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**Item No. 13.1.2**  
**Transportation Standing Committee**  
**December 8, 2025**

**TO:** Chair and Members of Transportation Standing Committee

**FROM:** Jacqueline Hamilton, Acting Commissioner of Operations

**DATE:** November 28, 2025

**SUBJECT:** Halifax Transit 2025/26 Q1 KPI Report

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**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. In the first quarter of 2025/26, many indicators saw improvements, including revenue, overloads, maintenance costs, mean distance between failures, and Operator recruitment. However, the total number of boardings decreased slightly, and several other measures remained relatively static.

**RECOMMENDATION**

It is recommended that the Transportation Standing Committee receive this staff report for information and receive a presentation.

**BACKGROUND**

This report provides a summary of activities in the first quarter of the fiscal year and includes reporting on key performance measures. These include measures of revenue, ridership, overloads, on-time performance, loss of service, fleet and Operator recruitment and retention.

## **DISCUSSION**

The quarterly report (Attachment A) is provided in a new format to emphasize significant trends and is expected to further evolve in the second quarter and beyond to include new data sources and topics, including additional information on security incidents and the workforce.

### **Q1 Performance Measures Highlights**

The *Halifax Transit 2025/26 Q1 Performance Measures Report* (Attachment A), covering April, May and June 2025, includes performance measures, significant trends/analysis, and information on related actions. Some highlights of the report are:

- Overall boardings decreased 2% this quarter from last year.
- Revenue increased 7% this quarter compared to last year.
- Conventional bus service on-time performance was 72%, compared to a target of 85%. This is unchanged compared to this quarter last year.
- Passenger overloads on Conventional Bus service decreased 12% this quarter compared to last year.
- Mean distance between failures was 11,132 kms for conventional bus service, exceeding the benchmark of 9,000 kms.
- Conventional bus and Access-A-Bus maintenance costs were \$0.98/km, 24% below the budgeted cost of \$1.29/km.
- Preventable collisions decreased 2% and non-preventable collisions increased 6% this quarter compared to last year.
- There was a net increase of 10 Operators on staff during this quarter.

### **Key Takeaways**

Boardings and revenue remain strong, with a significant increase in revenue this quarter in part due to the fare increase implemented in September 2024. This fare increase also likely contributed to the small decrease in boardings this quarter, though Ferry boardings have continued to increase. This decrease in boardings is not concerning at this time, as Q1 2024/25 had exceptionally high boardings compared to the previous year (15%), which may have been an anomaly, and the Q1 2025/26 boardings are still 13% higher than 2023/24.

Passenger overload incidents remain elevated but have decreased this quarter in part due to mitigating measures to limit loss of service and replace lost and late service through service management. Service increases are required in many areas to meet increasing demand and will be proposed in the upcoming Core Service Plan.

On-time performance remains stable but is well below the target and continues to be concerning, and a key priority to resolve. A Service Reliability Analysis is being conducted and will provide more analysis and actions.

In terms of Fleet, the mean distance between failures for Conventional bus was well above the benchmark this quarter, in part due to the phased replacement of older diesel buses with new electric buses. Continued replacement of older diesel buses with new electric buses is expected to further improve metrics in the short term. However, the current fleet of articulated vehicles is reaching the end of its lifespan; replacement

of these vehicles is essential to maintain network capacity. As these buses continue to age, this metric may decrease, resulting in challenges with service reliability for passengers.

Operator recruitment trended positively this quarter, and there are significantly fewer Operator vacancies. This is important as it helps to improve the workload of existing staff while also mitigating risks to service reliability. Recruitment and retention will continue to be a priority for Halifax Transit, but staffing levels have moved into a more stable position and are no longer as concerning as they were in previous years.

Several changes occurred in this quarter, including a service change on May 19, 2025. This change included the reinstatement of nine trips that had been temporarily suspended in February 2023 (on Routes 65, 68, 84, 85, 165, 168A, 168B, 182 and 185). Where this change happened late in the quarter, the impact would not be measurable. In the short term, transit performance has had some impacts as a result of the changes to the Macdonald Bridge that took place on March 17, 2025. As part of the project to remove the toll booths at the Macdonald Bridge and reconfigure lanes in Dartmouth, the dedicated bus-only left-turn lane from Wyse Road to the Macdonald Bridge was removed from use. Municipal staff are reviewing the potential options at the Wyse Road and Nantucket Avenue intersection to mitigate these concerns.

### **FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report.

### **RISK CONSIDERATION**

No risk considerations were identified.

### **COMMUNITY ENGAGEMENT**

No community engagement was required.

### **ENVIRONMENTAL IMPLICATIONS**

No environmental implications were identified.

### **ALTERNATIVES**

The Transportation Standing Committee could choose not to approve the recommendation.

### **LEGISLATIVE AUTHORITY**

#### **Halifax Regional Municipality Charter, S.N.S. 2008, c. 39 as amended**

Section 21:

- (1) The Council may establish standing, special and advisory committees.
- (2) Each committee shall perform the duties conferred on it by this Act, any other Act of the Legislature or the by-laws or policies of the Municipality.

#### **Administrative Order One, Schedule 7 – Transportation Standing Committee Terms of Reference**

Section 4 The Transportation Standing Committee shall oversee and review of the Municipality's Regional

Transportation Plans and initiatives, as follows:

- (a) overseeing HRM's Regional Transportation Objectives and Transportation outcome areas;

## **ATTACHMENTS**

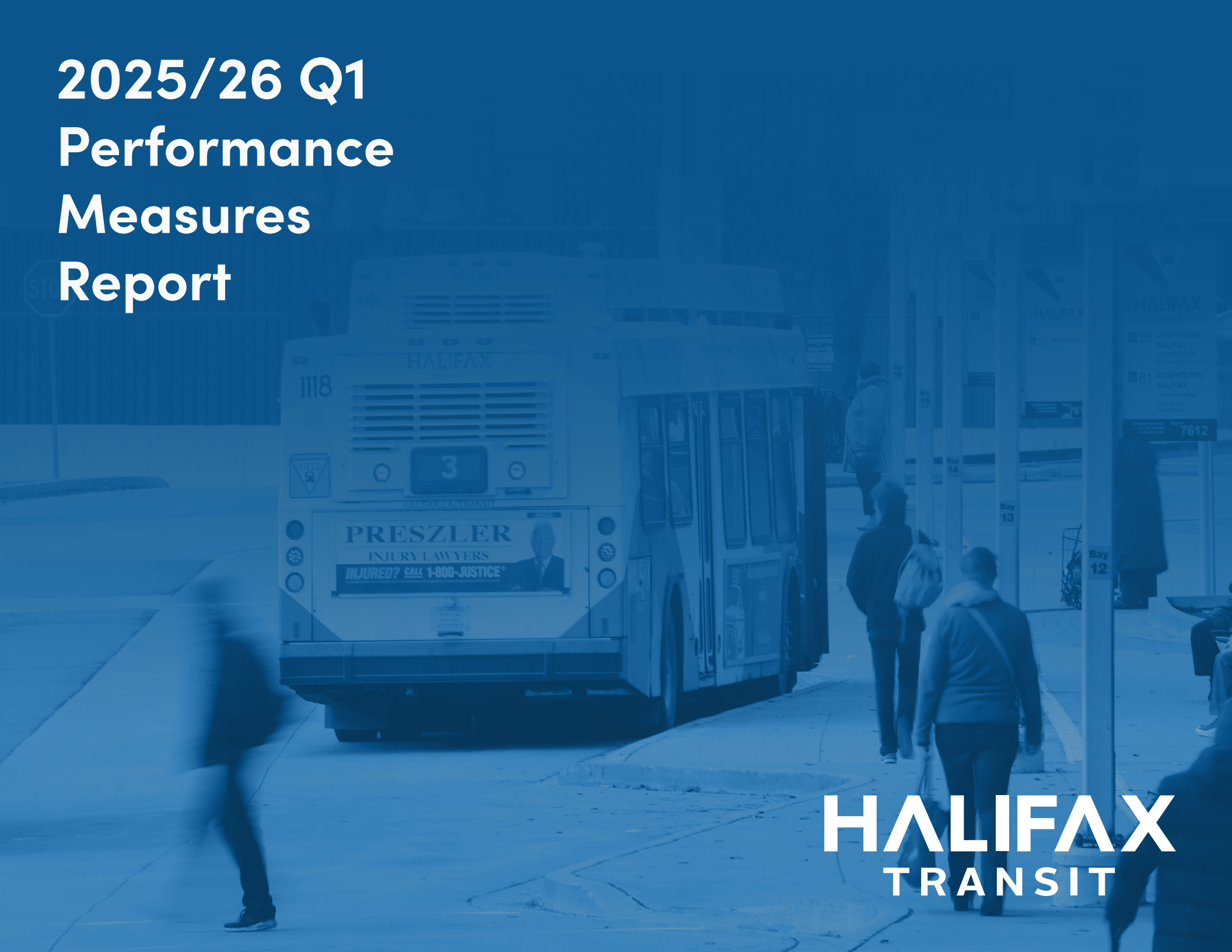
Attachment A: Halifax Transit 2025/26 Q1 Performance Measures Report

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

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# 2025/26 Q1 Performance Measures Report

A blue-tinted photograph of a Halifax Transit bus and a bus stop. The bus, with the number 1118 on its rear, is stopped at a curb. It features a large advertisement for 'PRESZLER INJURY LAWYERS' with the text 'INJURED? CALL 1-800-JUSTICE' and a photo of a man. The bus stop has several signs, including route numbers 59 and 61 for 'DOWNTOWN HALIFAX'. People are walking on the sidewalk in the foreground and background.

**HALIFAX**  
TRANSIT

# Ridership

## Significant Trends/Analysis:

- Overall boardings for all services in Q1 2025/2026 was 8.1 million, which is a 2% decrease from the same time last year.
- Conventional Bus boardings increased on weekdays from Q1 2024/25 to Q1 2025/26 and decreased on Sundays from last year.
- Boardings on Express and Regional Express Services increased by 5%.
- Ferry boardings increased by 7%.
- Access-A-Bus (AAB) boardings decreased by 5%.

## Action:

- Engagement took place in fall 2025 for the Core Service Plan, wherein resident feedback was gathered to make improvements to the route network and service levels. This feedback is being compiled and will be brought forward shortly as part of the Core Service Plan.

## Ridership - Weekday Service

### Significant Trends/Analysis:

- Alderney Ferry: Daily boardings increase of 13% resulting in a daily average of 3,527 boardings.
- Woodside Ferry: Daily boardings increase of 11% resulting in a weekday daily average of 2,193 boardings.
- Route 10 A/B/C: an increase of 2,419 average daily boardings across all weekday periods which is around 45% more than the previous year. This route was rescheduled to add more frequency in November 2024.
- Route 90: 663 more weekday boardings which is around 25% more than the previous year. This route has seen significant growth and was rescheduled to add more frequency in August 2024.
- Route 6 A/B/C: Daily boardings increase of 7% resulting in an additional 223 riders on average each day.
- Route 30A/B: Daily boardings increase of 5% resulting in an additional 66 riders on average each day.

### Ridership Guidelines Legend:

- Exceeding Ridership Guideline
- ▲ Not meeting Ridership Guideline
- ◆ Less than 50% of Ridership Guideline
- Not subject to Ridership Guidelines



Weekday  
104,700 ↑1%

Saturday  
63,000 ↓5%

Sunday  
46,100 ↓11%

Average  
Daily  
Boardings

↓5% Q1 2025/2026: 43.3k  
Q1 2024/2025: 45.6k  
AAB Boardings

↑7% Q1 2025/2026: 449k  
Q1 2024/2025: 419k  
Ferry Boardings

↓2% Q1 2025/2026: 7.6 m  
Q1 2024/2025: 7.8 m  
Conventional Bus  
Boardings

| Weekday                   |                |                     |     |        |    |         |     |                   |         |       |
|---------------------------|----------------|---------------------|-----|--------|----|---------|-----|-------------------|---------|-------|
|                           | Route          | Passengers Per Hour |     |        |    |         |     | Average Boardings |         |       |
|                           |                | AM Peak             |     | Midday |    | PM Peak |     |                   | Evening |       |
| Ridership Guideline       |                | 25                  |     | 15     |    | 25      |     | 10                | All Day |       |
| Highest Performing Routes | Alderney Ferry | ○                   | 107 | ○      | 89 | ○       | 175 | ○                 | 103     | 3,527 |
|                           | Woodside Ferry | ○                   | 163 | ○      | 57 | ○       | 137 | ○                 | 44      | 2,193 |
|                           | 3              | ●                   | 58  | ●      | 49 | ●       | 60  | ●                 | 42      | 8,070 |
|                           | 28             | ●                   | 41  | ●      | 47 | ●       | 60  | ●                 | 41      | 2,228 |
|                           | 2              | ●                   | 50  | ●      | 47 | ●       | 53  | ●                 | 41      | 5,585 |
|                           | 9A/B           | ●                   | 39  | ●      | 49 | ●       | 49  | ●                 | 34      | 7,161 |
|                           | 5              | ●                   | 46  | ●      | 43 | ●       | 48  | ●                 | 36      | 4,122 |
|                           | 1              | ●                   | 40  | ●      | 46 | ●       | 48  | ●                 | 35      | 7,337 |
|                           | 10A/B/C        | ●                   | 34  | ●      | 40 | ●       | 40  | ●                 | 32      | 6,918 |
|                           | 8              | ●                   | 38  | ●      | 36 | ●       | 44  | ●                 | 28      | 4,889 |
|                           | 90             | ●                   | 31  | ●      | 36 | ●       | 35  | ●                 | 28      | 3,360 |
|                           | 30A/B          | ●                   | 41  | ●      | 43 | ●       | 52  | ●                 | 31      | 1,497 |
| 21                        | ●              | 39                  | ●   | 43     | ●  | 52      | ●   | 32                | 1,387   |       |
| Lowest Performing Routes  | 55             | ▲                   | 20  | ●      | 25 | ●       | 28  | ●                 | 14      | 477   |
|                           | 93             | ▲                   | 24  | ▲      | 9  | ▲       | 21  | ●                 | 18      | 259   |
|                           | 84             | ▲                   | 23  | ●      | 22 | ▲       | 23  | ●                 | 13      | 1,239 |
|                           | 64             | ●                   | 26  | ▲      | 14 | ▲       | 18  | ●                 | 10      | 857   |
|                           | 433            | ▲                   | 18  |        |    | ▲       | 14  | ▲                 | 8       | 107   |
|                           | 401            | ◆                   | 11  | ▲      | 13 | ▲       | 17  | ●                 | 13      | 151   |
|                           | 415            | ◆                   | 7   | ▲      | 8  | ▲       | 13  |                   |         | 63    |

## Ridership on Express & Regional Express

**↑5%** 9,658 total average daily boardings on Express and Regional Express Route services, a 5% increase on last year.

**Significant Trends/Analysis:** Overall boarding numbers continue to increase on weekday express services. Express Routes 192 and 196, currently have a low average passengers per trip as a result of more service in the past year. Ridership is expected to increase as part of the growth cycle on these services.

## Ridership on Weekend Service

**Significant Trends/Analysis:** Average daily boardings on weekends decreased from the same period last year. The largest decrease was boardings on Sunday service, however boardings still remain higher than previous years.

Weekend boardings on some services remain high, in particular on Routes 1, 2, 3, 4, 9A/B, 10 A/B/C, 25, 28 and 30A/B.

### Ridership Guidelines Legend:

-  Exceeding Ridership Guideline
-  Not meeting Ridership Guideline
-  Less than 50% of Ridership Guideline
-  Not subject to Ridership Guidelines

| Express and Regional Express Routes |                                                                                     |             |           |
|-------------------------------------|-------------------------------------------------------------------------------------|-------------|-----------|
| Route                               |                                                                                     | Pass / Trip | Boardings |
| <i>Ridership Guideline</i>          |                                                                                     | 20          |           |
| 123                                 |    | 30          | 397       |
| 127                                 |    | 20          | 366       |
| 135                                 |    | 32          | 452       |
| 136                                 |    | 38          | 614       |
| 137                                 |    | 27          | 329       |
| 138                                 |    | 31          | 442       |
| 158                                 |    | 26          | 213       |
| 159                                 |    | 21          | 361       |
| 161                                 |    | 28          | 340       |
| 165                                 |   | 21          | 242       |
| 168A/B                              |  | 26          | 598       |
| 182                                 |  | 22          | 580       |
| 183                                 |  | 21          | 251       |
| 185                                 |  | 22          | 554       |
| 186                                 |  | 26          | 317       |
| 192                                 |  | 19          | 236       |
| 194                                 |  | 29          | 234       |
| 196                                 |  | 14          | 118       |
| <i>Ridership Guideline</i>          |                                                                                     | 15          |           |
| 320                                 |  | 13          | 197       |
| 330                                 |  | 13          | 243       |
| 370                                 |  | 8           | 92        |

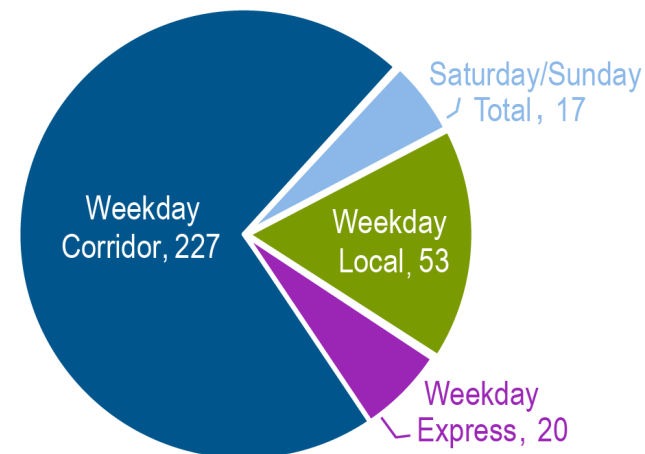
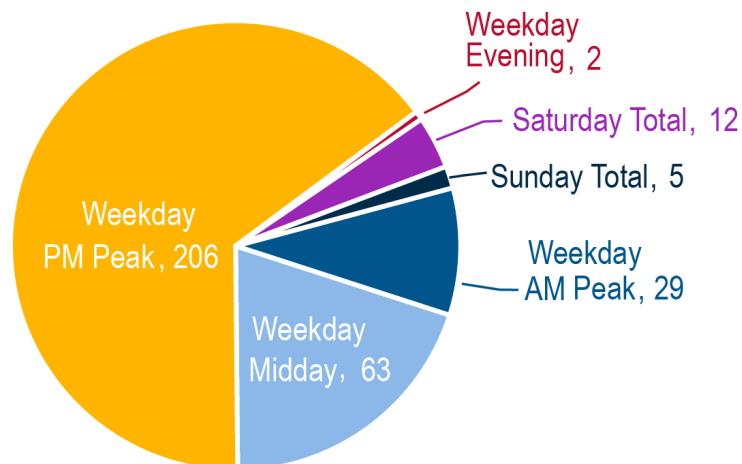
| Saturday                  |                            |                                                                                       |            |           |
|---------------------------|----------------------------|---------------------------------------------------------------------------------------|------------|-----------|
|                           | Route                      |                                                                                       | Pass/ Hour | Boardings |
|                           | <i>Ridership Guideline</i> |                                                                                       | 15         |           |
| Highest Performing Routes | Alderney Ferry             |    | 241        | 4,222     |
|                           | 9A/B                       |    | 50         | 3,542     |
|                           | 25                         |    | 47         | 582       |
|                           | 2                          |    | 46         | 4,663     |
|                           | 1                          |    | 44         | 5,406     |
|                           | 4                          |    | 44         | 2,135     |
|                           | 3                          |    | 44         | 3,893     |
|                           | 10A/B/C                    |    | 39         | 4,115     |
|                           | 5                          |    | 39         | 3,053     |
|                           | 28                         |   | 38         | 1,794     |
| Lowest Performing Routes  | 85                         |  | 17         | 139       |
|                           | 84                         |  | 16         | 499       |
|                           | 82                         |  | 16         | 263       |
|                           | 68                         |  | 15         | 274       |
|                           | 61                         |  | 15         | 248       |
|                           | 401                        |  | 13         | 66        |
|                           | 65                         |  | 12         | 112       |
|                           | 86                         |  | 12         | 158       |
|                           | 58                         |  | 8          | 124       |
|                           | 83                         |  | 7          | 105       |

| Sunday                    |                            |                                                                                       |            |           |
|---------------------------|----------------------------|---------------------------------------------------------------------------------------|------------|-----------|
|                           | Route                      |                                                                                       | Pass/ Hour | Boardings |
|                           | <i>Ridership Guideline</i> |                                                                                       | 10         |           |
| Highest Performing Routes | Alderney Ferry             |    | 143        | 2,441     |
|                           | 25                         |    | 47         | 516       |
|                           | 2                          |    | 45         | 3,036     |
|                           | 4                          |    | 44         | 1,778     |
|                           | 9A/B                       |    | 43         | 2,678     |
|                           | 28                         |    | 41         | 896       |
|                           | 5                          |    | 41         | 1,767     |
|                           | 3                          |    | 40         | 3,744     |
|                           | 1                          |    | 40         | 3,830     |
|                           | 30A/B                      |   | 39         | 584       |
| Lowest Performing Routes  | 85                         |  | 14         | 110       |
|                           | 68                         |  | 12         | 169       |
|                           | 86                         |  | 12         | 112       |
|                           | 84                         |  | 12         | 384       |
|                           | 82                         |  | 11         | 172       |
|                           | 61                         |  | 11         | 177       |
|                           | 65                         |  | 11         | 83        |
|                           | 401                        |  | 9          | 46        |
|                           | 83                         |  | 8          | 72        |
|                           | 58                         |  | 6          | 94        |

## Passenger Overloads

↓ **12%**

Total passenger overloads for **Q1 2025/26** was 317 which was a 12% decrease from the same time last year.

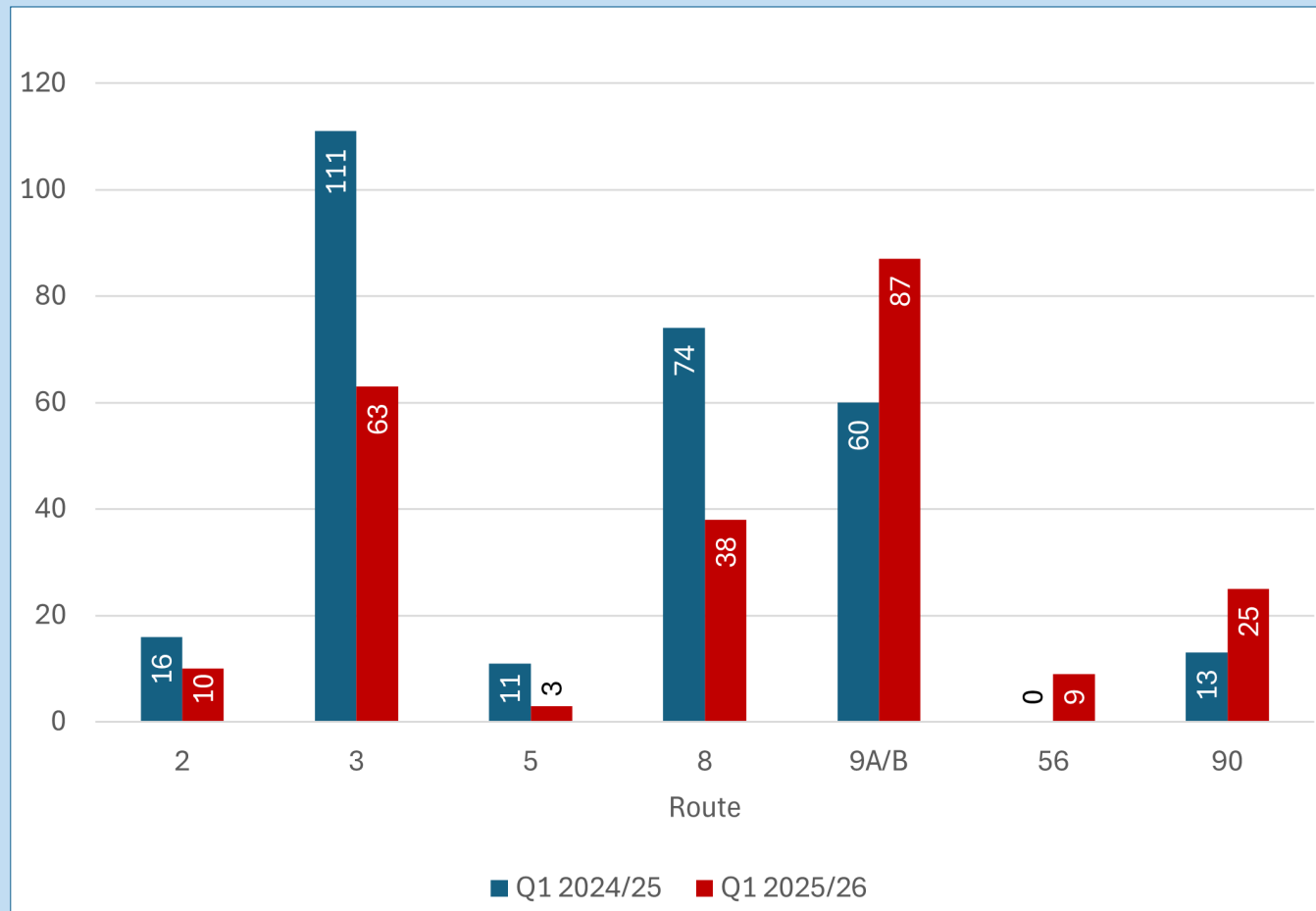


### Significant Trends/Analysis:

- Passenger overloads occur mostly on corridor routes, accounting for 76% of reported overloads.
- Most passenger overloads occur in the weekday afternoon peak period, the next number highest is during the weekday midday period.
- Those routes with the most significant changes between Q1 2024/25 and Q1 2025/26 include:
  - Decreases in reported passenger overloads on routes 2, 3, 5 and 8.
  - An increase in passenger overloads on routes 9A/B, 56 and 90.
- Some of the reduction in passenger overload incidents is due to mitigating measures deployed over the last year through service management.

### Action

- Halifax Transit will continue to monitor passenger overloads and deploy available resources to prevent or recover from gaps in service to minimize them.



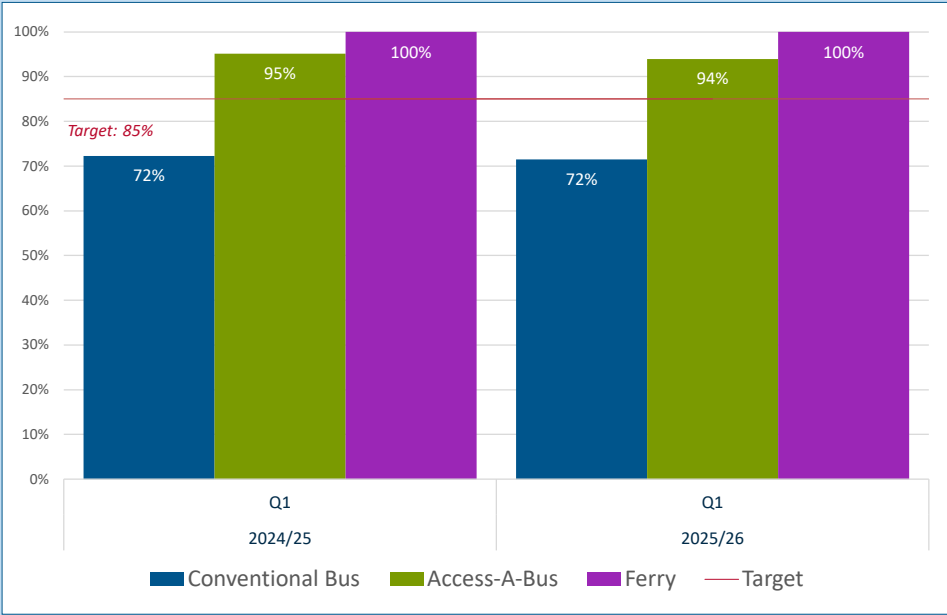
Most Significant Changes in Reported Passenger Overloads between Q1 2024/25 and 2025/26

# Service Reliability - On-Time Performance

On-Time Performance standards are measured differently for Conventional Bus, Ferry and Access-A-Bus services.

## Significant Trends/Analysis:

- Overall on-time performance (OTP) for Conventional Bus service in Q1 2025/2026 remains the same as this time last year.
- Routes with significant improvements in on-time performance:
  - Route 7A/B
  - Route 64\*
  - Route 90
  - Routes 84\*, 182\*, 183\*, and 185\*
- \* Improvements in OTP for Route 64 84, 182, 183, and 185 are due to changing traffic patterns resulting from the Burnside Connector.
- Routes with significantly lower on-time performance:
  - Route 4
  - Route 30A/B
  - Route 6A/B/C
  - Route 55
  - Route 22
  - Routes 58/ 158 and 59/159
  - Route 28
  - Routes 61/161 and 65/165



On-Time Performance - All Services Q1 2024/25 and 2025/26

# Loss of Service Conventional Bus

↓1,001 **Loss of Service (LOS)**  
Total number of scheduled hours not completed.  
(Last year: 4098 hours)

0.5% **LOS: Percentage of Scheduled Service**  
(Last year: 1.0%)

**Ferry**  
↓50 **Cancelled Trips**  
(Last year: 336)

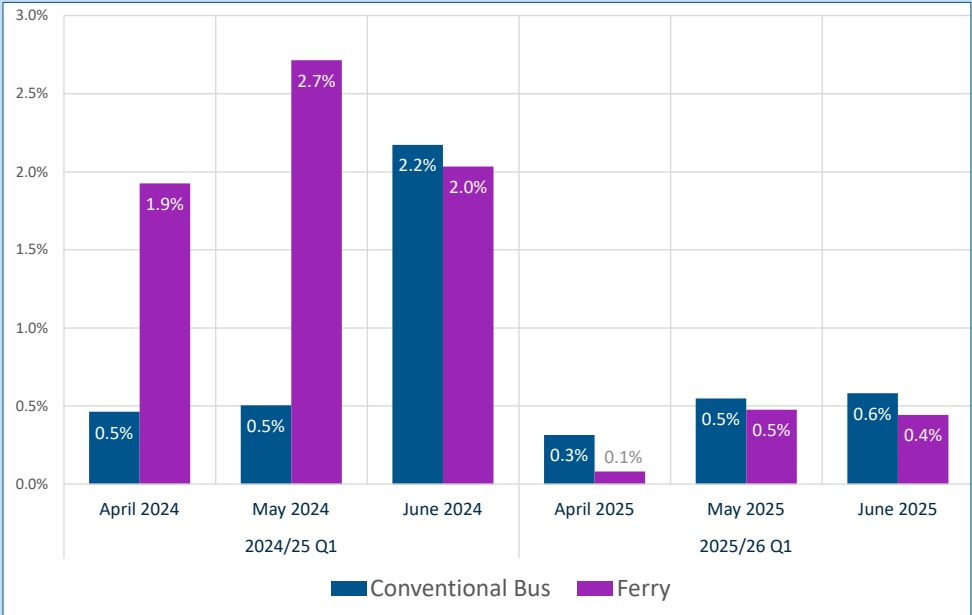
0.3% **LOS: Percentage of Scheduled Service**  
(Last year: 2.2%)

## Significant Trends/Analysis:

- Conventional Bus.** In Q1 2025/2026 the total Loss of Service (LOS) was 1,001 hours, or 0.5% of the scheduled service hours. Across the months of April, May and June (Q1) in 2025/2026 LOS was between 0.3 to 0.6%. Loss of service in June 2024/2025 saw a large increase in service loss due to several road closures and major construction projects.
- Ferry Service.** In Q1 2025/2026 50 Ferry trips were cancelled, or 0.3% of scheduled service. The greater number of cancellations in Q1 2024/2025 were due to staff shortages.

## Action:

- A Service Reliability Analysis is being conducted and will provide more analysis and actions. Required ferry vessel repairs are being closely monitored, and strategically timed to mitigate risk of service loss, although this risk remains high at the current time.



Loss of Service by Percentage of Scheduled Service - Monthly breakdown

# Revenue

↑7%

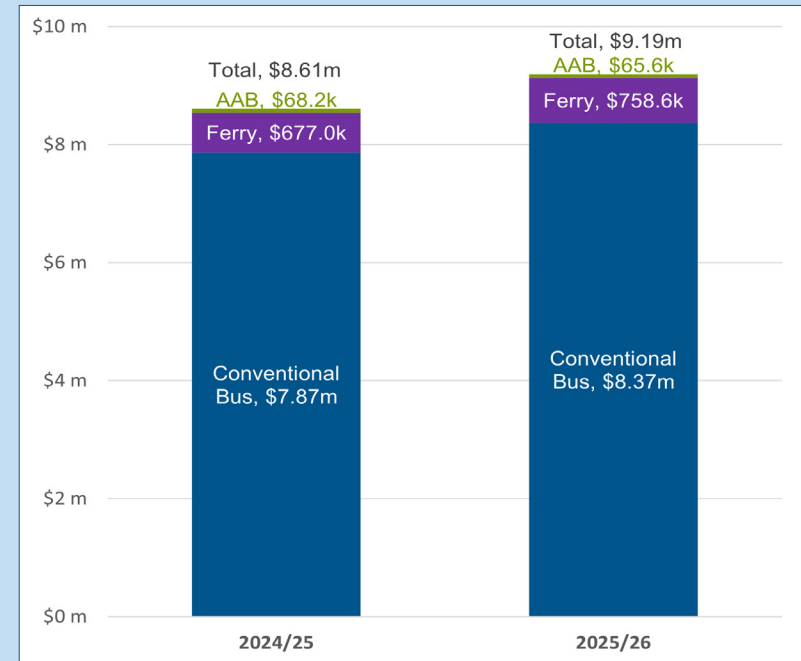
Total revenue for all services for Q1 2025/2026 was **\$9.19 m** up from **\$8.61 m** in Q1 2024/25

## Significant Trends/Analysis:

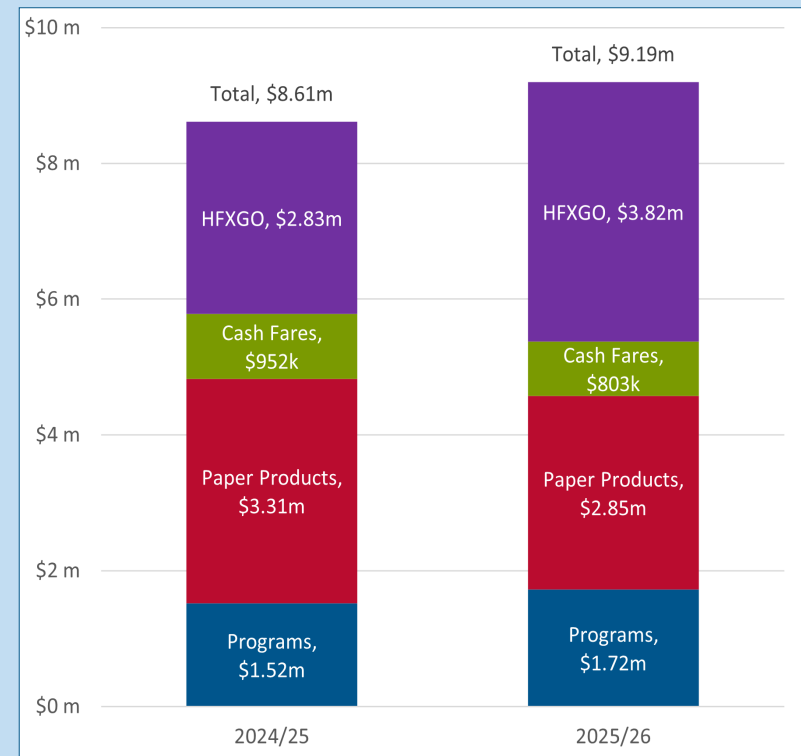
- Revenue increases in Q1 2025/2026:
  - Conventional Bus service by 6% to \$8.4 m.
  - Ferry service by 12% to \$759 k.
- Access-A-Bus revenue decreased by 4% to \$65.6k from the same time last year.
- A fare increase in September 2024 has resulted in slightly less ridership, but additional overall revenue.
- The method by which riders pay fares continues to evolve. Cash and paper ticket purchases have decreased from Q1 2024/2025 to Q1 2025/26, while other methods have increased:
  - Fares paid through Halifax Transit's HFXGO mobile fare payment app increased to 42% of revenue collected in Q1 to be \$3.82 m in fares paid.
  - Participation in programs has increased 13%, to a total of \$1.72 m in revenue. These include the UPass program (for full-time post-secondary students) and programs offered in partnership with the NS Department of Opportunities and Social Development.
  - Fares paid through paper products, which includes tickets and passes have decreased by 16% and now make up 36% of fare revenue.

## Action

- Additional fare options, specifically, open payment (debit/credit), and transitioning some program fares, are being advanced to provide additional options to passengers.



Halifax Transit Revenue Q1 2024/25 and 2025/26



Fare Revenue by Type Q1 2024/25 and 2025/26

# Fleet

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.

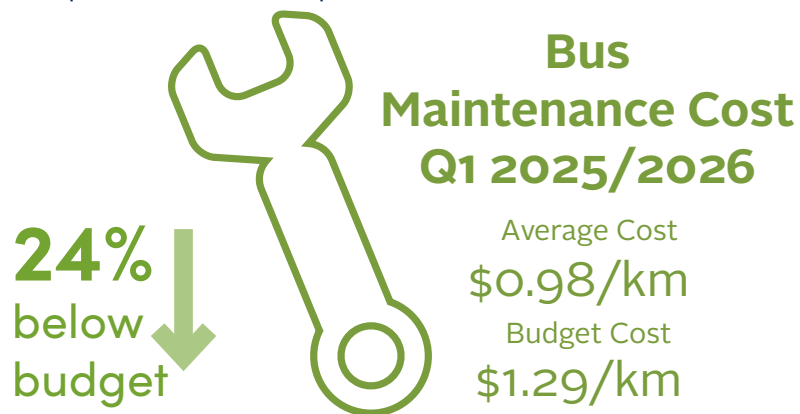
The **Mean Distance Between Service Calls (MDBS)** reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor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

## Significant Trends/Analysis:

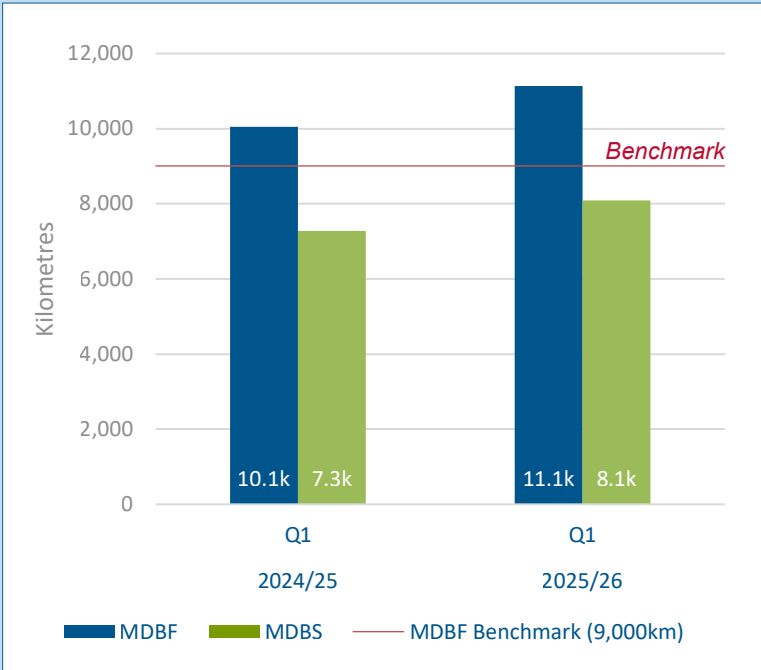
- For Q1 2025/2026, the **MDBS** for **Conventional Bus** service was 8,100 kms, an increase of 11% from the previous year.
- For Q1 2025/2026, the **MDBF** for **Conventional Bus** service was 11,132 kms, exceeding the benchmark of 9,000 kms.
- The phased replacement of older diesel buses with new electric buses has contributed to improvements in **MDBF** and **MDBS** for **Conventional Bus**.
- The **MDBS** for **Access-A-Bus** service was 40,160 kms, a 48% decrease from the previous year. **Access-A-Bus** **MDBS** can fluctuate significantly due to the relatively low number of service calls.
- In the first quarter, bus maintenance costs were \$0.98/km, 24% lower than the budgeted maintenance cost of \$1.29/km. This lower cost is largely due to payroll adjustments made during the quarter.

## Action

- Continued replacement of older diesel buses with new electric buses is expected to further improve **MDBF** and **MDBS** in the short term.



# Conventional Bus



Conventional Bus: Mean Distance Between Failures (MDBF) and Mean Distance Between Service Calls (MDBS) - Q1 2024/2025 and Q1 2025/2026

**Mean Distance Between Failures up by 10% from Q1 2024/25**

**Mean Distance Between Service Calls up by 11% from Q1 2024/25**

In **Q1 2025/2026** there were fewer failures and service calls from the same period last year, resulting in a higher average distance between issues.

## Access-A-Bus

**Mean Distance Between Service Calls down by 48% from Q1 2024/25**

The number of service calls for Access-A-Bus in **Q1 2025/2026** increased by 6 to a total of 19.

# Collisions

↓2%

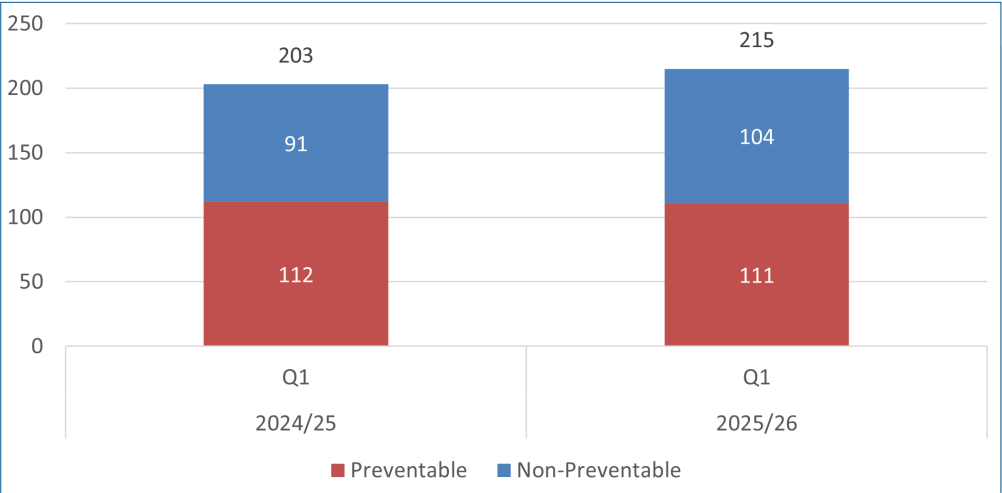
Preventable collisions decreased in Q1 2025/2026

↑6%

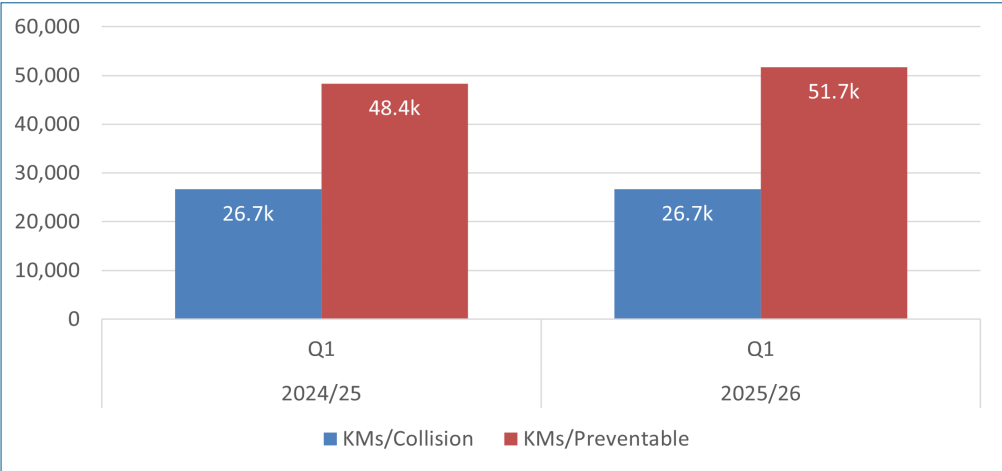
Total collisions increased in Q1 2025/2026

## Significant Trends/Analysis:

There were 215 collisions in Q1 2025/2026 involving Halifax Transit conventional buses or Access-A-Bus vehicles. This equates to a collision occurring every 26,700 kilometres driven, and a preventable collision occurring every 51,700 kilometres. A preventable collision is defined as one in which the Operator failed to do everything reasonable to prevent it.



Number of Collisions - Conventional and Access-A-Bus Q1 2024/2025 and Q1 2025/2026



Average Distance Between Collisions - Conventional and Access-A-Bus Q1 2024/2025 and Q1 2025/2026

# Operator Recruitment and Retention

↑10

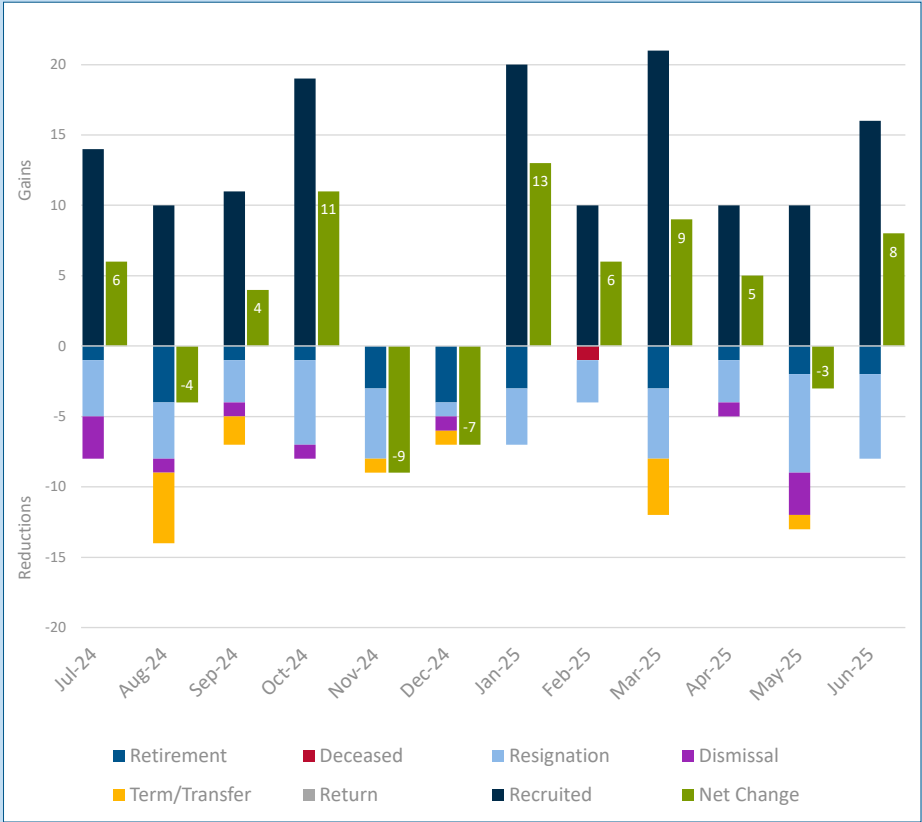
During Q1 2025/2026 there was a total net increase of 10 Operators on staff.

## Significant Trends/Analysis:

- Overall Operator positions filled have increased in 5 of the past 6 months.
- May 2025 showed a slight decrease in Operator numbers due to increased resignations (7) and dismissals (3) during the month.
- The number of vacant Bus Operator positions has decreased, as efforts to increase frequency of training classes and remove barriers to recruitment have been successful.

## Action:

- Incoming Operator training classes are being monitored, and will be spaced appropriately to continue to increase staffing levels at the appropriate pace.



Bus Operator Recruitment and Retention.

# Key Takeaways

## Boardings and Revenue

- Boardings and revenue remain strong with a significant increase in revenue this quarter in part due to the fare increase implemented in September 2024. This fare increase also likely contributed to the small decrease in boardings this quarter, though Ferry boardings have continued to increase. This decrease in boardings is not concerning at this time, as Q1 2024/25 had exceptionally high boardings compared to the previous year (15%), which may have been an anomaly, and the Q1 2025/26 boardings are still 13% higher than 2023/24.

## Passenger Overloads

- Passenger overload incidents remain elevated but have decreased this quarter in part due to mitigating measures to limit loss of service and replace lost and late service through service management. Service increases are required in many areas to meet increasing demand and will be proposed in the upcoming Core Service Plan.

## On-time Performance

- On-time performance remains stable, but is well below the target and continues to be concerning, and a key priority to resolve. A Service Reliability Analysis is being conducted and will provide more analysis and actions.

## Bus Fleet

- Conventional bus mean distance between failures was well above the benchmark this quarter, in part due to the phased replacement of older diesel buses with new electric buses. Continued replacement of older diesel buses with new electric buses is expected to further improve metrics in the short term.
- The current fleet of articulated vehicles is reaching the end of their lifespan, replacement of these vehicles is essential to maintain network capacity. As these buses continue to age, this metric may decrease, resulting in challenges with service reliability for passengers.

## Operator Recruitment and Retention

- Operator recruitment trended positively this quarter, and there are significantly fewer Operator vacancies. This is important as it helps to improve the workload of existing staff while also mitigating risks to service reliability. Recruitment and retention will continue to be a priority for Halifax Transit, but staffing levels have moved into a more stable position and are no longer as concerning as they were in previous years.