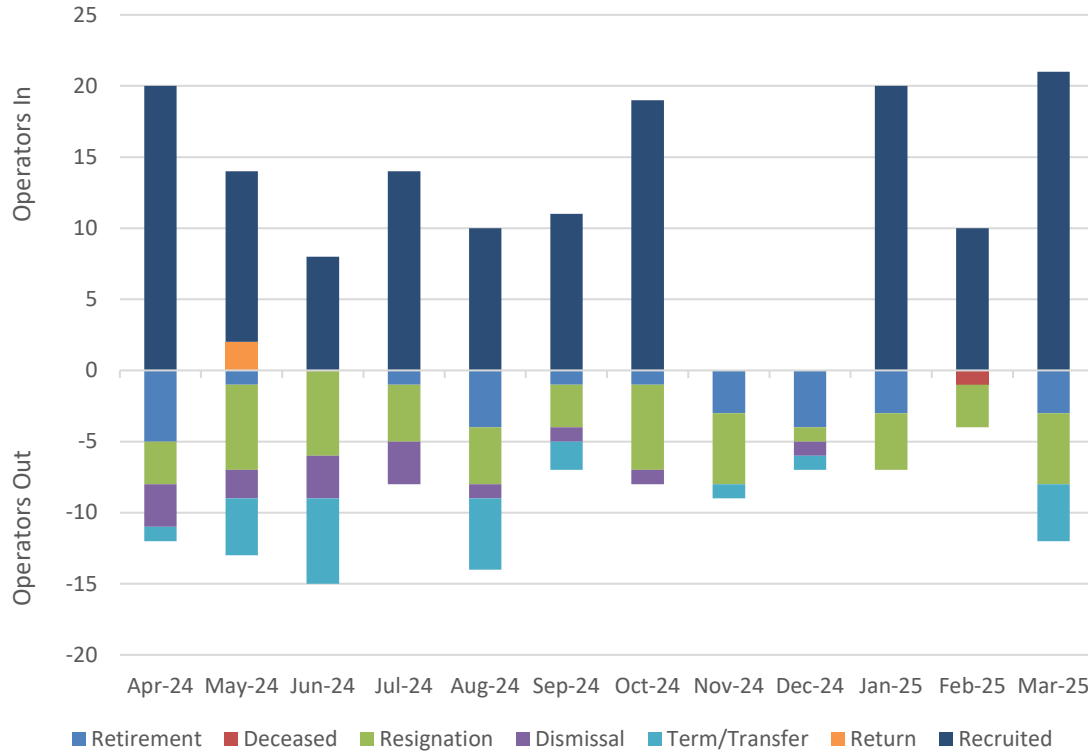


# Recruitment and Retention

- Operator numbers increased during the fourth quarter as several graduating classes of operators joined.

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## Bus Operator Recruitment and Retention



# Recruitment and Retention Details

- Strong recruitment in the fourth quarter led to increased operator numbers.

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