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Item No. Info 1
Transportation Standing Committee
July 22, 2021

TO: Chair and Members of Transportation Standing Committee

SUBMITTED BY:

 (Original Signed)

Dave Reage, MCIP, LPP, Executive Director, Halifax Transit

 (Original Signed)

Jacques Dubé, Chief Administrative Officer

DATE: June 10, 2021

SUBJECT: 2020/21 Q4 Halifax Transit KPI Report

INFORMATION REPORT

ORIGIN

This report originates from the following motion passed at the July 3, 2013 Transportation Standing Committee meeting:

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

LEGISLATIVE AUTHORITY

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”.

BACKGROUND

This report provides a summary of activities in the fourth quarter of the year and includes reporting on both annual and fourth quarter key performance measures. These include measures of revenue, ridership, boardings, overloads, on-time performance, loss of service, customer service, service levels, and Access-A-Bus service details.

DISCUSSION

Halifax Transit is committed to advancing Regional Council’s transportation priority outcomes of:

- a) A Safe and Accessible Transportation Network
- b) Interconnected and Strategic Growth
- c) A Well-maintained Transportation Network

To assist in achieving these priority outcomes, multi year initiatives were identified in the 2020/21 Halifax Transit Business Plan. These are described below, along with updates on relevant projects and programs that support the goals. Attachment A includes a detailed description of the deliverables identified in the business plan to support these priority outcomes.

a) A Safe and Accessible Transportation Network

Multi Year Initiative – “Transit Accessibility - Halifax Transit is committed to improving the accessibility of transit services in HRM. This includes improvements to the conventional service to make it an inclusive, viable option for more persons with reduced mobility, as well as improvements to the Access-A-Bus system to ensure it is meeting the needs of people who rely on that service. This includes physical infrastructure, policy and process improvements, engagement with the community, staff training and vehicle improvements.”

Multi-Year Initiative – “Transit Technology - Through the implementation of improved transit technology including Electronic Fare Management Systems, Halifax Transit is transforming the way customers interact with the transit system. In addition to providing improved service reliability and enhanced customer experience, new technology will provide data and management opportunities to inform increased efficiency of the transit system.”

A Safe and Accessible Transportation Network	
Business Plan Deliverables	Status
Access-A-Bus Continuous Service Improvement Plan	In Progress – behind schedule
Bus Stop Accessibility & Improvement	In Progress
Fare Management Phase 2	In Progress
Fixed Route Planning, Scheduling, & Operations Software Solution	In Progress – behind schedule

Q4 Highlights

The Department of Community Services (DCS) Transit Pass Program enrolments increased slightly in Q1 2021/22, with approximately 8,500 passes in circulation as of May 2021, over approximately 8,400 DCS passes in circulation in March 2021. Between April 2020 and March 2021, the number of DCS passes in circulation from month to month has varied between approximately 7,800 and 10,800.

There are approximately 1,200 approved participants in the Low Income Transit Pass Program, with significant capacity in the program to accommodate additional applicants. Approximately 59% of the monthly passes were sold to program participants March and April of 2021.

In the fourth quarter of 2020/21, the Halifax Transit Technology Program continued to prioritize the delivery of three projects: Fixed Route Planning, Scheduling, & Operations; Fare Management; and Paratransit.

The procurement process to implement the first phase of Halifax Transit’s alternative fare payment strategy, a mobile app, is ongoing. An RFP was posted with the evaluation ready to proceed immediately following the closure of the RFP.

b) Interconnected and Strategic Growth

Multi Year Initiative – *“Transit Service Plan - Halifax Transit intends to offer its residents a significantly improved transit service. Guided by principles of integrated mobility, high ridership opportunity, and future sustainability, Halifax Transit is undertaking a multi-year initiative that includes a holistic and comprehensive review of the transit system and implementation of approved recommendations.”*

Interconnected and Strategic Growth	
Business Plan Deliverables	Status
Transit Priority Measures - Bayers Road, Young Street/Robie Street	Complete
West Bedford Park & Ride - Design	Complete
Ragged Lake Transit Centre Expansion – Begin Construction	Delayed
Electric Bus Pilot - Establish a project management office	In Progress

Q4 Highlights

Implementation of the Moving Forward Together Plan service changes for 2020/21 have been deferred to 2021/22 due to the impact of COVID-19 on the municipal budget.

Stakeholder engagement and detailed design for the West Bedford Park & Ride were completed in Q4 of 2020/21 and site preparation is now underway. The facility is on track for construction in summer/fall 2021.

The conceptual plan and analysis of designing the Ragged Lake Transit Centre Expansion has been revised due to additional scope and requirements. It is anticipated that an RFP for the design of the facility will be issued in summer 2021. Planning is also underway for a future project at the Burside Transit Centre to make the necessary changes to this facility to support the Electric Bus Proposal approved by Regional Council in May 2020.

c) A Well-maintained Transportation Network

Multi Year Initiative – *“Transit Asset & Infrastructure Renewal - Halifax Transit will continue to promote transit as a key component of an integrated transportation system, as a competitor to the single occupant vehicle. To create an enhanced and more accessible experience for its customers, Halifax Transit will continue investment in the renewal of on-street infrastructure including construction of stop locations as well as replacement of Conventional and Access-A-Bus vehicles.”*

A Well Maintained Transportation Network	
Business Plan Deliverables	Status
Woodside Ferry Terminal Renovation – Phase 2 Construction	In Progress

Q4 Highlights

Phase 2 construction at the Woodside Ferry Terminal began in October 2020 and will continue into 2021/22.

The new escalators and stairs were secured in place in May; and work now underway on detailed installation (including treads, railings, etc.). Substantial completion for this project is anticipated for the end of October 2021, with a final completion date in December 2021. Once complete, passengers will see significantly improved passenger facilities, including new escalators, stairs, and washrooms.

Q4 Performance Measures Highlights

Please see Attachment B, *Halifax Transit 2020/21 Q4 Performance Measures Report*, covering January, February and March and attachment C, *Halifax Transit 2020/21 Year End Performance Report*, for additional performance measures and detailed route level statistics.

- Overall boardings decreased 43.8% this quarter from last year, while revenue decreased 42.6%.
- Average daily boardings in Q4 were 51,380 (weekday), 31,181 (Saturday) and 22,653 (Sundays).
- System wide on-time performance was 89%, an improvement of 7% from Q4 last year.
- The Departures Line received over 1900 passenger calls on a typical weekday this quarter.

- Access-A-Bus operated 26% fewer trips this quarter when compared to Q4 the previous year.
- This quarter 97% of customer feedback was resolved within service standards.
- The Mean Distance Between Failures (MDBF) for conventional service was 8,812 km, a 23% decrease from Q4 last year.
- The Mean Distance Between Service Calls (MDBS) for conventional service was 4,327 kms, an improvement of 2% from Q4 last year.
- The MDBS for Access-A-Bus was 53,209 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 14, while the daily average was 5.9.
- Maintenance cost was \$1.44/km, 19 cents higher than the budgeted cost of \$1.25/km.

Annual Highlights

- Annual On-Time Performance was 88%, and improvement of 10% over last year.
- In 2020/21 overall boardings decreased 53.6% from the previous year.
- In 2020/21 revenue decreased 56.6% overall, compared to the previous year.
- Boardings are reported for weekdays, Saturdays, and Sundays. The average daily boardings in 2020/21 were 44,572, 29,848, 21,904 respectively.
- Trips provided by Access-A-Bus in 2020/21 decreased 47.6% from last year. The trips that were not provided decreased 97.5%, compared to the previous year.
- The average fuel price in 2020/21 was 54 cents/litre, 5 cents higher than the budgeted cost per litre.
- The annual mean distance between failures for 2020/21 was 9,053, declining 7% compared to 2019/20 (9,698).
- The Maintenance cost per kilometer in 2020/21 was consistent with the \$1.35/km, budgeted cost.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

COMMUNITY ENGAGEMENT

No community engagement took place as part of this report.

ATTACHMENTS

Attachment A: Halifax Transit 2020/21 Business Plan Deliverables

Attachment B: Halifax Transit 2020/21 Q4 Performance Measures Report

Attachment C: Halifax Transit 2020/21 Year End Performance Measures Report

A copy of this report can be obtained online at halifax.ca or by contacting the Office of the Municipal Clerk at 902.490.4210.

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Attachment A Halifax Transit 2020/21 Business Plan Deliverables

Halifax Transit 2020/21 Business Plan & Director Deliverables		
Deliverable	Description	Status
Access-A-Bus Continuous Service Improvement Plan	To improve booking times, increase ridership and revenue, Halifax Transit will review the registration criteria and cancellation/no-show policies.	In Progress. Access-A-Bus Registration Criteria has been added to the 2021/22 Business Plan; with a revised Target Completion in Q3 2021/22. The Implementation of the Mobile Data Terminals is moving forward with a revised target completion of Q4 2021/22. A Scope of Work (SOW) proposal from the vendor and final details of the technological solution are being finalized.
Fare Management Phase 2	Implementation of alternative electronic fare payment options, beginning with a mobile fare payment application.	In Progress. An RFP to acquire the first phase of Halifax Transit's alternative fare payment strategy, a mobile app, has been posted. The evaluation process will begin immediately following the closure of the RFP.
Fixed Route Planning, Scheduling & Operations Software Solution	Implementation, including planning, system testing, training, and environment setup, of a new software solution, enabling Halifax Transit to operate more efficiently.	In Progress. Phase 1, the replacement of HASTUS is currently behind schedule due to design challenges. System testing, end-user training, and other testing activities are currently in progress.
Transit Priority Measures – Bayers Road, Young Street/Robie Street	Halifax Transit will continue to pursue the implementation of transit priority measures on major strategic multi-modal corridors. The first phase of a project to include transit lanes on Bayers Road will commence and continue into 2021/22. Construction will also occur on the first phase of the Young Street/Robie Street corridor.	Phase 1 of the Young Street/Robie Street corridor was completed in October 2020 and is currently in operation. Construction on the first section of Phase 1 of the Bayers Road corridor is complete and is currently in operation (from Romans Avenue to approximately the Halifax Shopping Centre). Work on the second section of Phase 1 (to Connaught Avenue) began in May 2021, and will be completed by fall of this year.
West Bedford Park & Ride - Design	In 2015, Halifax Transit purchased land on Innovation Drive for the purposes of building a Park & Ride facility to accommodate a 350-400 car Park & Ride, and a four-bay bus platform. In 20/21, the design of this facility will be completed, in preparation for construction.	Design and stakeholder engagement on the West Bedford Park & Ride are complete. Site preparation is underway, and final design for the facility continues to be revised based on comments from internal and external stakeholders. The facility is anticipated to open in November 2021.
Ragged Lake Transit Centre Expansion – Begin Construction	The Burnside Transit Centre is at capacity and the Ragged Lake facility is nearing capacity. Expansion of the Ragged Lake Transit Facility is required to allow for the growth associated with the Moving Forward Together Plan (MFTP) as well as accommodating electric buses	The conceptual plan and analysis of designing the Ragged Lake Transit Centre expansion scope of work has been redirected to accommodate electric buses and the related charging infrastructure. The preparation has continued through Q3 and Q4. The tender for design is complete and is anticipated for release in 2021.

Attachment A Halifax Transit 2020/21 Business Plan Deliverables

<p>Woodside Ferry Terminal Renovation – Phase 2 Construction</p>	<p>The Woodside Ferry Terminal requires significant rehabilitation to all aspects of the building, including exterior structure and finishes, mechanical and electrical systems, and customer waiting areas. In 20/21, construction will continue.</p>	<p>Phase 2 construction began in October 2020 and will continue into 2021/22, with an anticipated completion date of December 2021.</p>
<p>Electric Bus Pilot – Establish a project management office</p>	<p>To support an electric bus pilot project, Halifax Transit will establish a project management office and begin to develop a procurement plan, implement necessary infrastructure and support efforts to reduce GHG emissions.</p>	<p>The Sustainable Fleet Analyst position was filled in February 2021. The team continues to study and analyze the various sustainable alternatives and products that are applicable on a daily basis, to ensure readiness to purchase, operate and maintain battery electric buses (BEBs) and the related charging system once the funding is secured.</p>

Attachment B: 2020/21 Halifax Transit Q4 Performance Measures Report

2020/21 – Q4

Performance Measures Report

HALIFAX
TRANSIT

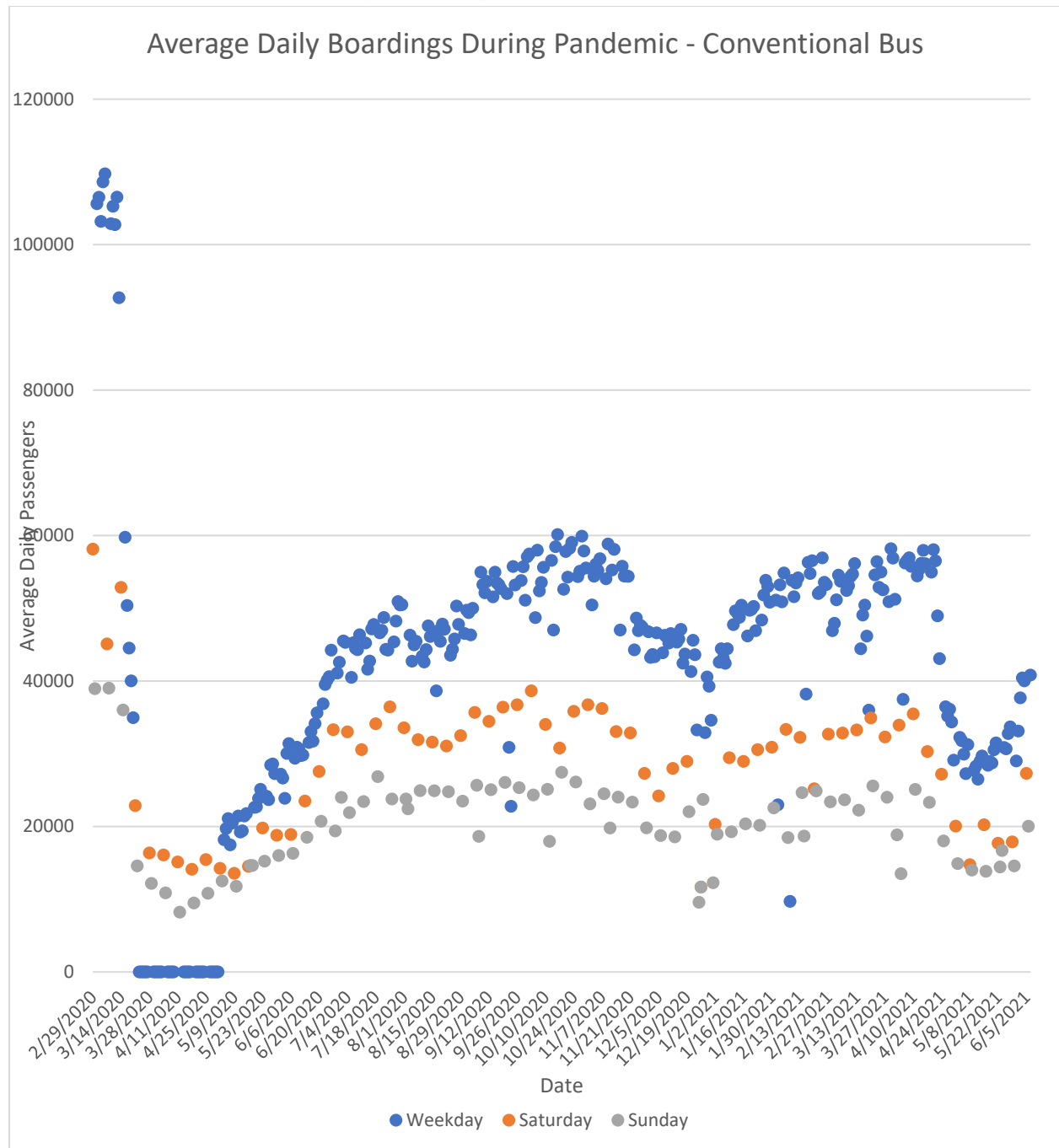
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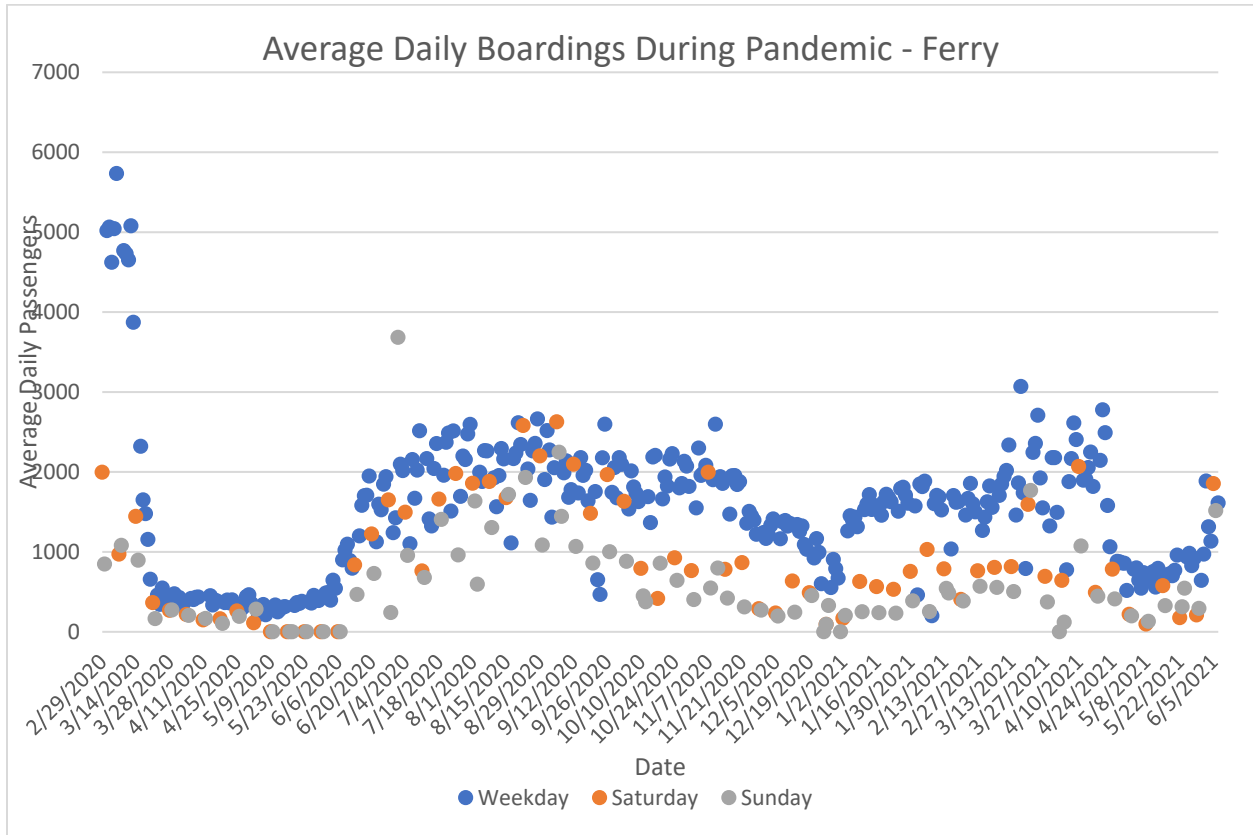
COVID-19 Pandemic Data Impacts

The onset of the COVID-19 pandemic in early 2020 resulted in the need to rapidly implement emergency service adjustments to the weekday schedules. Fare collection ceased on March 18, 2020 and resumed August 1, 2020. Full service bus schedules resumed August 31, 2020. Ferry service increased September 8, 2020, and again October 26, but continued to run at a reduced schedule to accommodate extra cleaning requirements at the end of each day.

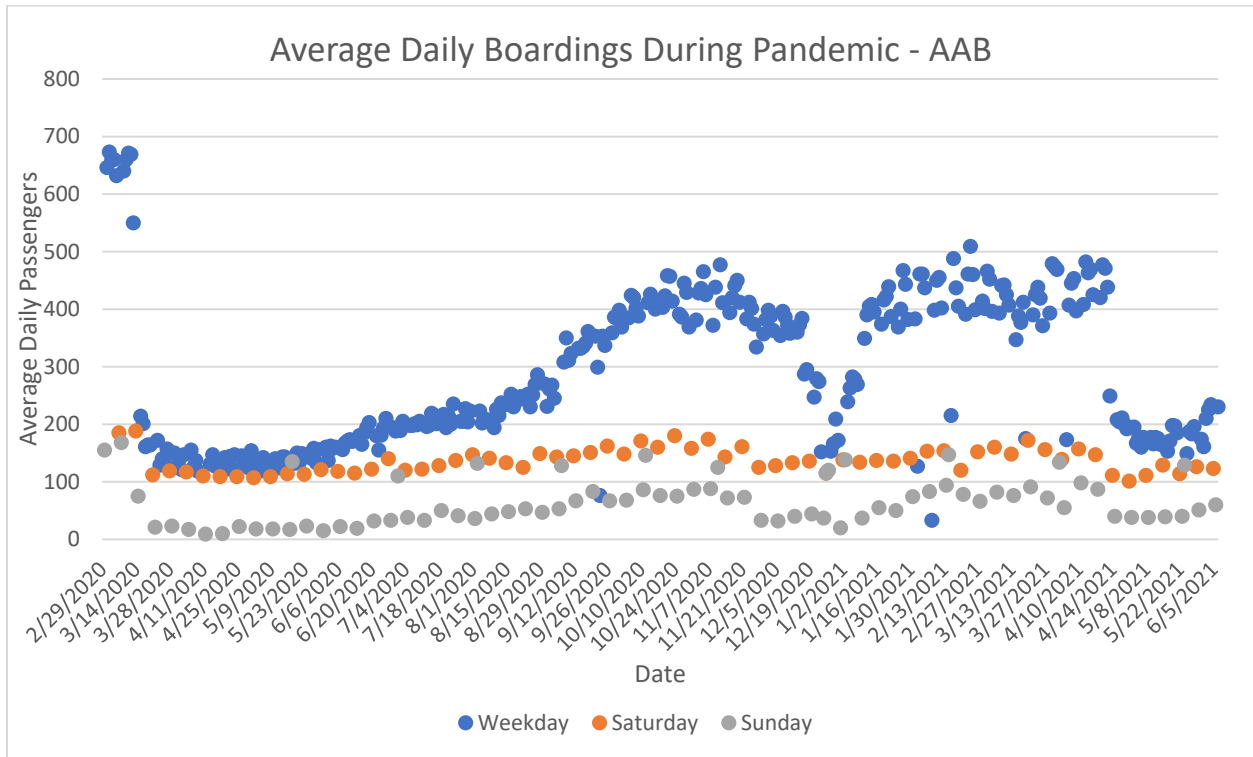
Conventional Bus Boardings During Pandemic



Ferry Boardings During Pandemic



Access-A-Bus Boardings During Pandemic



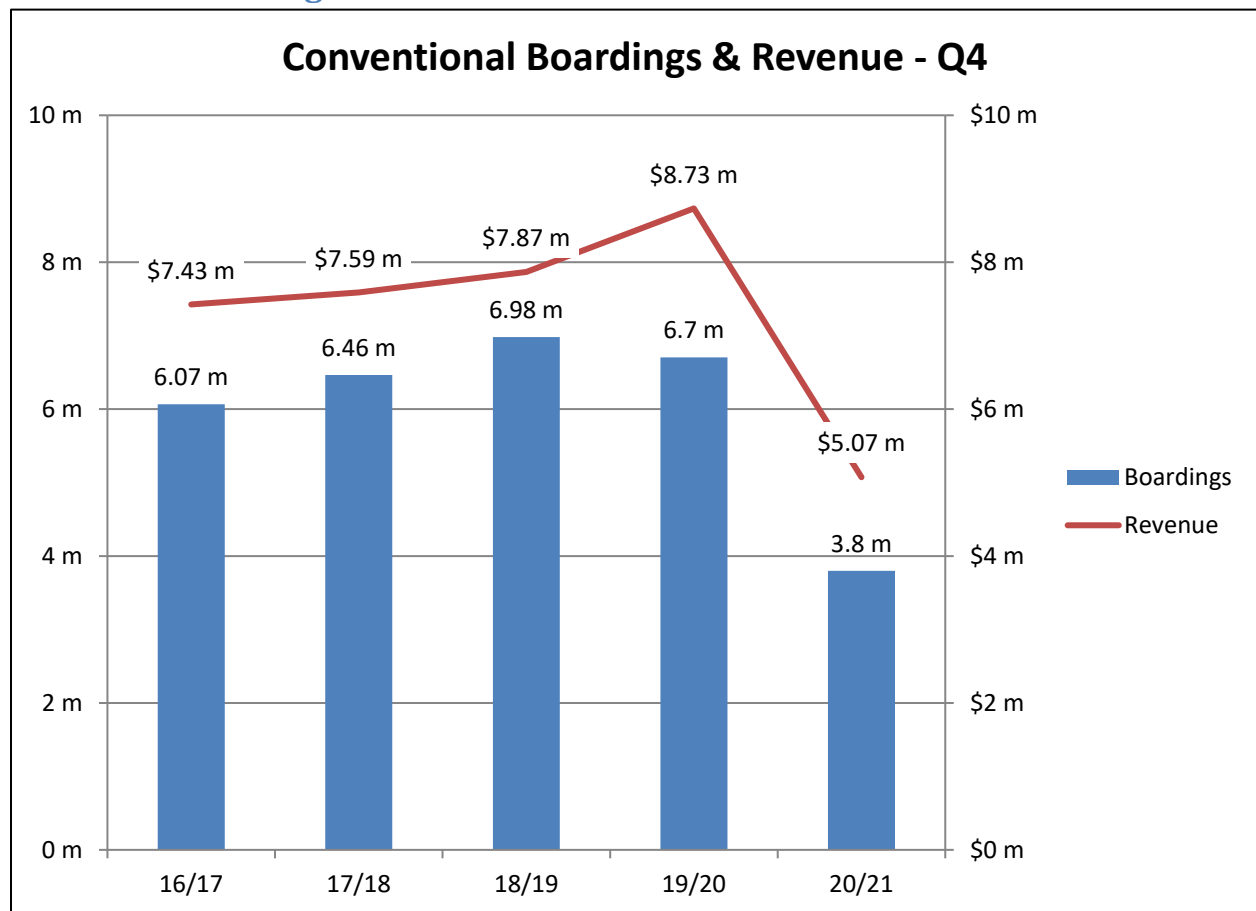
Boardings & Revenue

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.

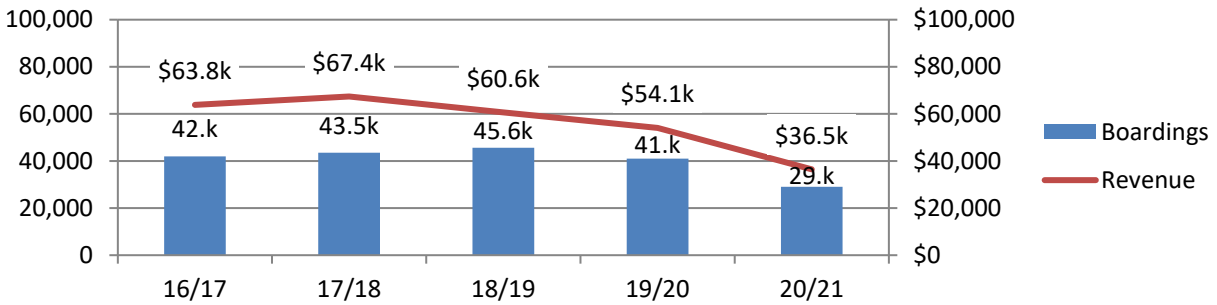
By installing Automatic Passenger Counter (APC) systems throughout the network in the 2017/18 fiscal year, Halifax Transit is now able to track the number of boardings by counting passengers entering the bus at each stop, instead of estimating boardings from revenue. Therefore, the data source for boardings in the chart below changed effective 2017/18. When a trip requires a transfer, the boardings metric would count the same passenger each time they entered a new bus. This method of data collection provides a more accurate measure of how passengers are utilizing the system, as assumptions related to multi-use revenue sources, such as tickets and passes are removed and replaced by physical counts.

COVID-19 continued to have a significant impact during the fourth quarter of 2020/21. Conventional boardings decreased 43.3% from this quarter last year, Ferry boardings decreased 56.6% and Access-A-Bus boardings decreased 29.3%. Overall, system wide boardings decreased this quarter by 43.8% compared to last year. Fare collection resumed mid second quarter on August 1, 2020. Overall revenue this quarter decreased 42.6% from last year.

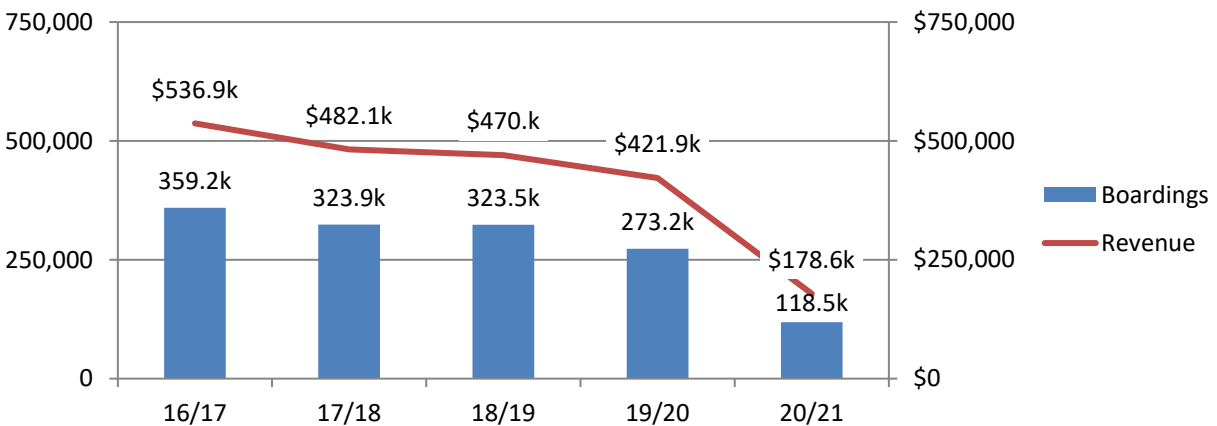
Historical Boardings & Revenue



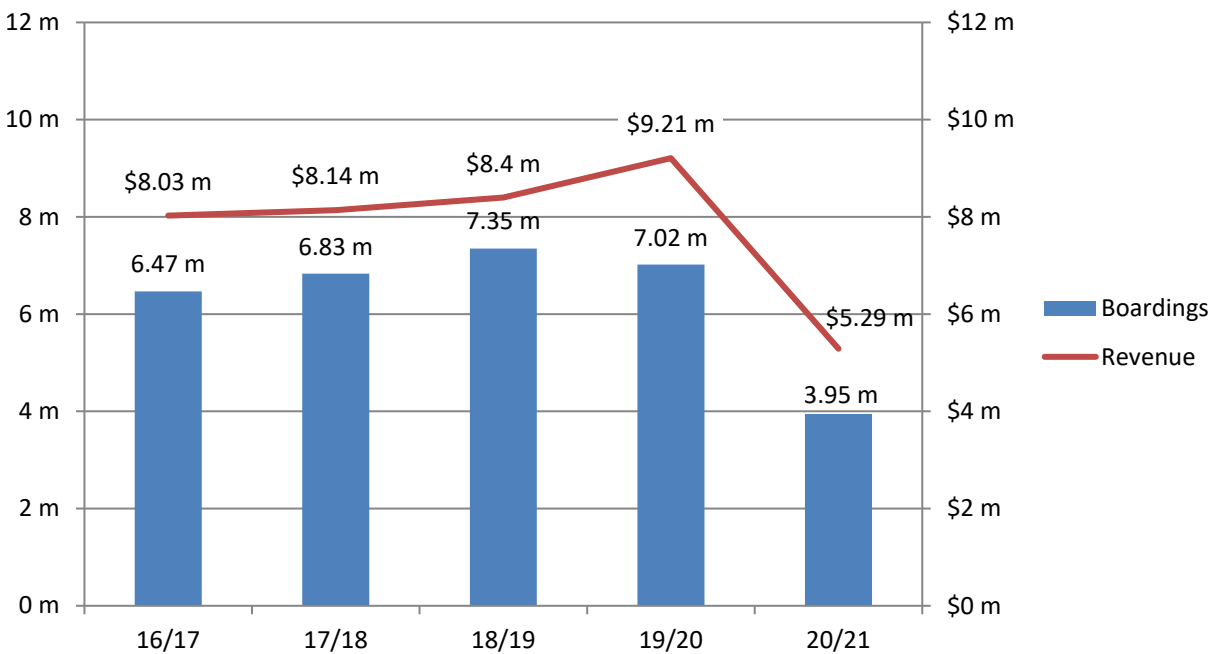
Access-A-Bus Boardings & Revenue - Q4



Ferry Boardings & Revenue - Q4



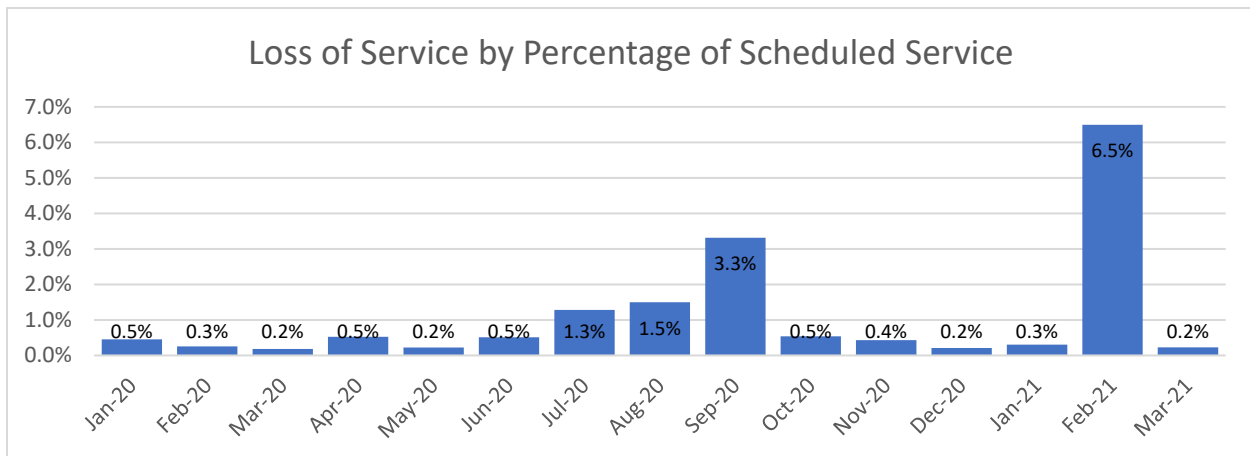
Halifax Transit Boardings & Revenue - Q4



Loss of Service

Loss of service represents the total number of scheduled bus service hours that were not completed. If a trip was able to be filled or partially filled by a standby bus, that time would not be included in this figure.

In the fourth quarter, the total loss of service was 4510 hours and 42 minutes, which is 2.15% of the quarterly revenue hours. Transit service was suspended at 7pm on February 7, 2021, due to blizzard conditions. Service resumed at 3pm, the following day. The table below shows the total loss of service for each month.

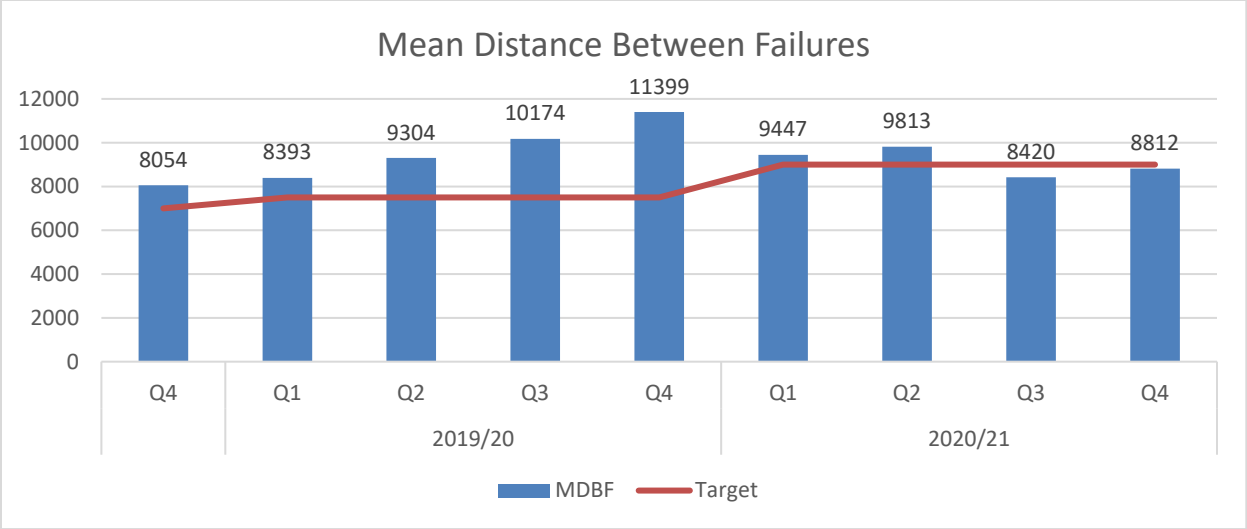


Mean Distance Between Failures

Halifax Transit's Mean Distance Between Failures (MDBF) is the distance in kilometres covered between failures. CUTA references the Federal Transit Administration's definition of failures which states that there are two classes of failures. The first being major mechanical system failures, which is the "failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns." The second type is other mechanical system failures which is the "failure of some other mechanical element of the revenue vehicle that, because of local agency policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service". Therefore, the MDBF is equal to the number of instances whereby a failure resulted in a change-off of the bus or service being lost. This metric does not consider failures resulting from passenger-related events (i.e. sickness on the bus), farebox defects or accident damages as they do not impede the scheduled revenue trips, which aligns with other transit authorities surveyed. Due to the nature of the data sources, Halifax Transit is looking to improve the accuracy of this number by removing failures that were logged, but resulted in "no fault found". Currently, the reported number does include these items.

Transit Fleet has set a target of 9,000 kms for 2020/21, an improvement of 20% from the prior year. The target for this KPI shall be revisited on annual basis to promote continuous improvement, which may be achieved by implementation and support of quality and preventative maintenance initiatives.

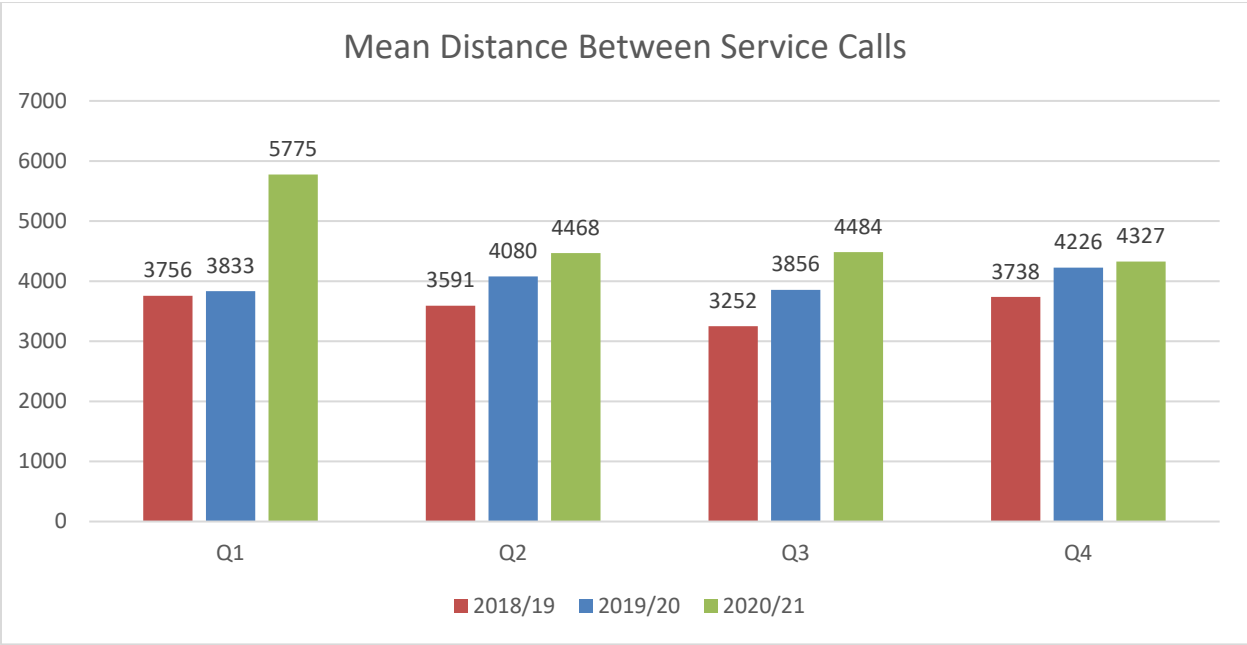
For the fourth quarter of 2020/21, the MDBF for conventional transit was 8,812 kms. This is equivalent to a 23% decrease from the fourth quarter of the previous year (2019/20). Transit Fleet will continue to monitor this KPI and has implemented new preventative maintenance measures to reduce aftertreatment and cooling system defects.



Mean Distance Between Service Calls

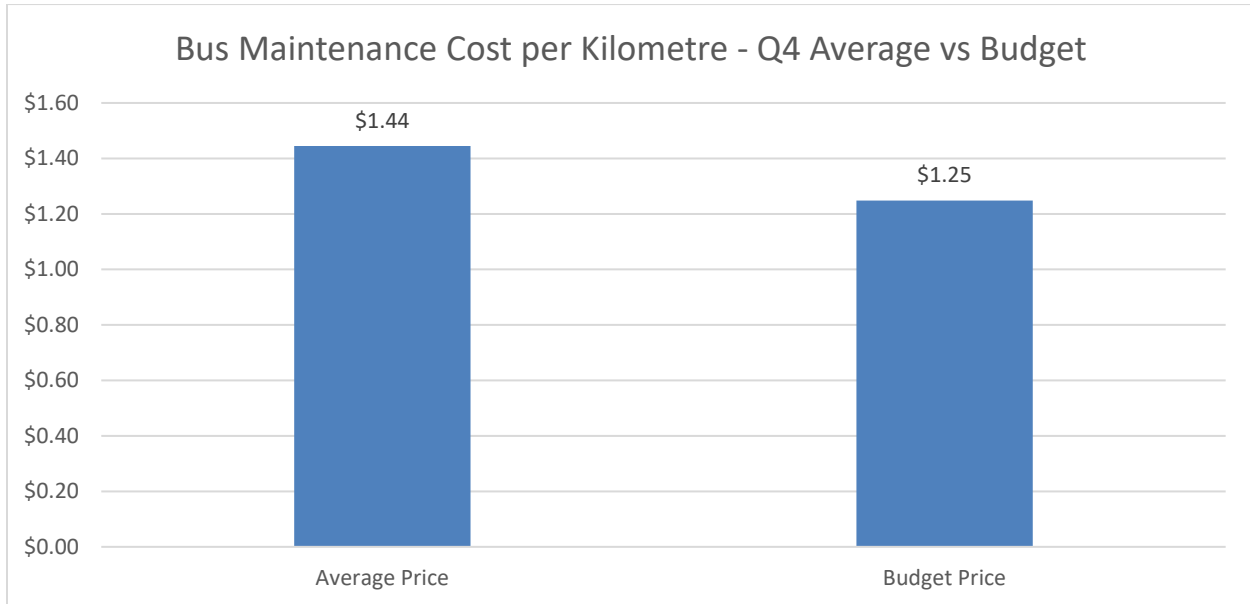
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor accidents. Transit Fleet is continuing to benchmark this metric in order to provide a target.

For the fourth quarter of 2020/21, the MDBS for conventional transit was 4,327 kms. In comparison to the fourth quarter of 2019/20 (4,226), this is an improvement of 2%. Overall, the Mean Distance Between Service Calls has improved by 19% in 2020/21 over 2019/20. Therefore, bus reliability for conventional transit continues to improve significantly. The MDBS for Access-A-Bus service was 53,209 kms. Transit Fleet will continue to monitor this metric in order to reduce service calls.



Bus Maintenance Cost – Quarter Average vs Budget

In the fourth quarter, bus maintenance costs were \$1.44/km, while the budgeted maintenance cost was \$1.25/km. The number of bus transmission and engine replacements required exceeded the available funds in the midlife rebuild capital budget. These additional costs were included in the maintenance budget causing Transit Fleet to exceed the budgeted cost per km.

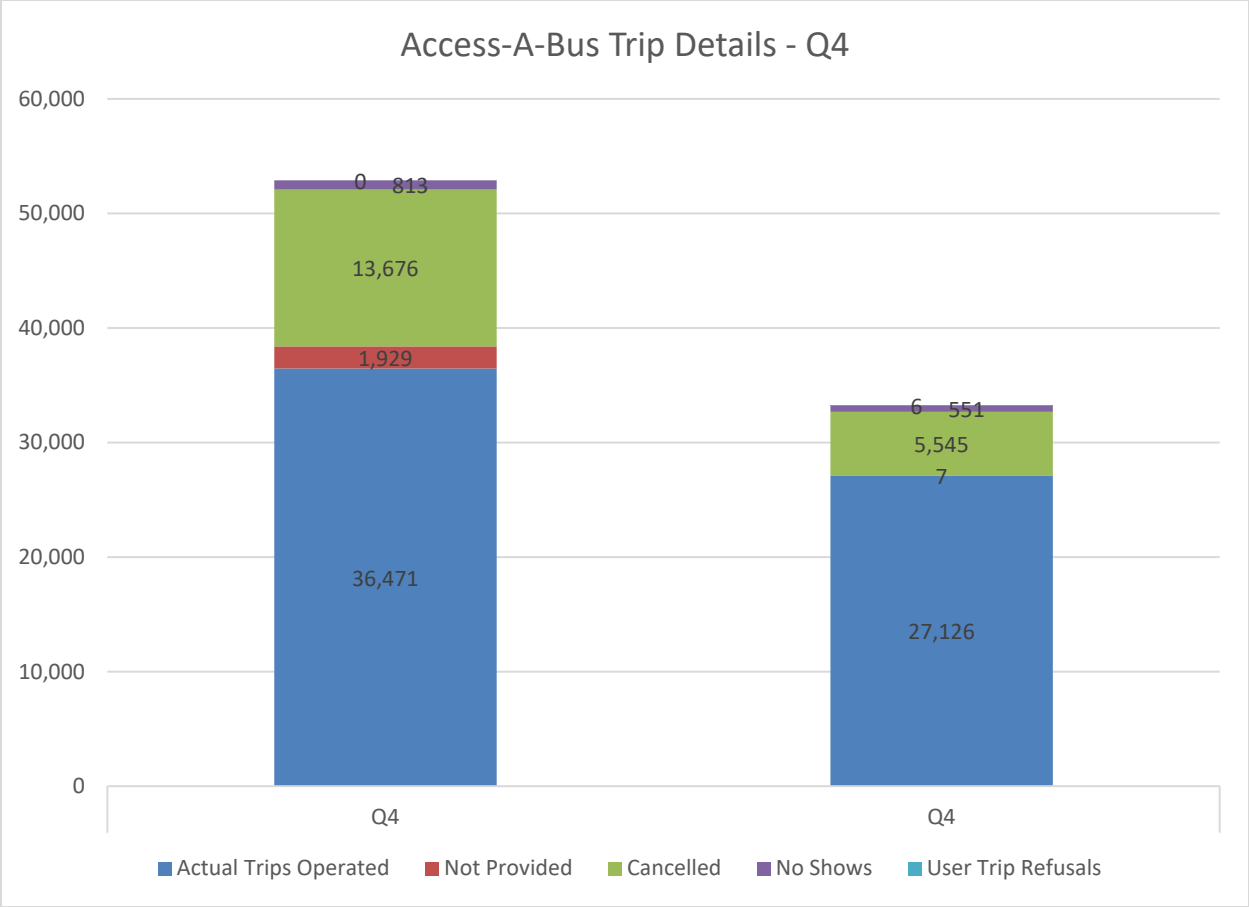


Access-A-Bus Trip Details

Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In April 2018 Access-A-Bus completed a scheduling software upgrade and process improvement review. After introducing these new, standardized processes, scheduling effectiveness has improved. These changes resulted in statistics such as the number of trip cancellations, no shows and errors, being recategorized and therefore, may not be comparable with prior years.

During a more recent review of the reporting processes for Access-A-Bus it was determined that further revision to the reporting categories would more accurately reflect the service and passenger experience and would better align with the key performance indicators. The category previously reported as “Waitlisted” will be reported as “Not Provided” and includes requested trips that could not be provided within the quarter. Those trips that were previously reported as “Not Provided” were erroneous and are now removed from the requested trip totals. A new category has been included; “User Trip Refusals” and includes any trips where the customer declined a booking that was offered within a half hour of their desired trip time. Analysis and interpretation of the new data set resulting from the 2018 software upgrade is ongoing. Partnership with the vendor continues and may result in future reporting changes, all in an effort to convey the most accurate and meaningful performance statistics possible.

In the fourth quarter of 2020/21 the COVID-19 pandemic continued to affect ridership significantly. 9,345 fewer trips were operated compared to the fourth quarter last year, a decrease of 26%. The trips that were not provided decreased by 100%.



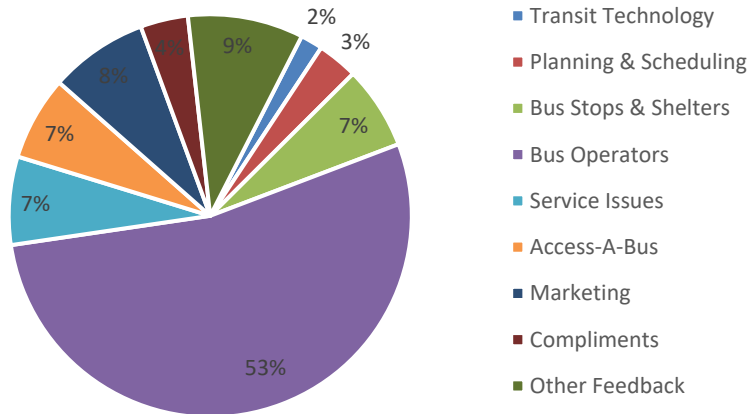
Customer Service – All Services

Customer service statistics are measured monthly using the Hansen Customer Relationship Management software along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service standard. The service standard varies depending on the subject matter.

In the fourth quarter, 53% of feedback received was related to bus Operators. The remaining 47% 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 97% of customer feedback was resolved within standard.

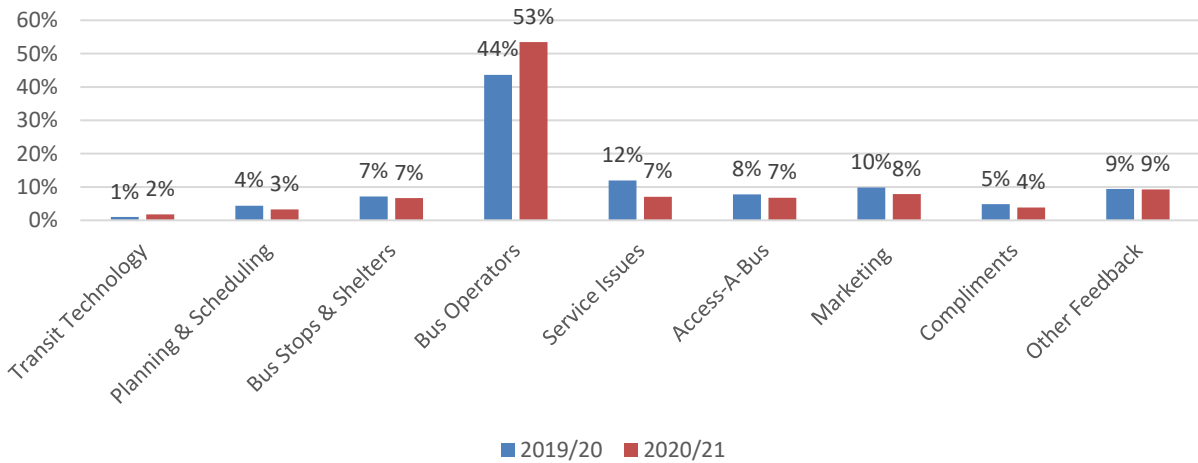
Call volumes to the Departures Line (902-480-8000) are displayed by day of the week. In the fourth quarter of 2020/21, average call volumes were significantly lower than this time last year for weekdays as well as for Saturdays and Sundays due to reduced ridership resulting from the COVID-19 pandemic.

Summary of Customer Feedback - Q4

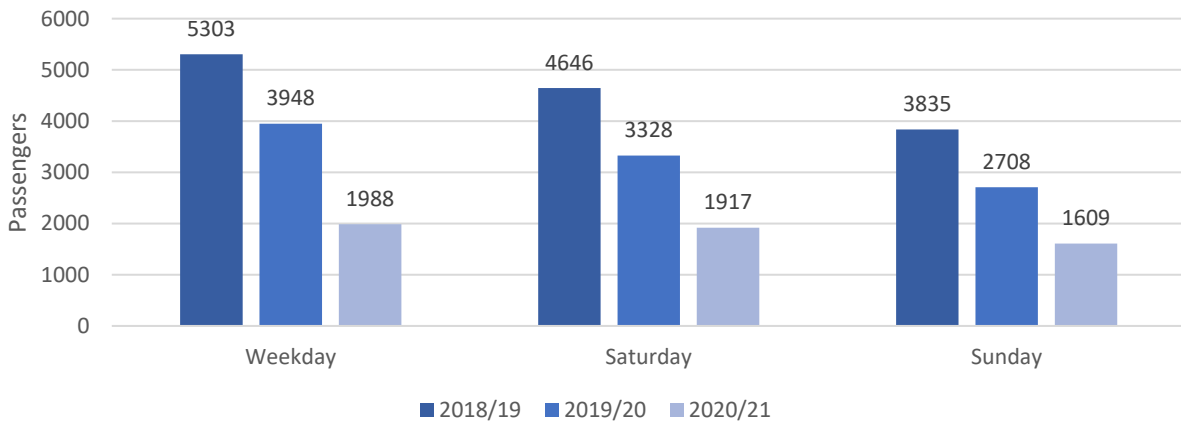


Feedback resolved within standard: 97%

Customer Feedback Comparison - Q4



Average Departures Line Call Volumes - Q4



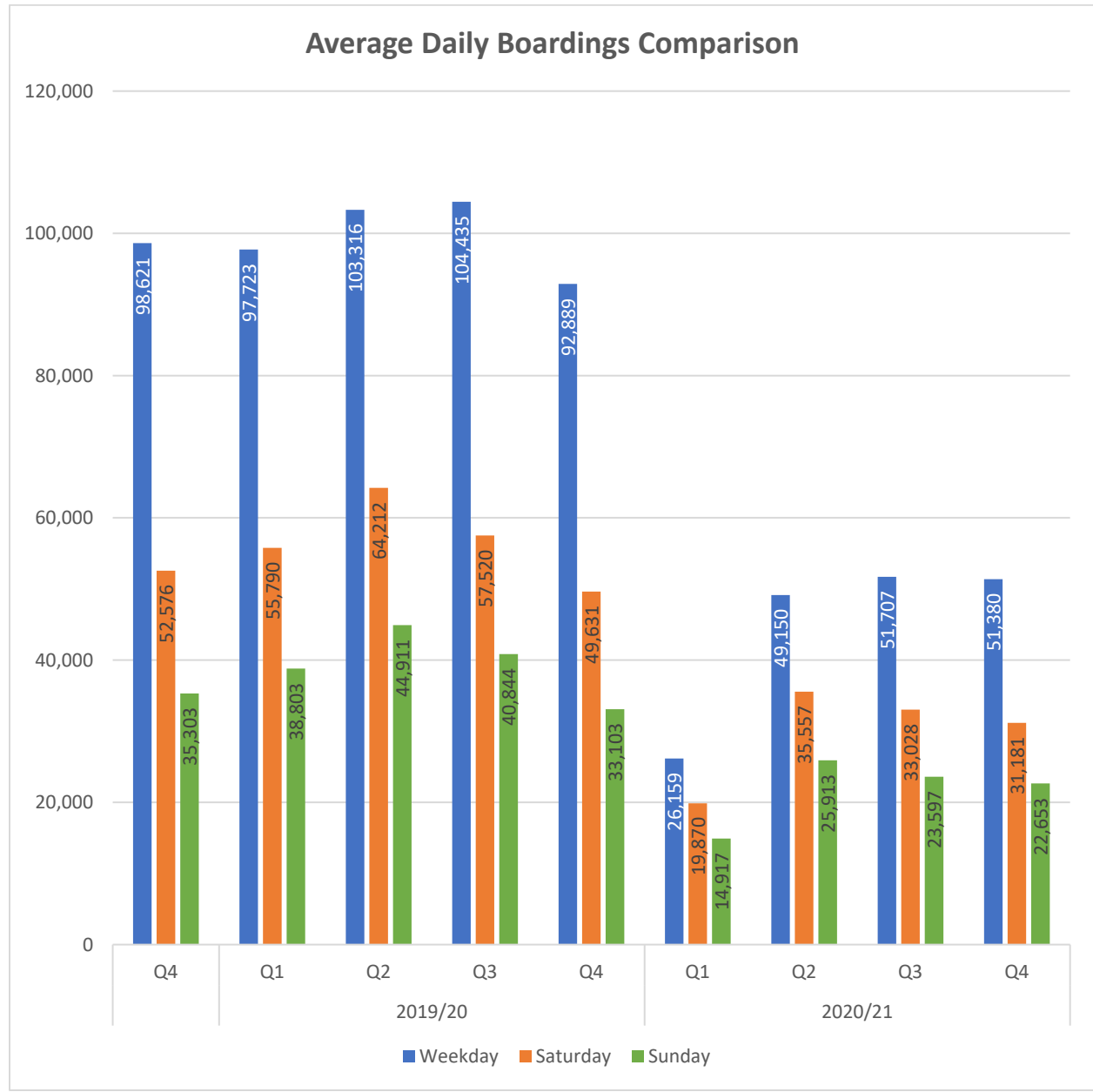
Service Utilization

Automatic Passenger Counter (APC) data is now being used to report bus ridership statistics. The APCs provide data within a 90% degree of accuracy. Boardings by Route demonstrate passenger usage during the past quarter. APC data has been collected since September 2016. The standard deviation is included to demonstrate the degree of variance in boardings from the daily average passenger count.

Boardings

Average weekday boardings in the fourth quarter were 51,380 ± 8,057 (29% variance). Average Saturday boardings this quarter were 31,181 ± 4,280 (13.7% variance). Average Sunday boardings this quarter were 22,653 ± 2,746 (22.5% variance).

Average Daily Boardings by Service Day

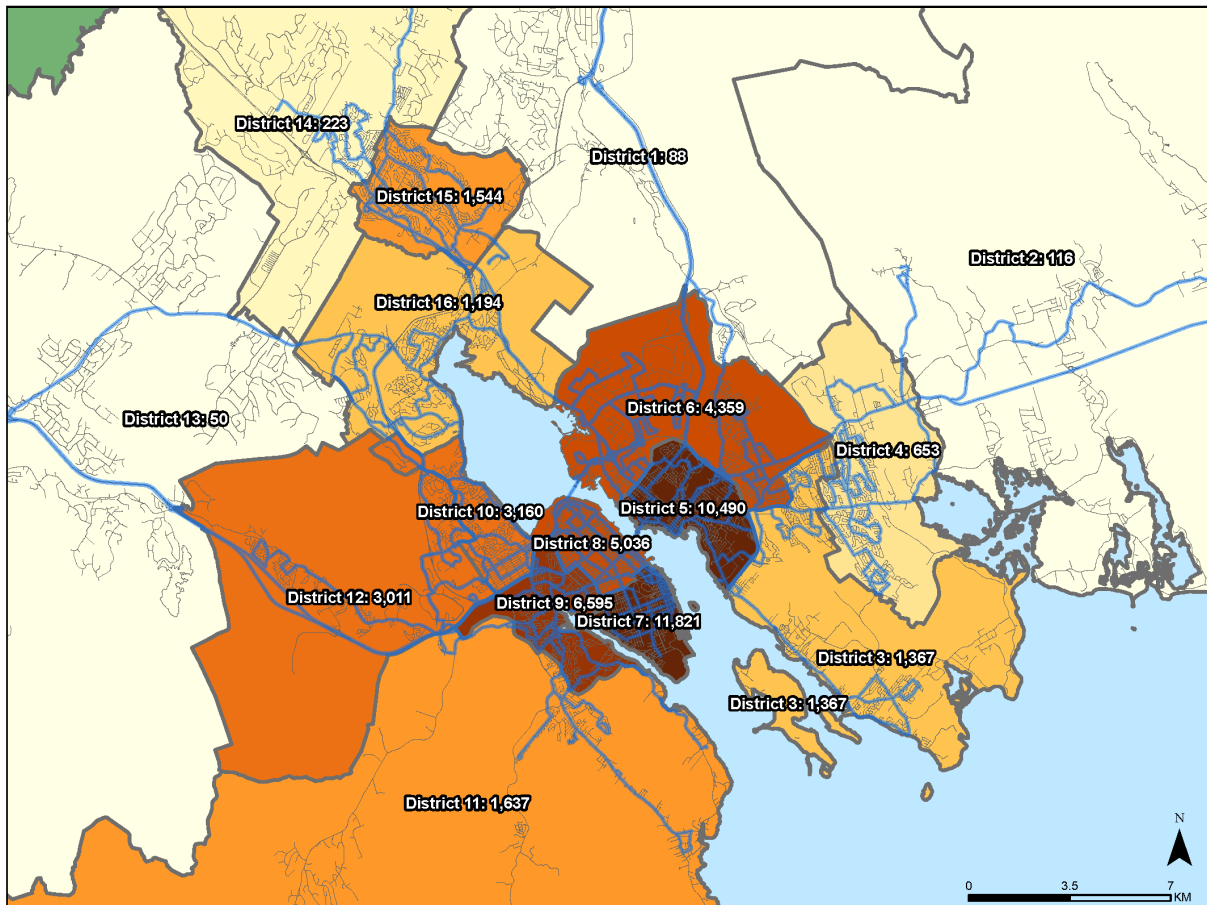


Boardings by District

To assist in visualizing where ridership demands exist, boardings have been mapped by district. The all-day boardings map illustrates typical boardings over an entire service day, whereas the AM Peak Period map represents boardings during the morning peak period only and therefore generally illustrates passenger origins.

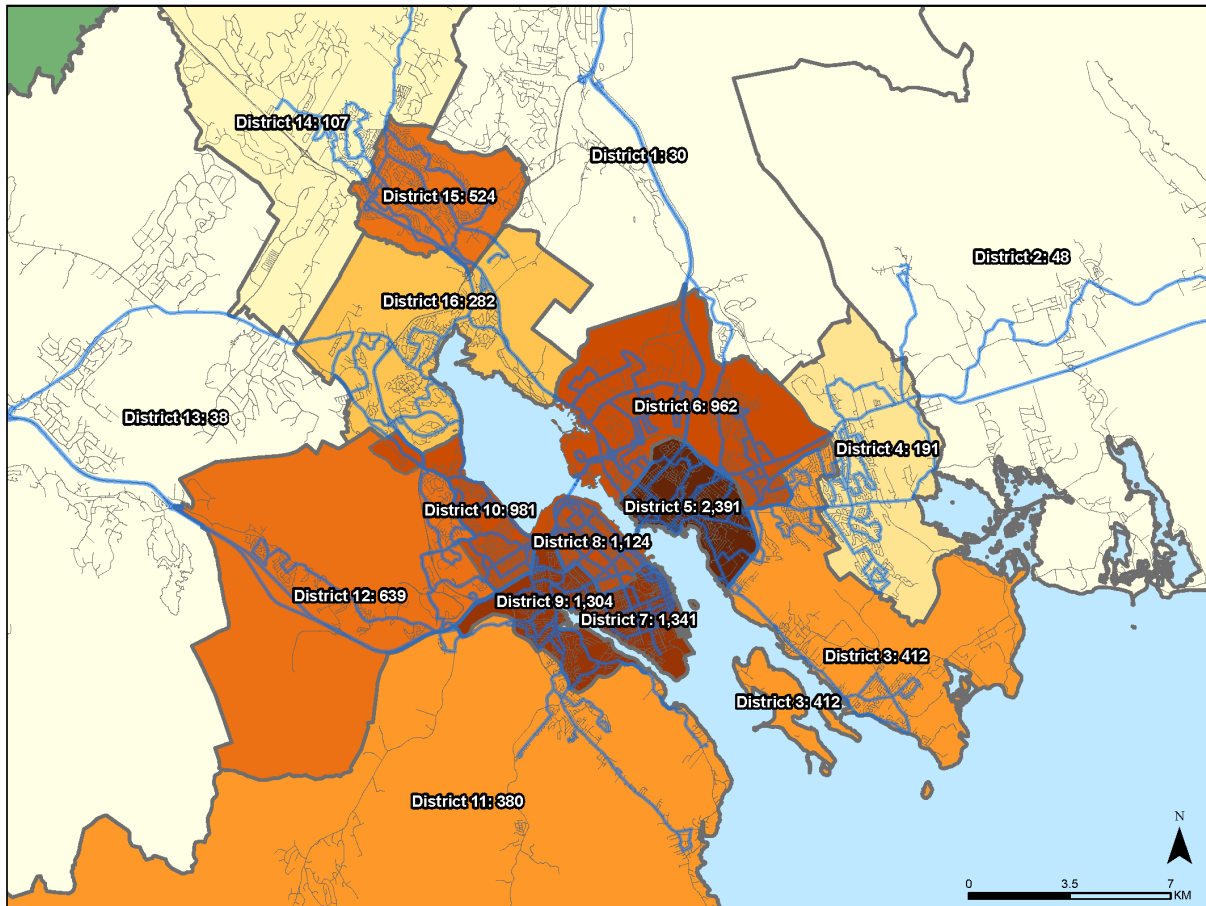
Weekday Boardings by District - All Day

2020-21 Q4 Weekday Boardings by District



Weekday Boardings by District – AM Peak Period

2020-21 Q4 Weekday AM Peak Boardings by District



Passengers per Hour

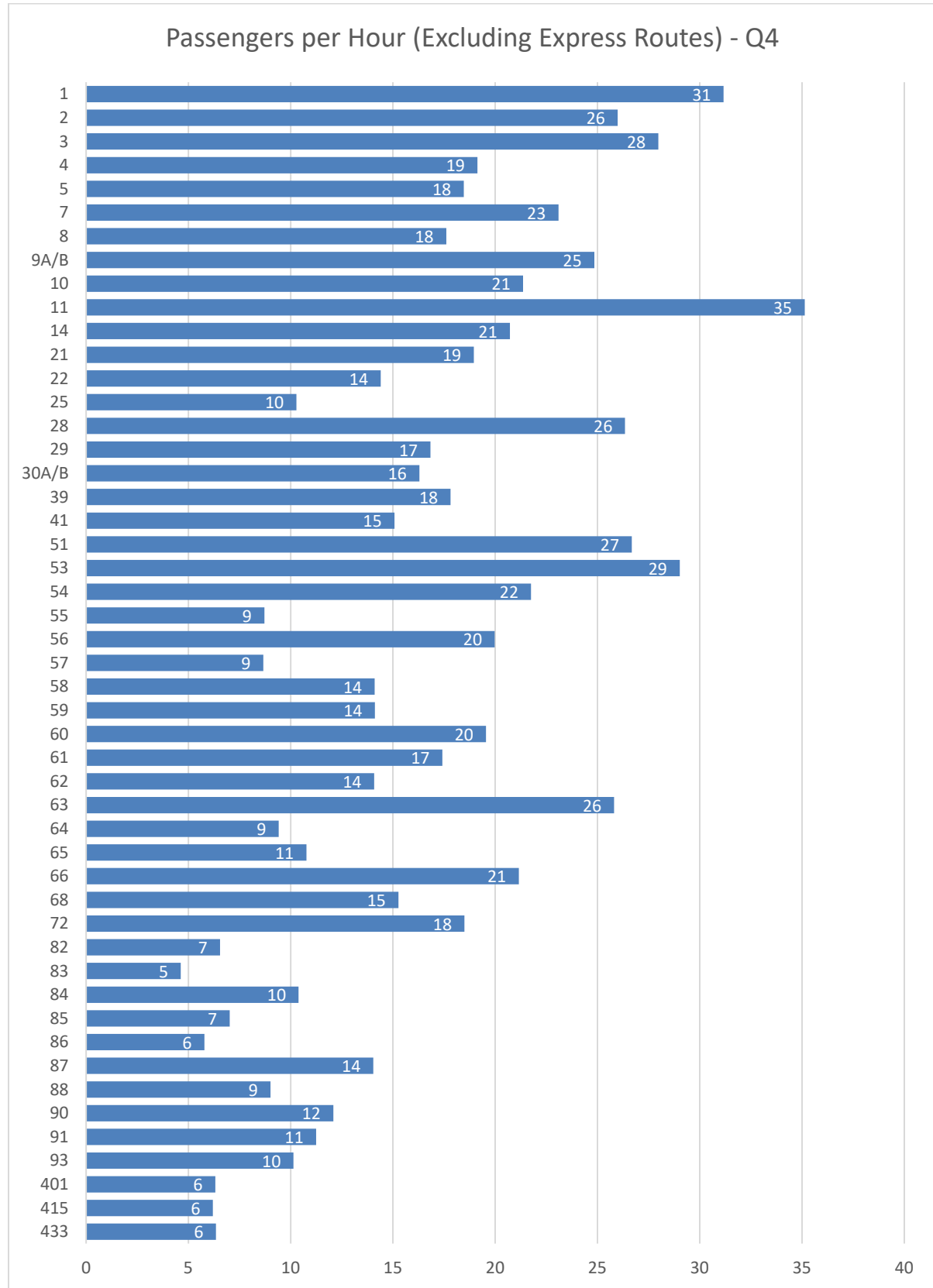
Passengers per hour measures the volume of passengers carried per service hour by route. Due to differences in service model/design, Express Routes are measured instead by passengers per trip. Ridership fluctuates significantly by season and therefore figures are compared to the same quarter in the previous year. Conventional route targets vary by time of day and are not illustrated at this time as data is being presented over the entire service day only. Express routes have a ridership target of 20 passengers per trip, while Regional Express Routes have a target of 15 passengers per trip.

Boardings & Passengers per Hour

Q4 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	19/20		20/21		19/20		20/21		19/20		20/21	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	11,247	72	4,818	31	7,842	70	4,167	37	4,753	56	2,765	34
2	4,710	44	2,788	26	3,497	35	2,394	24	2,091	30	1,523	22
3	6,801	45	4,177	28	3,231	38	2,249	26	3,043	32	2,263	25
4	5,380	42	2,411	19	1,890	38	1,136	23	1,483	33	975	22
7	5,380	47	2,621	23	3,364	36	1,993	21	1,867	36	1,074	21
8	4,400	31	2,380	18	2,804	26	1,799	16	2,100	19	1,422	13
9A/B	6,962	41	4,148	25	3,318	46	2,260	31	2,554	35	1,737	25
9A	4,730	43	2,817	26	1,560	44	1,100	31	1,130	32	809	24
9B	2,232	38	1,331	23	1,757	48	1,160	31	1,424	38	928	26
10	5,152	47	2,302	21	3,139	43	1,821	25	1,839	38	1,172	24
11	117	42	75	35								
14	2,890	45	1,271	21	1,235	37	731	22	1,082	37	602	21
21	876	28	561	19	721	21	479	14	469	26	339	19
22	647	20	457	14	436	13	293	9	341	10	246	7
25	389	17	220	10	183	11	130	8	175	16	104	10
28	1,470	39	978	26	1,198	27	810	18	543	26	418	21
29	3,139	34	1,540	17	1,562	25	994	16	1,113	19	743	13
30A/B	924	26	583	16	508	15	356	10	313	17	220	12
30A	495	28	329	18	276	16	180	11	140	15	104	12
30B	429	24	254	14	233	13	176	10	174	20	116	13
39	1,386	31	788	18	963	20	674	14	361	16	291	14
41	1,700	50	513	15								
51	1,059	44	625	27	503	31	306	19	252	25	189	18
53	1,284	48	733	29	680	45	417	27	294	35	198	25
54	815	38	458	22	450	29	287	18	230	23	156	16
55	384	17	191	9	207	13	112	7	139	9	87	6
56	925	29	633	20	957	27	732	21	490	15	465	15
57	586	14	334	9	246	8	184	6	146	8	111	6
58	707	26	388	14	365	20	228	12	304	17	195	12

Q4 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	19/20		20/21		19/20		20/21		19/20		20/21	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
59	1,897	24	1,086	14	685	30	489	21	440	19	347	15
60	2,905	38	1,480	20	1,605	39	952	24	1,136	41	695	25
61	2,229	29	1,331	17	996	26	682	17	833	22	532	14
62	796	25	435	14	455	21	276	12	233	15	150	10
63	858	53	446	26								
64	632	16	372	9								
65	272	16	177	11	83	6	57	4	43	7	31	5
66	964	31	646	21	419	26	363	23	265	16	212	14
68	1,308	27	728	15	680	23	469	15	455	15	320	11
72	1,217	26	840	18	896	20	606	13	391	14	310	12
82	226	11	129	7	136	9	99	6	96	6	71	5
83	82	6	62	5	60	6	48	5	42	4	43	4
84	964	16	571	10	307	9	222	6	227	8	176	6
85	122	9	92	7	84	9	52	6	52	7	45	6
86	165	10	86	6	106	6	65	4	80	6	64	5
87	1,245	22	752	14	682	13	475	9	356	12	288	11
88	142	11	128	9	107	7	99	6	65	5	70	5
90	1,776	25	826	12	930	15	575	9	423	12	316	9
91	694	18	415	11	255	11	216	10	237	9	203	7
93	280	26	105	10								
401	133	11	81	6								
415	58	10	38	6								
433	62	12	34	6								
Alderney	2,097	70	866	32	1,475	84	737	45	790	45	531	35
Woodside	1,877	89	787	39								

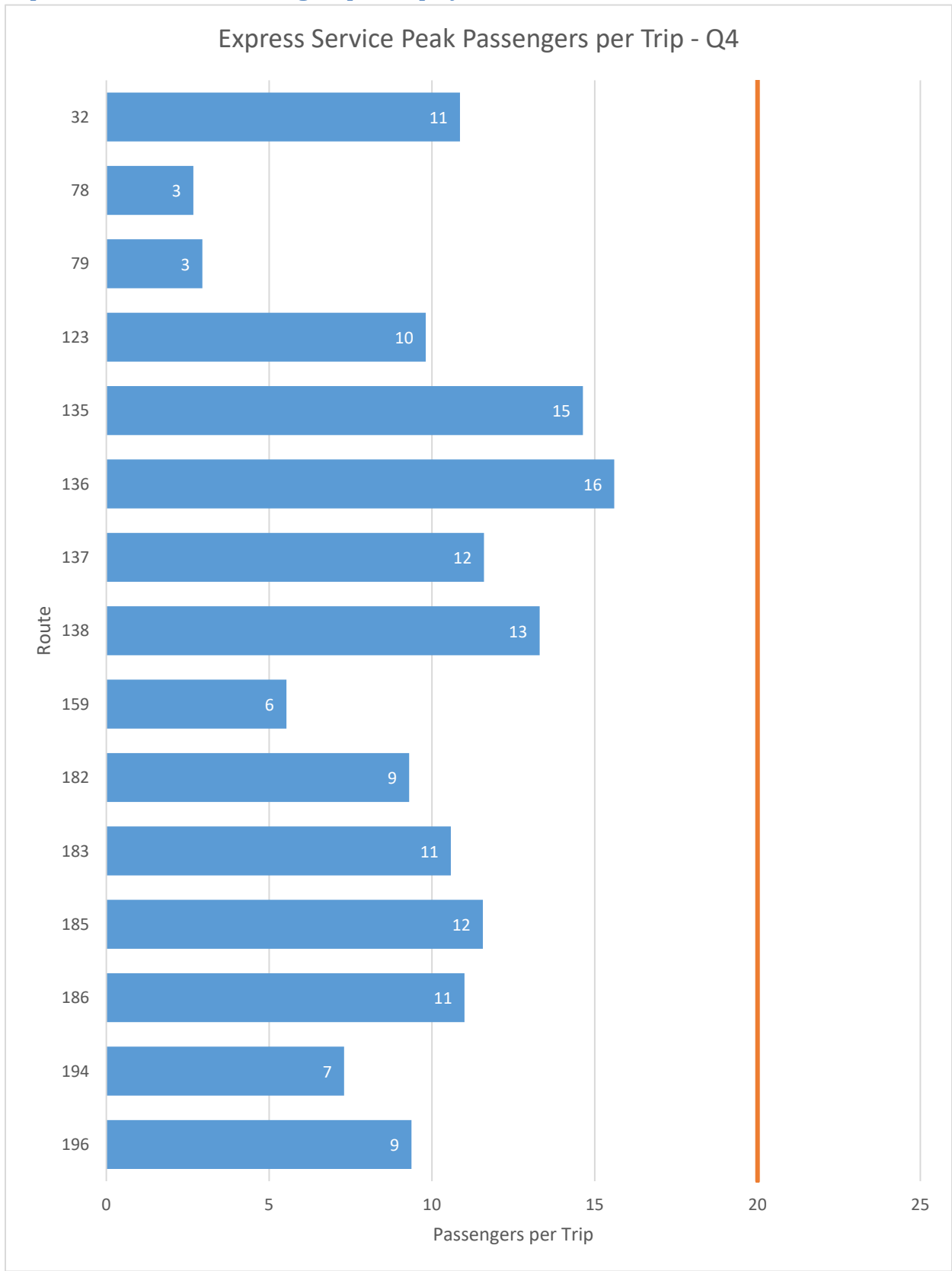
Passengers per Hour by Route



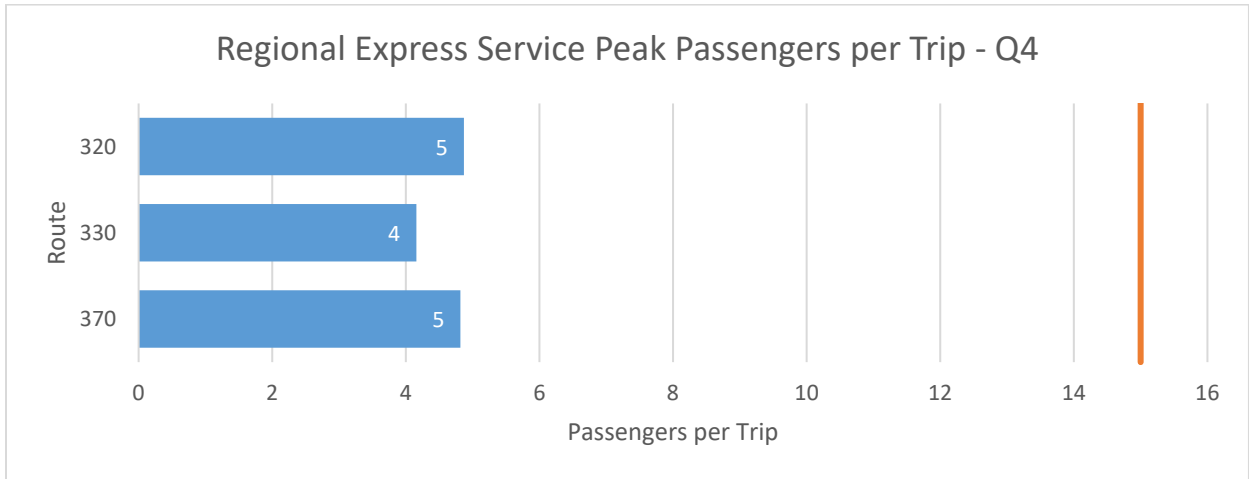
Express Service Peak Boardings and Passengers per Trip

Q4 Comparison - Average Daily Peak Boardings by Express Route				
Route	Weekday			
	19/20		20/21	
	Boardings	Pass/Trip	Boardings	Pass/Trip
78	115	7	22	3
79	94	7	17	3
123	330	22	76	10
135	551	39	104	15
136	603	38	142	16
137	395	33	68	12
138	491	35	94	13
182	557	23	130	9
183	329	25	55	11
185	676	27	151	12
186	276	23	64	11
194	166	21	30	7
196	129	32	20	9
320	164	16	30	5
330	363	17	47	4
370	117	11	34	5

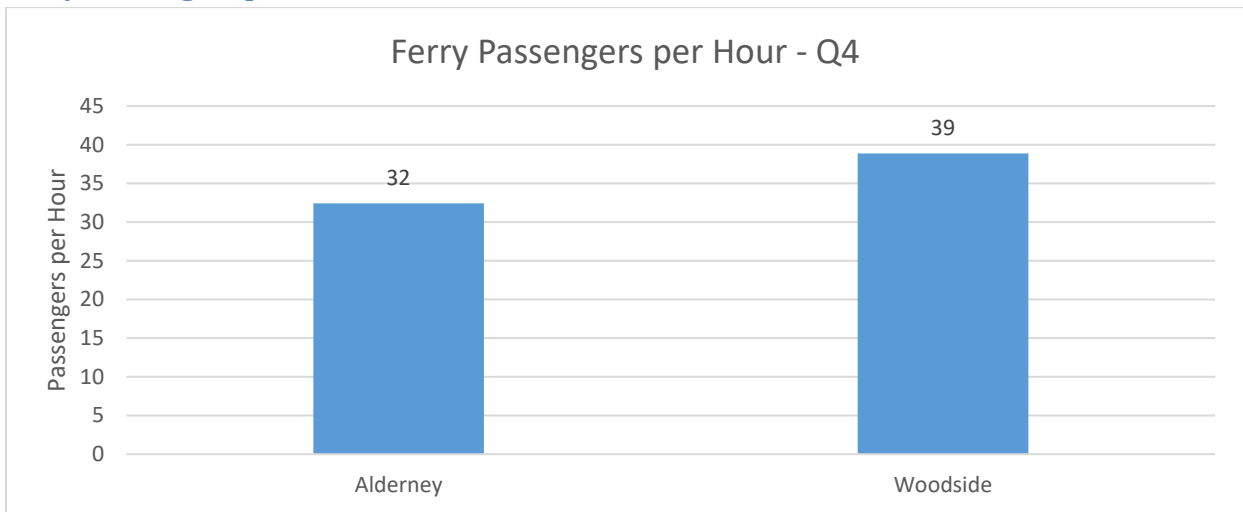
Express Service Peak Passengers per Trip by Route



Regional Express Peak Passengers per Trip by Route



Ferry Passengers per Hour



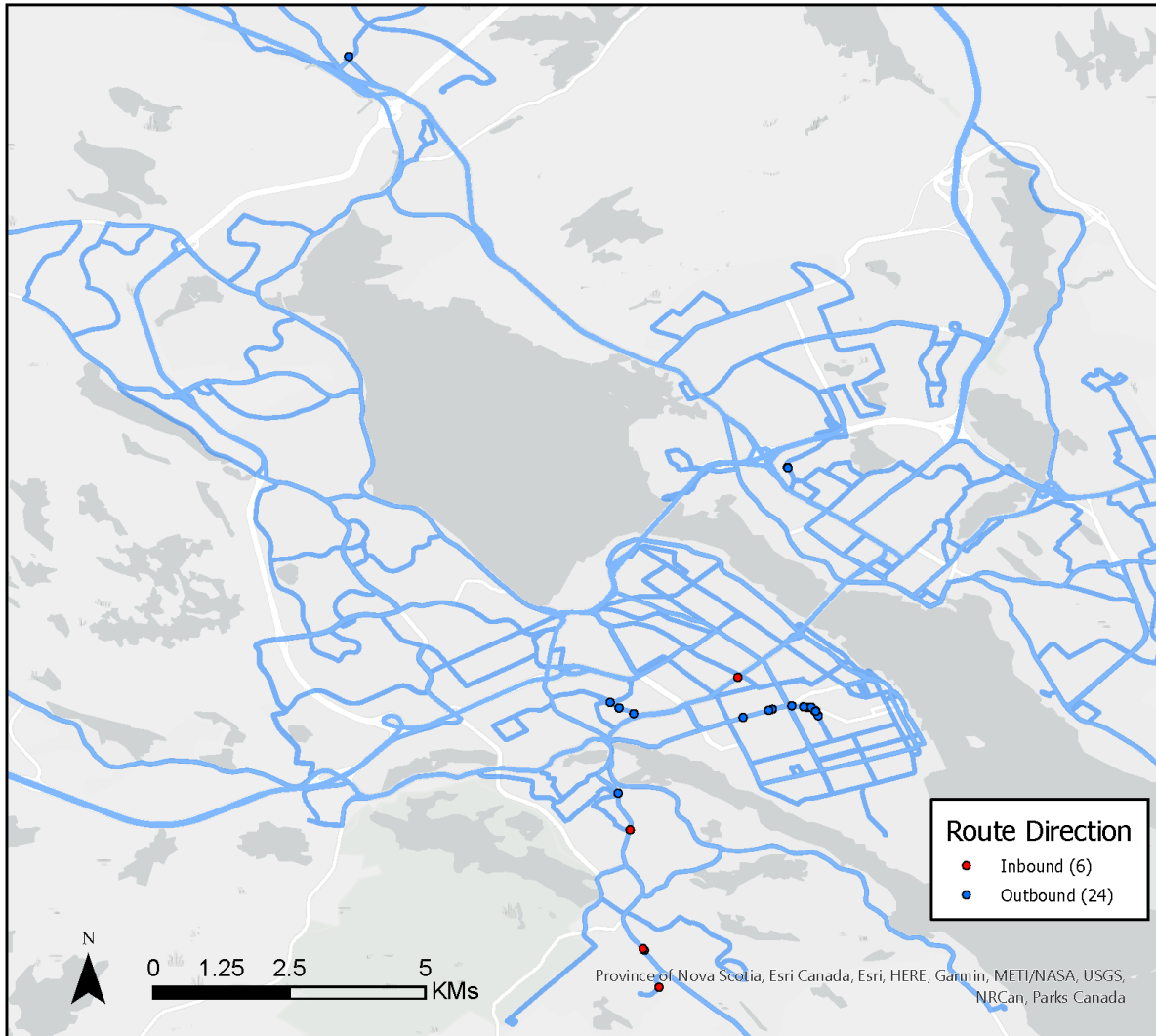
Passenger Overloads

Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands.

Passenger Overloads by Area

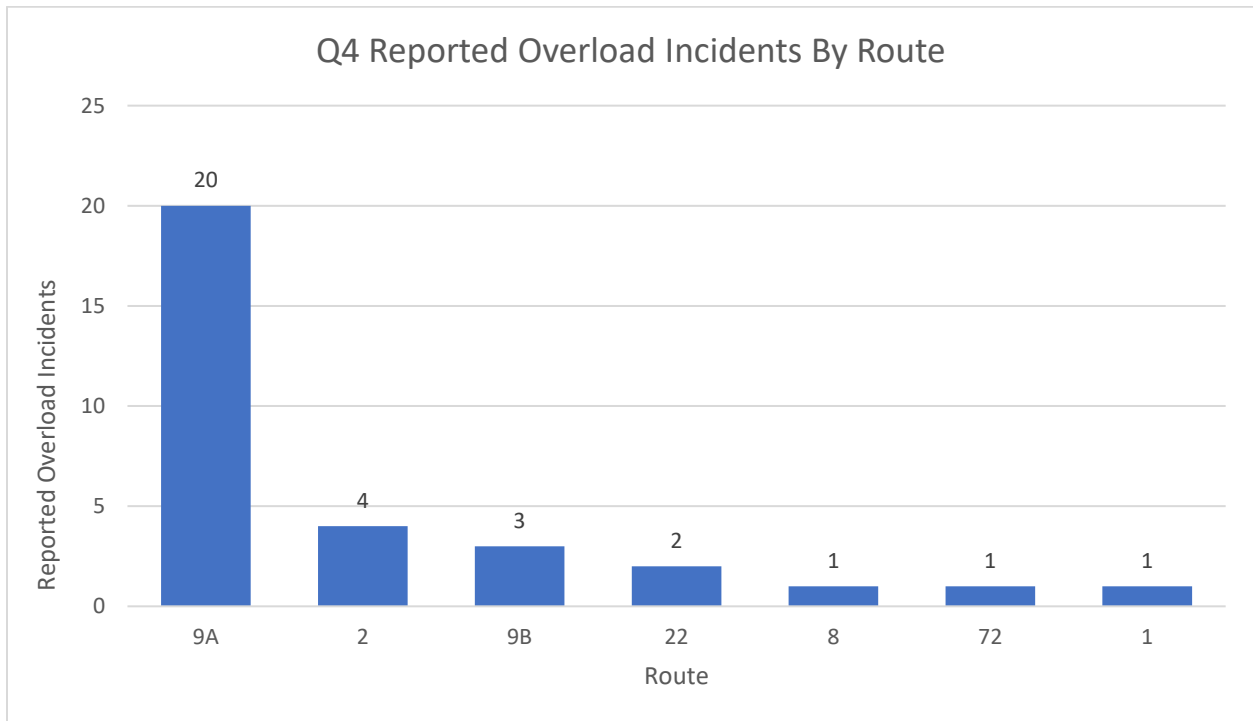
The figure below shows the locations of reported overloads during the fourth quarter.

2020-21 Q4 Passenger Overloads



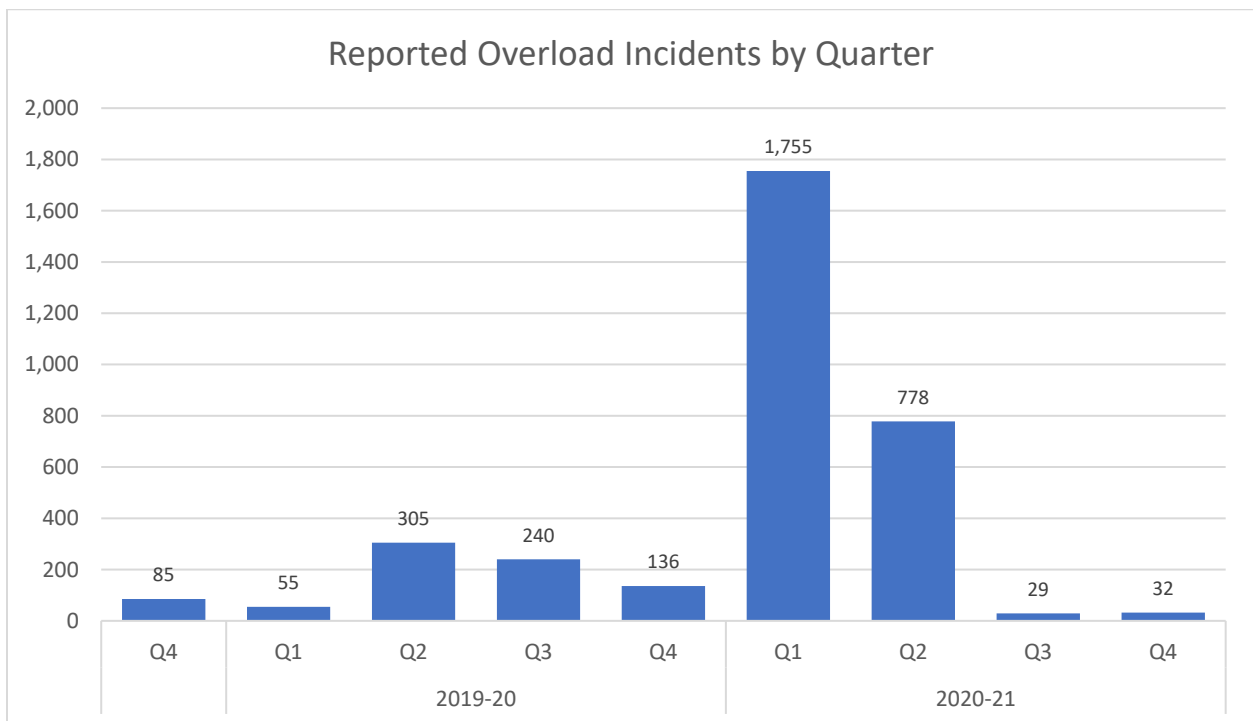
Passenger Overloads by Route

The following graph shows overloaded routes during the fourth quarter. 32 overload incidents were reported during the fourth quarter of 2020/21.



Passenger Overloads by Quarter

The following graph shows reported overload incidents over the past two years.

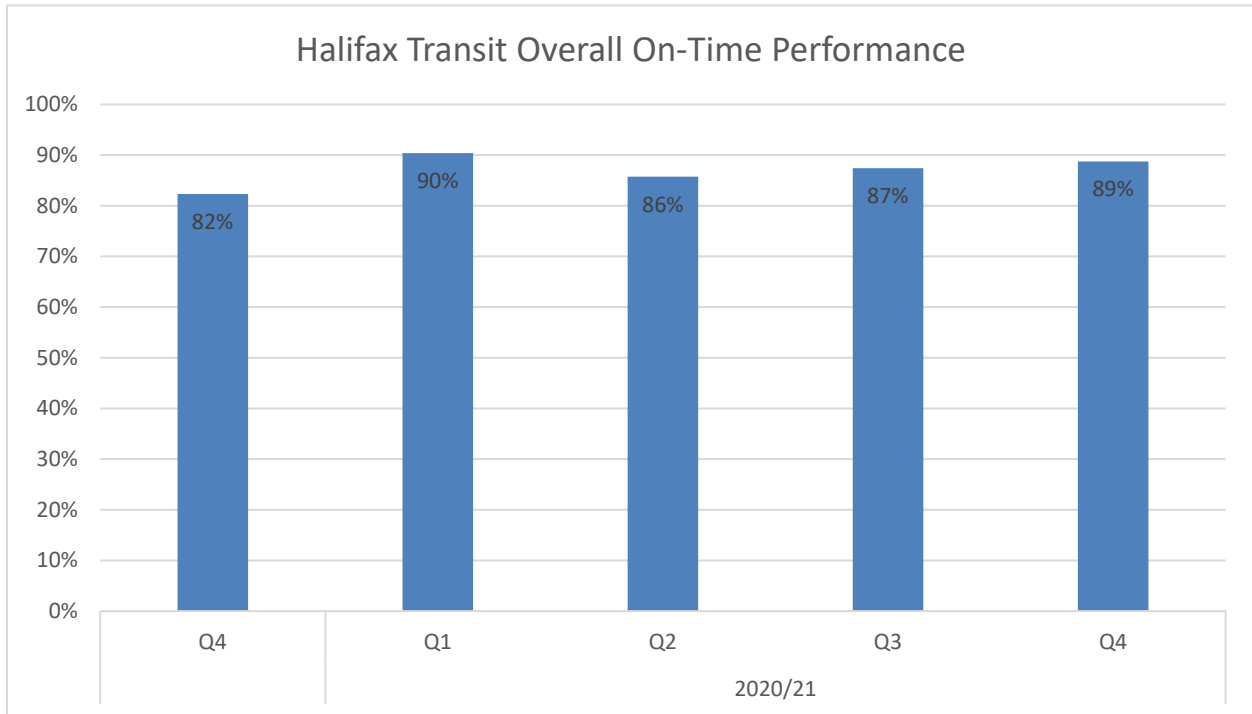


On-Time Performance

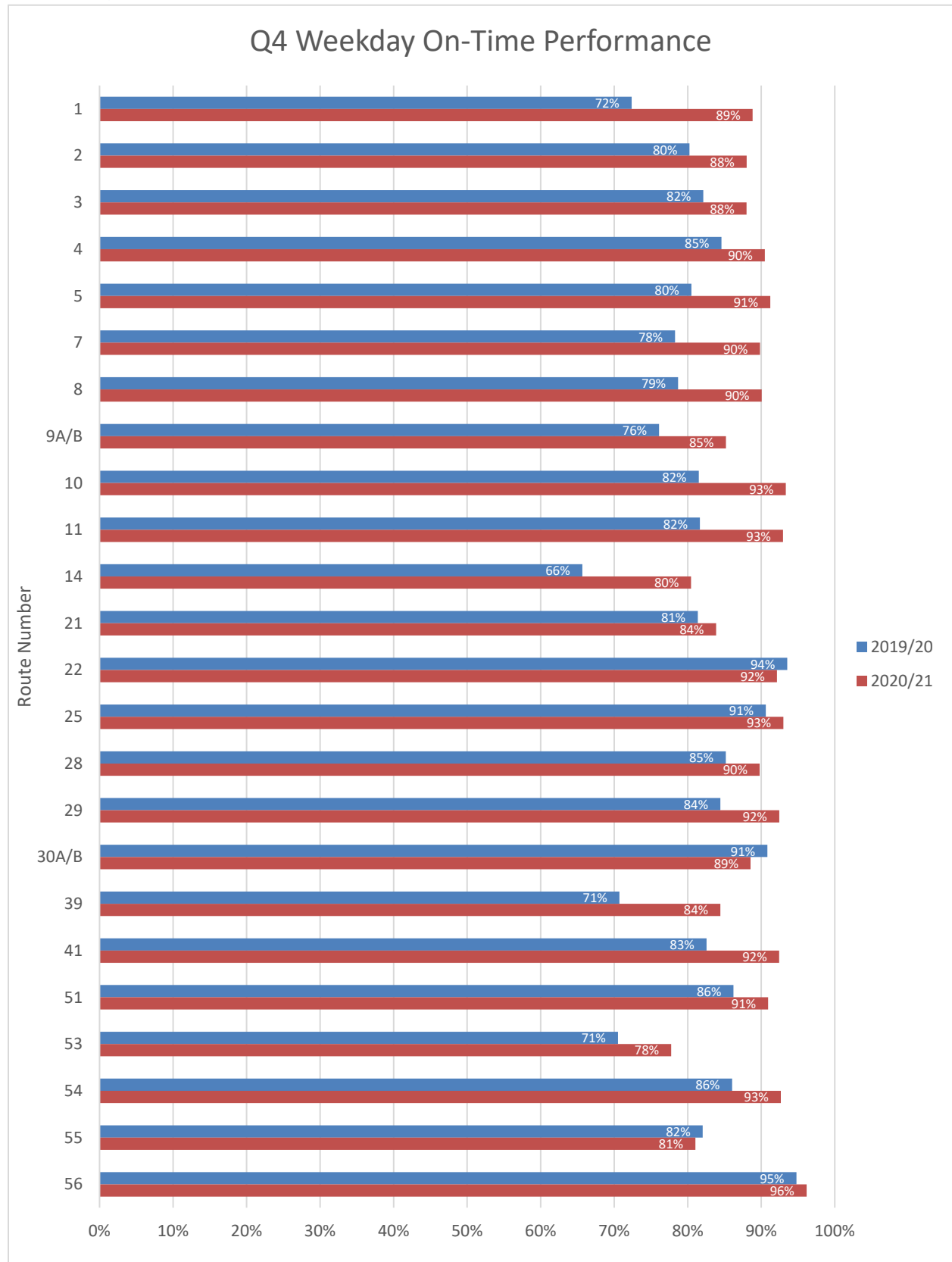
On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates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

Transit industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish a benchmark and target for the minimum percentage of trips to depart on time.

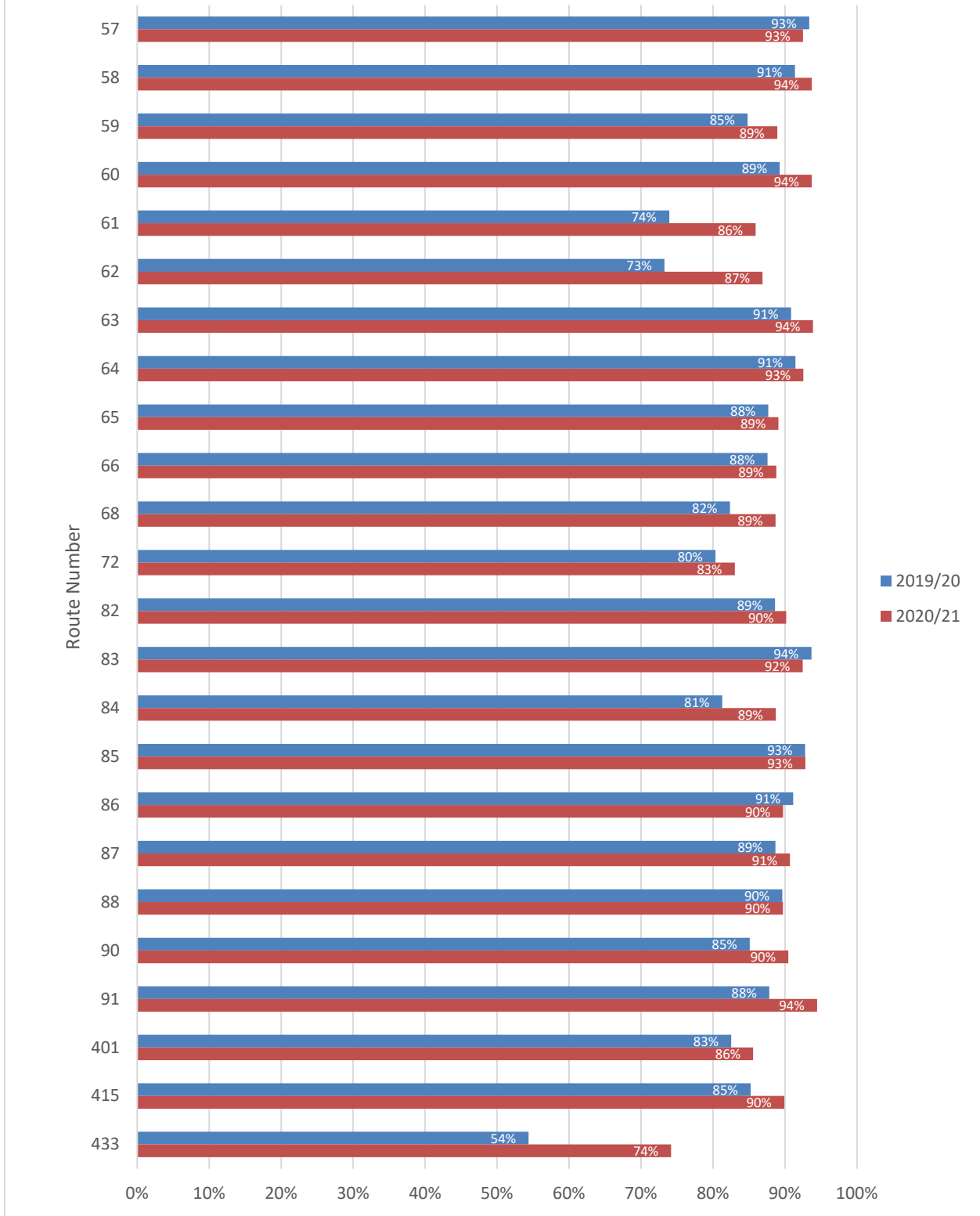
Overall Network On-Time Performance



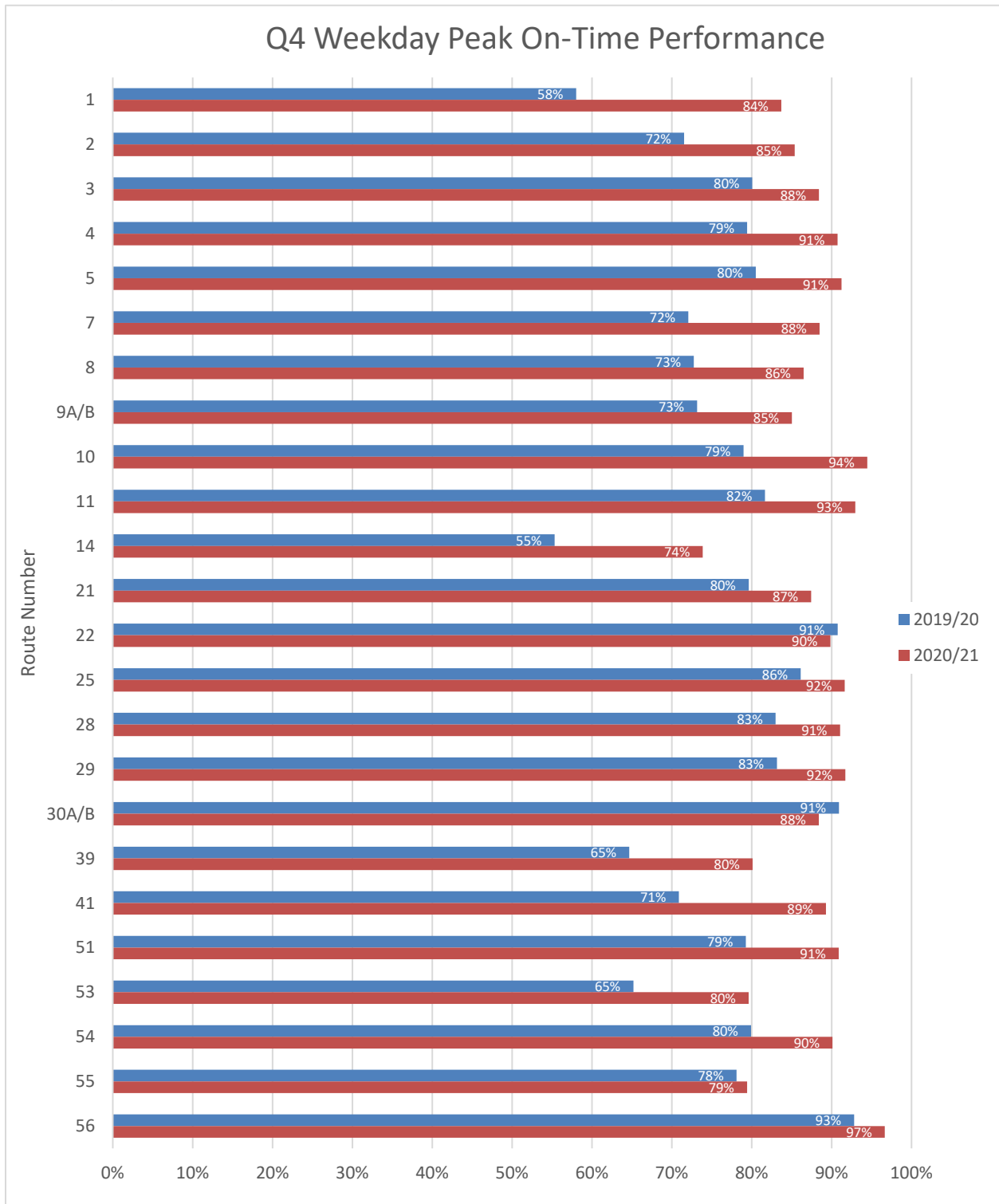
Weekday On-Time Performance



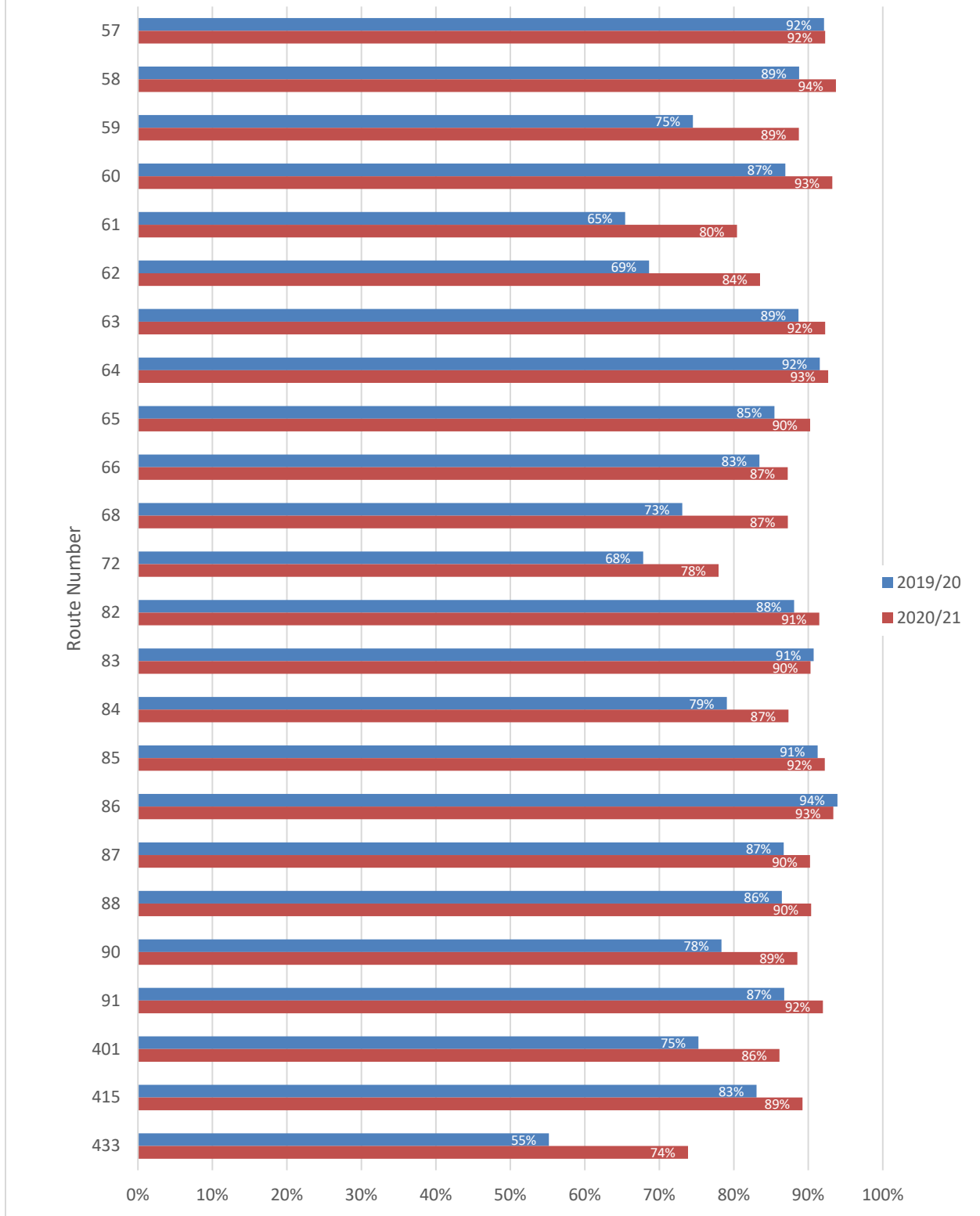
Q4 Weekday On-Time Performance



Weekday Peak Period On-Time Performance



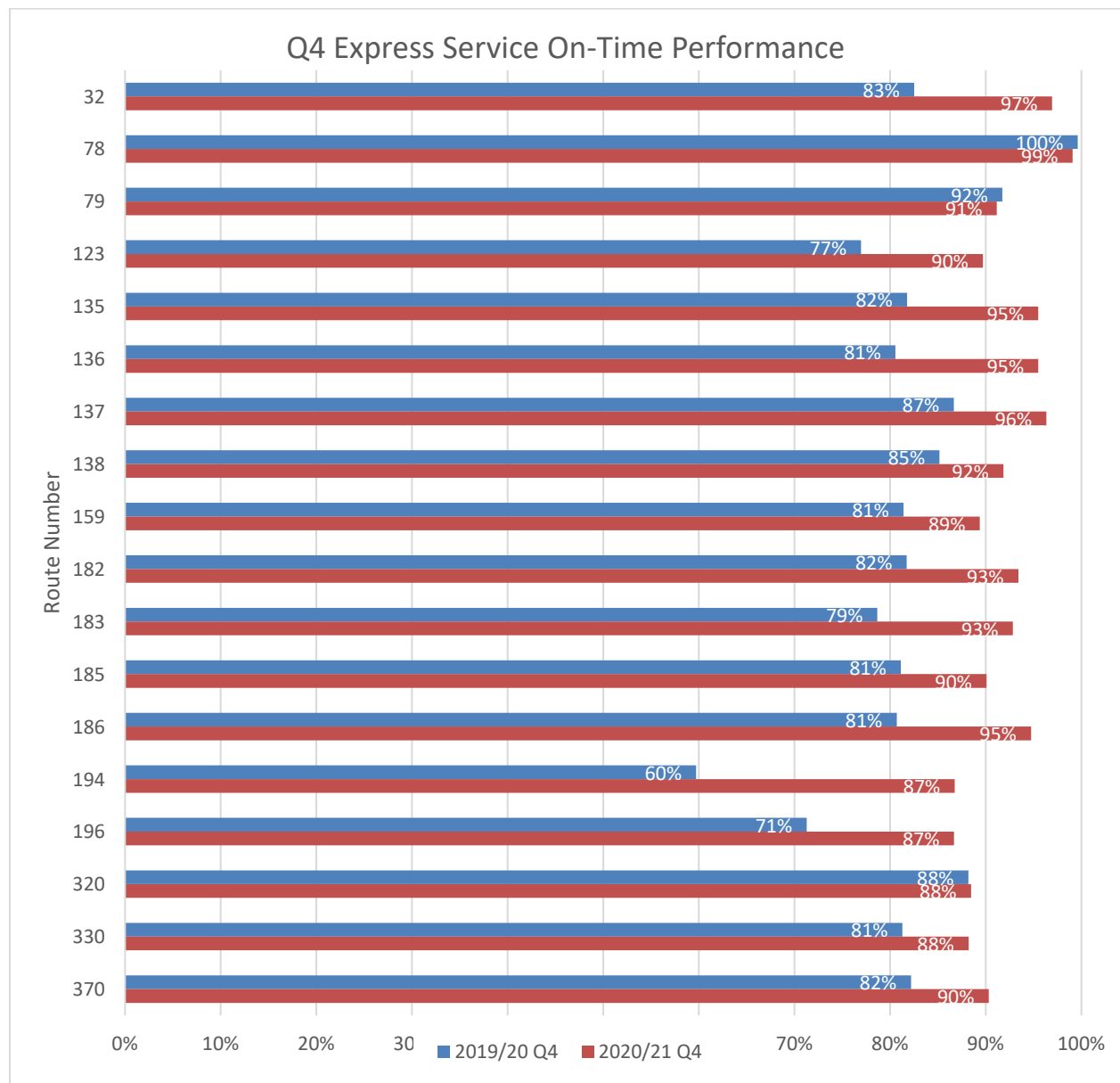
Q4 Weekday Peak On-Time Performance



Express Service On-Time Performance

On-time performance demonstrates the percentage of timepoint arrivals that are between one minute early and three minutes late. When route schedules are created, the variability of travel times between timepoints is taken into account. Generally, routes are scheduled at the higher end of observed travel times in order to be on time. This means that on some trips, buses will layover at timepoints to avoid departing early. Schedules for express routes were created based on shorter travel times to keep buses moving toward destinations and prevent them from laying over.

The graph below demonstrates on-time performance for express routes based on timepoints at the beginning and end of the routes, as well as any terminals and park and rides. This includes Scotia Square, Summer Street, and the future Wrights Cove Terminal location on Marketplace Drive, but does not include other on-street timepoints.



Attachment C: 2020/21 Halifax Transit Year End Performance Measures Report

F

2020/21 – Year End Performance Measures Report

HALIFAX
TRANSIT

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COVID-19 Pandemic Data Impacts

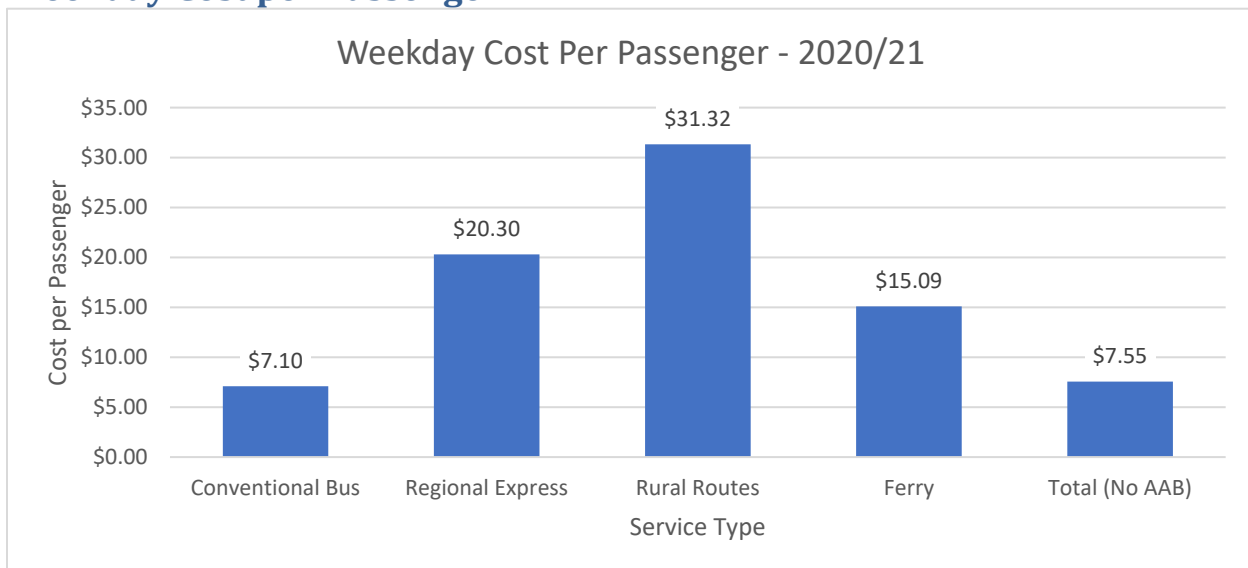
The onset of the COVID-19 pandemic in early 2020 resulted in the need to rapidly implement emergency service adjustments to the weekday schedules. Consequently, data reporting tied to the weekday schedules was impacted between March 23rd and May 4th. During this period boardings data was unavailable and was estimated, based on March 20th boarding data. Fare collection ceased on March 18th, tickets and passes were no longer required to board. Schedule adherence data for weekdays during this period was also unavailable and instead spans January through to March 20th.

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. Scheduled fixed route service hours decreased in 2020/21 due to service disruptions related to COVID-19. Halifax Transit ridership also decreased significantly from last year due to the COVID-19 global pandemic, resulting in negative per capita metrics. Customer service requests addressed within the target of 90% within service standard decreased to 88% this year.

KPI	Division	19/20	20/21	% Change
Service Utilization (Passengers per Capita)	Bus & Ferry	59.51	23.95	-59.8%
Service Utilization (Passengers per Service Hour)	Bus & Ferry	24.27	10.37	-57.3%
Amount of Service (Service Hours per Capita)	Bus & Ferry	2.45	2.31	-5.8%
Cost Effectiveness (Operating Expense per Passenger)	Bus & Ferry	\$5.11	\$12.35	-141.6%
Average Fare (Passenger Revenue per Passenger)	Bus & Ferry	\$1.84	\$2.10	+14.3%
Financial (Cost Recovery)	Bus & Ferry	36%	17%	-52.7%
Financial (Cost Recovery)	All	34%	16%	-52.7%
Customer Service (Requests addressed within standard)	All	93%	88%	-4.6%

Weekday Cost per Passenger



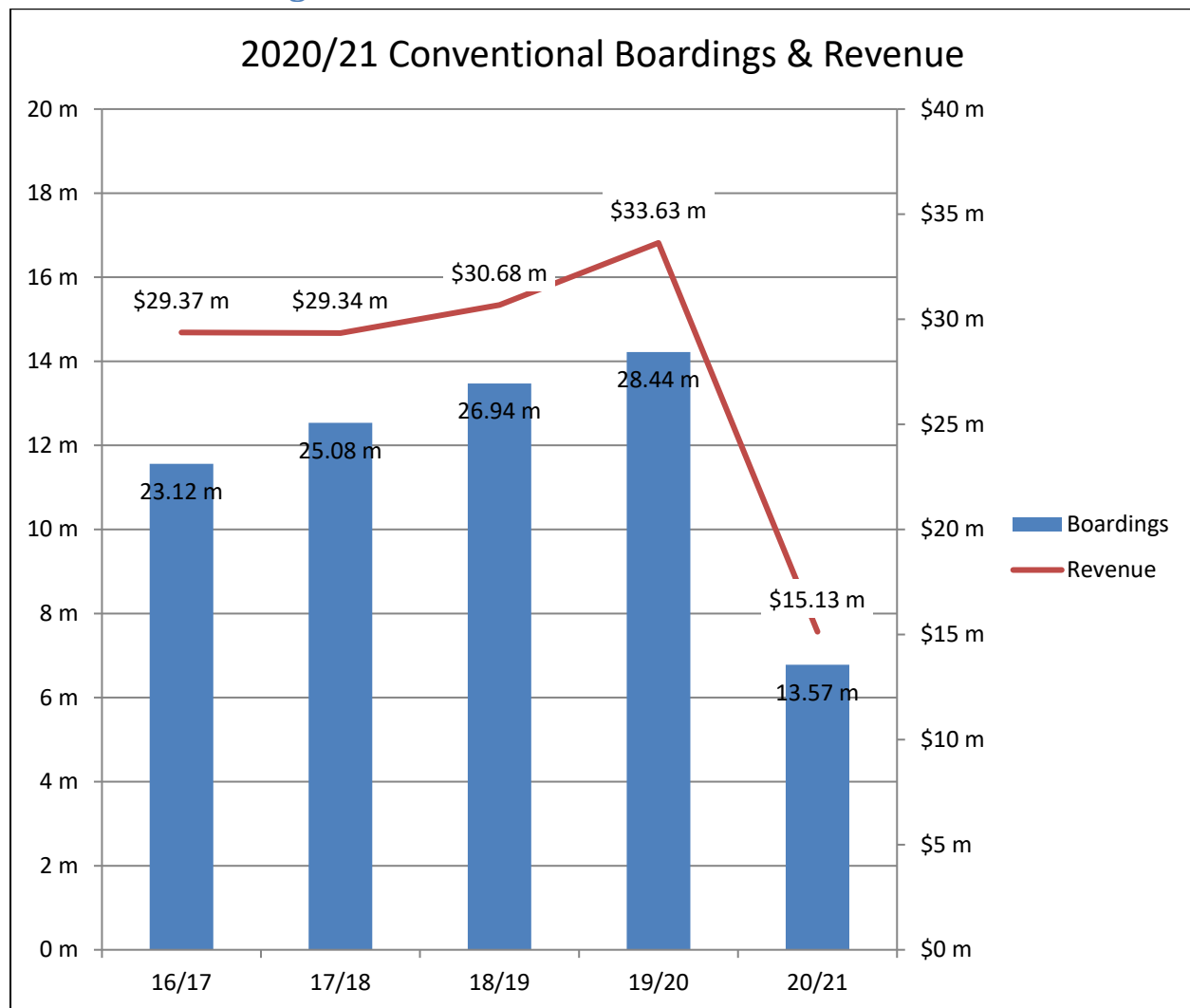
Boardings & Revenue

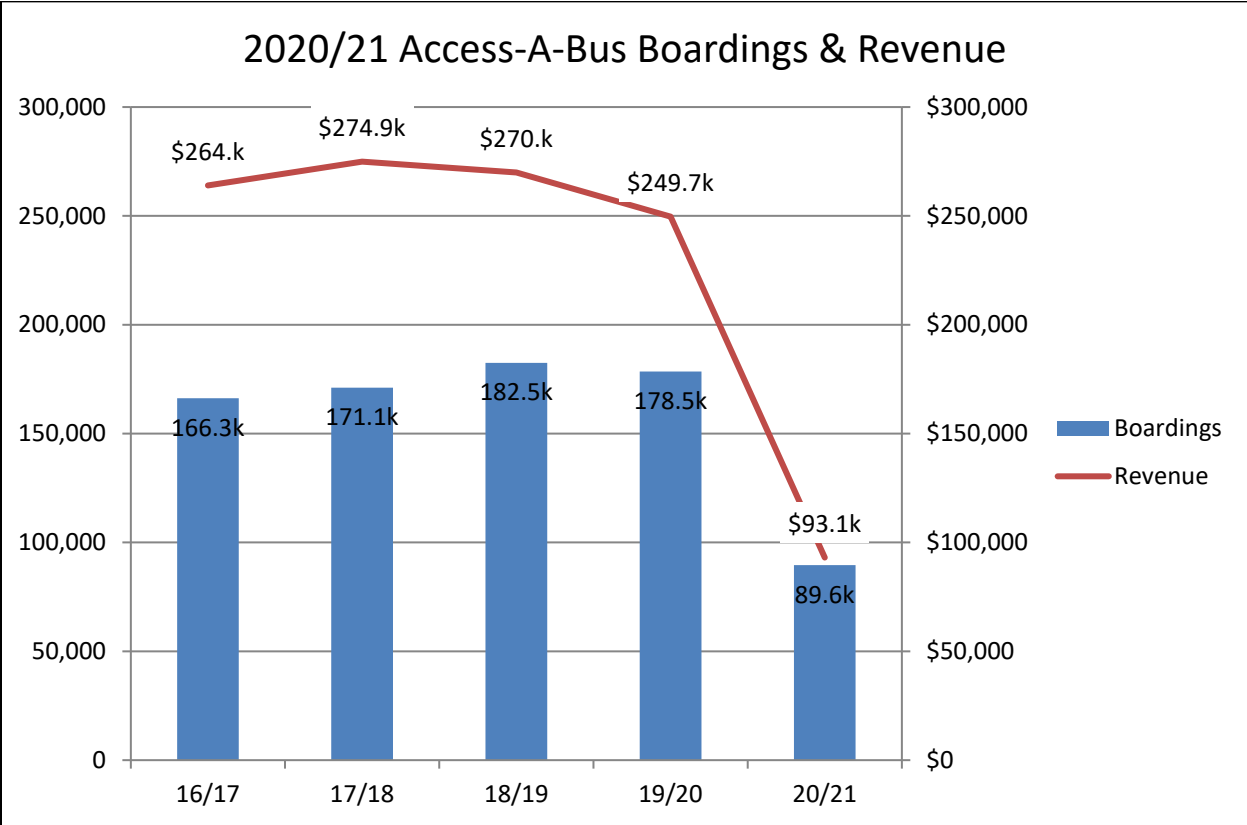
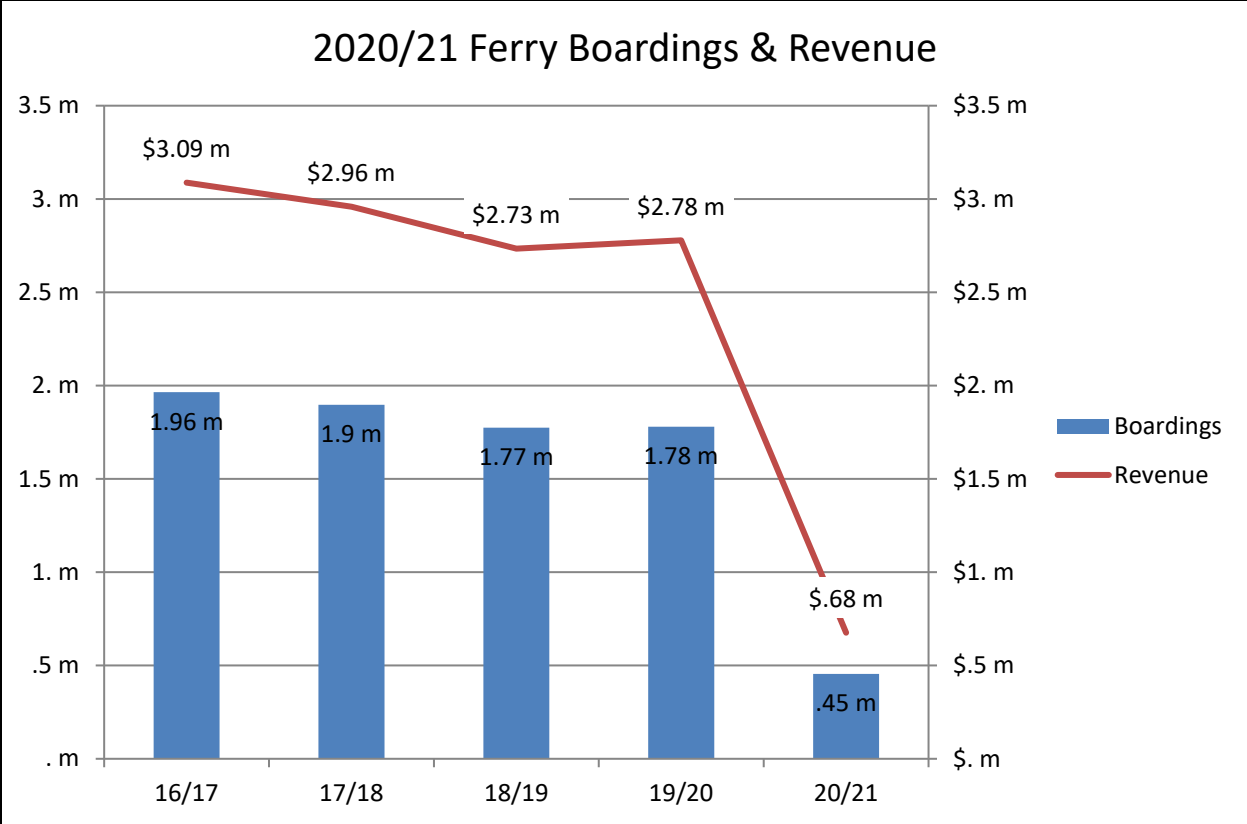
Revenue and boardings are reported to demonstrate how well transit services were used over the year, in comparison to the previous year.

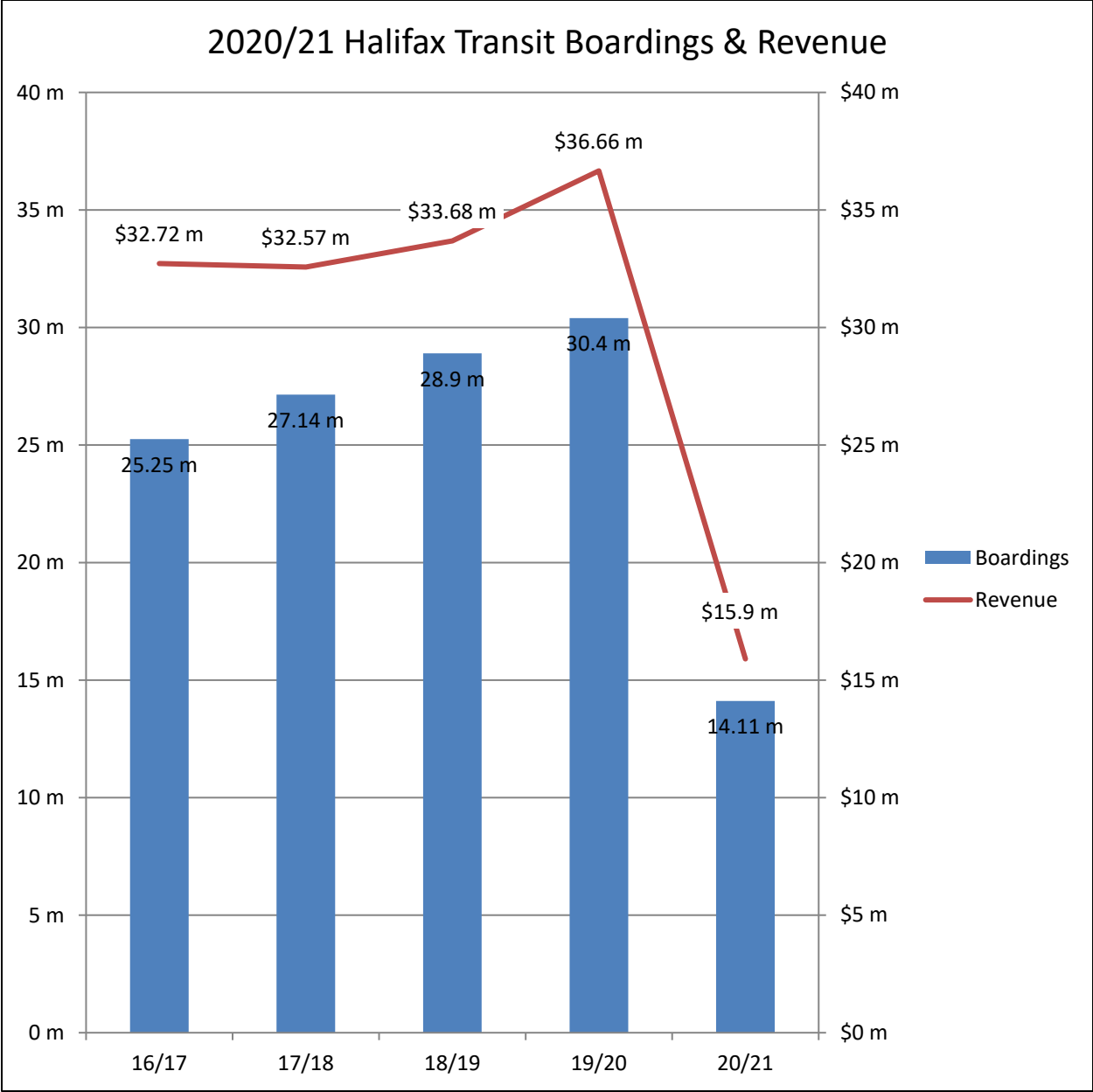
Automatic Passenger Counter (APC) systems installed throughout the network in 2017/18 enable Halifax Transit to track the number of boardings by counting passengers entering the bus at each stop, instead of estimating boardings from revenue. Therefore, the data source for boardings in the chart below changed effective 2017/18. When a trip requires a transfer, the boardings metric would count the same passenger each time they entered a new bus. This method of data collection provides a more accurate measure of how passengers are utilizing the system, as assumptions related to multi-use revenue sources, such as tickets and passes, are removed, and replaced by physical counts.

In 2020/21 conventional boardings decreased 52.3% over 2019/20, ferry boardings decreased 74.5% and Access-A-Bus boardings decreased 49.8%. Overall, system wide boardings decreased 53.6% compared to last year. Overall revenue in 2020/21 decreased 56.6% from last year.

Historical Boardings & Revenue

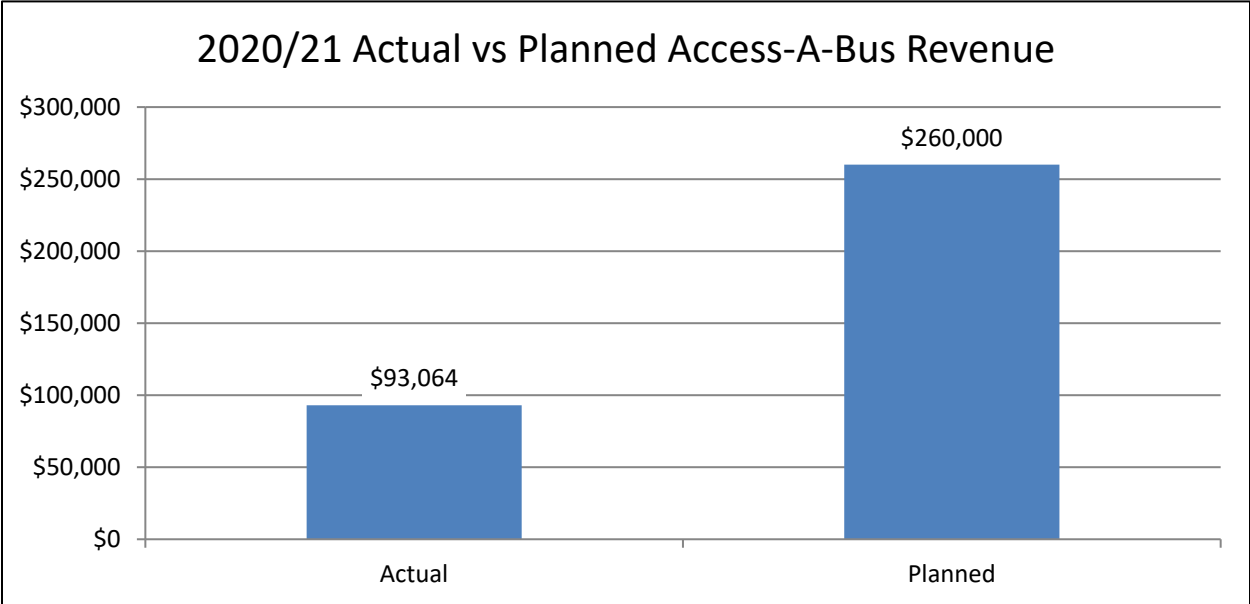
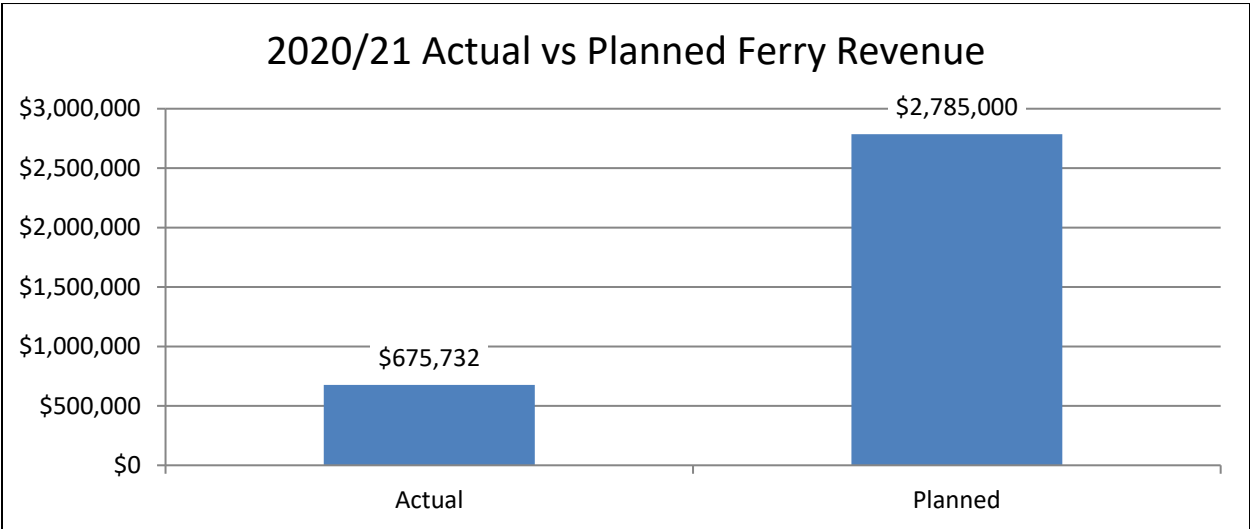
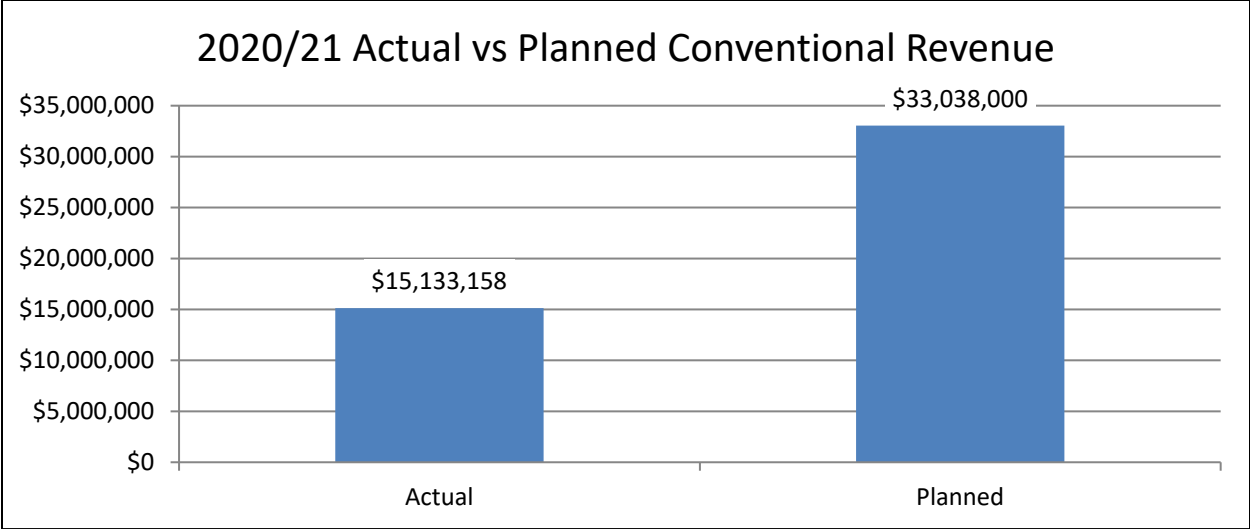


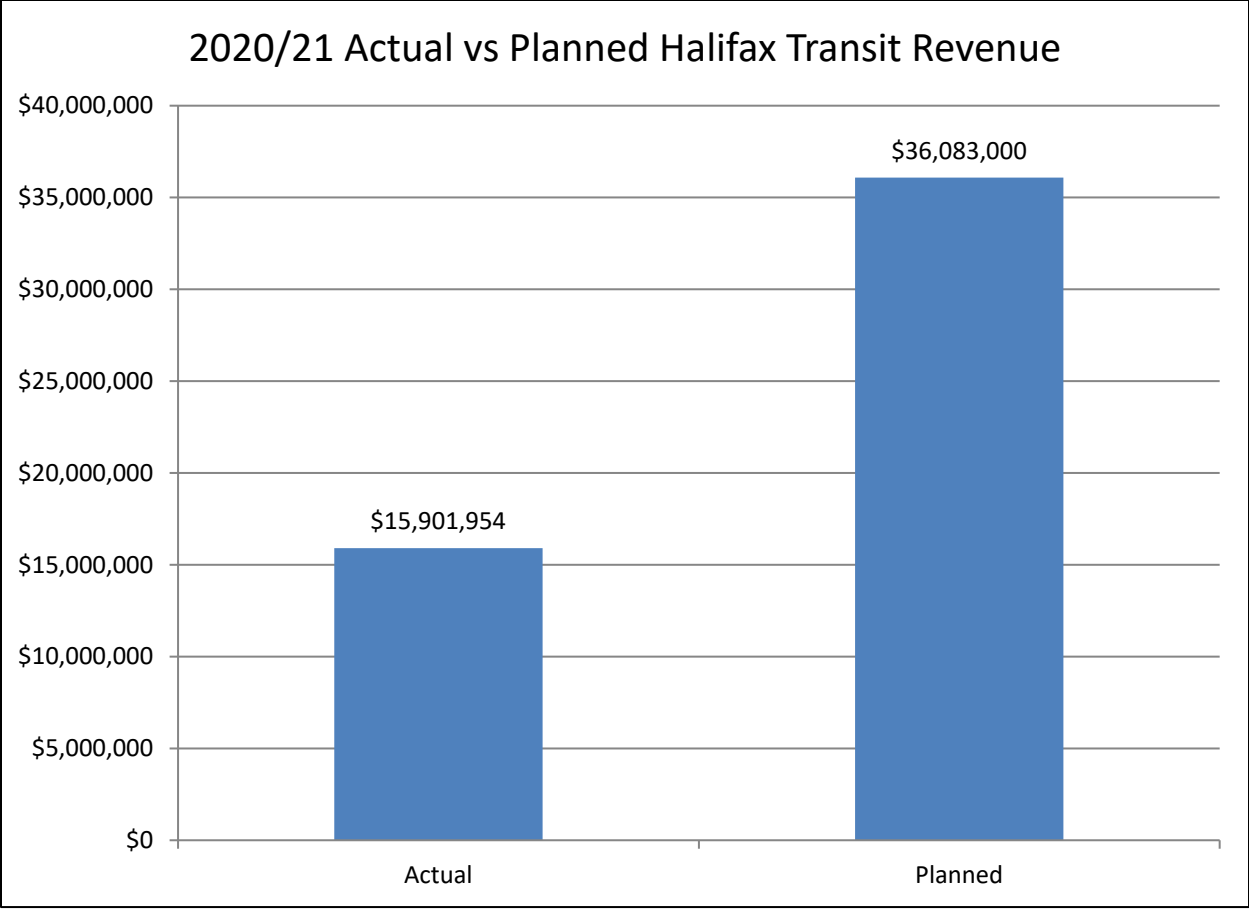




Revenue – Actual vs. Planned

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 2020/21 conventional revenue decreased 55% over last year and was 54.2% below the planned amount. Ferry revenue this year decreased 75.7% and was 75.7% below the planned amount. Access-A-Bus revenue decreased 62.7% over last year and was 64.2% below the planned amount. Overall revenue in 2020/21 has decreased 56.6% from the previous year, standing 55.9% below the planned amount.



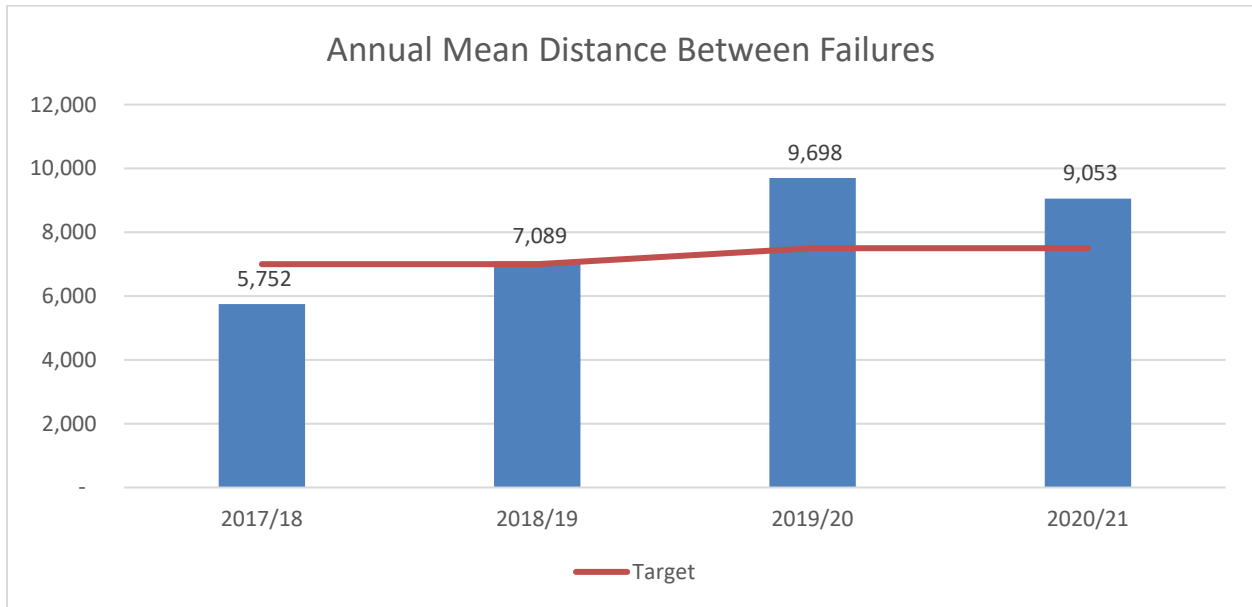


Mean Distance Between Failures

Halifax Transit’s Mean Distance Between Failures (MDBF) is the distance in kilometres covered between failures. CUTA references the Federal Transit Administration’s definition of failures which states that there are two classes of failures. The first being major mechanical system failures, which is the “failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.” The second type is other mechanical system failures which is the “failure of some other mechanical element of the revenue vehicle that, because of local agency policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service”. Therefore, the MDBF is equal to the number of instances whereby a failure resulted in a change-off of the bus or service being lost. This metric does not consider failures resulting from passenger-related events (i.e. sickness on the bus), farebox defects or accident damages as they do not impede the scheduled revenue trips, which aligns with other transit authorities surveyed. Due to the nature of the data sources, Halifax Transit is looking to improve the accuracy of this number by removing failures that were logged, but resulted in “no fault found”. Currently, the reported number does include these items.

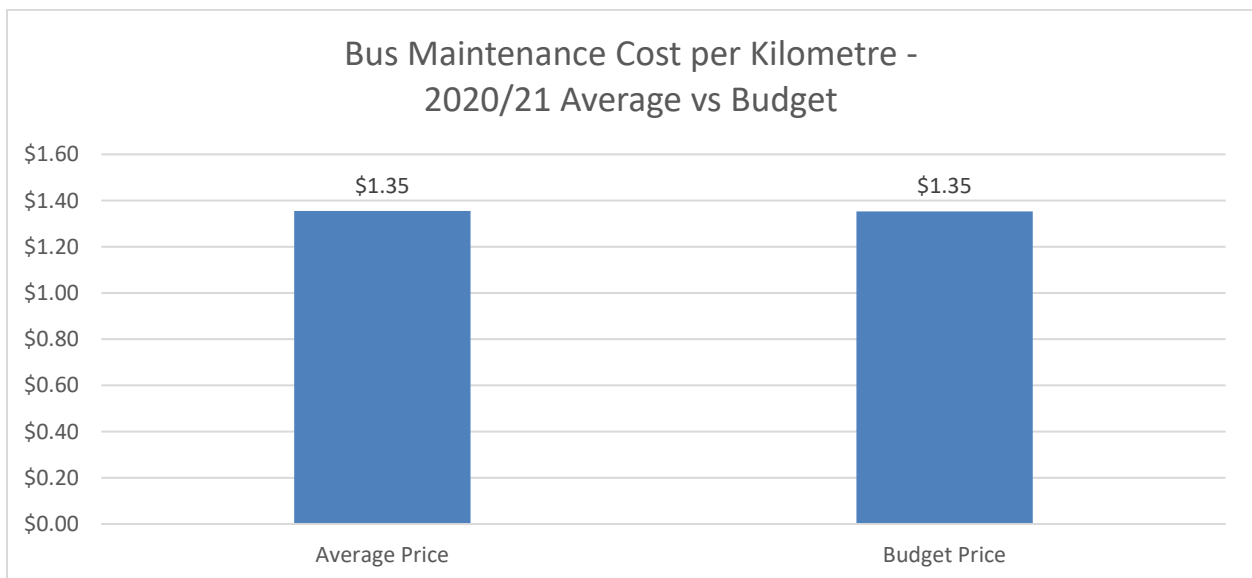
Transit Fleet had set a target of 9,000 kms for 2020/21. The target for this KPI shall be revisited on annual basis to promote continuous improvement, which may be achieved by implementation and support of quality and preventative maintenance initiatives.

For the 2020/21 fiscal year, the MDBF for conventional transit was 9,053 kms, achieving the target set of 9000 kms. This is equivalent to a decrease of 7% from the previous year 2019/20 (9,698). Transit Fleet will continue to monitor this KPI and has implemented new preventative maintenance measures to reduce aftertreatment and cooling system defects.



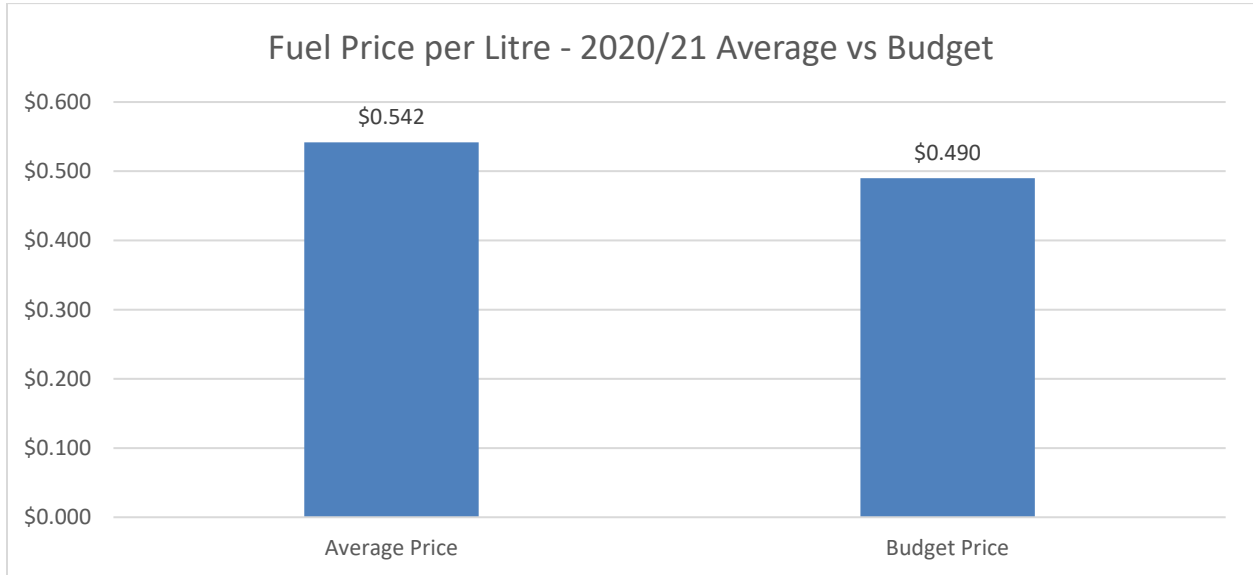
Bus Maintenance Cost – Annual Average vs Budget

For the 2020/21 fiscal year bus maintenance costs were consistent with the budget. The average cost was \$1.35/km, matching the budget maintenance costs of \$1.35. Transit Fleet will continue to strengthen budgeting processes to maintain accuracy of future budgets.



Fuel Price – Annual Average vs Budget

The budgeted fuel price for 2020/21 was set at 49 cents/litre. The average fuel price in 2020/21 was 54 cents/litre, five cents higher than the budgeted cost per litre.

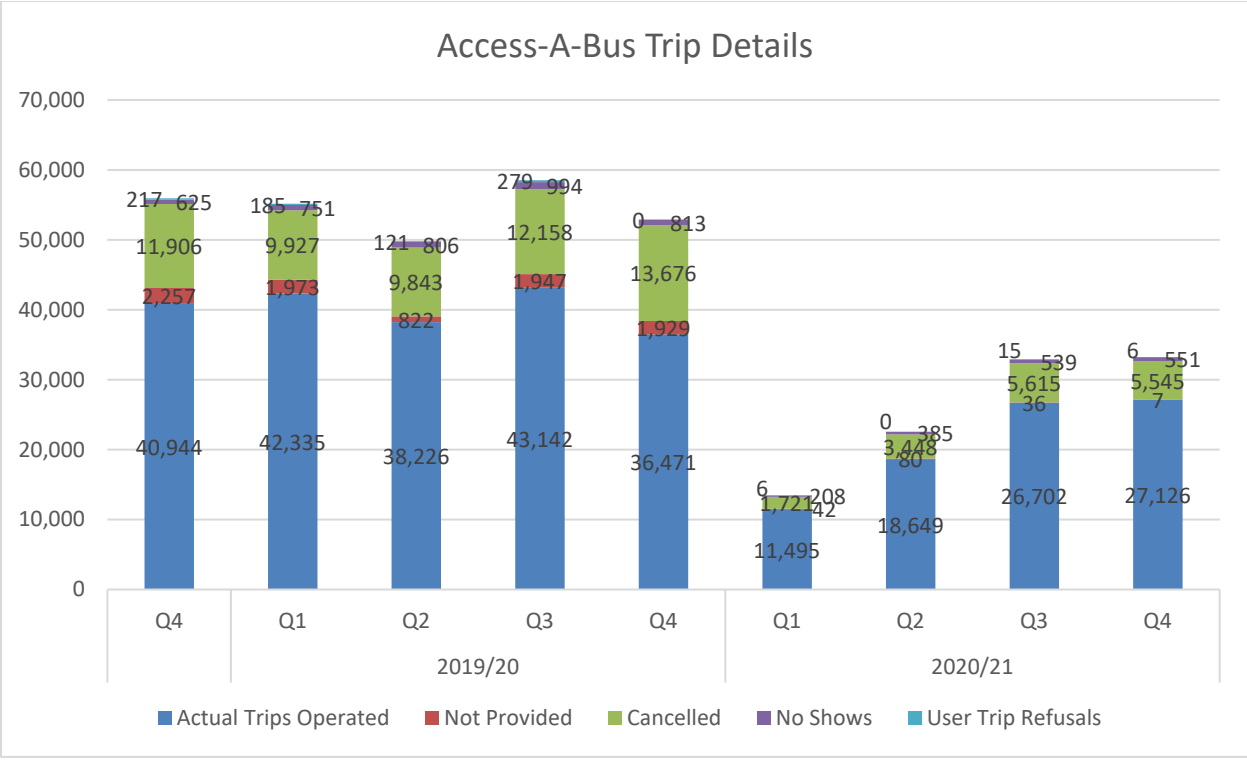
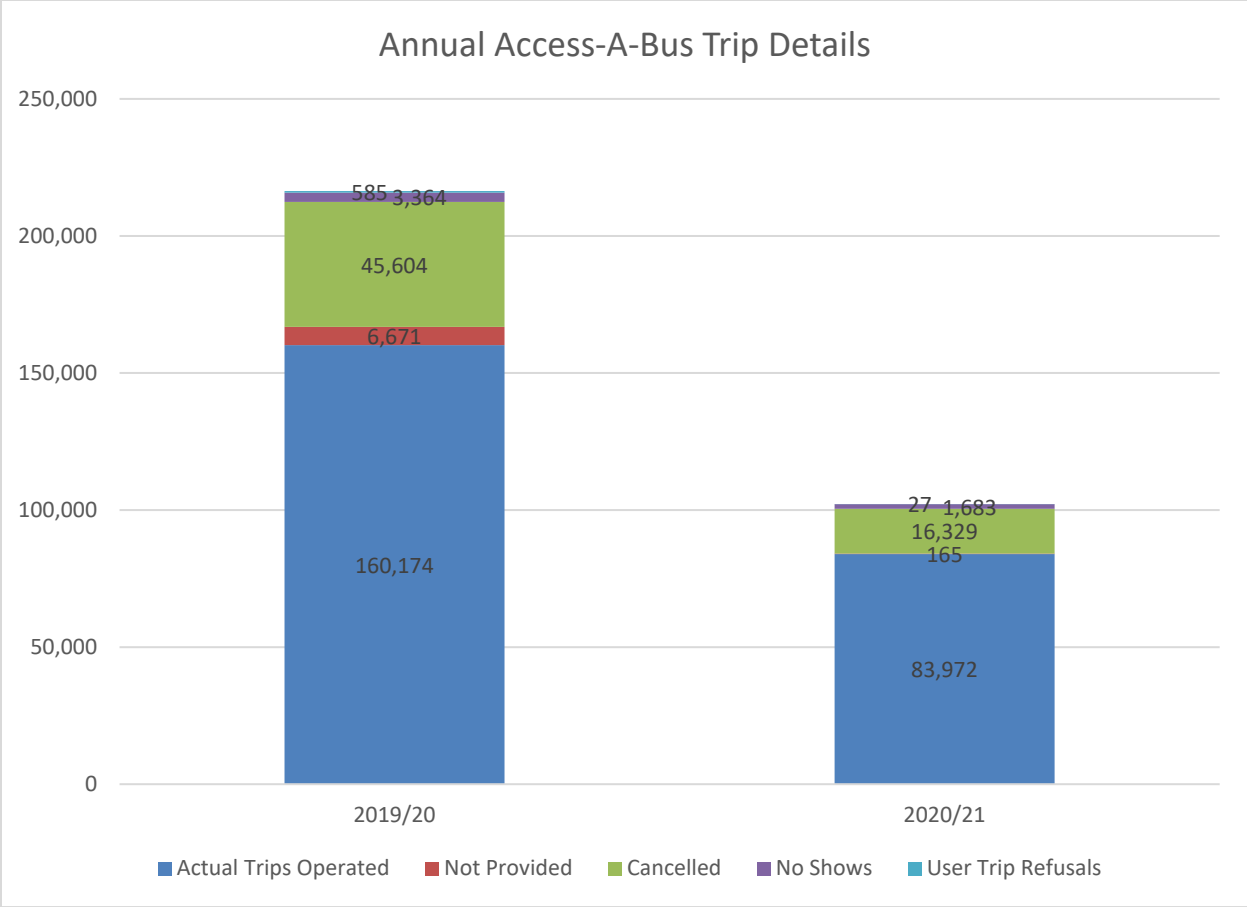


Access-A-Bus Trip Details

Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In April 2018 Access-A-Bus completed a scheduling software upgrade and process improvement review. After introducing these new, standardized processes, scheduling effectiveness has improved. These changes resulted in statistics such as the number of trip cancellations, no shows and errors, being recategorized and therefore, may not be comparable with prior years.

During a more recent review of the reporting processes for Access-A-Bus it was determined that further revision to the reporting categories would more accurately reflect the service and passenger experience and would better align with the key performance indicators. The category previously reported as “Waitlisted” will be reported as “Not Provided” and includes requested trips that could not be provided over the year. Those trips that were previously reported as “Not Provided” were erroneous and are now removed from the requested trip totals. A new category has been included; “User Trip Refusals” and includes any trips where the customer declined a booking that was offered within a half hour of their desired trip time. Analysis and interpretation of the new data set resulting from the 2018 software upgrade is ongoing. Partnership with the vendor continues and may result in future reporting changes, all in an effort to convey the most accurate and meaningful performance statistics possible.

In 2020/21, 76,202 fewer trips were operated than in 2019/20, a decrease of 47.6%. The trips that were not provided decreased 97.5%, compared to the previous year.



Bus Stop Accessibility

During 2020/21, 126 bus stops underwent infrastructure changes or improvements. Seven shelters were replaced, four installed at new locations and one was relocated.

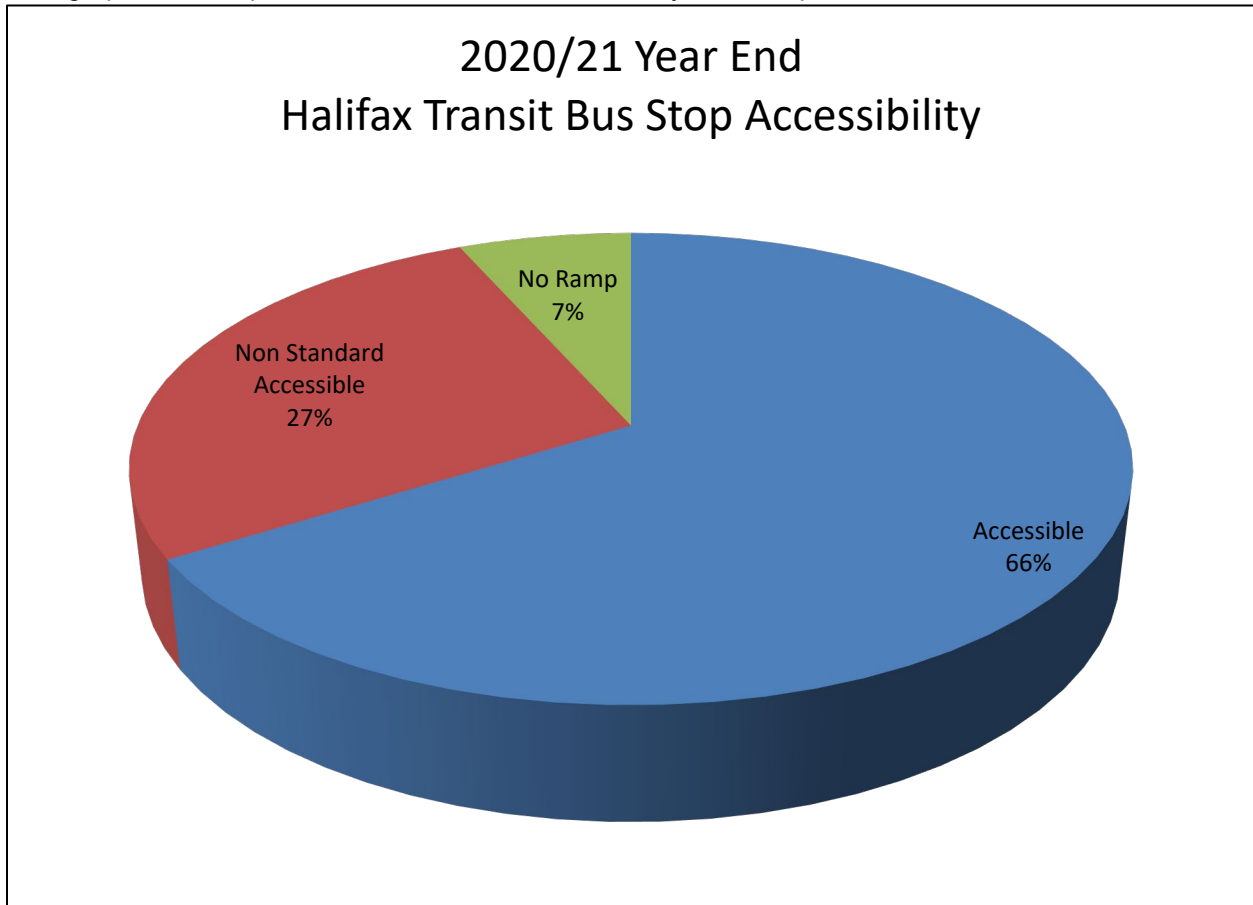
126 existing stops were upgraded or improved.

- 1 'no ramp' became 'accessible'.
- 2 'no ramp' stops became 'non standard accessible w/ramp'.
- 79 'non-standard' became 'accessible'
- 24 'non-standard' stops underwent improvements and remained 'non-standard' but were enhanced with a ramped concrete pad.
- 13 'non-standard' stops underwent improvements and remained 'non-standard'.
- 1 shelter pad.
- 6 'accessible' stops underwent improvements and remained 'accessible'.

1 new stop was installed (accessible).

2 existing stops were removed as a result of service changes.

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



Note: Non-Standard Accessible stops do not meet Halifax Transit's accessibility standard; the ramp can be deployed and used at the customer's risk. The majority of the No Ramp stops are located in areas without sidewalks and with narrow shoulders.

Service Utilization

Automatic Passenger Counter (APC) data is now being used to report bus passenger boardings. The APCs provide data within a 90% degree of accuracy. Boardings by Route demonstrate passenger usage over the past year. APC data has been collected since September 2016. The standard deviation is included to demonstrate the degree of variance in boardings from the daily average passenger count.

Boardings

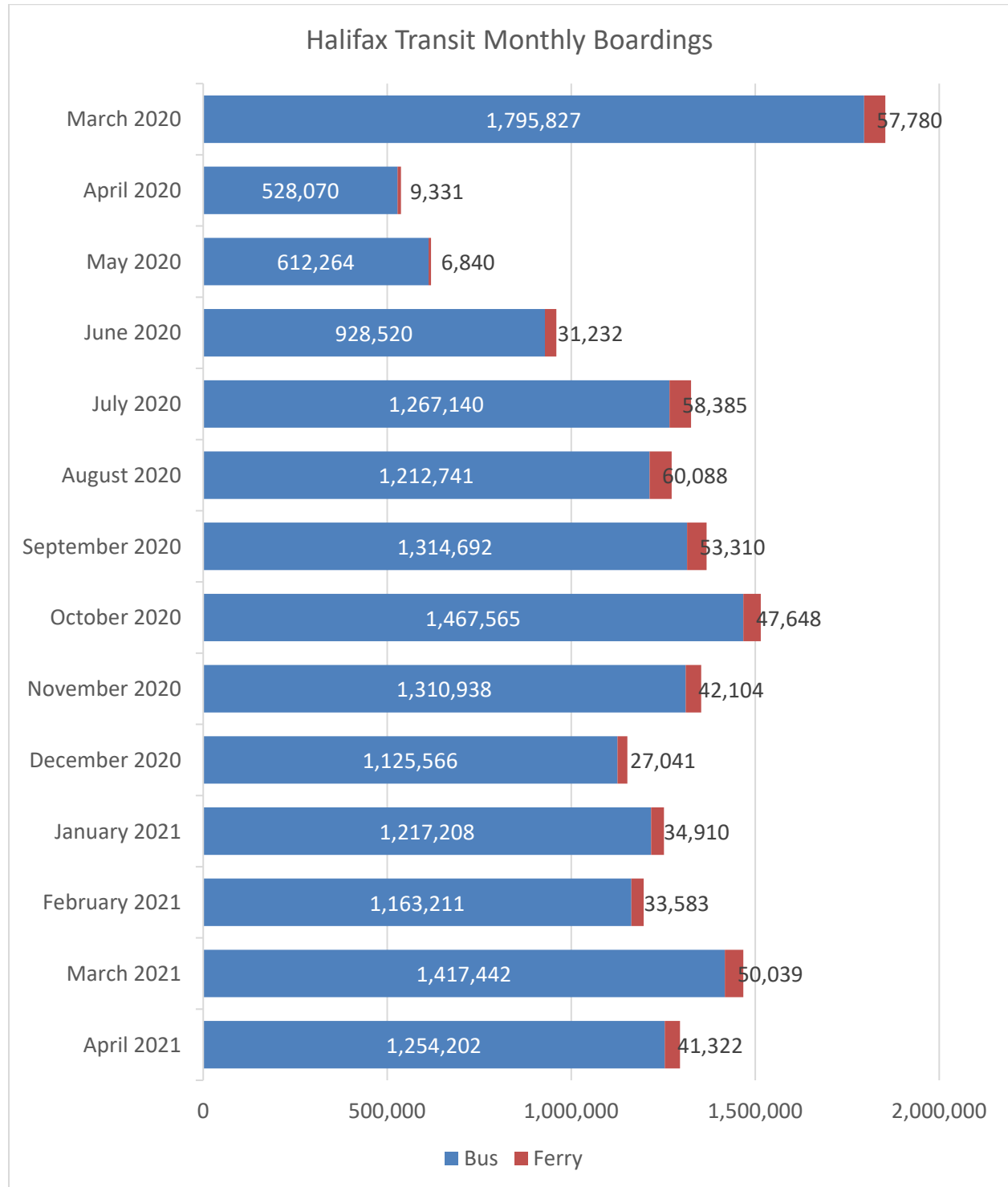
In 2020/21 average weekday boardings were 44,572 ± 12,914 (29% variance). Average Saturday boardings were 29,848 ± 7,776 (26.1% variance). Average Sunday boardings were 21,904 ± 4,939 (22.5% variance).

Average Daily Bus Terminal Activity

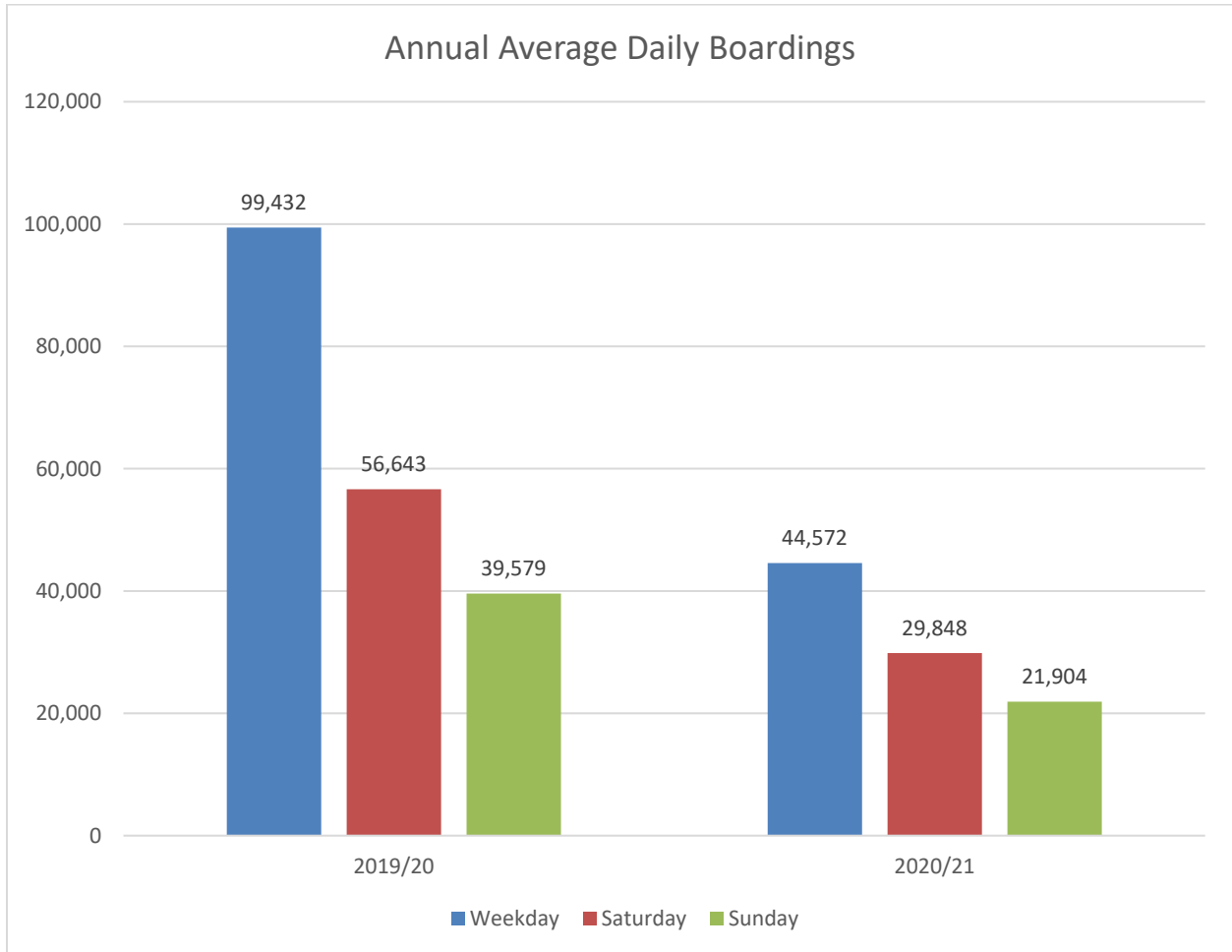
2020/21 Average Daily Bus Terminal Activity									
Terminal	Weekday			Saturday			Sunday		
	On	Off	Total	On	Off	Total	On	Off	Total
Bridge	4,927	3,247	8,174	3,398	3,399	6,797	2,507	2,473	4,980
Mumford	3,133	2,136	5,269	2,440	2,309	4,749	1,777	1,705	3,482
Scotia Square	2,262	1,359	3,621	1,312	1,180	2,492	939	839	1,778
Lacewood	1,568	1,052	2,620	1,112	1,092	2,205	793	795	1,588
Highfield	862	487	1,349	471	369	841	315	231	546
Halifax Ferry	753	323	1,076	449	495	944	296	305	600
Micmac	618	383	1,001	572	550	1,123	306	297	603
Portland Hills	570	306	876	251	265	516	177	183	359
Alderney Bus	601	253	854	385	275	660	216	147	363
Sackville	437	341	778	235	239	473	212	213	425
Alderney Ferry	455	233	688	495	449	944	305	296	600
Penhorn	400	235	635	231	229	460	150	144	294
Cobequid	316	202	518	181	177	358	125	124	249
Water St	320	180	500	266	197	463	175	125	299
Woodside Ferry	280	94	374	0	0	0	0	0	0
Woodside Bus	81	23	104	15	14	30	13	12	25

Monthly Boardings

In March 2020 rapid service reductions were implemented in response to the COVID-19 pandemic. Significant declines in ridership were observed as well as reduced Bus Operator availability. Passenger boarding data by route became unavailable after March 23rd, due to technological constraints and therefore boardings from this date, until the end of March have been estimated based on March 20 boarding data.



Annual Average Daily Boardings



Passengers per Hour

Passengers per hour measures the volume of passengers carried per service hour by route. Due to differences in service model/design, Express Routes are measured instead by passengers per trip. Conventional route targets vary by time of day and are not illustrated at this time as data is being presented over the entire service day only. Express routes have a ridership target of 20 passengers per trip, while Regional Express Routes have a target of 15 passengers per trip.

Weekday boardings and hours data was not available between March 20th, 2019 and May 4th 2020. During this period hours, kilometres and boardings were estimated.

Annual Boardings & Passengers per Hour Comparison

Route	Weekday				Saturday				Sunday			
	19/20		20/21		19/20		20/21		19/20		20/21	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	10,306	66	4,502	30	7,900	155	3,720	33	5,405	93	2,493	29
2	4,814	45	2,711	25	4,113	81	2,390	24	2,621	45	1,536	21
3	6,787	45	3,871	27	3,518	69	2,145	25	3,843	66	2,274	23
4	4,922	39	2,060	18	2,039	40	985	20	1,797	31	894	19
7	5,165	45	2,387	22	3,490	68	1,769	19	2,150	37	1,030	19
8	4,396	31	2,221	16	2,616	145	1,675	15	2,219	106	1,351	12
9A/B	7,023	42	3,790	24	3,816	37	2,110	29	3,101	27	1,739	23
9A	4,755	43	2,509	25	1,810	35	1,011	29	1,337	23	775	22
9B	2,268	39	1,281	23	2,006	39	1,098	29	1,764	30	964	25
10	4,928	45	1,984	21	3,308	65	1,566	21	2,139	37	1,095	22
11	118	47	40	26								
14	2,716	42	1,116	19	1,353	27	652	20	1,176	20	545	18
21	976	32	591	19	792	16	507	14	560	10	352	19
22	640	20	419	13	469	9	305	9	406	7	254	7
25	375	16	199	10	178	10	129	8	182	9	110	10
28	1,512	40	988	25	1,377	27	824	19	697	12	432	21
29	3,221	35	1,451	17	1,864	37	950	15	1,455	25	739	12
30A/B	869	24	504	14	549	5	348	10	376	3	220	12
30A	469	26	274	16	288	6	180	11	167	3	101	11
30B	401	22	230	13	261	5	168	10	210	4	119	13
39	1,304	29	741	16	945	19	641	13	433	7	273	13
41	1,455	43	312	14								
51	1,094	46	571	25	553	11	318	20	329	6	180	17
53	1,281	49	690	28	754	15	451	30	372	6	214	25
54	853	40	436	23	512	10	307	20	282	5	160	16
55	410	19	180	9	260	5	120	8	201	3	98	6
56	1,010	31	699	21	1,045	20	731	21	675	12	493	15
57	581	14	321	9	267	5	198	7	163	3	121	7
58	721	25	392	15	464	9	231	12	390	7	205	12
59	1,967	25	844	15	768	15	457	19	555	10	340	14
60	2,842	37	1,383	20	1,846	36	984	24	1,396	24	723	25
61	2,254	29	1,254	17	1,178	23	665	17	1,033	18	548	14
62	809	26	392	14	526	10	289	13	290	5	147	9
63	827	48	424	23								
64	616	15	337	8								
65	268	16	138	9	94	2	58	4	58	1	33	5
66	1,367	27	650	23	482	9	345	22	349	6	214	13
68	1,347	28	707	16	776	15	433	14	567	10	322	10
72	1,366	30	806	18	1,029	20	648	14	517	9	336	12
82	220	11	127	7	139	8	93	6	102	5	74	5
83	81	6	62	5	62	3	48	5	45	2	39	3
84	936	16	533	10	310	17	208	6	233	11	166	6
85	123	9	88	7	88	5	56	6	58	3	45	6
86	162	11	96	6	109	22	73	5	80	13	64	4
87	1,252	22	749	14	712	40	483	9	385	18	294	10
88	140	10	128	9	110	6	98	6	68	3	68	5
90	1,697	24	777	12	953	53	553	9	437	21	298	8
91	664	17	366	11	257	14	203	9	244	12	192	7
93	271	25	65	10	0	0	0	0	0	0	0	0
401	146	12	81	6	0	0	0	0	0	0	0	0
415	59	10	39	6	0	0	0	0	0	0	0	0
433	58	11	35	7	0	0	0	0	0	0	0	0
Alderney	3,492	116	896	42	4,008	229	1,056	85	2,412	138	726	61
Woodside	2,260	108	556	38	0	0	0	0	0	0	0	0

Express Service Peak Boardings and Passengers per Trip Comparison

Average Weekday Daily Express Route Peak Boardings				
Route	2019/20		2020/21	
	Boardings	Peak Pass/Trip	Boardings	Peak Pass/Trip
32	478	27	149	10.5
78	105	7.0	24	2.4
79	90	7.3	30	3.3
123	306	21.1	96	8.7
135	540	38.8	142	12.0
136	606	38.2	225	14.1
137	383	32.1	94	10.4
138	522	37.6	130	11.8
159	570	19.1	131	5.5
182	523	22.0	171	7.9
183	302	24.4	94	9.2
185	691	23.5	261	10.1
186	260	22.5	98	10.4
194	164	20.7	43	6.9
196	120	30.2	25	7.8
320	198	18.0	56	4.9
330	366	17.6	73	4.1
370	105	9.7	55	4.4

Average Weekday Boardings Comparison by Quarter

Average Weekday Boardings Comparison by Quarter										
Route	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Total	
	2019/20	2020/21	2019/20	2020/21	2019/20	2020/21	2019/20	2020/21	2019/20	2020/21
1	9,610	3,165	9,903	4,933	10,907	4,600	11,247	4,818	10,306	4,502
2	4,717	2,054	5,005	2,897	4,966	2,856	4,710	2,788	4,814	2,711
3	6,587	2,120	6,998	4,183	6,980	4,388	6,801	4,177	6,787	3,871
4	4,468	903	4,672	2,233	5,383	2,299	5,380	2,411	4,922	2,060
7	5,026	1,645	4,972	2,424	5,469	2,578	5,380	2,621	5,165	2,387
8	4,251	1,516	4,572	2,444	4,798	2,290	4,400	2,380	4,396	2,221
9A/B	6,864	2,018	7,097	4,097	7,391	4,273	6,962	4,148	7,023	3,790
9A	4,644	1,074	4,775	2,748	5,024	2,902	4,730	2,817	4,755	2,509
9B	2,220	945	2,322	1,349	2,367	1,371	2,232	1,331	2,268	1,281
10	4,681	1,126	4,728	1,897	5,340	2,304	5,152	2,302	4,928	1,984
11	128	0	113	50	115	54	117	75	118	40
14	2,484	544	2,609	1,223	2,988	1,227	2,890	1,271	2,716	1,116
21	1,002	477	1,087	664	958	619	876	561	976	591
22	648	300	638	412	649	464	647	457	640	419
25	0	102	0	206	343	233	389	220	375	199
28	1,429	649	1,606	1,125	1,589	1,083	1,470	978	1,512	988
29	3,154	867	3,340	1,599	3,346	1,587	3,139	1,540	3,221	1,451
30A/B	852	269	807	522	929	557	924	583	869	504
30A	469	135	429	266	501	318	495	329	469	274
30B	383	135	378	257	428	239	429	254	401	230
39	1,194	595	1,314	752	1,374	768	1,386	788	1,304	741
41	1,264	0	1,341	471	1,590	473	1,700	513	1,455	312
51	1,108	330	1,135	616	1,103	628	1,059	625	1,094	571
53	1,271	447	1,266	755	1,344	738	1,284	733	1,281	690
54	847	289	869	447	907	495	815	458	853	436
55	401	96	437	197	429	205	384	191	410	180
56	953	533	1,121	801	1,063	766	925	633	1,010	699
57	535	218	612	361	612	336	586	334	581	321
58	719	260	726	472	753	400	707	388	721	392
59	1,955	360	2,059	644	2,013	1,110	1,897	1,086	1,967	844
60	2,743	775	2,850	1,560	2,967	1,509	2,905	1,480	2,842	1,383
61	2,229	675	2,321	1,459	2,307	1,347	2,229	1,331	2,254	1,254
62	830	242	812	401	823	437	796	435	809	392
63	781	300	807	447	894	456	858	446	827	424
64	587	238	605	345	582	355	632	372	616	337
65	258	53	258	117	294	176	272	177	268	138
66	1,547	351	1,614	772	1,016	729	964	646	1,367	650
68	1,389	408	1,378	820	1,350	770	1,308	728	1,347	707
72	1,382	588	1,458	836	1,433	877	1,217	840	1,366	806
82	0	93	0	149	206	126	226	129	220	127
83	0	48	0	70	78	65	82	62	81	62
84	901	341	862	576	874	574	964	571	936	533
85	0	64	0	91	127	96	122	92	123	88
86	0	89	197	119	154	85	165	86	162	96
87	1,256	541	1,311	811	1,266	813	1,245	752	1,252	749
88	94	92	111	137	136	142	142	128	140	128
90	1,280	524	1,440	874	1,521	794	1,776	826	1,697	777
91	0	186	0	355	597	444	694	415	664	366
93	0	0	0	86	251	103	280	105	271	65
401	154	58	164	86	136	93	133	81	146	81
415	215	29	252	43	60	40	58	38	59	39
433	51	27	56	40	64	38	62	34	58	35
Alderney	3,350	462	5,423	1,489	2,935	865	2,097	866	3,492	896
Woodside	2,139	188	2,582	553	2,401	744	1,877	787	2,260	556

Annual 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 between one minute early and three minutes late.

Transit industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish a benchmark and target for the minimum percentage of trips to depart on time.

Improvements to On-Time Performance have resulted from reduced traffic congestion due to COVID-19. The annual average for 2020/21 was 88% an improvement of 10% over last year.

