



P.O. Box 1749  
Halifax, Nova Scotia  
B3J 3A5 Canada

**Item No. 12.1.1**  
**Transportation Standing Committee**  
**May 18, 2023**

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

**SUBMITTED BY:** 

---

Cathie O'Toole, Chief Administrative Officer

**DATE:** May 15, 2023

**SUBJECT:** **2022/23 Q3 Halifax Transit KPI Report**

---

**INFORMATION REPORT**

**ORIGIN**

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

MOVED by Councillor Mason, seconded by Councillor Watts

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

MOTION PUT AND PASSED

**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 third quarter of the year and includes reporting on 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 the following Regional Council’s priority outcomes:

- a) Safe & Accessible Mobility Network
- b) Connected & Healthy Long-Range Mobility Planning
- c) Electrification of Transportation (Net-Zero Emissions)
- d) Service Excellence – Innovative Performance Excellence

To assist in achieving these priority outcomes, multi year initiatives were identified in the 2022/23 Halifax Transit Business Plan. Updates on relevant projects and programs that support these goals are outlined in this report. Attachment A includes a detailed description of the deliverables identified in the business plan to support these priority outcomes.

**a) Safe & Accessible Mobility Network**

<b>Safe &amp; Accessible Mobility Network</b>	
<b>Business Plan Deliverables</b>	<b>Status</b>
Review of Access-A-Bus Eligibility Criteria	Delayed
Installation of Mobile Data Terminals on Access-A-Bus Vehicles	Complete
Bus Stop Accessibility Improvements	Complete
Passenger Conduct Campaign	In Progress
On-Demand Private Accessible Transportation	Complete

**Highlights**

A new campaign focused on preventing aggression toward staff and fellow passengers is in development with an anticipated launch in May 2023. In October 2022, a campaign approach was developed, and in early March, Halifax Transit engaged with HRM Public Safety Office, The Office of Diversity & Inclusion, Labour Relations, and Halifax Regional Police to review the Transit Code Aggression Prevention Campaign creatives.

During the third quarter a total of 2,411 trips were fulfilled by Extra Care Taxi. There has been a steady increase in trips over the third quarter, which continues into the beginning of the fourth quarter. The average number of fulfilled trips per day in the third quarter was 26, an increase of 123% from the second quarter. During the holiday season demand spiked causing 13 trips to be denied. This figure may be artificially inflated, as it currently also captures trips that were denied for reasons that the municipality would not have expected the vendor to serve, such as trips requested for travel beyond the boundaries of the municipality, requests to bill to an account that does not exist, instances of a client not replying when clarification is sought to confirm a pick up location, instances of clients with repeated no shows or that wouldn’t comply with the policy requirements for transporting wheelchairs, instances of extreme intoxication, and instances where an ambulatory client may be denied a trip request that could be accommodated by calling any other taxi company which is done to retain vehicles as available to assist non-ambulatory trip requests during busy periods. Staff are working with Extra Care Taxi in efforts to refine the reporting and categorization of trips, such that denials are those trips that the vendor is expected to serve but were not due to vehicle unavailability. Extra Care Taxi added the tenth vehicle to their fleet on November 17, 2022.

Of the total trips requested, those that had pickups within the urban and suburban boundaries of the municipality were subject to wait time service standards. 40% of these trips are expected to be picked up within 15 minutes, while 80% are expected to arrive within 30 minutes. Extra Care Taxi nearly met the 15-minute standard, having arrived within 15 minutes 39% of the time, but surpassed the 30-minute standard having arrived within 30 minutes 84% of the time.

As of December 31, 2022, there were approximately 1200 approved participants in the Affordable Access Transit Pass Program, with significant capacity to accommodate additional applicants (the program is currently capped at 2,000 participants). Of those, approximately 30-40 per cent of the participants purchased a discounted monthly pass.

Bus stop construction continued into the late fall. Industry wide labour shortages and material and equipment delays impacted the ability to complete all 50 bus stop improvements. As of December 2022, approximately 60% of selected bus stop upgrades were completed. The remaining work is to be carried over to the 2023 construction season.

In May 2023, Halifax Transit partnered with Nova Scotia Liquor Commission to provide free transit for East Coast Music Award Show attendees.

Planning for Phase III, or full implementation, of the Student Transit Pass Pilot Program is underway pending additional feedback and discussions with HRCE.

**b) Connected & Healthy Long-Range Mobility Planning**

Connected & Healthy Long-Range Mobility Planning	
Business Plan Deliverables	Status
Implementation of Moving Forward Together Plan Transit Network Changes	In Progress
Transit Priority Corridors	In Progress
Rapid Transit Strategy – Complete Technical Studies & Design for Ferry Service	Complete

**Highlights**

The new Route 50 was introduced in November 2022, which provides service between the Bridge Terminal and HMC Dockyard and Halifax Shipyard, during peak hours on weekdays only. A public marketing and communications campaign was developed and launched in November and in-person engagement events were facilitated at HMC Dockyard to educate on upcoming changes. Initial discussions for the marketing and communications campaign for the remaining 15% of the Moving Forward Together Plan (MFTP) related service changes were held in April 2023 and planning for implementation in November 2023 is underway.

An application has been submitted for Phase 2 funding for the Mill Cove Ferry Service project. This project will be proceeding with the “Reduced Case” scope, based on direction from Regional Council in September 2022.

**c) Electrification of Transportation (Net-Zero Emissions)**

Net-Zero Emissions	
Business Plan Deliverables	Status
Procurement and Implementation of Battery Electric Buses	In Progress
Assessment for the Elimination of Internal Combustion Engine Vehicles	In Progress

**Highlights**

A demonstration bus was provided by Nova Bus Ltd. for several weeks in February and March 2023, for the purpose of testing against winter conditions. There were no major concerns identified with the testing and the first of 60 electric buses purchased are on track to begin arriving in Halifax starting in late 2023. In advance of that, a pilot bus will also arrive in September 2023, allowing further testing and training, and will remain as a permanent part of the Fleet. Planning for an engagement and marketing campaign highlighting the fleet electrification project is underway. The construction of the expansion to the Ragged Lake Transit Centre is expected to commence in early spring 2023.

**d) Service Excellence – Innovative Performance Excellence**

Innovative Performance Excellence	
Business Plan Deliverables	Status
Fare Management Project – Phase 2	In Progress
Fixed Route Planning, Scheduling and Operations - Complete Implementation	In Progress

**Highlights**

Contract negotiations with the vendor (Masabi) for a mobile fare payment application and onboard validators have concluded and the contract has been approved by the CAO. Planning for external marketing and an internal education campaign for the rollout of phase 1 is underway.

The award to Masabi represents the first two phases of Halifax Transit’s Electronic Fare Management strategy: 1) a mobile application to facilitate the purchase of electronic fare products; and 2) onboard validators for the entirety of Halifax Transit’s fleet. The roll-out of Phase 1 is expected to occur in the summer of 2023 with the roll-out of Phase 2 following in the spring of 2024.

Progress continues to be made on the Fixed Route Planning, Scheduling, & Operations project. Solution testing and design continues with involvement from key Halifax Transit and other HRM stakeholders. Production go-live is planned for August 2023.

**Q3 Performance Measures Highlights**

Attachment B, *Halifax Transit 2022/23 Q3 Performance Measures Report*, covering October, November and December 2022 includes additional performance measures and detailed route level statistics.

- Overall boardings increased 31% this quarter from last year (remaining 16% below 2019/20 Q3), while revenue increased 13% (remaining 18% below 2019/20 Q3).
- Average daily boardings in Q3 were 84,818 (weekday), 52,651 (Saturday) and 41,748 (Sundays).
- System wide on-time performance was 76%, 5% lower than Q3 last year.
- Access-A-Bus operated 10% more trips this quarter when compared to Q3 last year.
- This quarter 54% of customer feedback was resolved within service standards.
- The Mean Distance Between Failures (MDBF) for conventional service was 11,050 km, a 15% decrease from Q3 last year. This exceeds the benchmark for MDBF which is set at 9000 km.
- The Mean Distance Between Service Calls (MDBS) for conventional service was 5,818 kms, a decrease of 5% from Q3 last year.
- The MDBS for Access-A-Bus was 172,672 kms, a 339% increase from Q3 last year.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 13, while the daily average was 4.7.
- Maintenance cost was \$1.25/km, 9 cents lower than the budgeted cost of \$1.34/km

**FINANCIAL IMPLICATIONS**

No financial implications.

**COMMUNITY ENGAGEMENT**

No community engagement was required.

**ATTACHMENTS**

Attachment A: Halifax Transit 2022/23 Q3 Business Plan Deliverables

Attachment B: Halifax Transit 2022/23 Q3 Performance Measures Report

---

A copy of this report can be obtained online at [halifax.ca](https://www.halifax.ca) or by contacting the Office of the Municipal Clerk at 902.490.4210.

Report Prepared by: Colin Redding, Transit Planning Technician, Halifax Transit, 902.490.6632

---

Attachment A Halifax Transit 2022/23 Business Plan Deliverables

Halifax Transit 2022/23 Business Plan & Director Deliverables		
Deliverable	Description	Status
Review of Access-A-Bus Eligibility Criteria	To ensure service offerings are focused on client's abilities, the Access-A-Bus (AAB) client eligibility criteria will be reviewed and better matched to functional abilities, aligning the availability of AAB services to those who require it. This alignment is anticipated to create capacity for those who cannot use the services of the now fully accessible conventional fleet.	<b>Delayed</b> The review of registration criteria is currently on hold. New applications continue to be processed with a renewal date of 3, 5 or 7 years. Renewals are being extended 3, 5 or 7 years based on the severity of the disability. Applicants up for renewal who are deemed to not have a permanent disability are being required to provide medical information for continuance of services. Registration criteria is being assessed under the current guidelines.
Installation of Mobile Data Terminals on Access-A-Bus Vehicles	To improve service delivery through the introduction of new technology, mobile data computers will be installed on all Access-A-Bus vehicles. The implementation of the new technology will include physical hardware installation, compatibility software integration, current-state process documentation, process updating, testing, user-training, and adoption.	<b>Complete.</b> The new solution is now functional allowing Halifax Transit to provide real-time schedule updates to Operators and collect accurate data.
Bus Stop Accessibility Improvements	A consultant was engaged in 2021/22 to create an inventory and recommendations regarding required bus stop upgrades. In 2022/23, modifications will be made to over 50 bus stops to improve their accessibility. A multi-year work plan to guide upgrades to the remaining non-accessible stops will be completed as well.	<b>Complete.</b> Construction continued at planned bus stop accessibility upgrade locations through capital program and standing offer contracts. A number of upgrades will be carried forward to 2023/24. The bus stop construction webpage was modified to include status of construction.
Passenger Conduct Campaign	The Transit Code will continue the transition to an ongoing program, with new campaigns launching quarterly in 2022/23 that address topics related to safety, courtesy, and respect on public transit.	<b>In Progress.</b> A new campaign focused on preventing aggression toward staff and fellow passengers is in development, with an anticipated launch in May 2023.

Attachment A Halifax Transit 2022/23 Business Plan Deliverables

<p>On-Demand Private Accessible Transportation</p>	<p>Halifax Transit will work with an external vendor to launch private accessible taxi service for residents and will monitor and report on service availability and usage.</p>	<p><b>Complete.</b> In the third quarter of 2022/23 Extra Care Taxi added the tenth vehicle to their fleet on November 17, 2022. During the third quarter a total of 2,411 trips were fulfilled. There has been a steady increase in trips over the third quarter, which continues into the beginning of the fourth quarter. The average number of fulfilled trips per day in the third quarter was 26, an increase of 123% from the second quarter. During the holiday season demand spiked causing 13 trips to be denied. This figure may be artificially inflated, as it currently also captures trips that were denied for reasons that the municipality would not have expected the vendor to serve. Staff are working with Extra Care Taxi in efforts to refine the reporting and categorization of trips such that denials are those trips that the vendor is expected to serve, but were not due to vehicle unavailability.</p>
<p>Implementation of Moving Forward Together Plan Transit Network Changes</p>	<p>Continuation of the MFTP transit network changes. The final large route network change is targeted to take place in November 2023, resulting in changes to approximately 15% of the Halifax Transit network.</p>	<p><b>In Progress.</b> The new Route 50 was introduced in November 2022 along with direct engagement leading up to the route change implementation with HMC Dockyard Halifax employees.</p>
<p>Transit Priority Corridors</p>	<p>Halifax Transit will continue to pursue the implementation of transit priority measures on major strategic multimodal corridors. In 2022/23, this will include collaborating with other business units to tender Phase 2 of the Bayers Road project, launch a Spring Garden Road pilot project, prepare a functional plan for Portland Street/Cole Harbour Road, and prepare a preliminary design for Robie Street/Young Street.</p>	<p><b>In Progress.</b> An interim outbound transit lane on Bayers Road from Windsor St. to Connolly St. opened in late May 2022 to improve transit operations as the Phase 2 construction (between Windsor St. and Connaught Ave.) is delayed to 2023/24.</p>
<p>Rapid Transit Strategy - Complete Technical Studies &amp; Design for Ferry Service</p>	<p>In 2022/23, technical and design work related to the Mill Cove will be complete and inform a funding application for the implementation of the service.</p>	<p><b>Complete.</b> An application has been submitted for Phase 2 funding for the Mill Cove Ferry Service project. This project will be proceeding with the “Reduced Case” scope, based on direction from Regional Council in September 2022.</p>

Attachment A Halifax Transit 2022/23 Business Plan Deliverables

<p>Procurement and Implementation of Battery Electric Buses</p>	<p>The Request for Proposals (RFP) for the procurement of battery electric buses (BEBs) has been completed and focus will now shift to closing procurement activities and implementation.</p>	<p><b>In Progress.</b> A demo bus arrived for winter performance testing in February and March 2023. Electric buses will begin arriving in late 2023. A pilot bus will arrive in September 2023, in advance of the larger delivery. Construction of the ebus storage garage expansion at the Ragged Lake Transit Centre will begin in spring 2023.</p>
<p>Assessment for the Elimination of Internal Combustion Engine Vehicles</p>	<p>To determine sustainable alternatives for the future, Halifax Transit will begin to assess the elimination of internal combustion engine vehicles across the entire fleet.</p>	<p><b>In Progress.</b> Halifax Transit is researching the available products in the market to better understand adoption and operational requirements.</p>
<p>Fare Management Project – Phase 2</p>	<p>To increase boarding efficiency and to improve fare payment options, Halifax Transit will begin work to install fare payment application validators, removing the need for validation by the operators. Consideration of additional payment options (such as smart cards and open payments) will also be included in Phase 2.</p>	<p><b>In Progress.</b> Contract negotiations with the vendor (Masabi) for a mobile fare payment application and onboard validators have concluded and the contract has been approved by the CAO. Planning for external marketing and an internal education campaign for the rollout of phase 1 is underway.</p>
<p>Fixed Route Planning, Scheduling and Operations - Complete Implementation</p>	<p>To improve operational efficiency, Halifax Transit will begin to enhance functionality in the newly implemented planning, scheduling, and operations software solution.</p>	<p><b>In Progress.</b> Progress continues to be made on the Fixed Route Planning, Scheduling, &amp; Operations project. Solution testing and design continues with involvement from key Halifax Transit stakeholders. Production go-live is planned for February 2024.</p>



Attachment B: 2022/23 Halifax Transit Q3 Performance Measures Report

**2022/23 – Q3**

**Performance Measures Report**

**HALIFAX**  
TRANSIT

**Contents**

- COVID-19 Pandemic Data Impacts..... 3
  - Conventional Bus Boardings During Pandemic..... 3
  - Ferry Boardings During Pandemic ..... 4
  - Access-A-Bus Boardings During Pandemic..... 4
- Boardings & Revenue..... 5
  - Historical Boardings & Revenue..... 5
  - Revenue – Actual vs. Planned ..... 8
- Loss of Service ..... 10
- Mean Distance Between Failures ..... 11
- Mean Distance Between Service Calls ..... 12
- Bus Maintenance Cost – Quarter Average vs Budget..... 13
- Diesel Fuel Price – Annual Average vs Budget ..... 14
- Access-A-Bus Trip Details ..... 15
- Customer Service – All Services ..... 17
- Service Utilization ..... 19
  - Boardings ..... 19
  - Average Daily Boardings by Service Day ..... 19
    - Boardings by District ..... 20
    - Weekday Boardings by District – All Day ..... 20
    - Weekday Boardings by District – AM Peak Period ..... 21
- Passengers per Hour ..... 22
  - Boardings & Passengers per Hour..... 22
  - Passengers per Hour by Route..... 24
  - Express Service Peak Boardings and Passengers per Trip..... 25
  - Express Service Peak Passengers per Trip by Route ..... 26
  - Regional Express Peak Passengers per Trip by Route ..... 27
  - Ferry Passengers per Hour ..... 27
- Passenger Overloads..... 28
  - Passenger Overloads by Route ..... 28
  - Passenger Overloads by Quarter ..... 28
- On-Time Performance..... 29
  - Overall Network On-Time Performance ..... 29

Weekday On-Time Performance..... 30

Weekday Peak Period On-Time Performance ..... 32

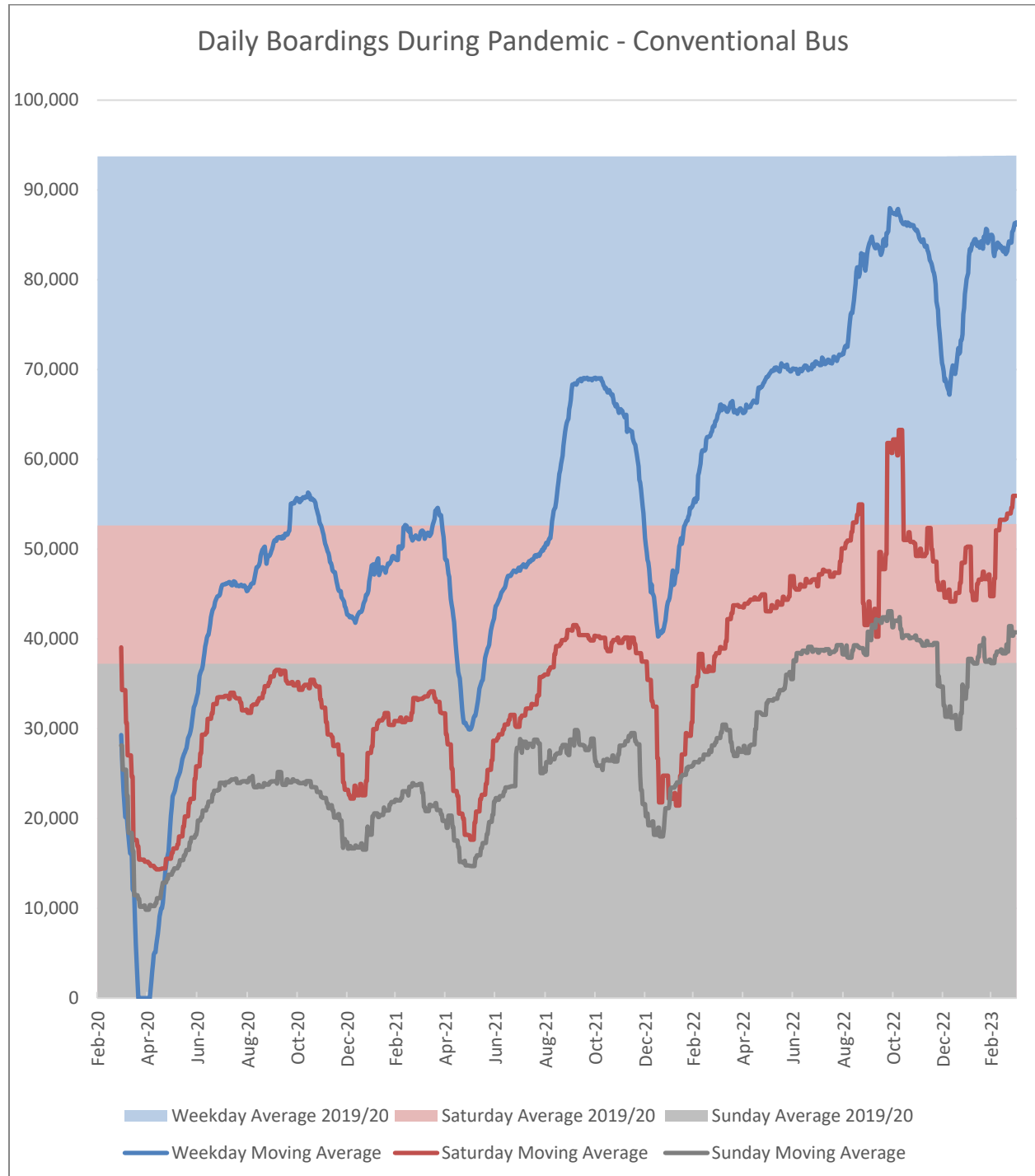
Express Service On-Time Performance ..... 34



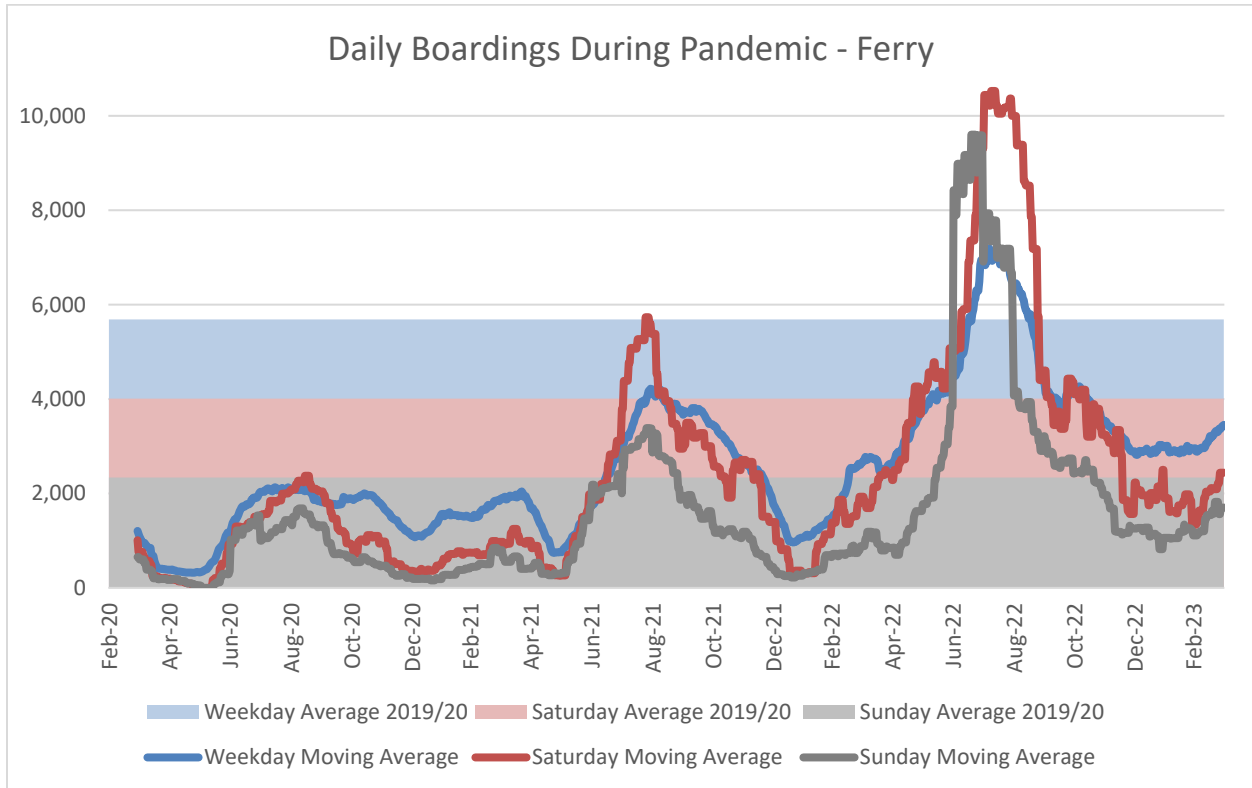
## COVID-19 Pandemic Data Impacts

Ridership levels have continued to rebound from the impacts of the COVID-19 pandemic. The following graphs show the 30 day moving averages for boardings on the different service types, compared with the average daily boarding figures from before Covid impacts in 2019/20.

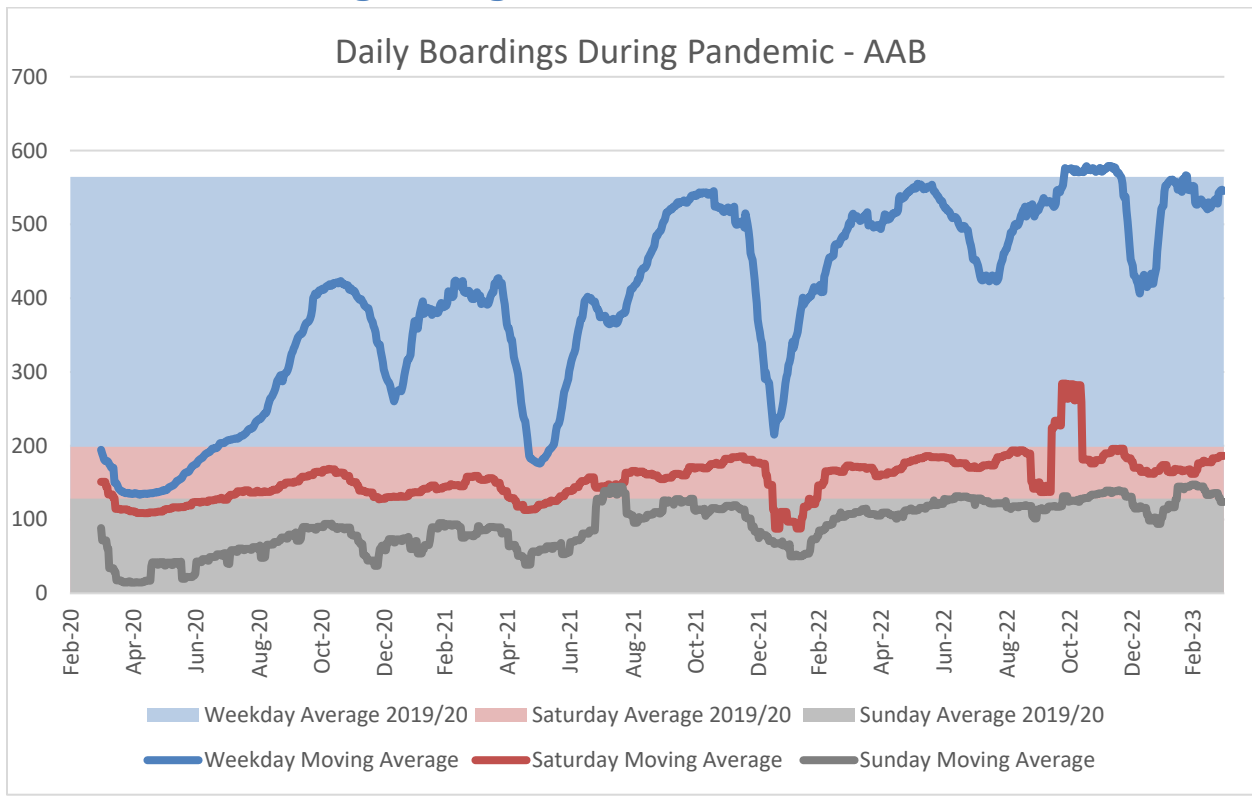
### Conventional Bus Boardings During Pandemic



## Ferry Boardings During Pandemic



## Access-A-Bus Boardings During Pandemic

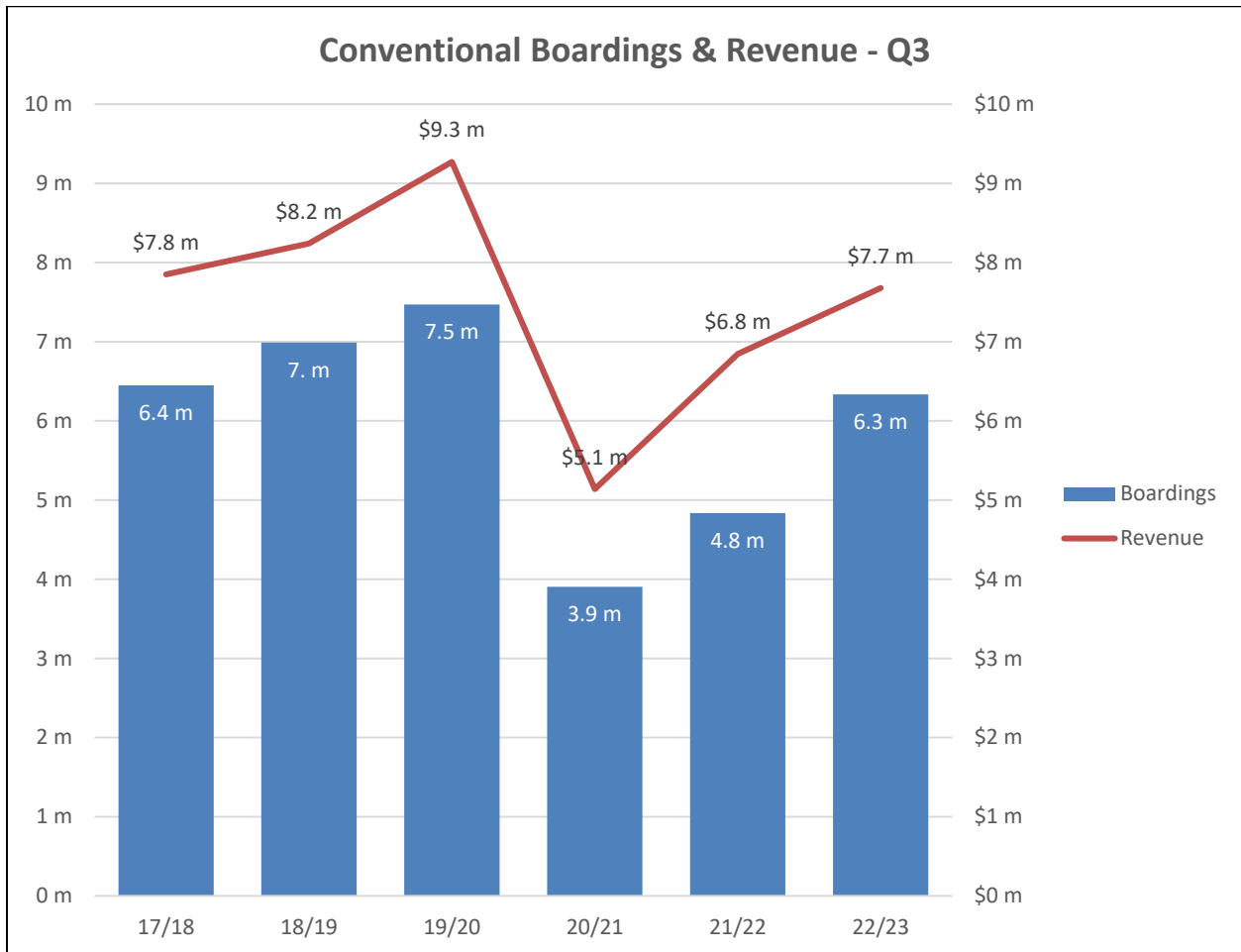


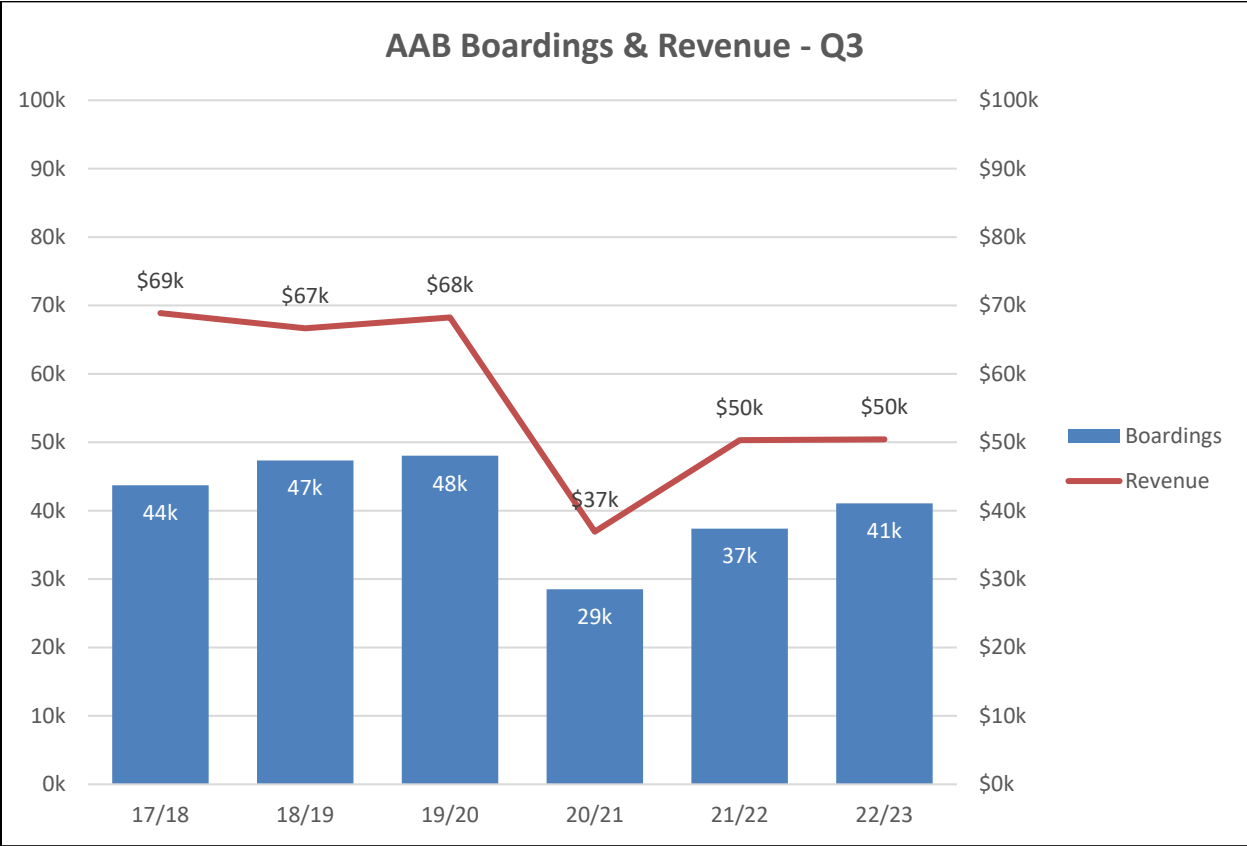
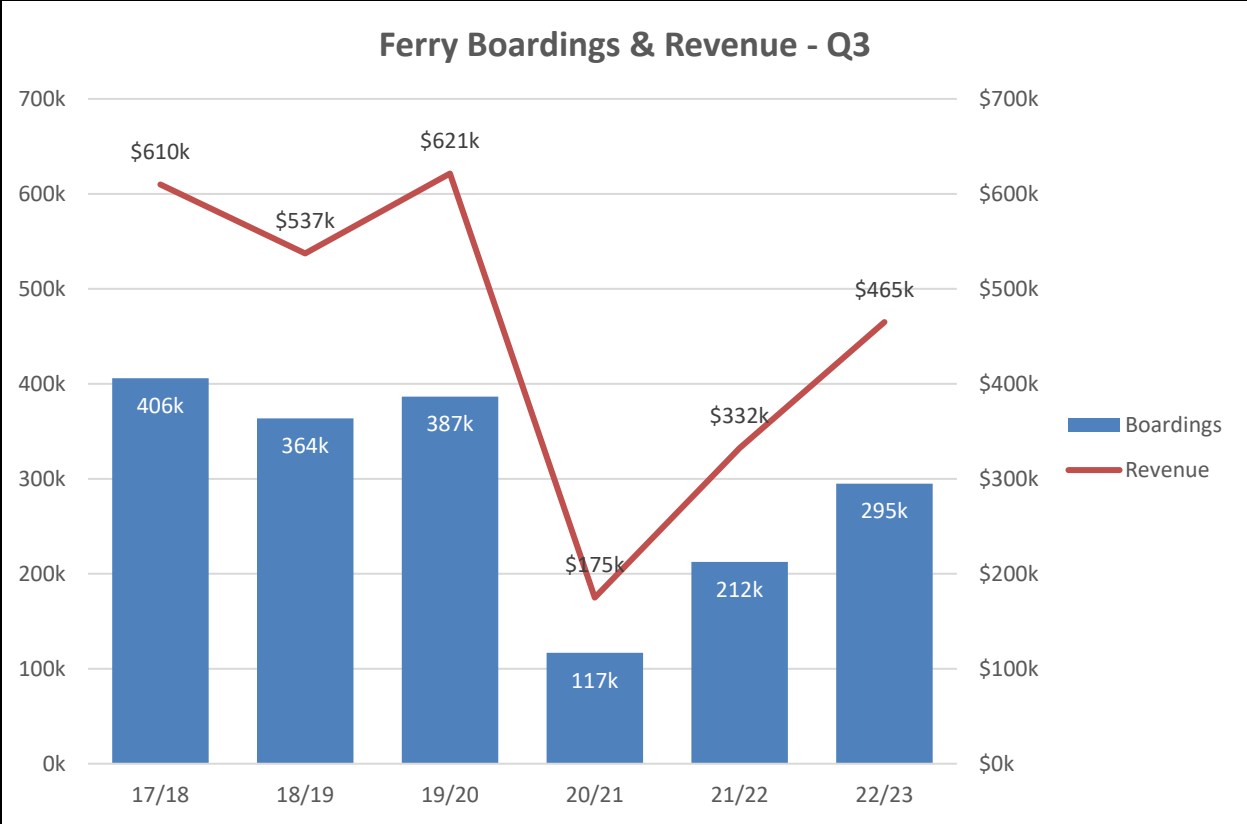
## Boardings & Revenue

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.

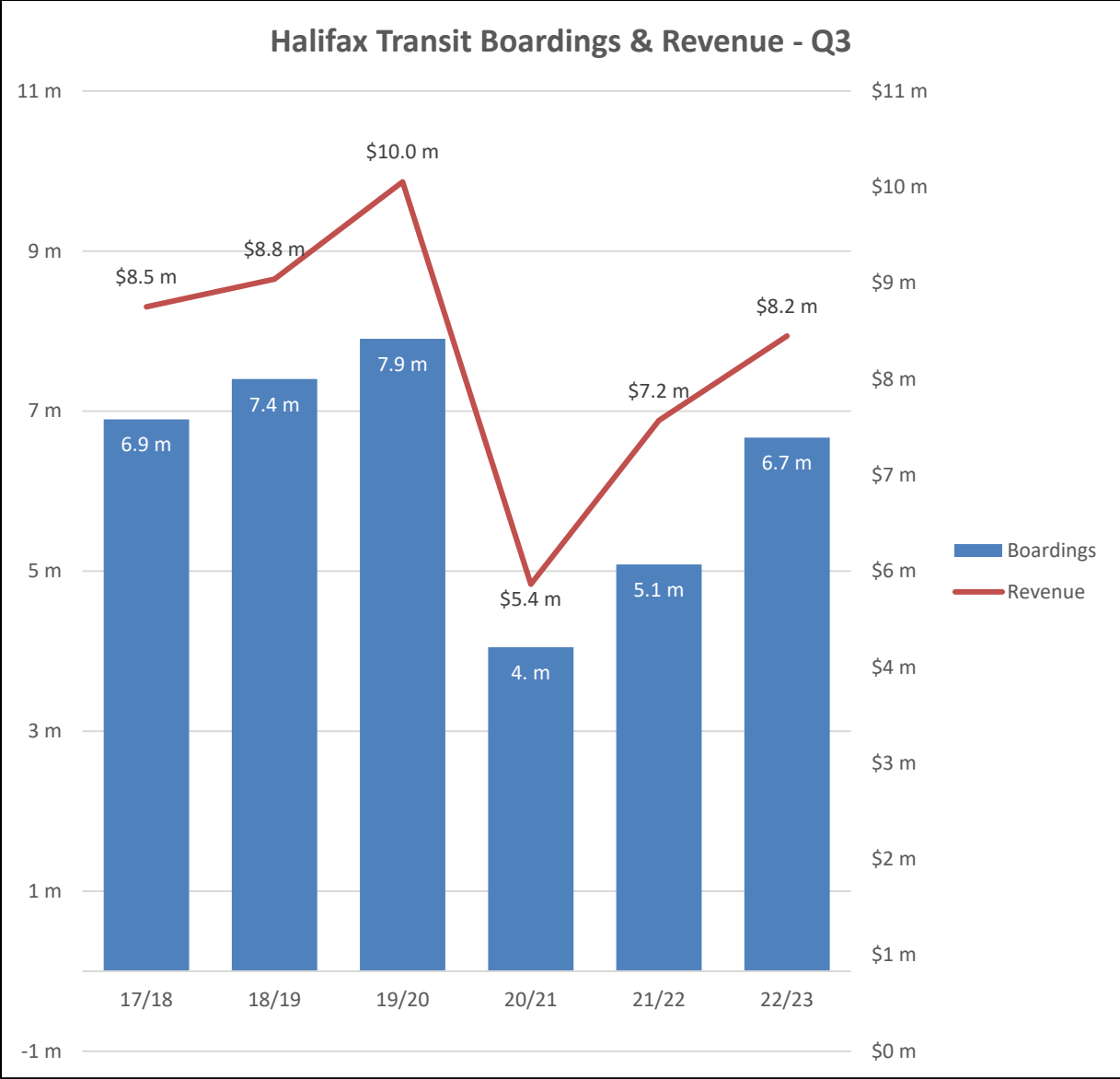
Recovery from the COVID-19 pandemic continued through the third quarter this year. Conventional boardings increased 31% from this quarter last year, Ferry boardings increased 39% and Access-A-Bus boardings increased 10%. Overall, system wide boardings increased this quarter by 31% compared to last year, which is still 16% lower than third quarter 2019/20. Overall revenue this quarter increased 13% from last year, but remains 18% lower than third quarter 2019/20.

## Historical Boardings & Revenue



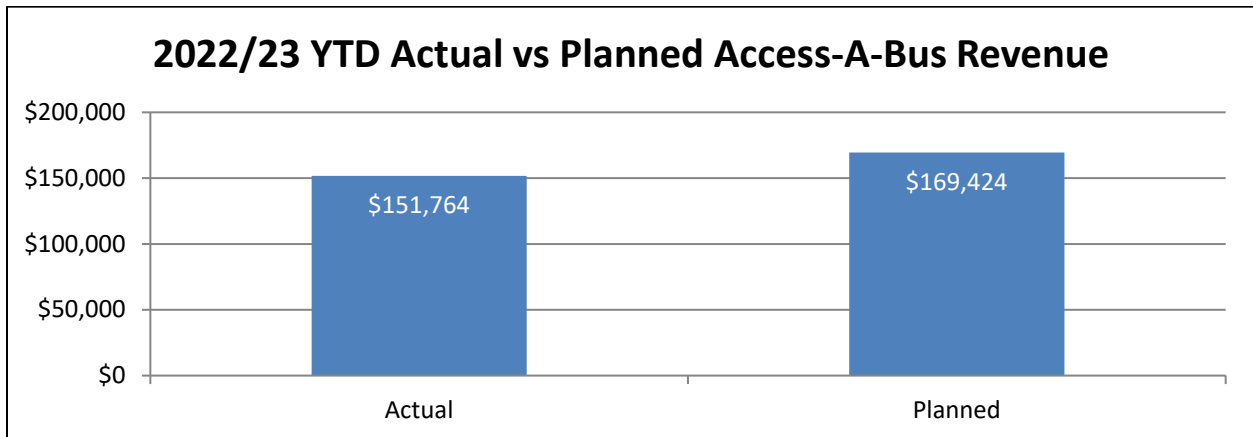
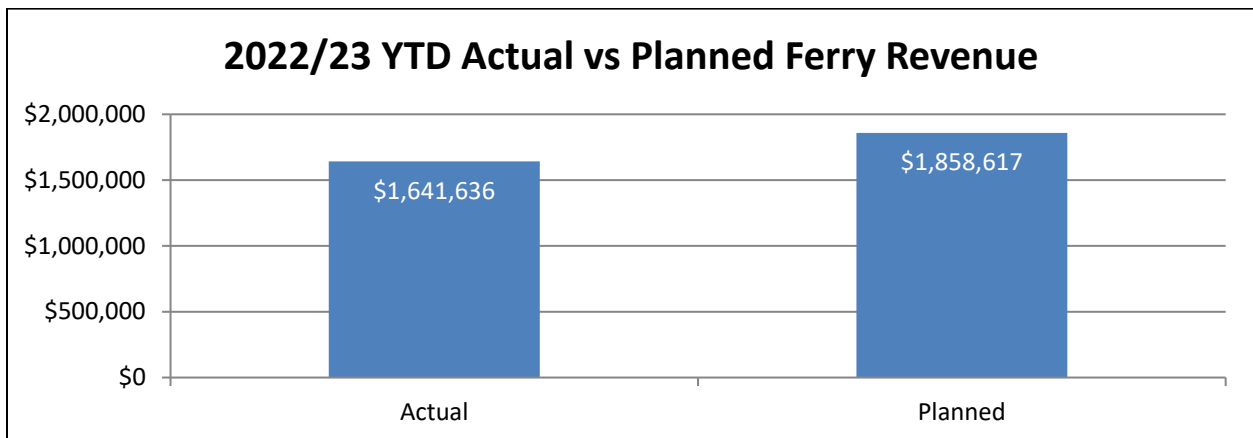
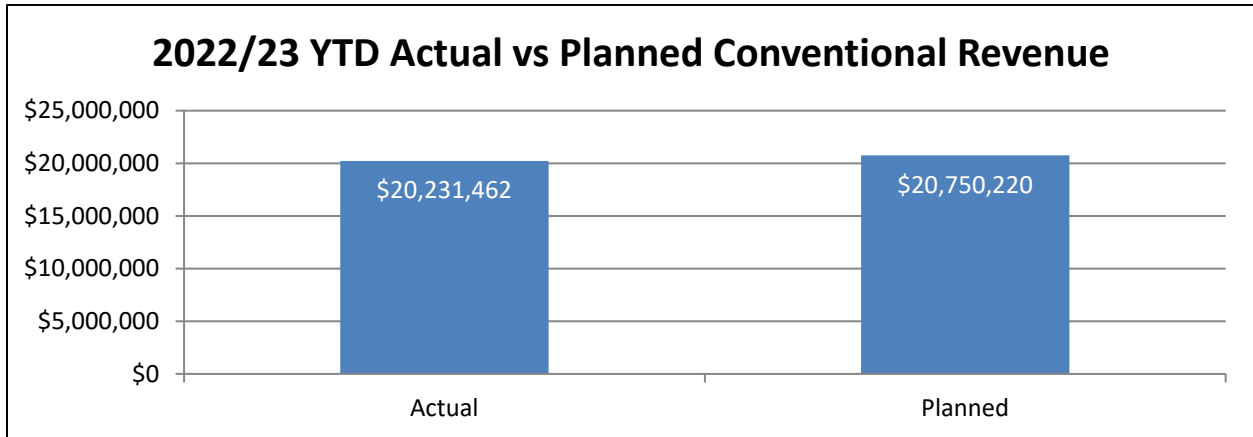


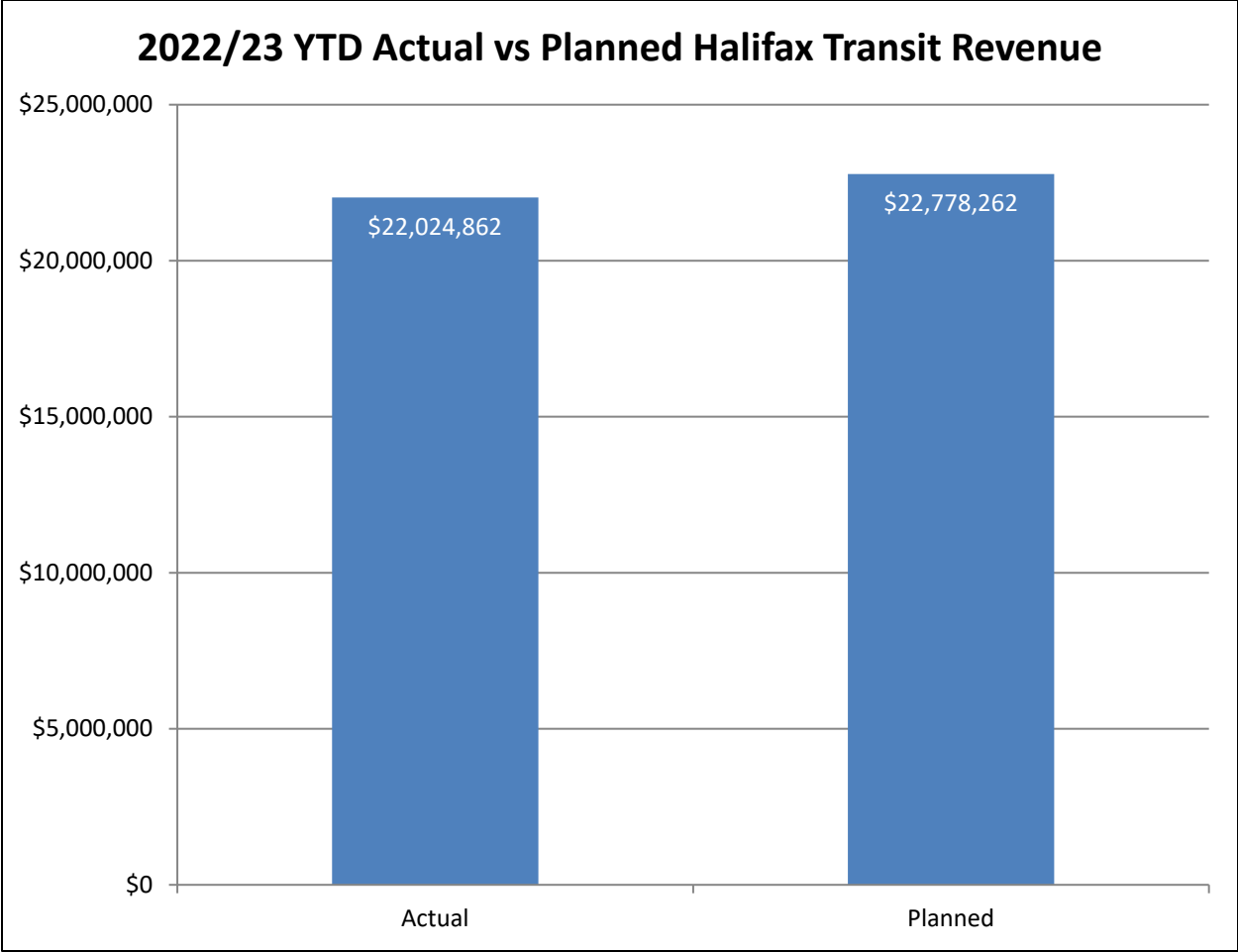




## Revenue – Actual vs. Planned

The following charts provide an indication of how much revenue has been generated by each service type and by Halifax Transit overall in comparison to the planned budget revenue. As of the end of the third quarter conventional revenue has increased 23% over last year and is 2.5% below the planned amount. Ferry revenue has increased 54% and is 12% below the planned amount. Access-A-Bus revenue this year increased 19% over last year and is 10% below the planned amount. Overall revenue this year has increased 25% over last year, and is 3% below the planned amount.

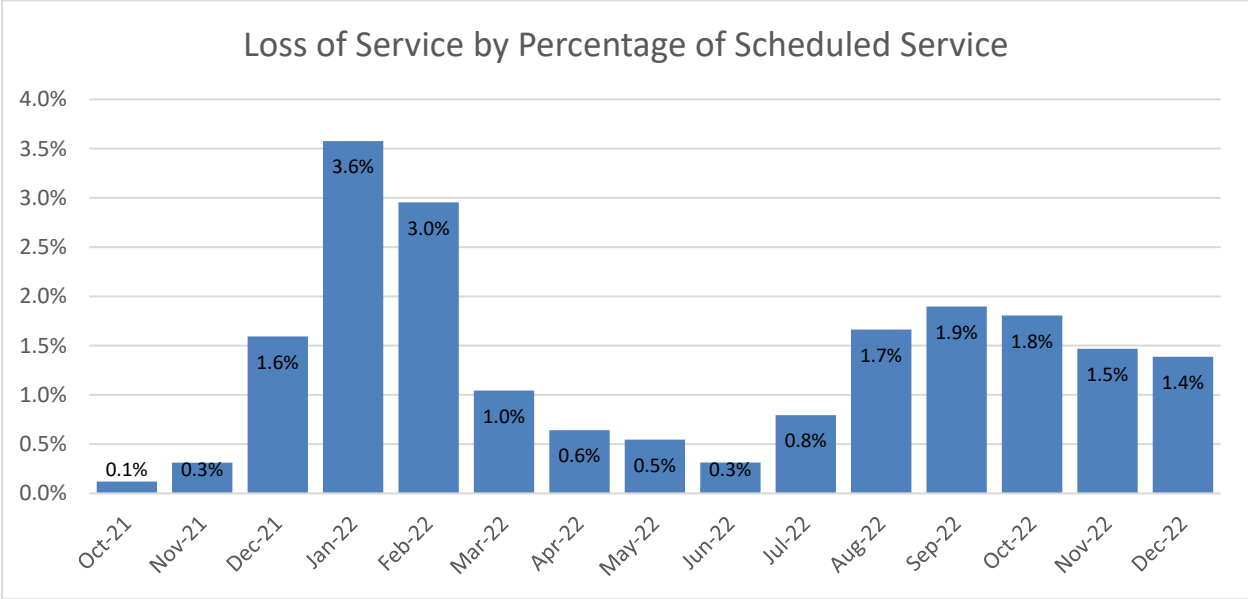




# Loss of Service

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

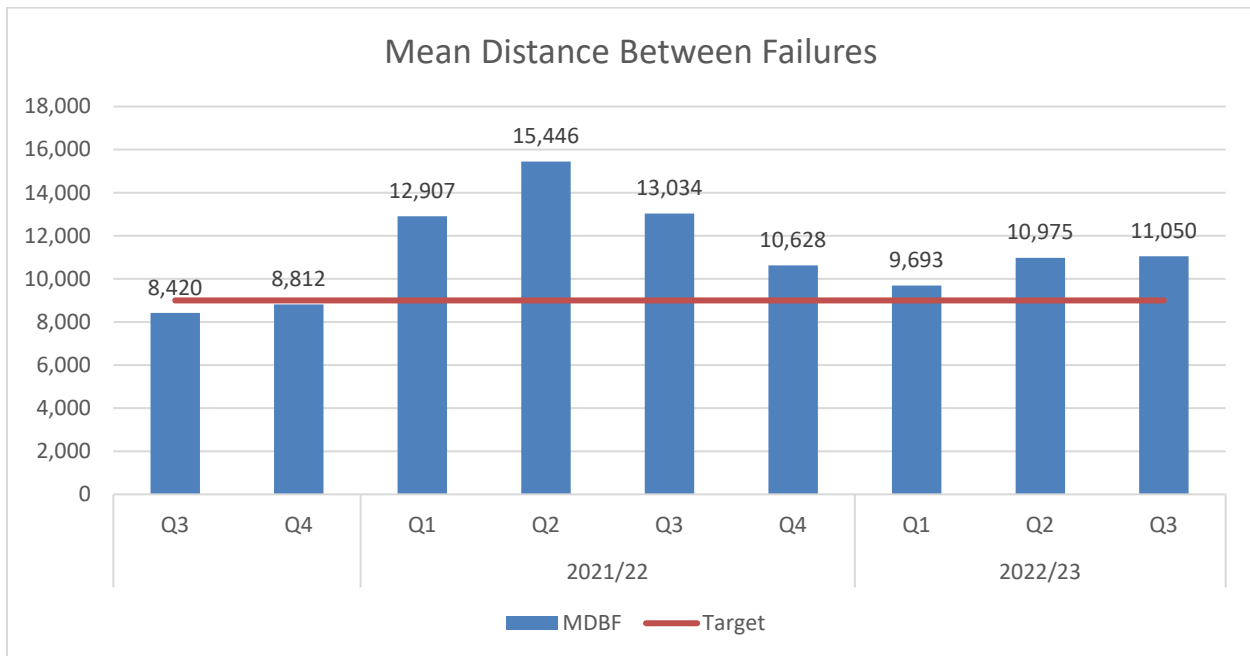
In the third quarter, the total loss of service was 3,273 hours, which is 1.6% of the quarterly revenue hours. The table below shows the total loss of service for each month.



## 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.

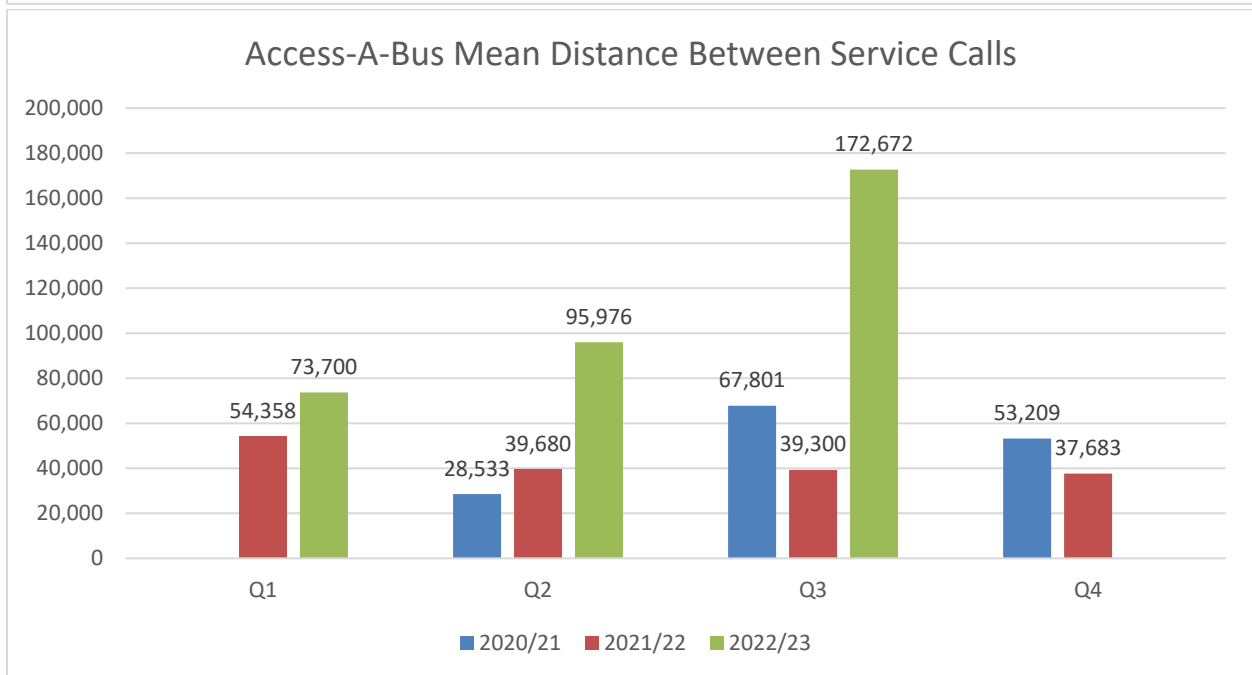
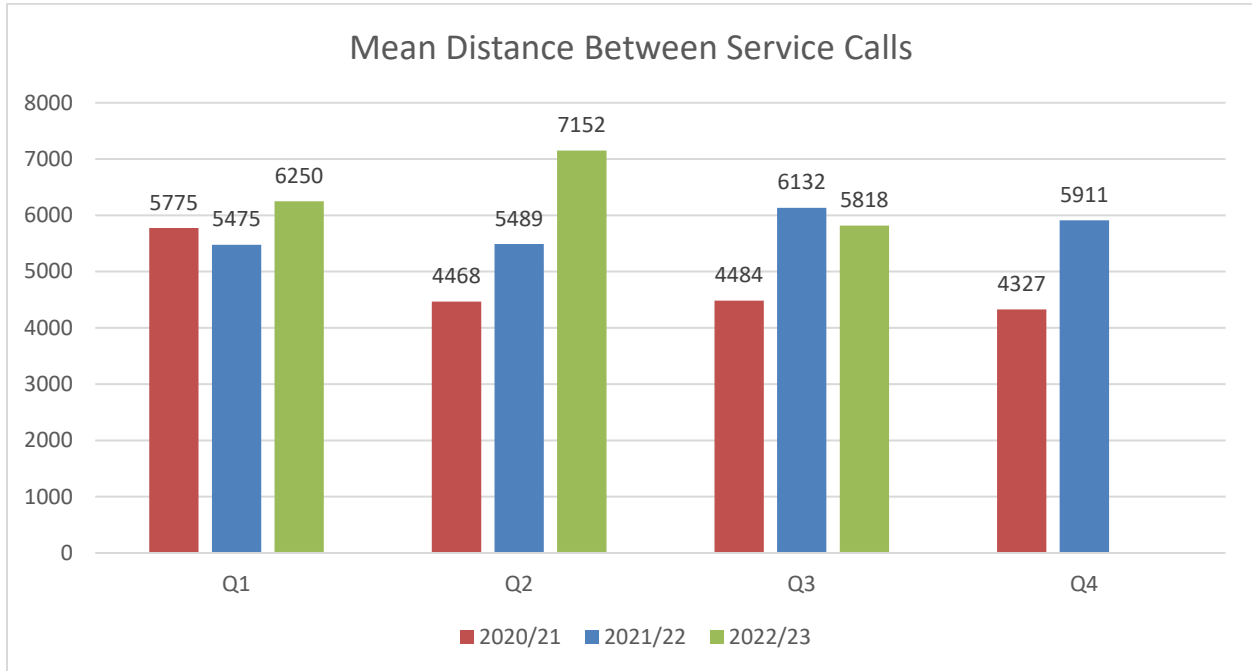
For the third quarter of 2022/23, the MDBF for conventional transit was 11,050 kms. This is a ~1% increase from the third quarter of the previous year.



## Mean Distance Between Service Calls

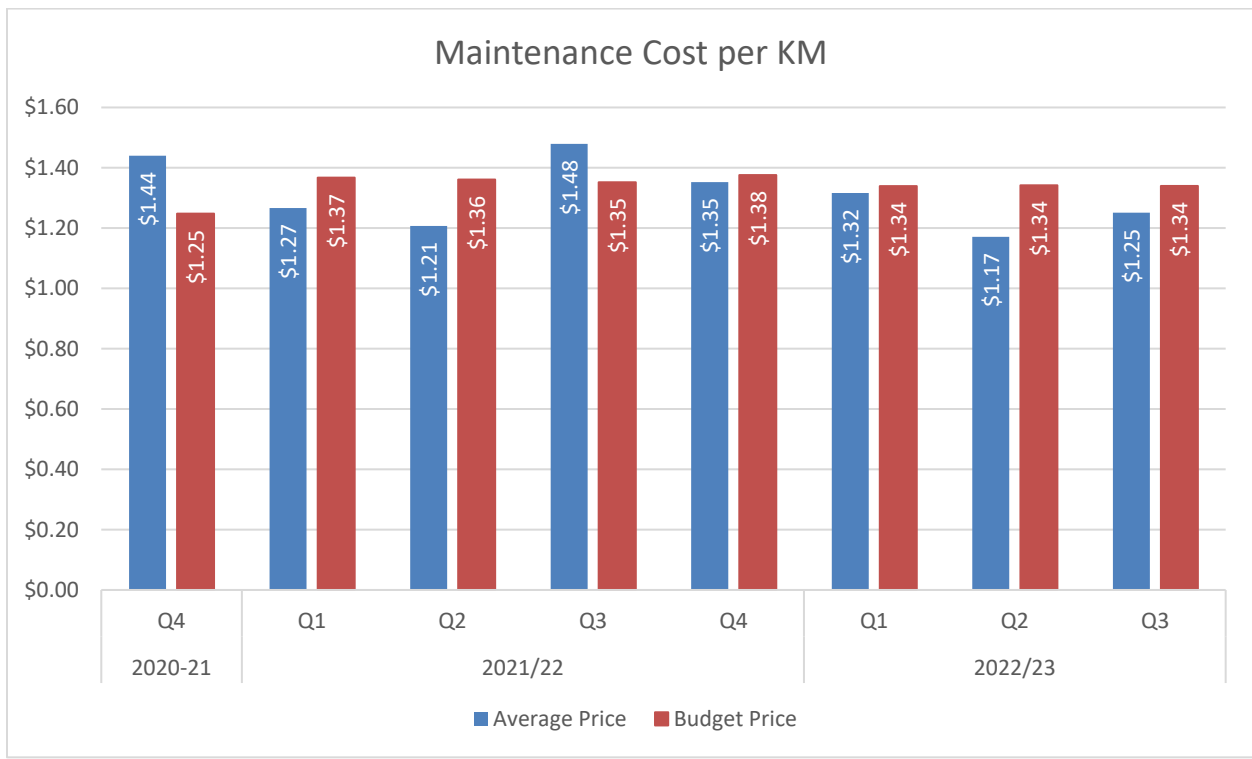
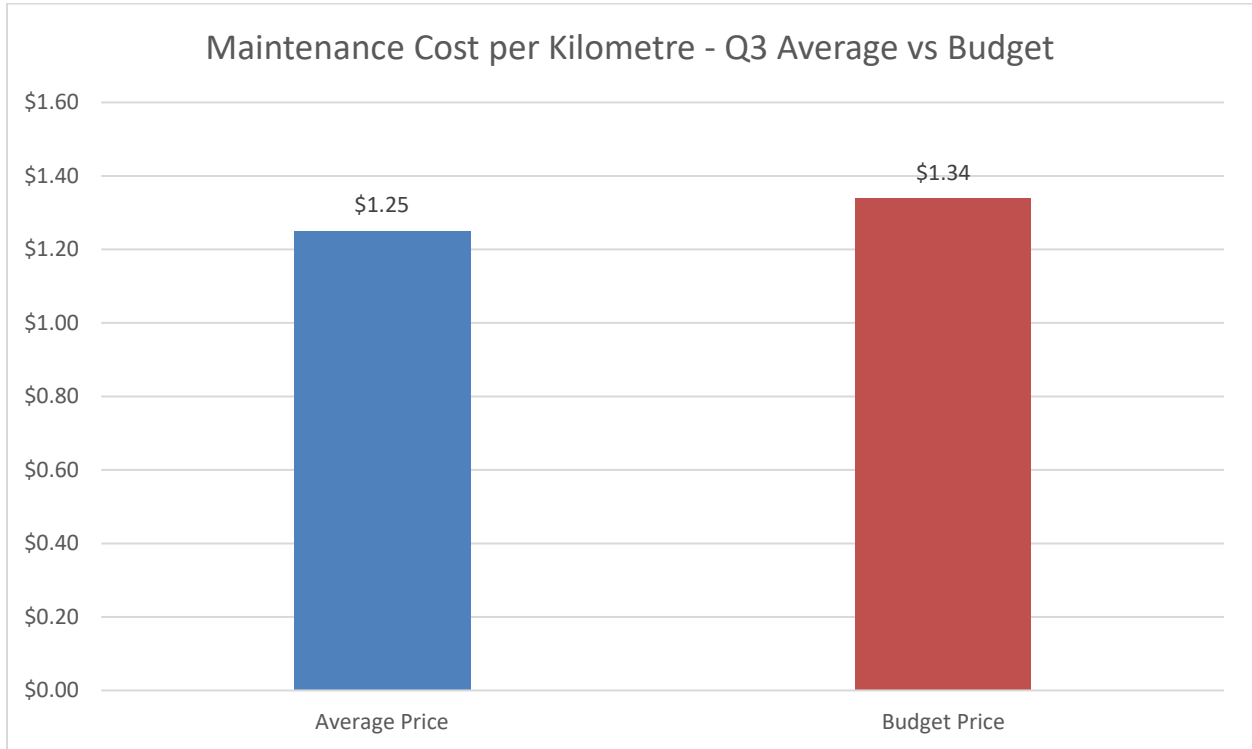
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor accidents.

For the third quarter of 2022/23, the MDBS for conventional transit was 5,818 kms. In comparison to the third quarter of 2021/22 (6,132), this is a decrease of 5%. The MDBS for Access-A-Bus service was 172,672 kms, a 339% increase from the previous year.



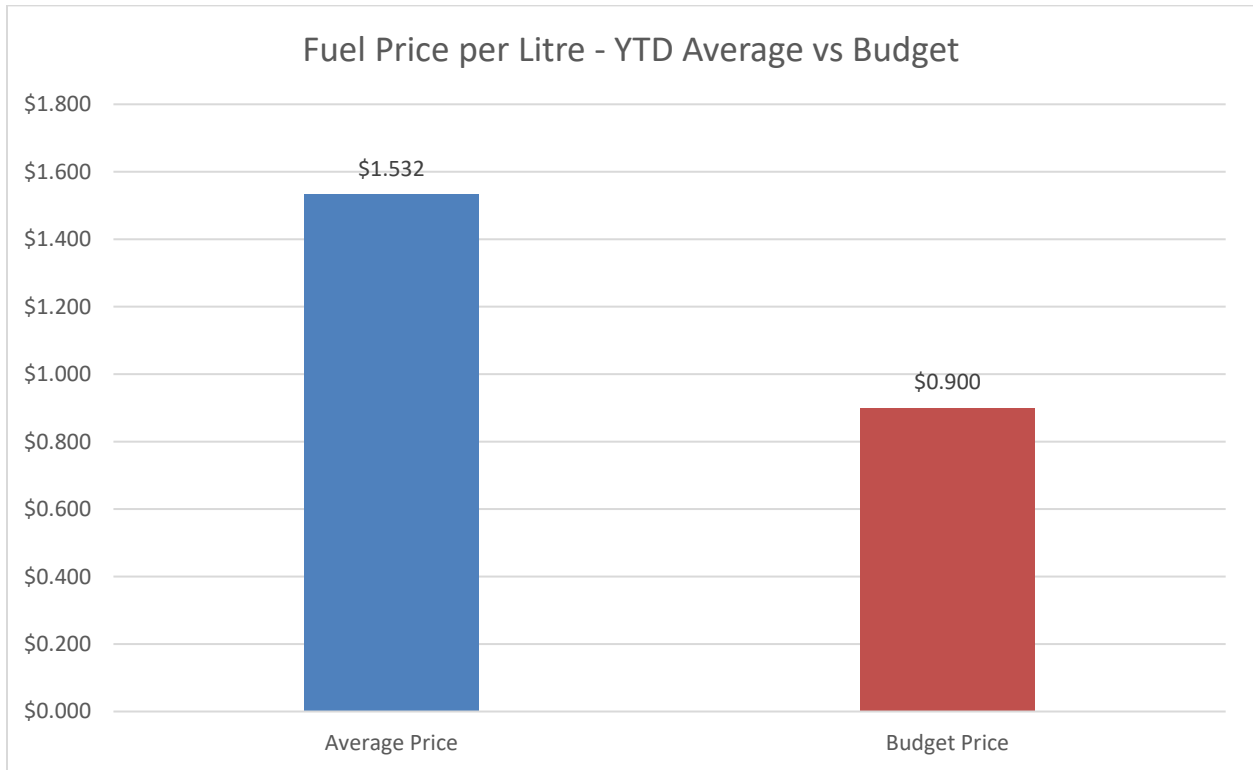
## Bus Maintenance Cost – Quarter Average vs Budget

In the third quarter, bus maintenance costs were \$1.25/km, while the budgeted maintenance cost was \$1.34/km.



## Diesel Fuel Price – Annual Average vs Budget

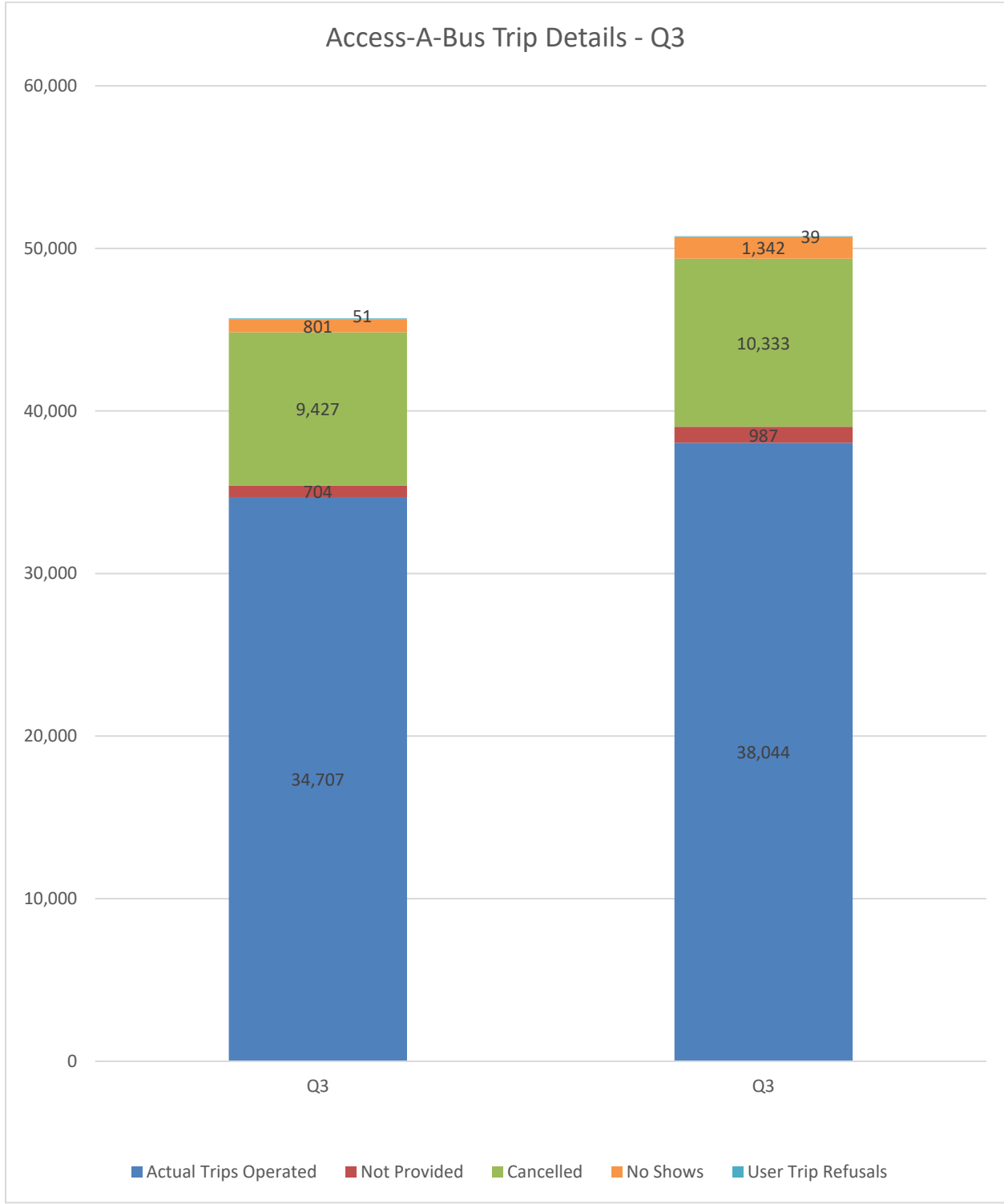
The budgeted diesel fuel price for 2022/23 was set at 90 cents/litre. The average diesel fuel price for 2022/23 as of the end the third quarter was \$1.723 per litre, 63 cents higher than the budgeted price per litre.



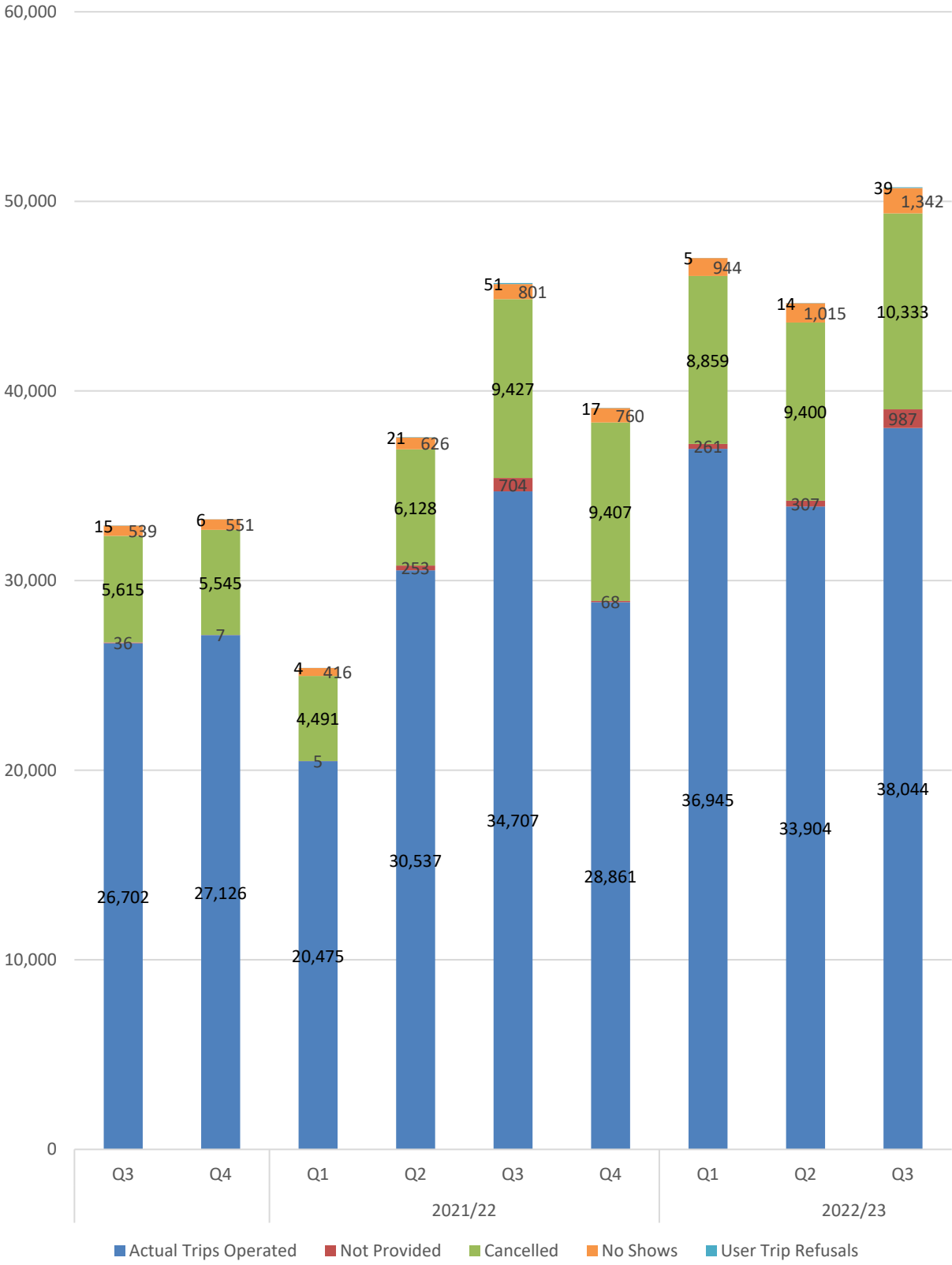


## Access-A-Bus Trip Details

Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In the third quarter of 2022/23 a total of 38,044 trips were operated, an increase of 10% compared to the third quarter last year.



### Access-A-Bus Trip Details

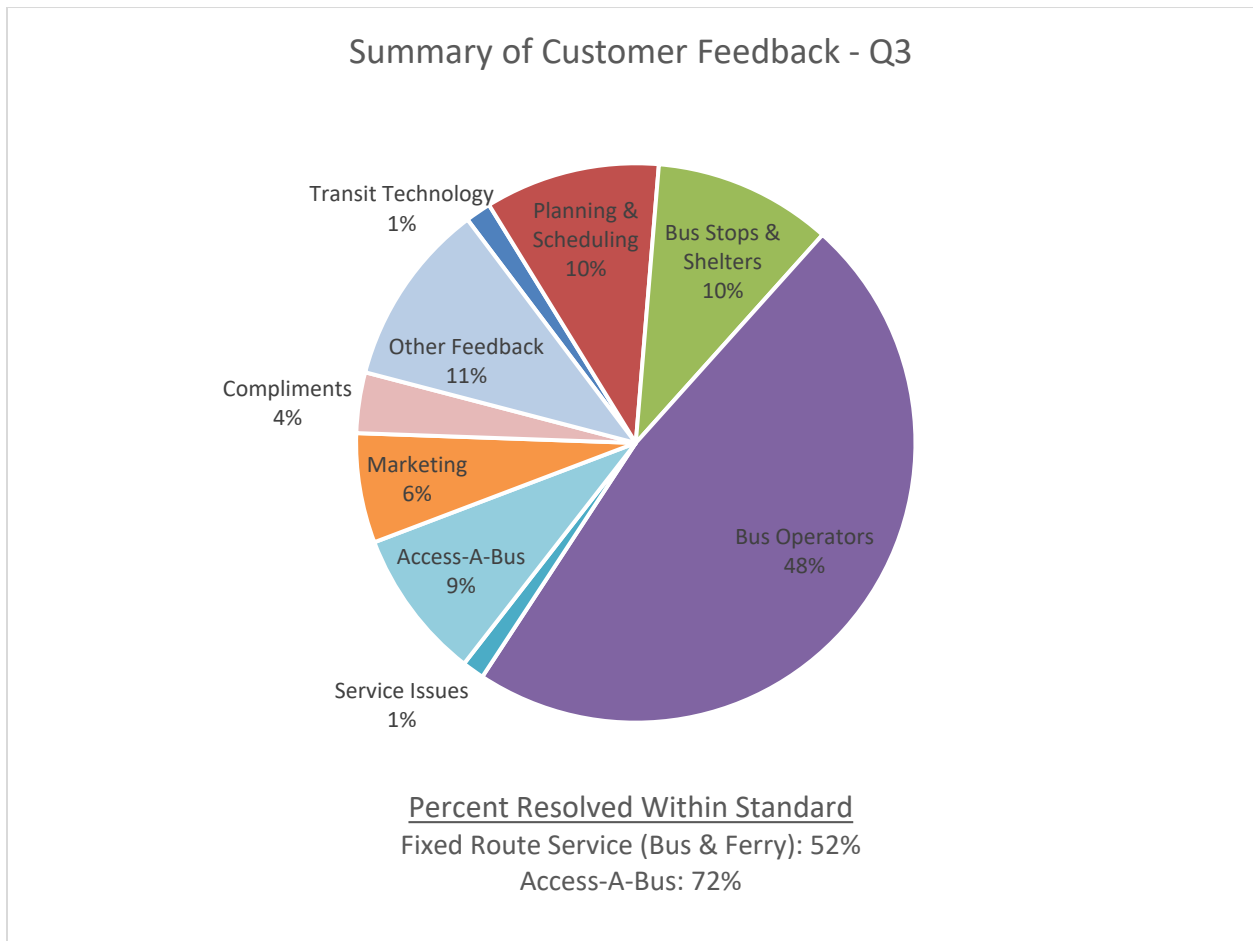


## Customer Service – All Services

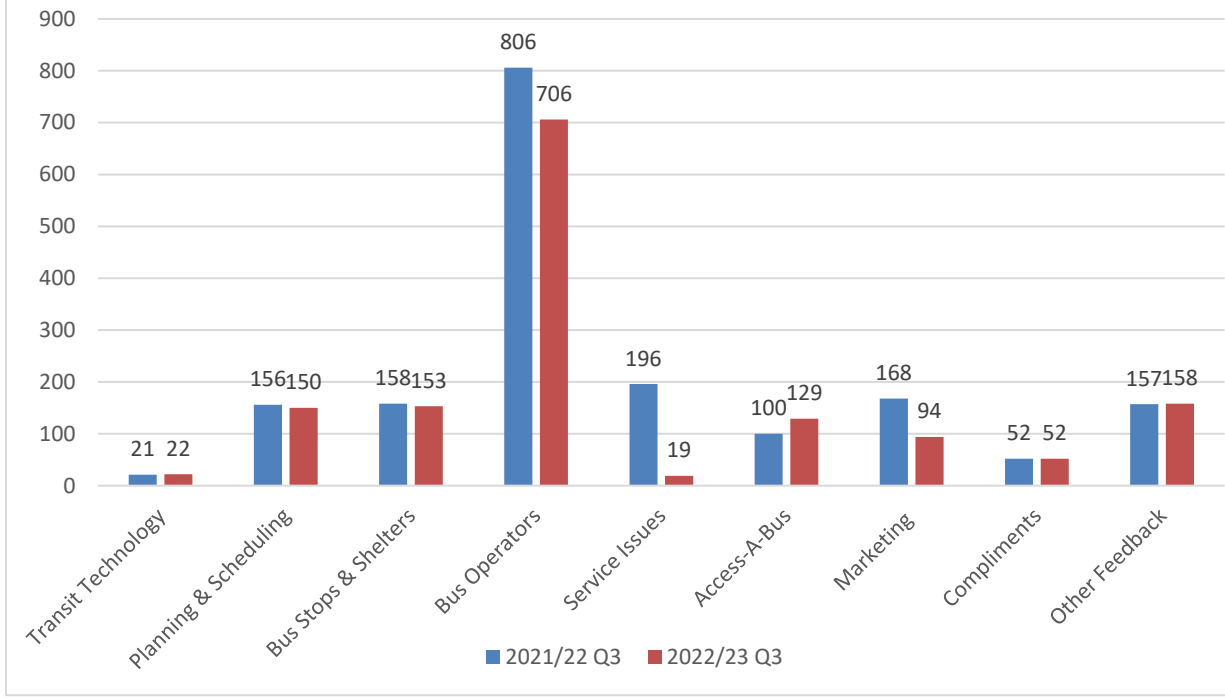
Customer service statistics are measured monthly using the Cityworks Customer Relationship Management software. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service standard. The service standard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

In the third quarter, 48% of feedback received was related to Bus Operators. The remaining 52% 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, 52% of customer feedback was resolved within standard. This drop was anticipated due to staffing challenges, as well as the transition from the Hansen platform to Cityworks. Staff have developed and implemented a plan to address staffing challenges, and have made adjustments to the Cityworks platform to increase efficiency and processing time for service inquiries. These measures are expected to be completed in the coming days, and will bring the response time back within the service standard by February, 2023.

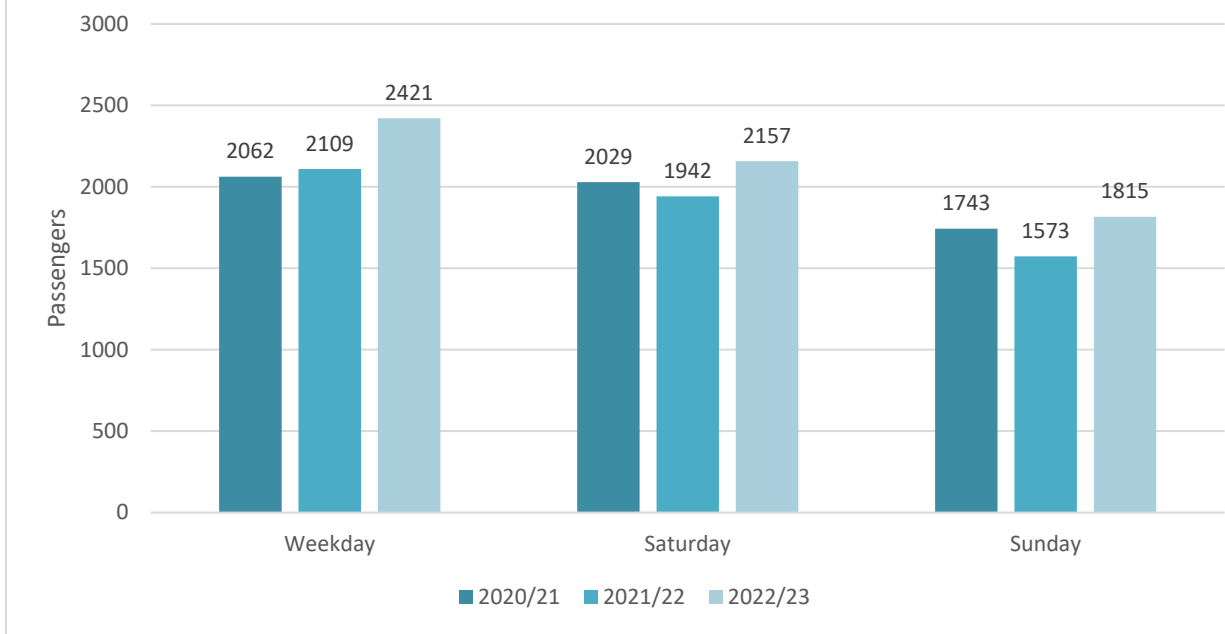
Call volumes to the Departures Line (902-480-8000) are displayed by day of the week.



### Customer Feedback Comparison - Q3



### Average Departures Line Call Volumes - Q3

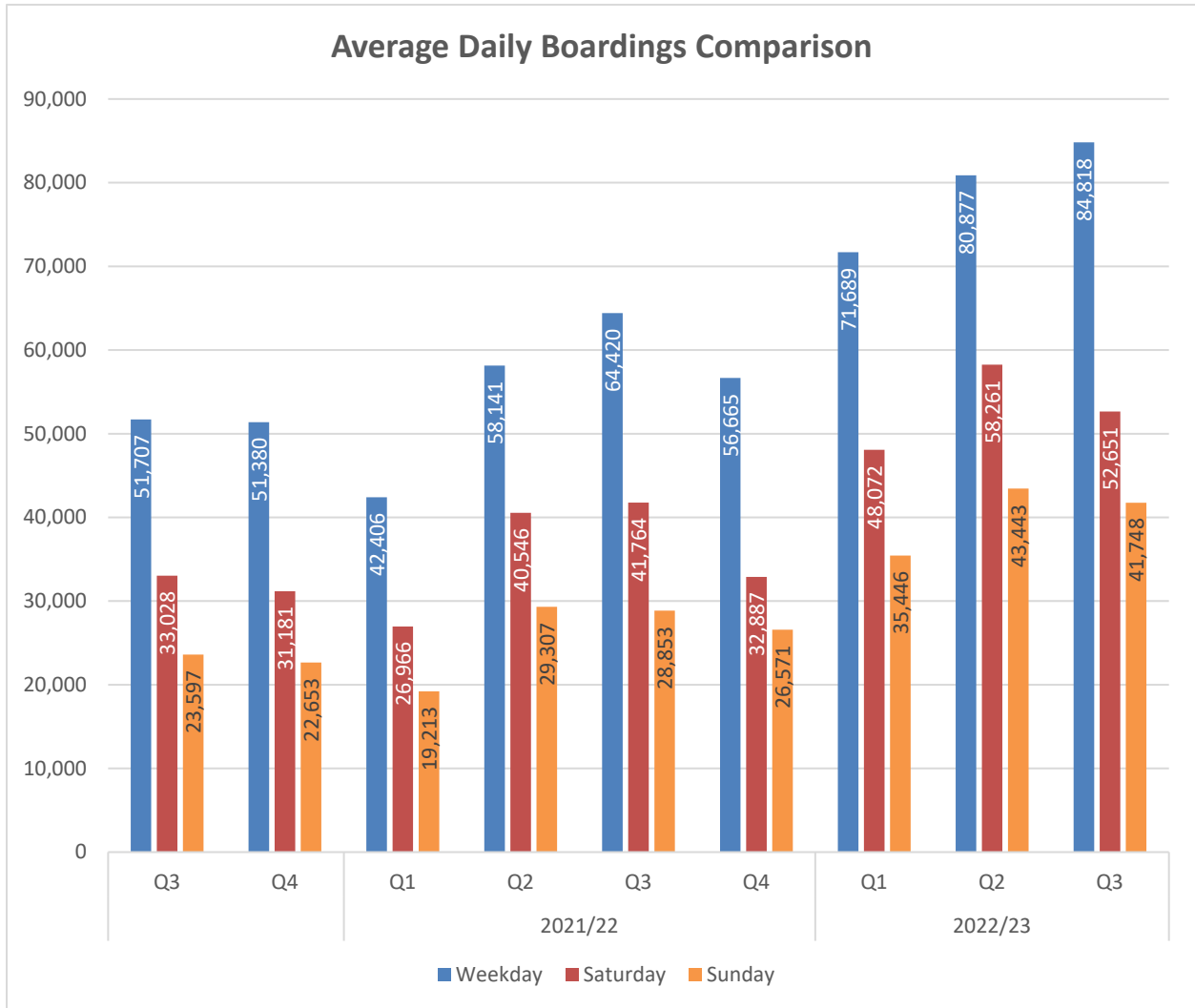


## Service Utilization

### Boardings

Average weekday boardings in the third quarter were 84,818 ± 10,078 (12% variance). Average Saturday boardings this quarter were 52,651 ± 7,960 (15% variance). Average Sunday boardings this quarter were 41,748 ± 2,046 (5% variance).

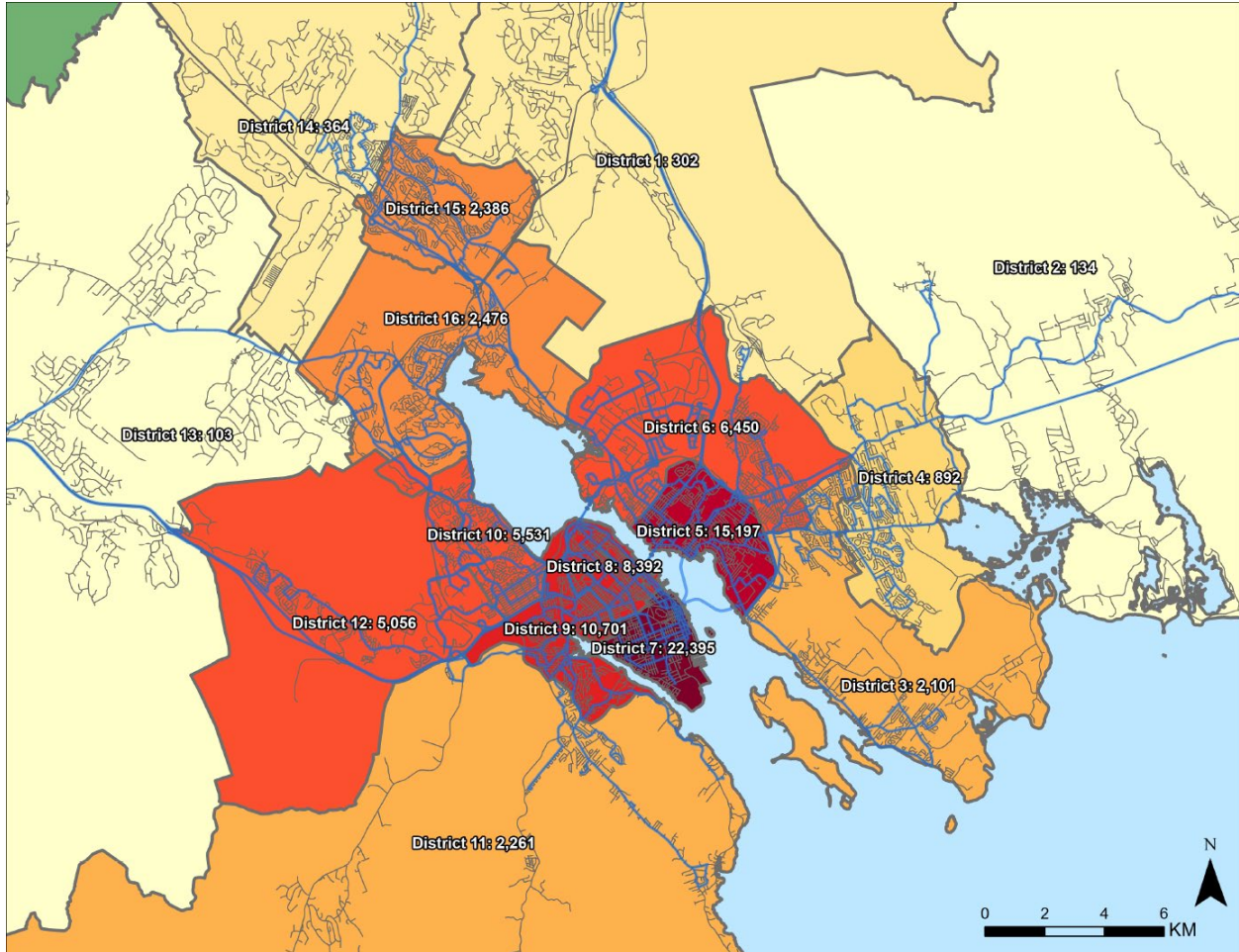
### Average Daily Boardings by Service Day



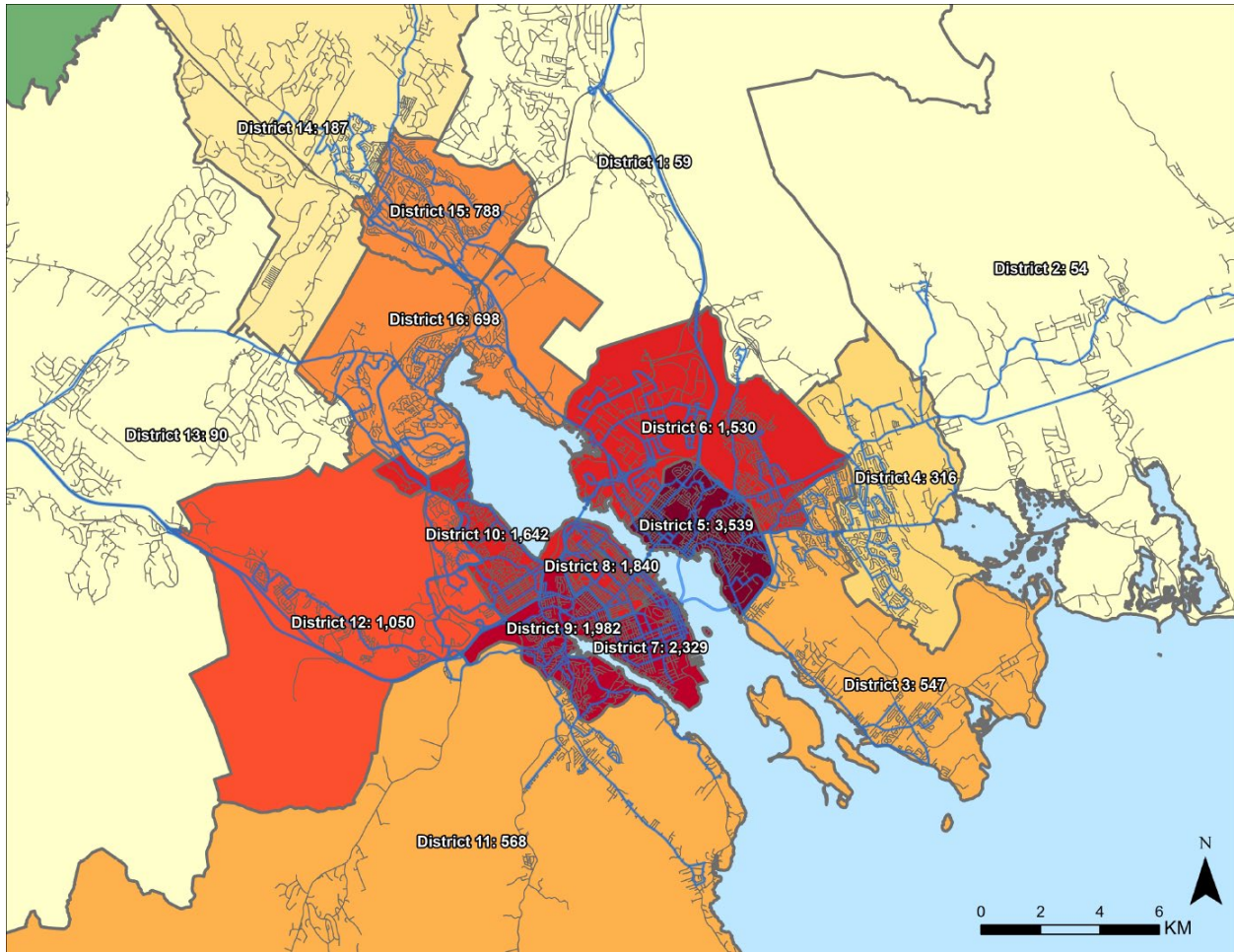
## Boardings by District

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



## Weekday Boardings by District - AM Peak Period



## 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. Significant service changes were implemented on November 22, 2021, former routes are listed for comparison from Q3 2021/22.

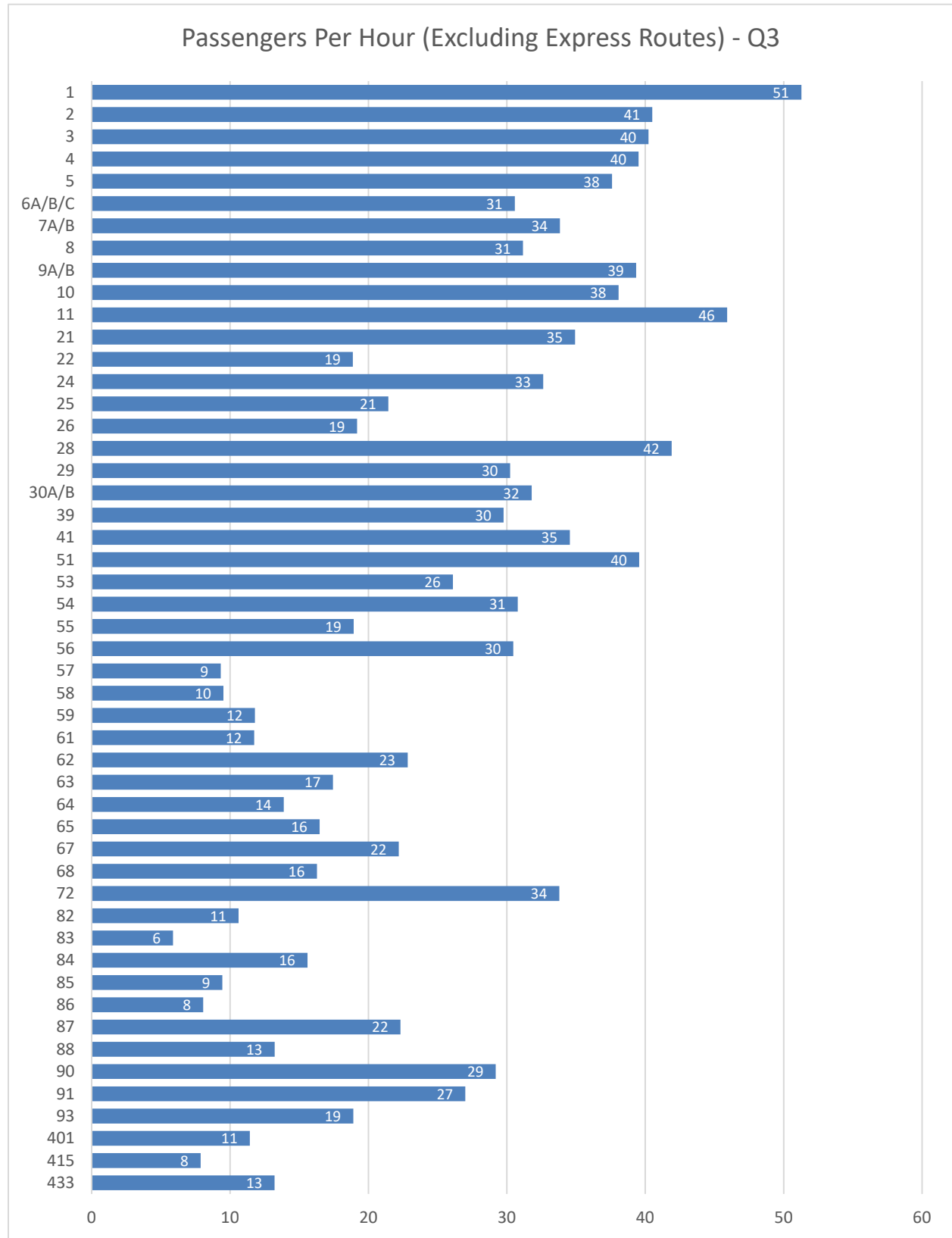
## Boardings & Passengers per Hour

Q3 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	2021/22		2022/23		2021/22		2022/23		2021/22		2022/23	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	6,305	40	8,054	51	5,025	44	5,866	52	3,130	37	3,802	44
2	3,511	32	4,476	41	3,287	33	4,094	41	1,879	27	2,733	39
3	4,881	32	6,102	40	2,673	32	3,222	38	2,641	28	3,358	35
4	3,852	30	5,177	40	1,704	34	1,993	41	1,384	30	1,825	40
5	2,436	26	3,437	38	1,981	29	2,450	35	1,025	25	1,651	38
6A/B/C	1,922	20	2,781	31	1,107	25	1,510	33	749	18	1,154	27
Former 60	1,849	24			1,305	32			919	33		
Former 63	557	34										
Former 7	3,866	34			2,553	27			1,395	26		
7A/B	3,016	22	4,639	34	2,307	23	2,944	29	1,260	18	1,876	27
8	2,930	21	3,927	31	2,289	21	2,947	30	1,671	15	3,783	41
9A/B	4,734	28	5,993	39	2,675	37	3,248	50	1,960	27	2,752	45
10	3,447	32	4,030	38	2,386	33	2,649	36	1,435	29	1,901	39
11	68	30	50	46								
Former 14	1,046	31			689	31			444	24		
21	789	26	1,022	35	717	20	927	27	402	21	665	37
22	475	15	617	19	357	10	443	13	264	8	405	12
24	1,083	20	1,826	33	1,223	22	1,812	32	780	15	1,437	27
25	305	14	452	21	183	12	283	19	142	12	258	19
Former 5	87	24										
26	31	14	49	19								
28	1,250	33	1,700	42	1,120	26	1,580	38	553	27	874	41
29	1,954	21	2,784	30	1,311	21	1,900	30	904	15	1,445	24
30A/B	693	19	1,125	32	459	13	716	20	293	16	510	24
30A	376	21	612	35	218	13	359	21	135	14	232	19
30B	317	18	513	29	242	14	357	20	159	18	279	31
39	959	22	1,317	30	875	18	1,060	21	354	17	514	24
41	903	27	1,179	35								
51	694	29	987	40	406	26	540	34	206	17	300	20



Q3 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	2021/22		2022/23		2021/22		2022/23		2021/22		2022/23	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
Former 53	843	33			529	34			233	28		
53	369	23	874	26	222	21	747	23	102	13	396	20
54	571	22	899	31	375	22	537	26	191	16	363	22
55	261	12	375	19	199	13	336	21	118	8	223	15
56	802	24	1,018	30	931	27	1,069	34	567	18	731	24
Former 57	441	11			227	8			117	7		
57	34	7	35	9								
Former 58	524	19			327	17			238	14		
58	103	7	143	10	89	6	103	6	63	4	80	5
Former 59	1,278	16			568	24			359	15		
59	109	11	129	12	109	14	105	14	53	8	93	14
Former 61	1,664	21			850	21			625	16		
61	138	9	183	12	147	9	173	10	84	6	140	9
Former 62	510	16			340	16			160	10		
62	389	17	516	23	230	13	279	17	183	12	276	17
63	244	11	403	17	133	9	252	16	84	6	179	13
64	416	10	563	14								
65	367	14	135	16	201	5	72	7	114	6	73	7
Former 66	748	24			406	25			255	16		
67	402	14	641	22	194	12	263	16	122	8	191	12
Former 68	893	19			526	18			334	11		
68	185	11	269	16	204	13	199	11	89	6	154	10
72	1,107	24	1,607	34	931	21	1,194	27	406	15	638	24
82	143	7	208	11	106	7	173	11	76	5	134	8
83	61	5	77	6	65	7	74	7	37	3	63	6
84	679	12	883	16	297	9	375	12	205	7	369	11
85	113	8	140	9	75	9	105	13	49	7	89	11
86	104	7	122	8	92	6	117	7	58	4	90	6
87	900	16	1,236	22	638	12	786	15	322	11	438	17
88	147	10	182	13	112	7	142	10	61	4	94	7
90	1,309	19	1,988	29	962	15	1,342	21	460	13	754	22
91	544	16	888	27	300	14	448	20	264	10	443	21
93	133	13	191	19								
401	43	9	119	11	9	6	45	10	10	5	38	7
415	38	6	51	8								
433	48	8	86	13								
Alderney	1,469	51	1,914	69	2,389	133	3,143	171	996	62	1,837	113
Woodside	1,153	57	1,659	80								

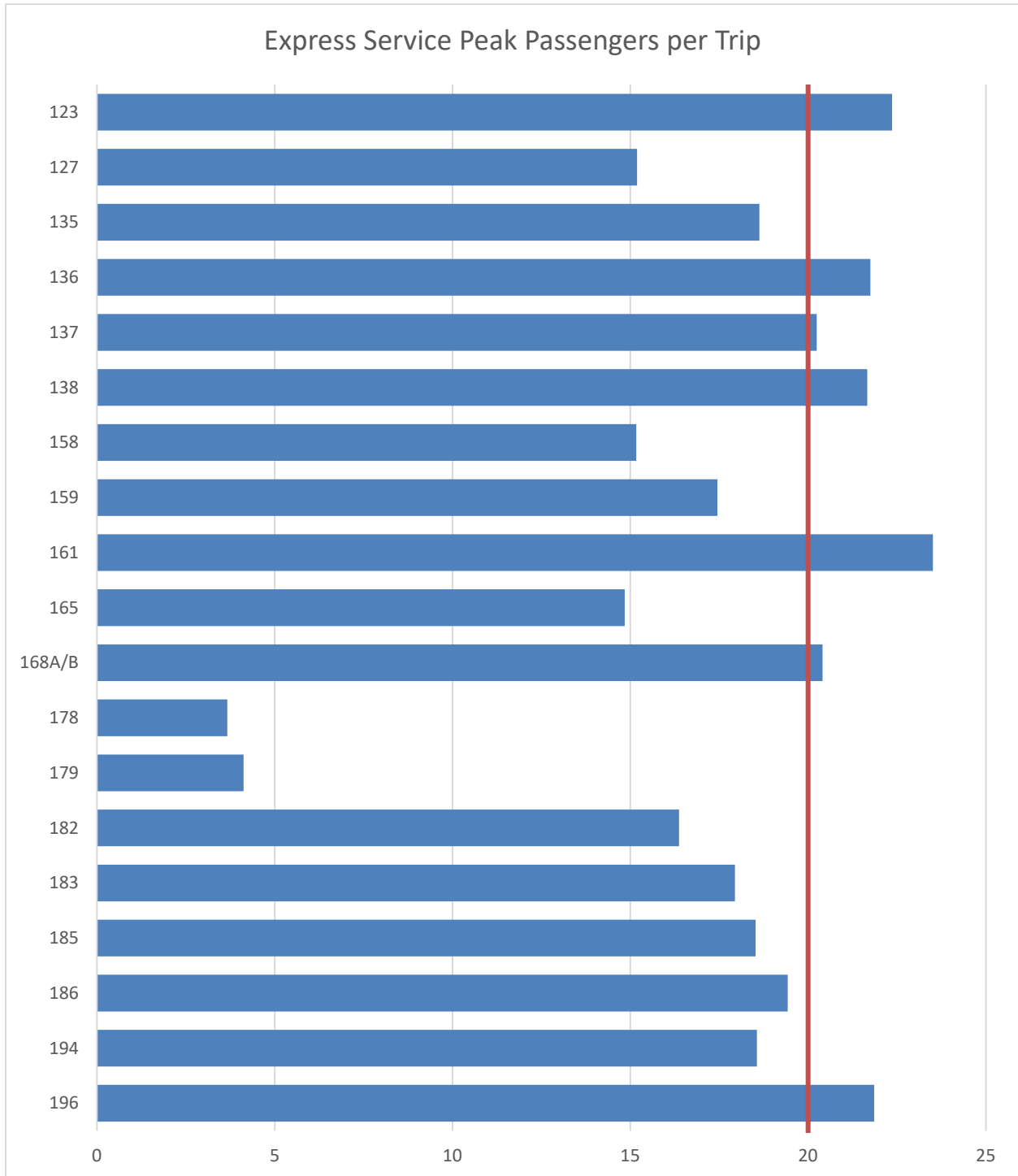
## Passengers per Hour by Route



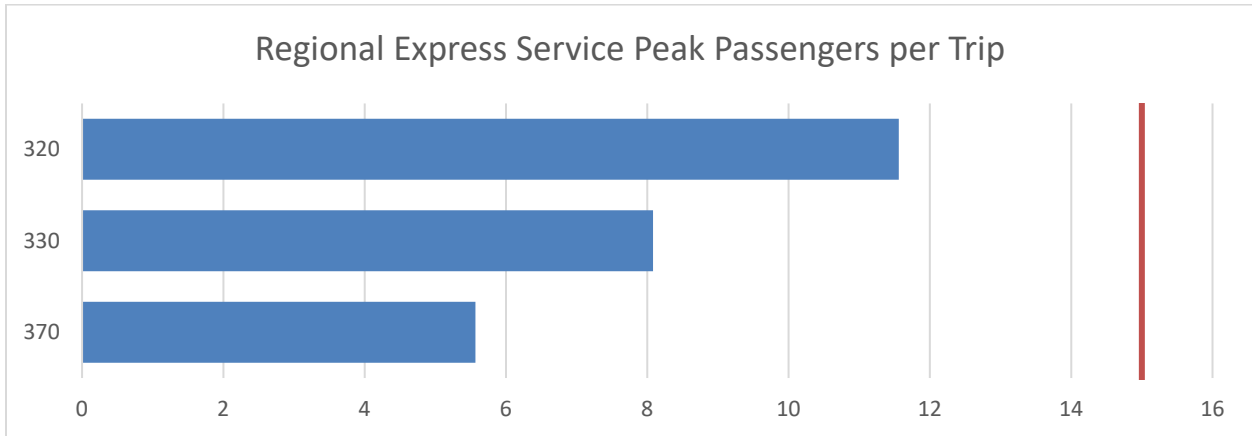
## Express Service Peak Boardings and Passengers per Trip

Q3 Comparison - Average Daily Peak Boardings by Express Route				
	Weekday			
	2021/22		2022/23	
	Boardings	Pass/Trip	Boardings	Pass/Trip
<b>123</b>	181	14	291	22
<b>127</b>	246	14	273	15
<b>135</b>	233	17	261	19
<b>136</b>	334	21	348	22
<b>137</b>	185	15	243	20
<b>138</b>	225	17	303	22
<b>158</b>	90	11	121	15
<b>Former 159</b>	282	8		
<b>159</b>	177	10	314	17
<b>161</b>	159	14	282	24
<b>165</b>	96	8	178	15
<b>168A/B</b>	336	8	510	20
<b>178</b>	30	4	33	4
<b>179</b>	19	2	33	4
<b>182</b>	280	11	458	16
<b>183</b>	168	13	233	18
<b>185</b>	323	13	482	19
<b>186</b>	152	14	233	19
<b>194</b>	87	7	148	19
<b>196</b>	53	13	87	22
<b>320</b>	99	8	301	12
<b>330</b>	128	5	218	8
<b>370</b>	67	6	78	6

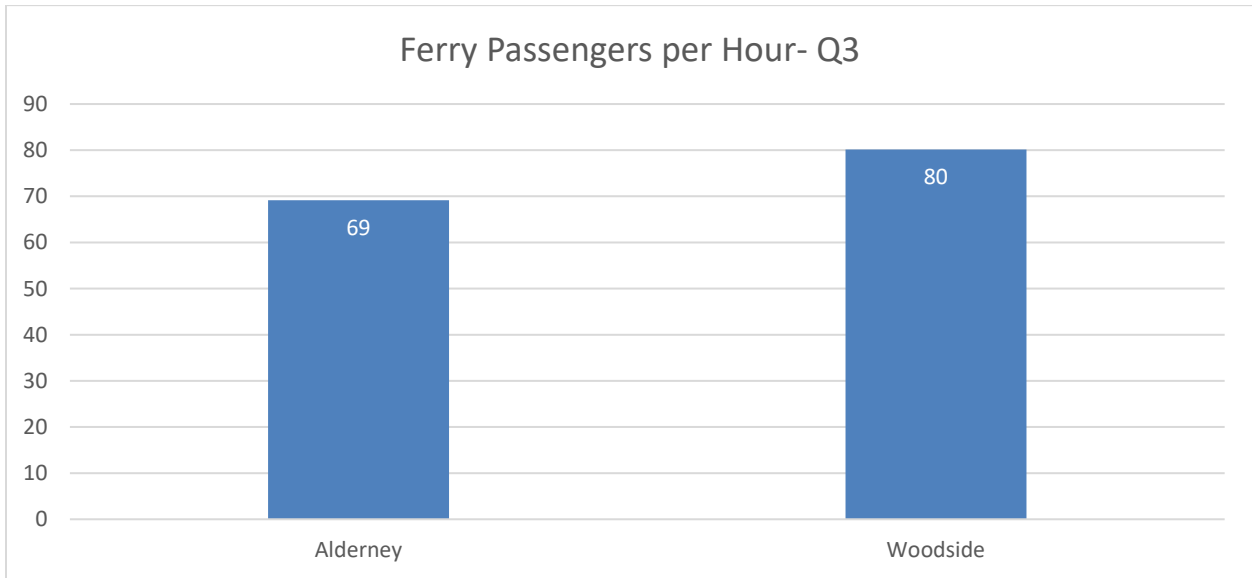
### Express Service Peak Passengers per Trip by Route



### Regional Express Peak Passengers per Trip by Route



### Ferry Passengers per Hour

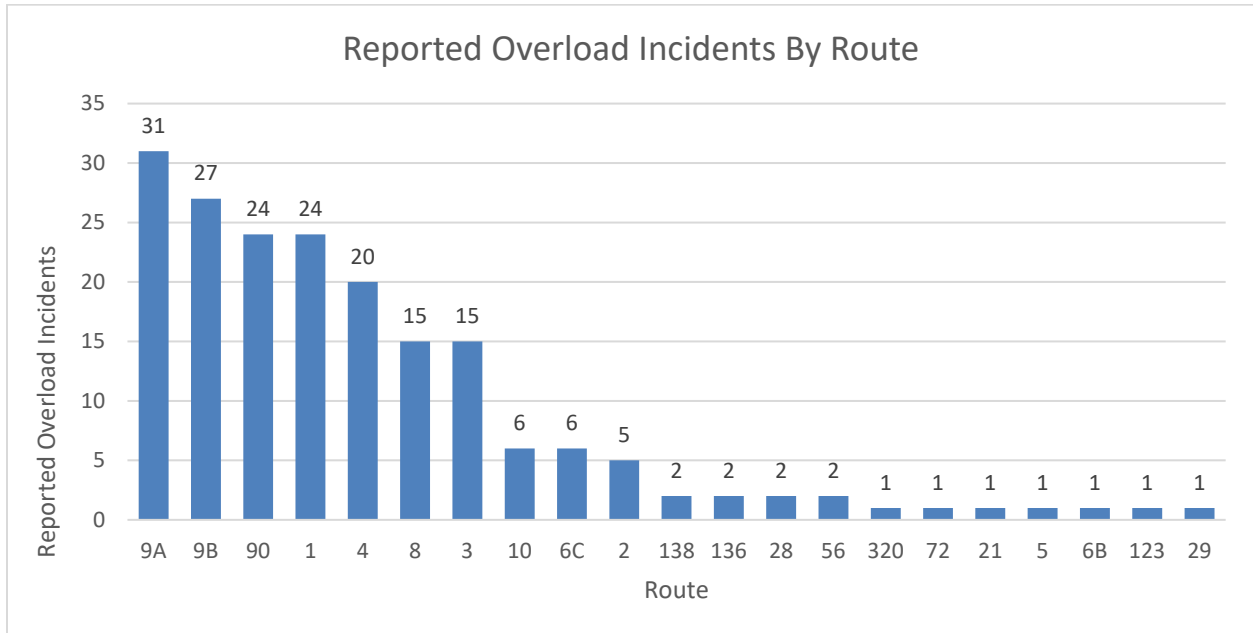


## Passenger Overloads

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

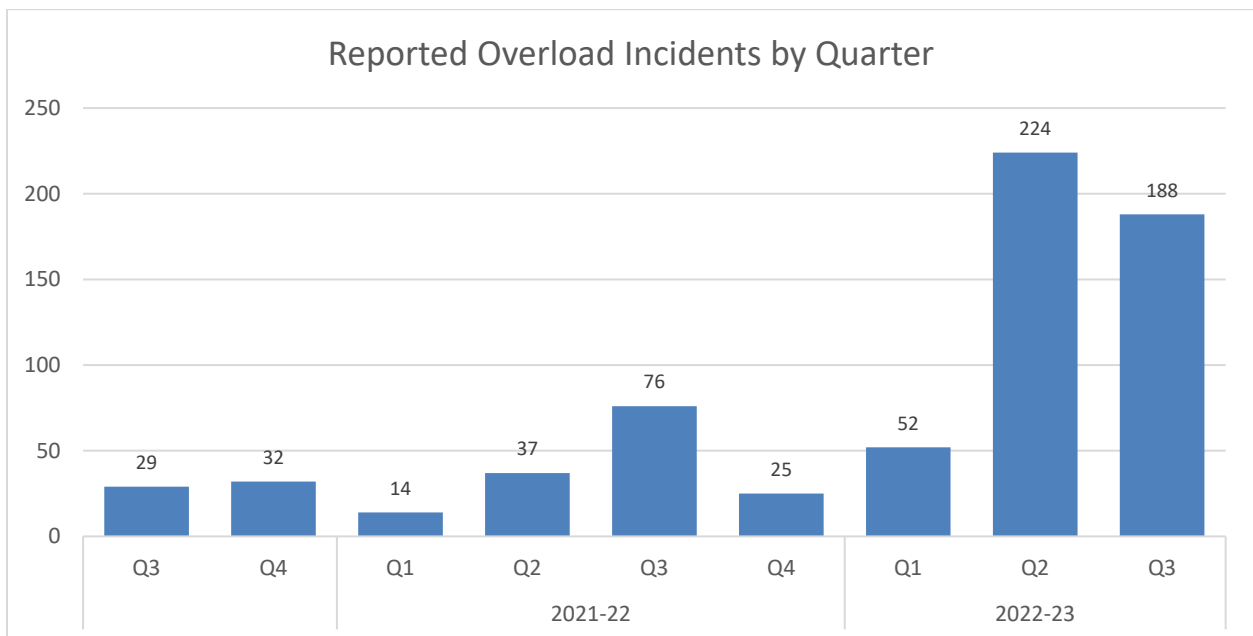
### Passenger Overloads by Route

The following graph shows overloaded routes during the quarter. 188 overload incidents were reported during the third quarter of 2022/23.



### 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.

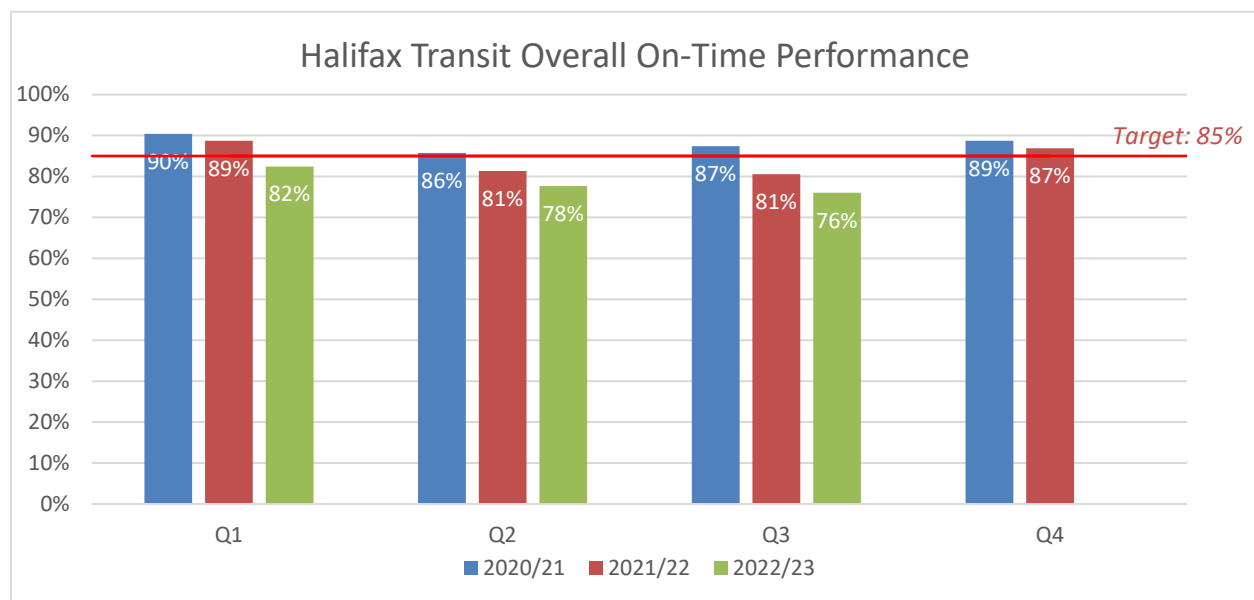
Halifax Transit has established a target for on-time performance of 85%, which is in line with Transit industry standards. While this target has been exceeded in recent periods throughout the pandemic, this is largely due to reduced traffic demands, these conditions have mostly subsided. During these times when on time performance has exceeded 90% issues with excessive layovers and buses arriving early have been problematic for on street operations and customer experience, indicating that too high of a target for on time performance may cause unintended side effects. A target of 85% encourages improvement on many services, adjustments will be made as part of future service changes in order to bring poor performing routes to this target.

Several routes performed well below the target during the second quarter including Routes 1, 2, 9A/B, 21, 39, 59, 65, and 91 which all performed below 70% on time performance. Adjustments had been planned for Route 1 to be implemented November 2022, however have been postponed due to staffing shortages. Other routes performing poorly during this quarter have not had significant on time performance issues in the past. Halifax Transit will continue to monitor these routes and make adjustments in the future if necessary.

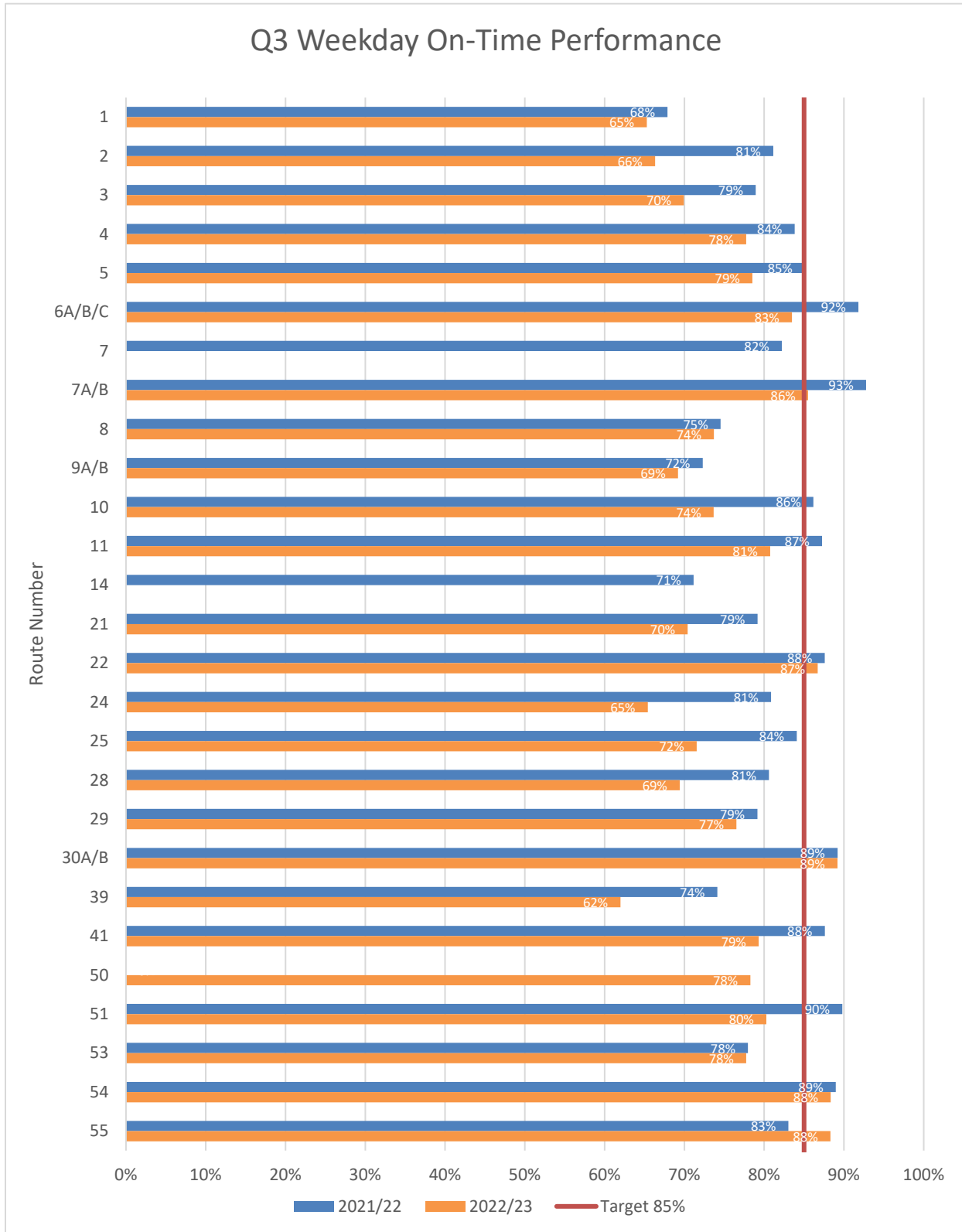
Portland Street Express routes (158, 159, 161, 165, 168A/B) continued to perform poorly in the third quarter, as mentioned in the previous report these routes will undergo minor schedule adjustments in the future to address this.

Route 433 Tantallon rural route also performed poorly in this period, this route underwent schedule adjustments to address on time performance effective November 21, 2022 and has seen moderate improvement in more recent months.

## Overall Network On-Time Performance

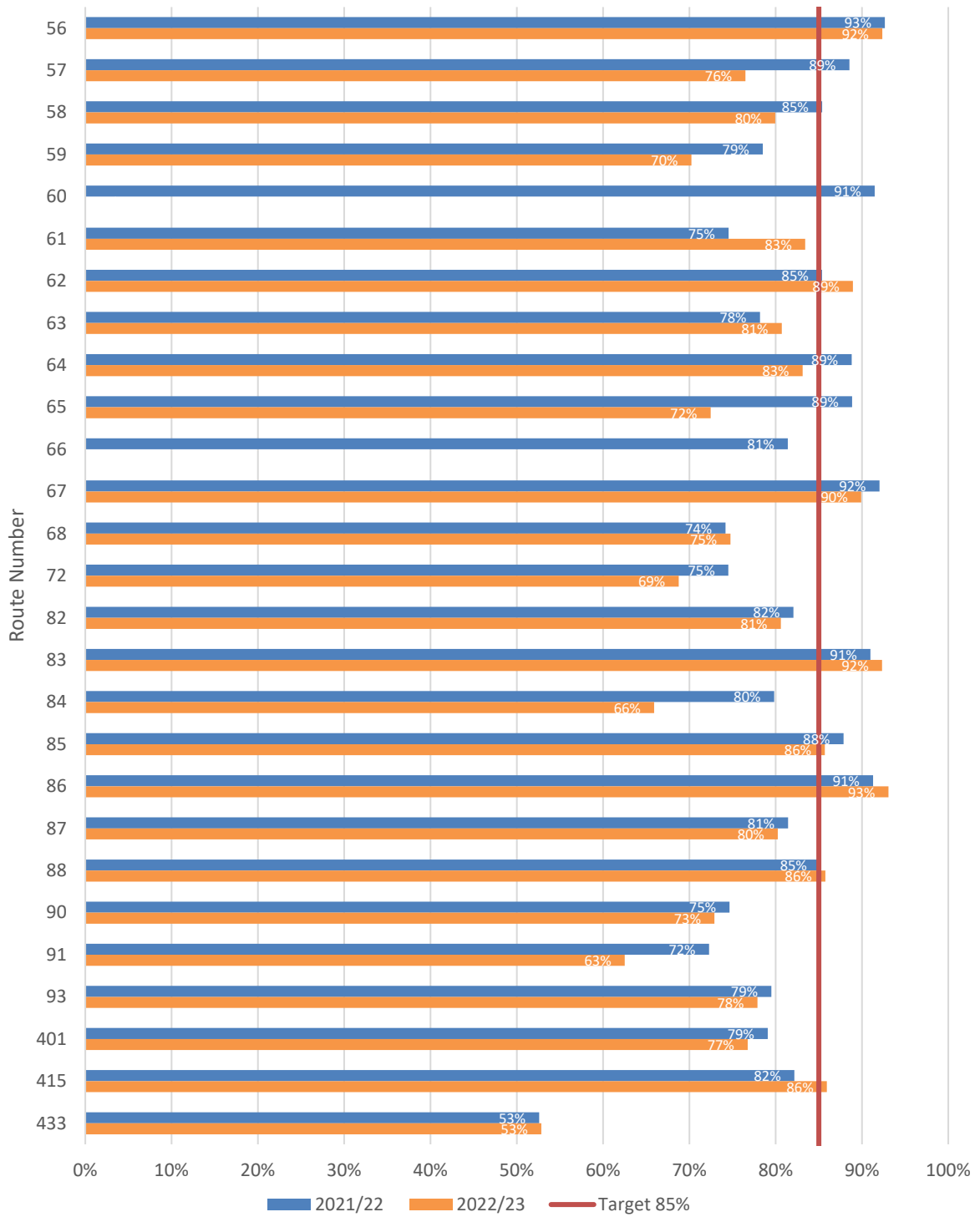


## Weekday On-Time Performance

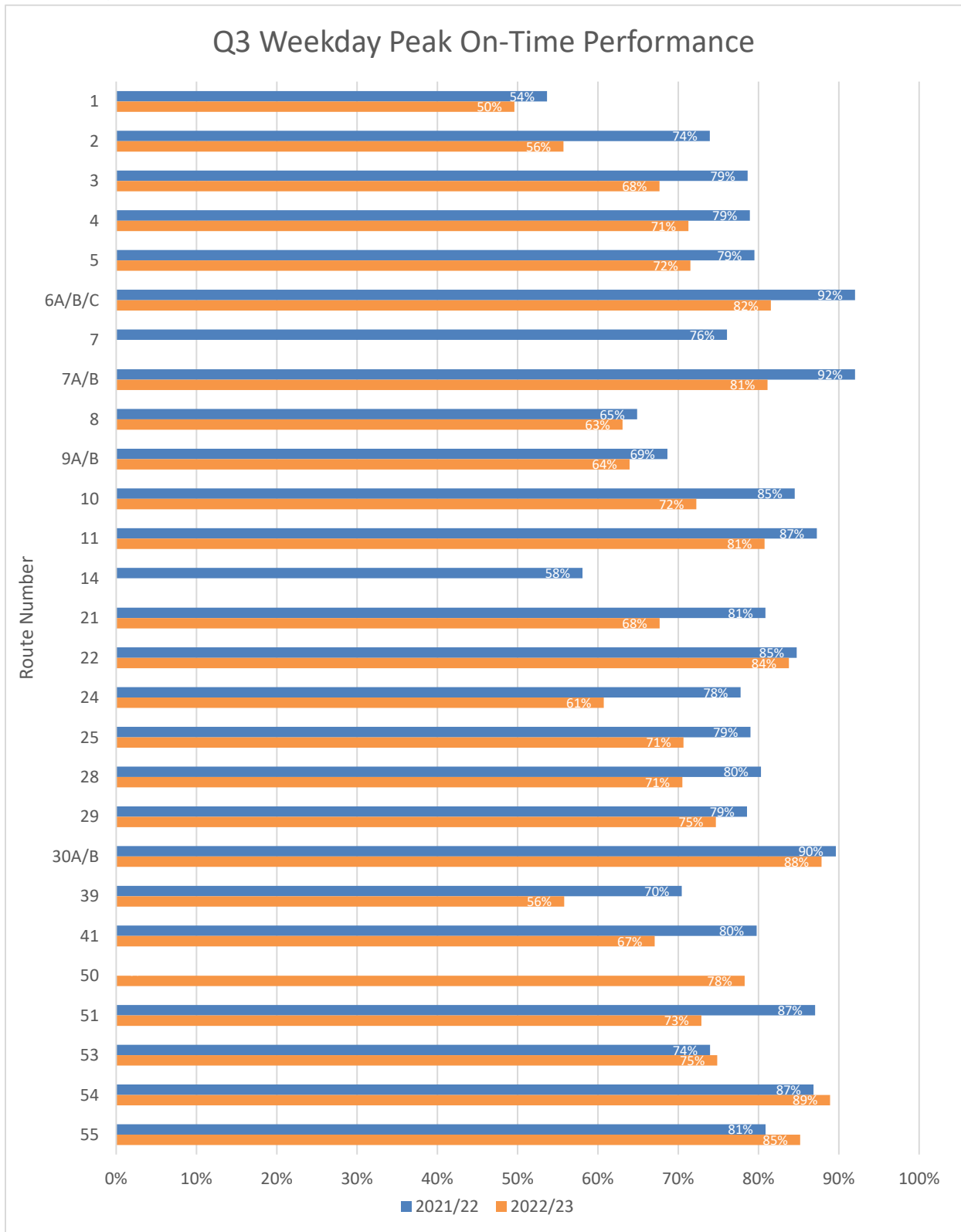




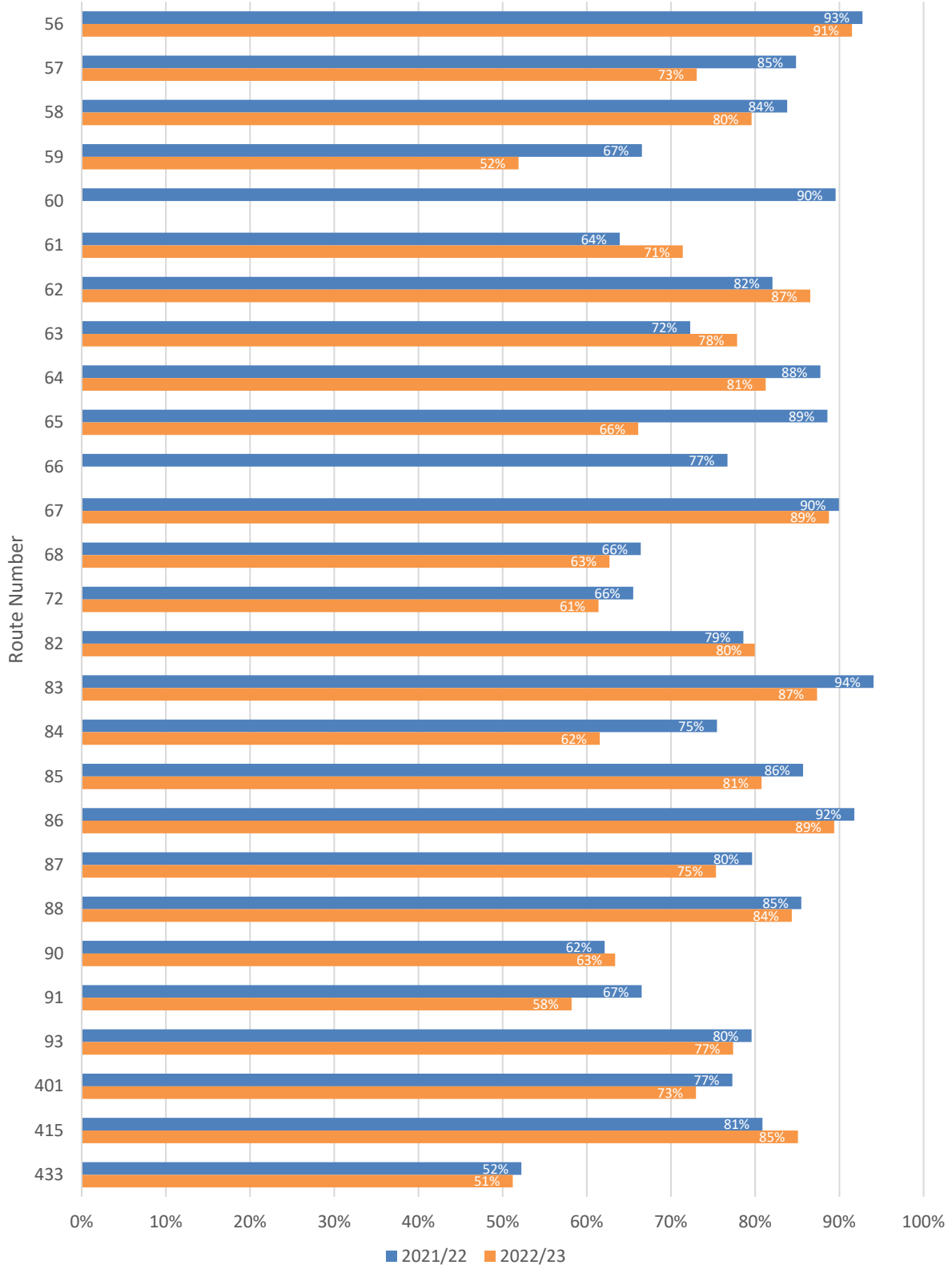
## Q3 Weekday On-Time Performance



## Weekday Peak Period On-Time Performance



### Q3 Weekday Peak On-Time Performance



## Express Service On-Time Performance

