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Item No. 13.1.1
Transportation Standing Committee
February 22, 2024

TO: Chair and Members of Transportation Standing Committee

SUBMITTED BY: -Original Signed-

Cathie O'Toole, Chief Administrative Officer

DATE: January 9, 2024

SUBJECT: **Halifax Transit 2023/24 Q2 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

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

BACKGROUND

This report provides a summary of activities in the second 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

During the second quarter of 2023/24 (July, August, and September 2023) Halifax Transit continued to see increases in ridership as recovery from the COVID pandemic continued. Boardings during the second quarter were 97% of normal levels (as last recorded in 2019/20). Service reductions put in place in February 2023 continued to be in place during this period.

Several service changes were put into place effective November 20, 2023. Approximately one-quarter of the previously reduced service has been reinstated, four new routes were introduced as a partial implementation of the remaining *Moving Forward Together Plan* changes, and 18 routes had minor schedule adjustments to improve service quality and reliability.

Halifax Transit's new mobile fare payment app, HFXGO launched on November 2, 2023. For November, 9% of fare revenue was collected through HFXGO. Additional fare information collected through the fare payment app will be included in quarterly reports beginning with the upcoming Q3 report.

Q2 Performance Measures Highlights

Attachment A, *Halifax Transit 2023/24 Q2 Performance Measures Report*, covering July, August and September 2023 includes additional performance measures and detailed statistics.

- Overall boardings increased 20% this quarter from last year, remaining 3% below 2019/20 Q2.
- Revenue increased 19% this quarter compared to last year, remaining 6% below 2019/20 Q2.
- System wide on-time performance was 71%, compared to a target of 85%. This is a 7% decrease from this quarter last year.
- Mean distance between failures was 9,034 kms, meeting the benchmark of 9,000 kms.
- Maintenance costs were \$0.96/km, 23% below the budgeted cost of \$1.25.
- Halifax Transit vehicles were involved in collisions at a rate of once every 22,700 kilometres, a preventable collision occurred every 41,800 kilometres.

FINANCIAL IMPLICATIONS

No financial implications.

COMMUNITY ENGAGEMENT

No community engagement was required.

ATTACHMENTS

Attachment A: Halifax Transit 2023/24 Q2 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.

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

Attachment A: 2023/24 Halifax Transit Q2 Performance Measures Report

2023/24 – Q2 Performance Measures Report

HALIFAX
TRANSIT

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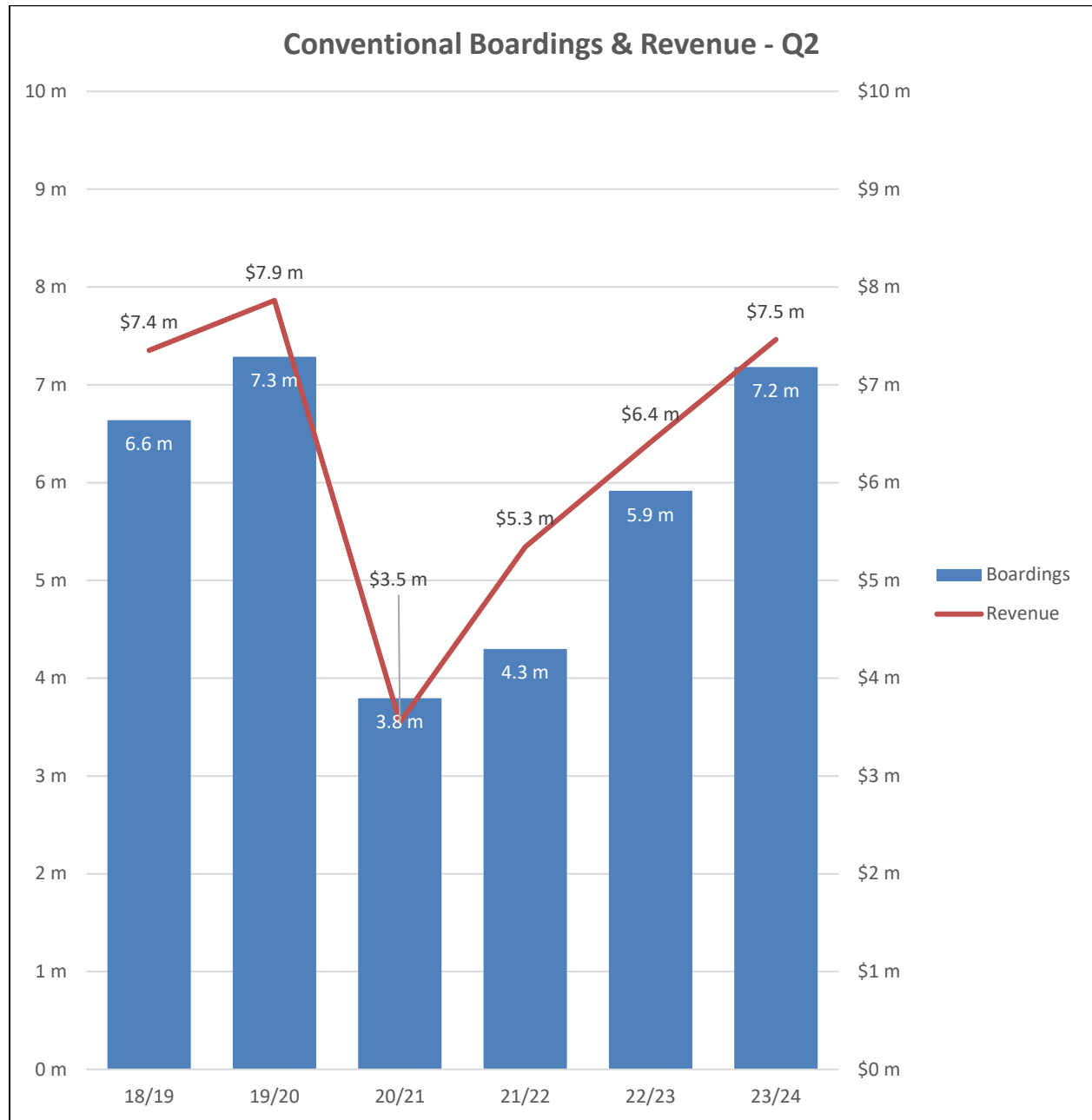
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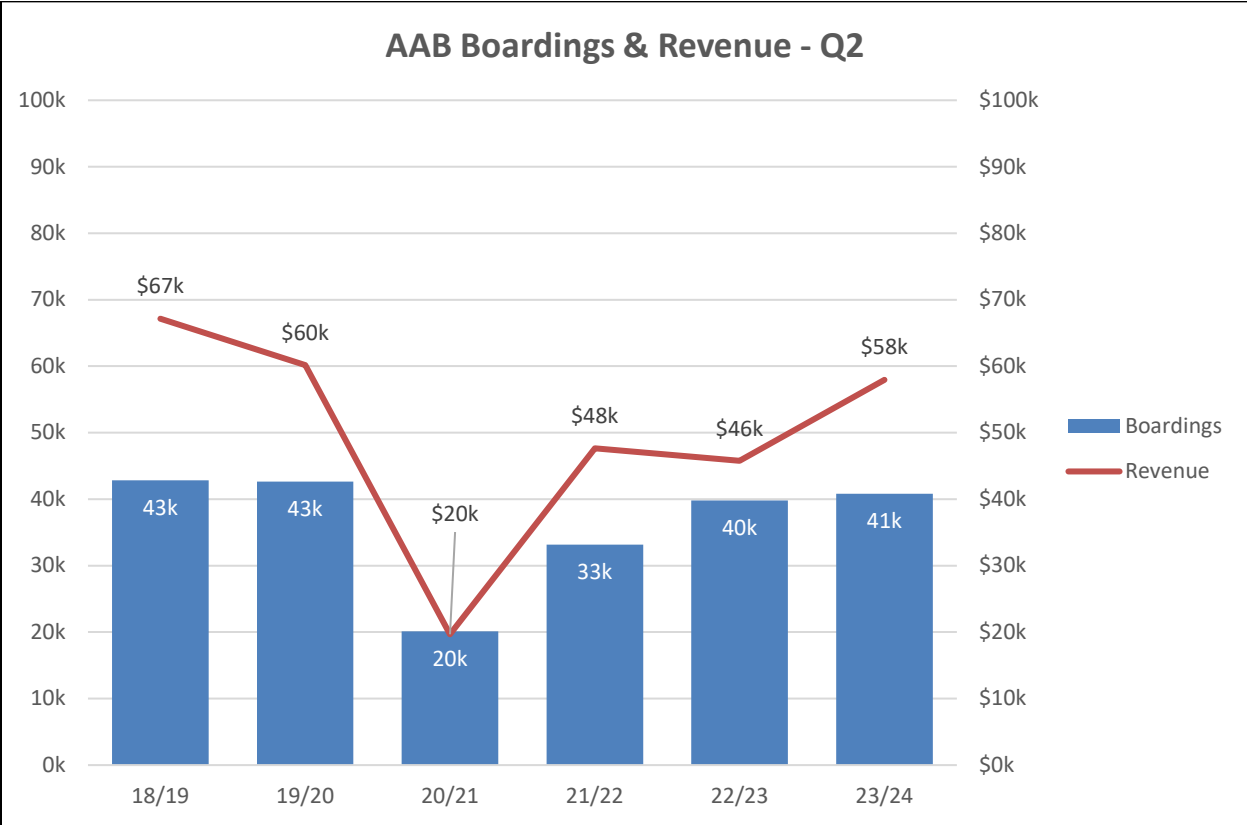
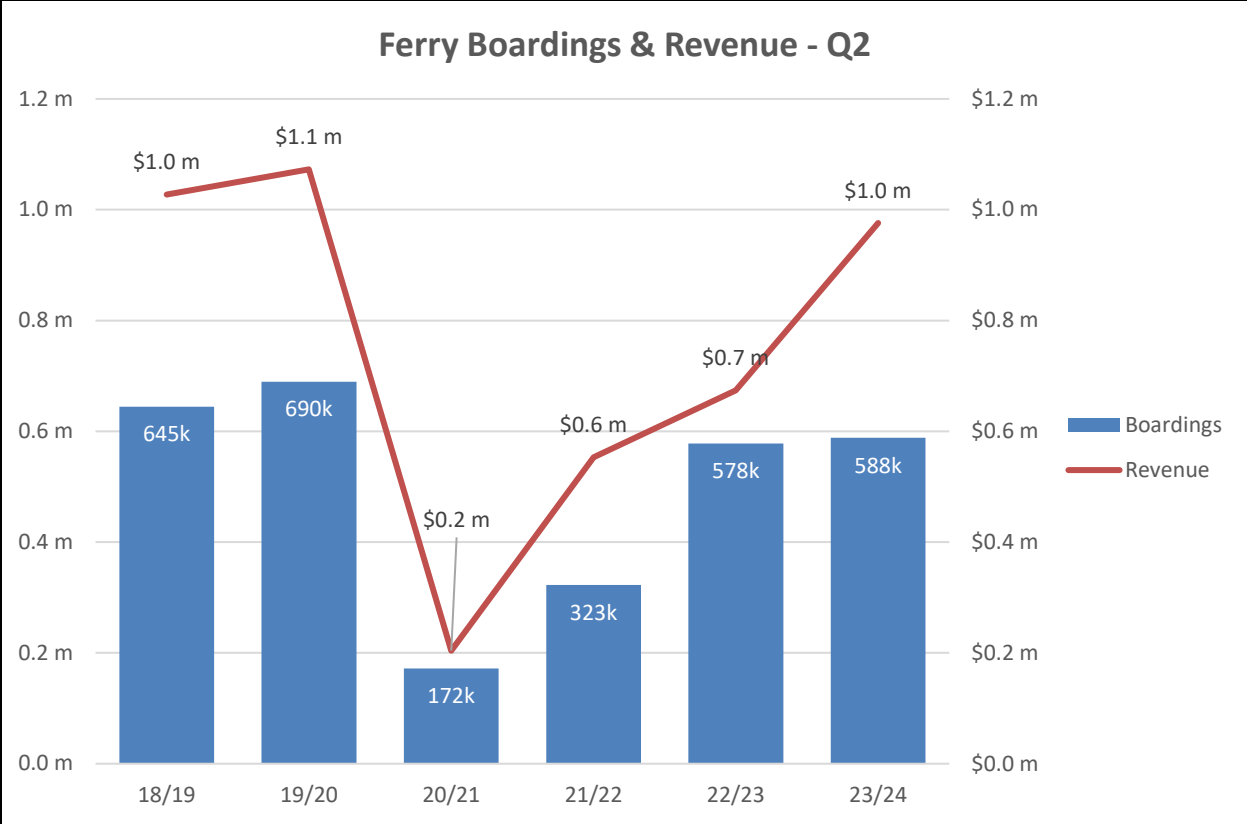
Boardings & Revenue

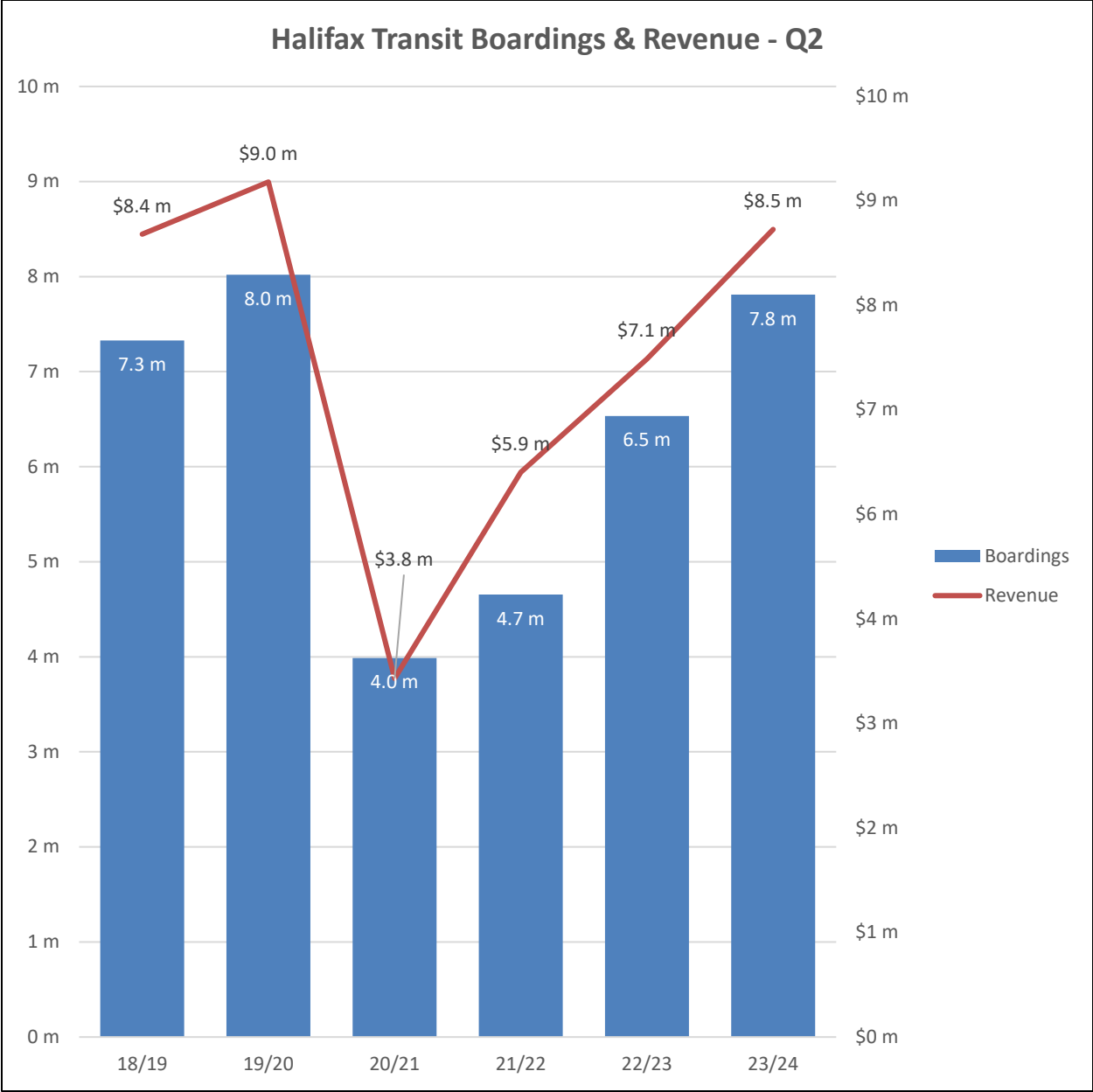
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

Recovery from the COVID-19 pandemic continued through the second quarter this year. Conventional boardings increased 21% from this quarter last year, Ferry boardings increased 2% and Access-A-Bus boardings increased 3%. Overall, system wide boardings increased this quarter by 20% compared to last year, which is still 3% lower than second quarter 2019/20. Overall revenue this quarter increased 19% from last year but remains 6% lower than second quarter 2019/20.

Historical Boardings & Revenue



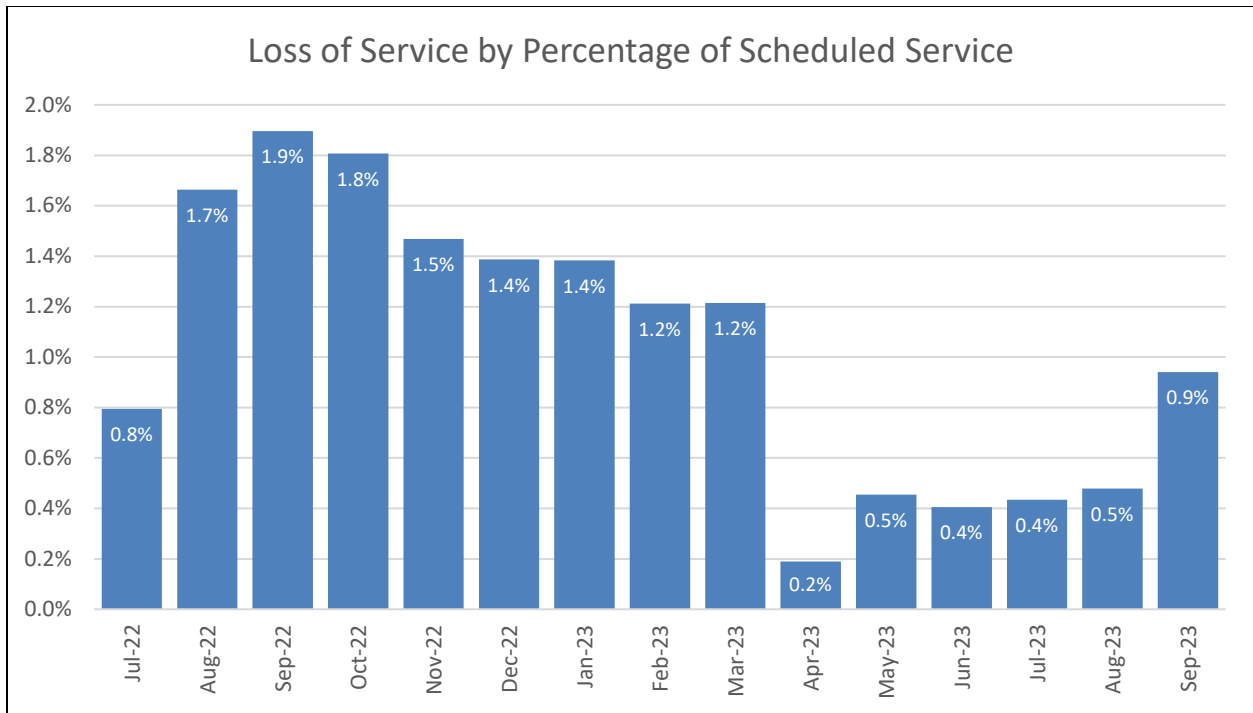




Loss of Service

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

In the second quarter, the total loss of service was 1,276 hours, which is 0.6% of the quarterly revenue hours. The chart below shows the total loss of service for each month. In late February 2023 temporary service reductions were put in place to address staffing issues, these reductions have reduced the amount of scheduled service that has to be cancelled ad hoc.

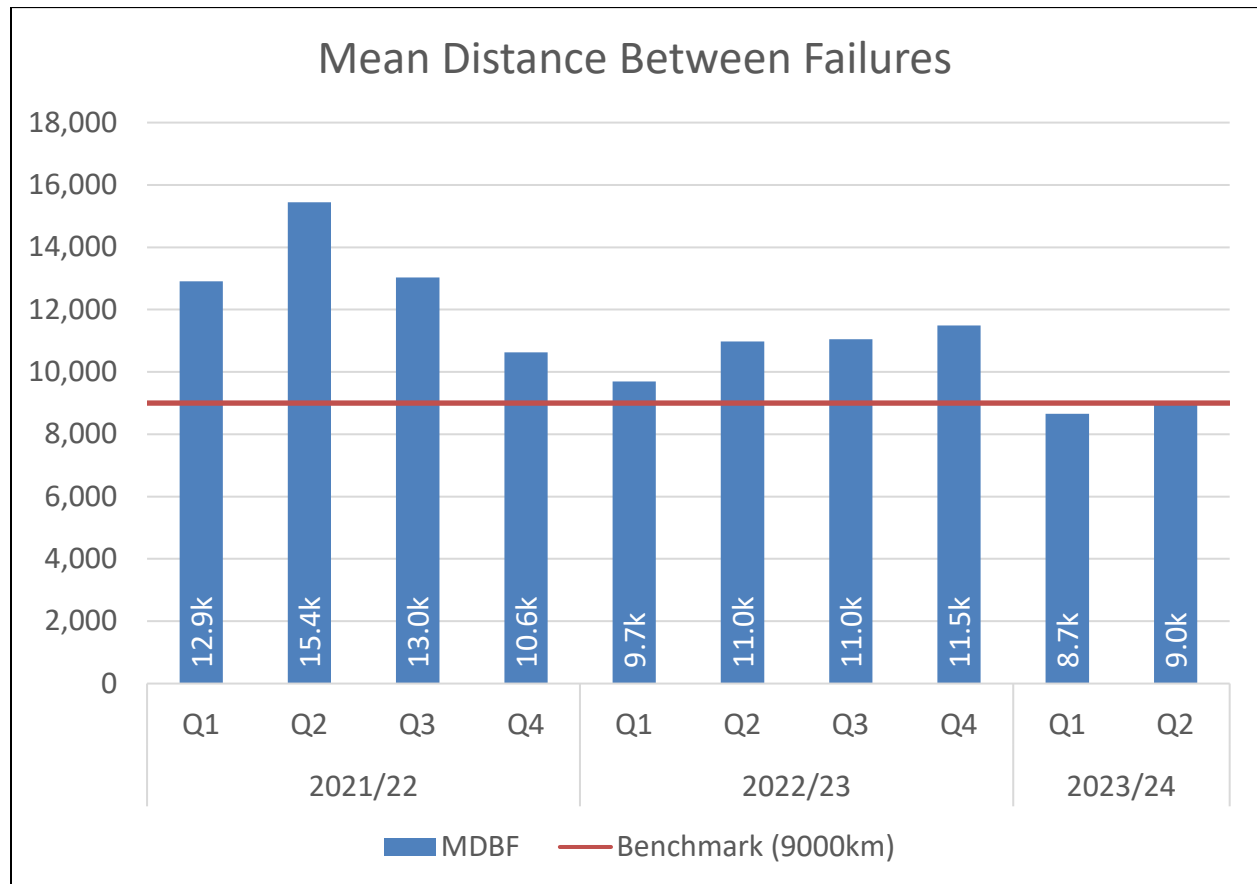


Fleet Services

Mean Distance Between Failures

Halifax Transit's Mean Distance Between Failures (MDBF) is the distance in kilometres covered between vehicle related failures that prevent a vehicle from completing scheduled service.

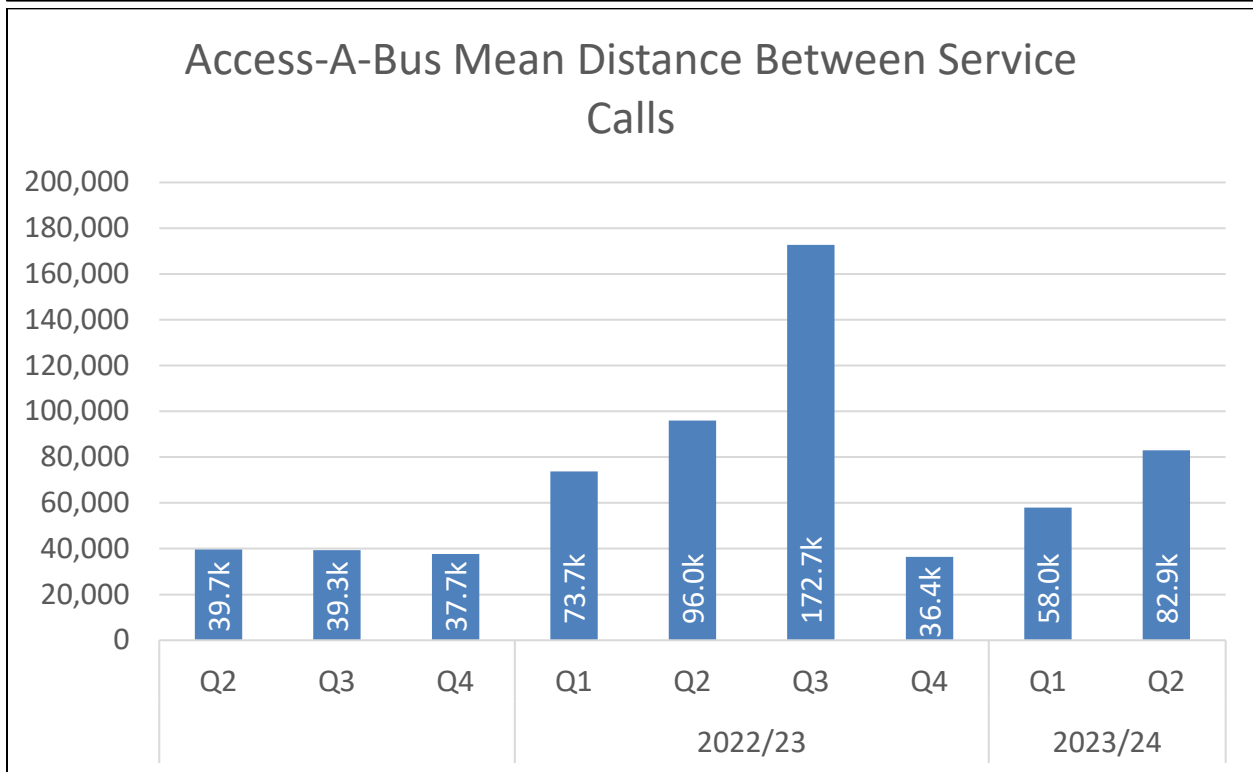
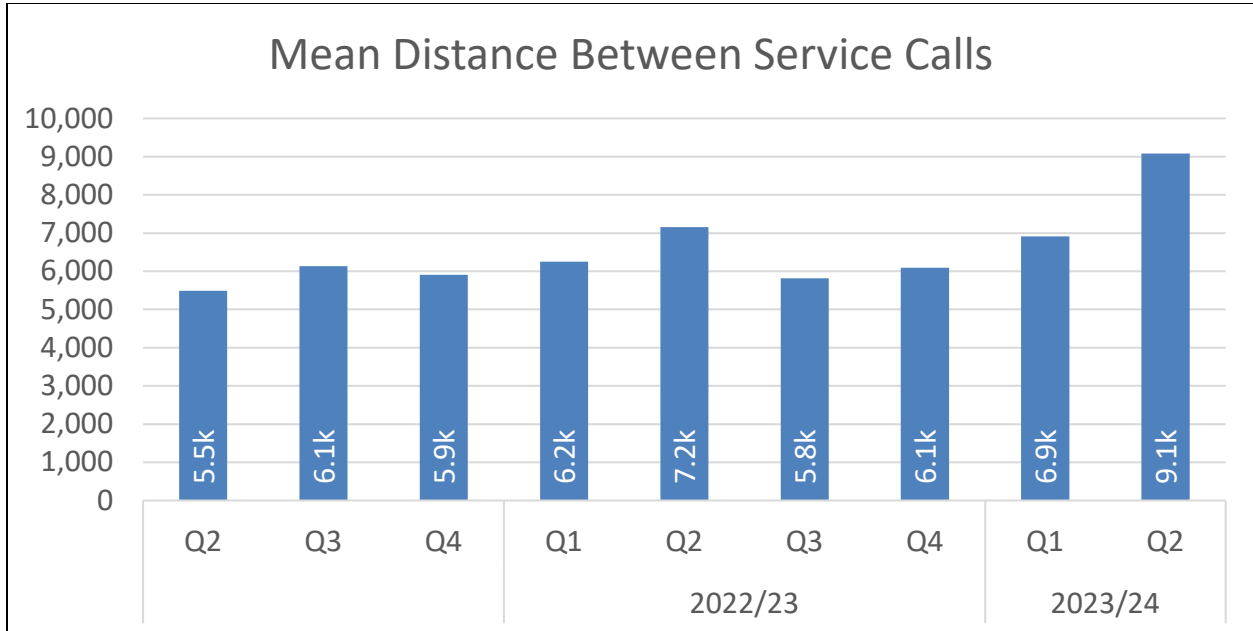
For the second quarter of 2023/24, the MDBF for conventional transit was 9,034 kms, just above the benchmark of 9,000 kms.



Mean Distance Between Service Calls

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

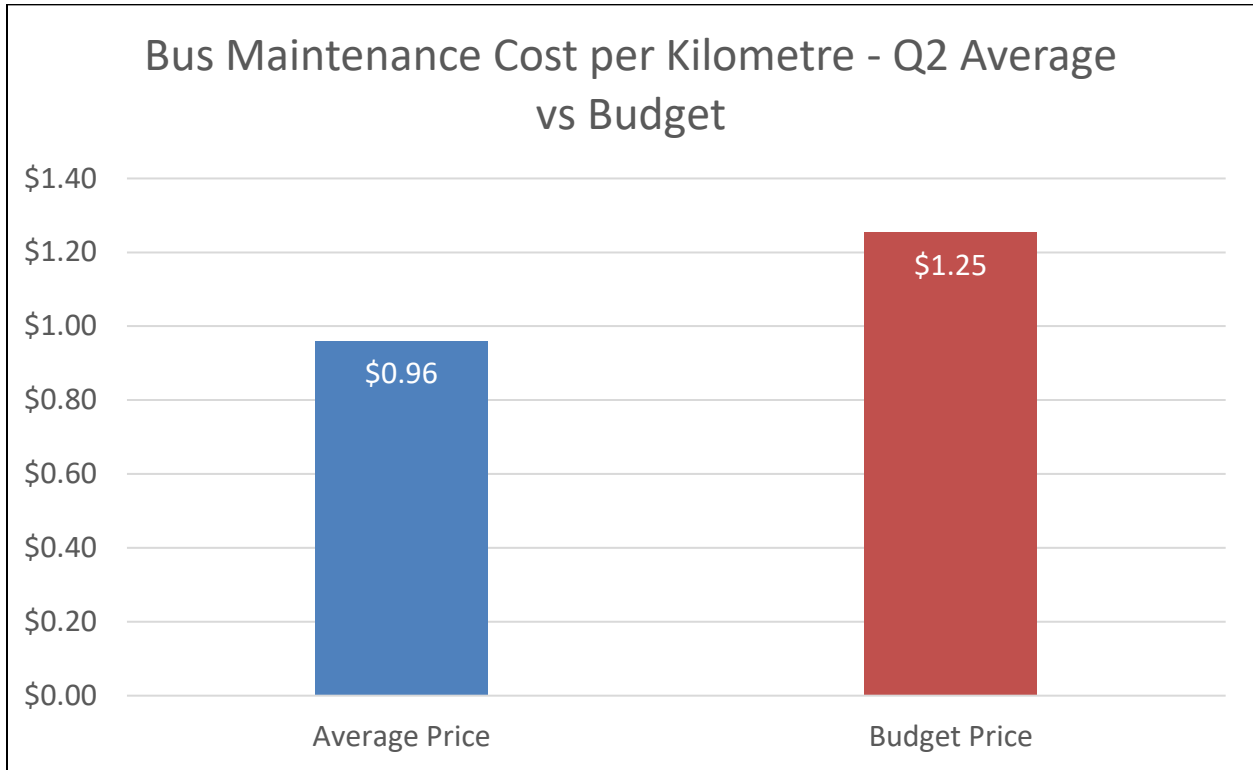
For the second quarter of 2023/24, the MDBS for conventional transit was 9,100 kms, and increase of 27% over the previous year. The MDBS for Access-A-Bus service was 82,900 kms, a 14% decrease from the previous year.



Bus Maintenance Cost – Quarter Average vs Budget

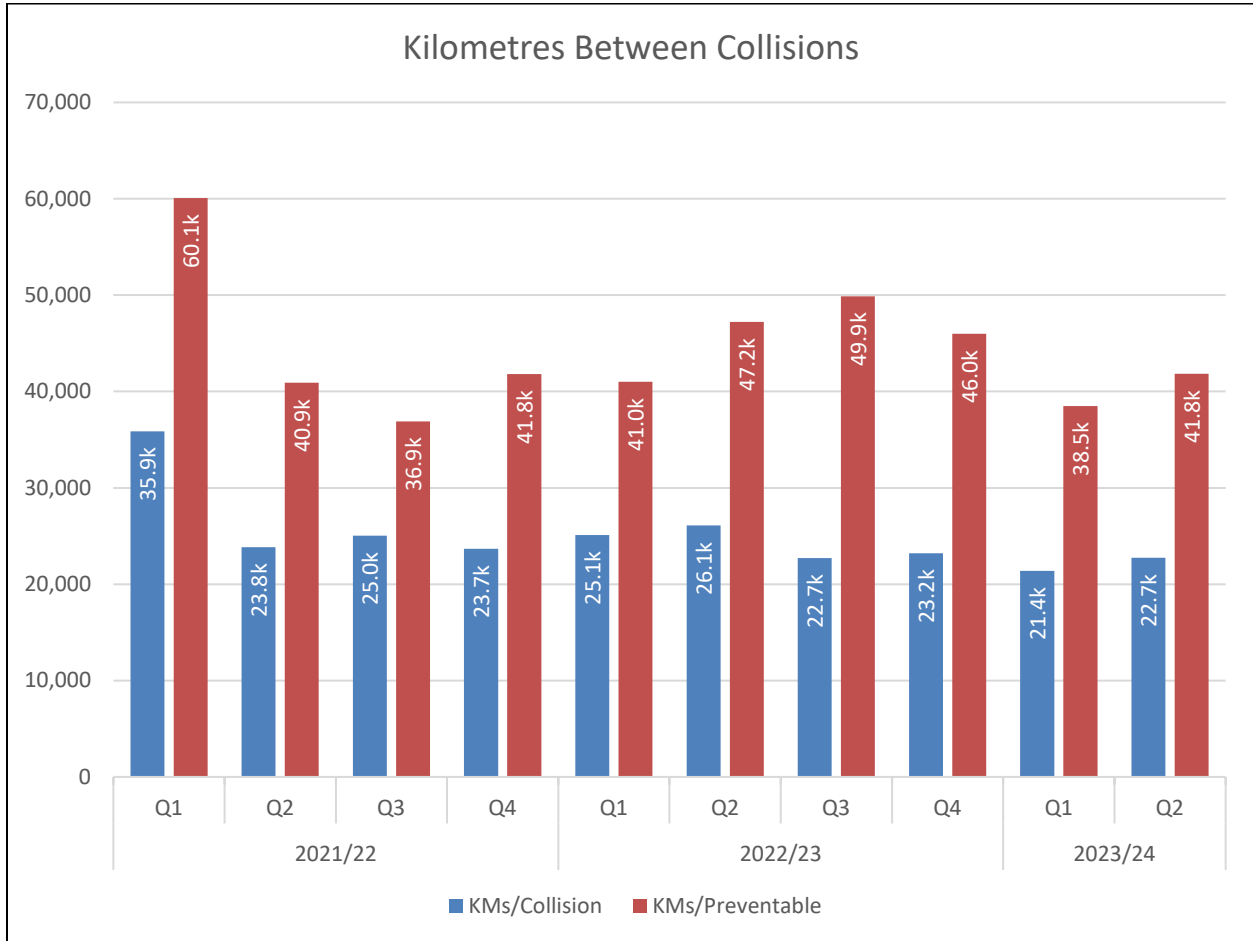
In the second quarter bus maintenance costs were \$0.96/km, 23% lower than the budgeted maintenance cost of \$1.25/km.

As additional costs were attributed to first quarter bus maintenance costs resulting in costs higher than budgeted, this is reflected in lower costs attributed to the second quarter. Over both quarters combined maintenance costs averaged \$1.16/km, 8% below the budgeted maintenance cost.



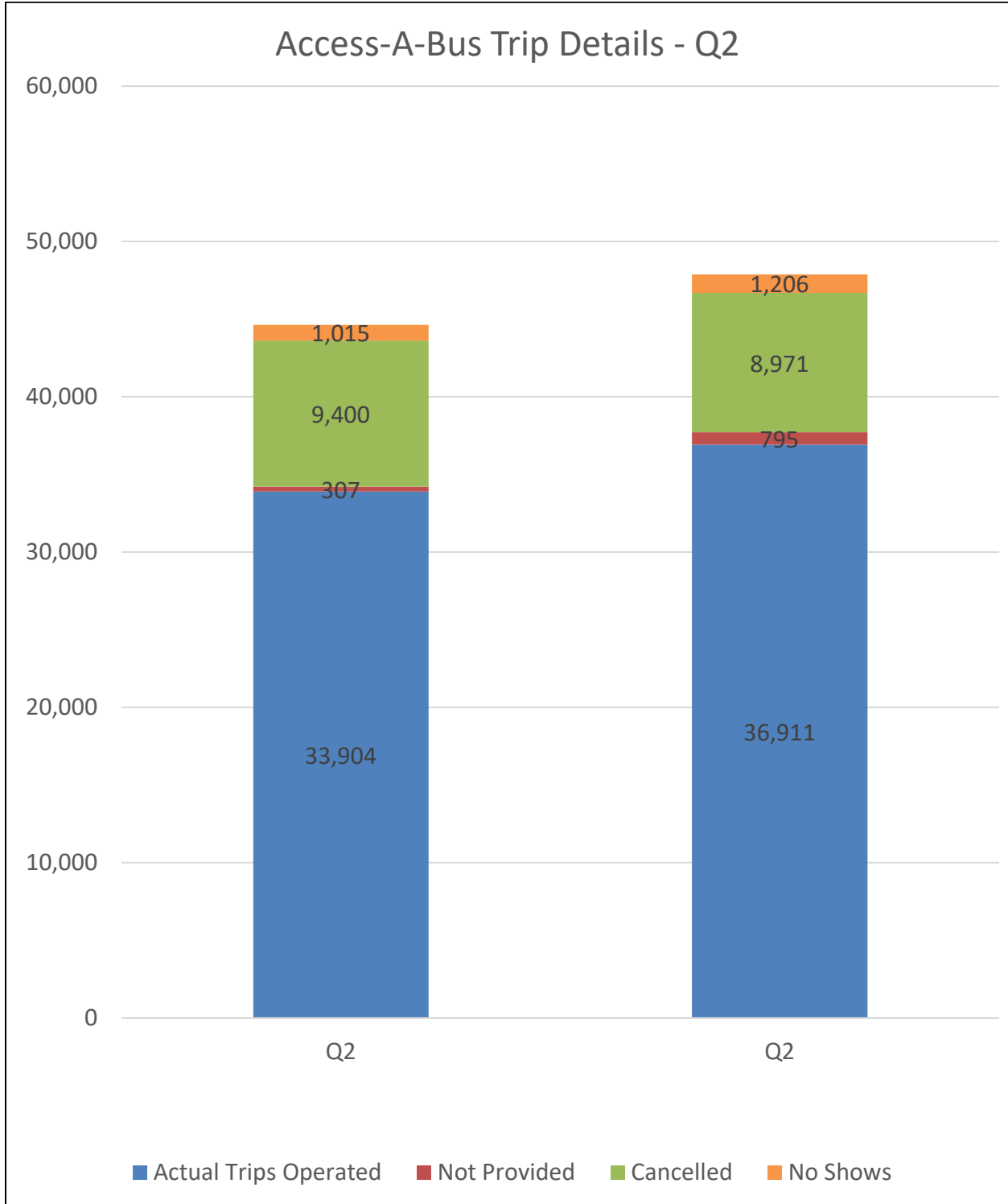
Safety – Collisions

In the second quarter, a collision involving Halifax Transit vehicles occurred once every 22,700 kilometres, a preventable collision occurred every 41,800 kilometres.



Access-A-Bus Trip Details

Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In the second quarter of 2023/24 a total of 36,911 trips were operated, an increase of 9% compared to the second quarter last year.



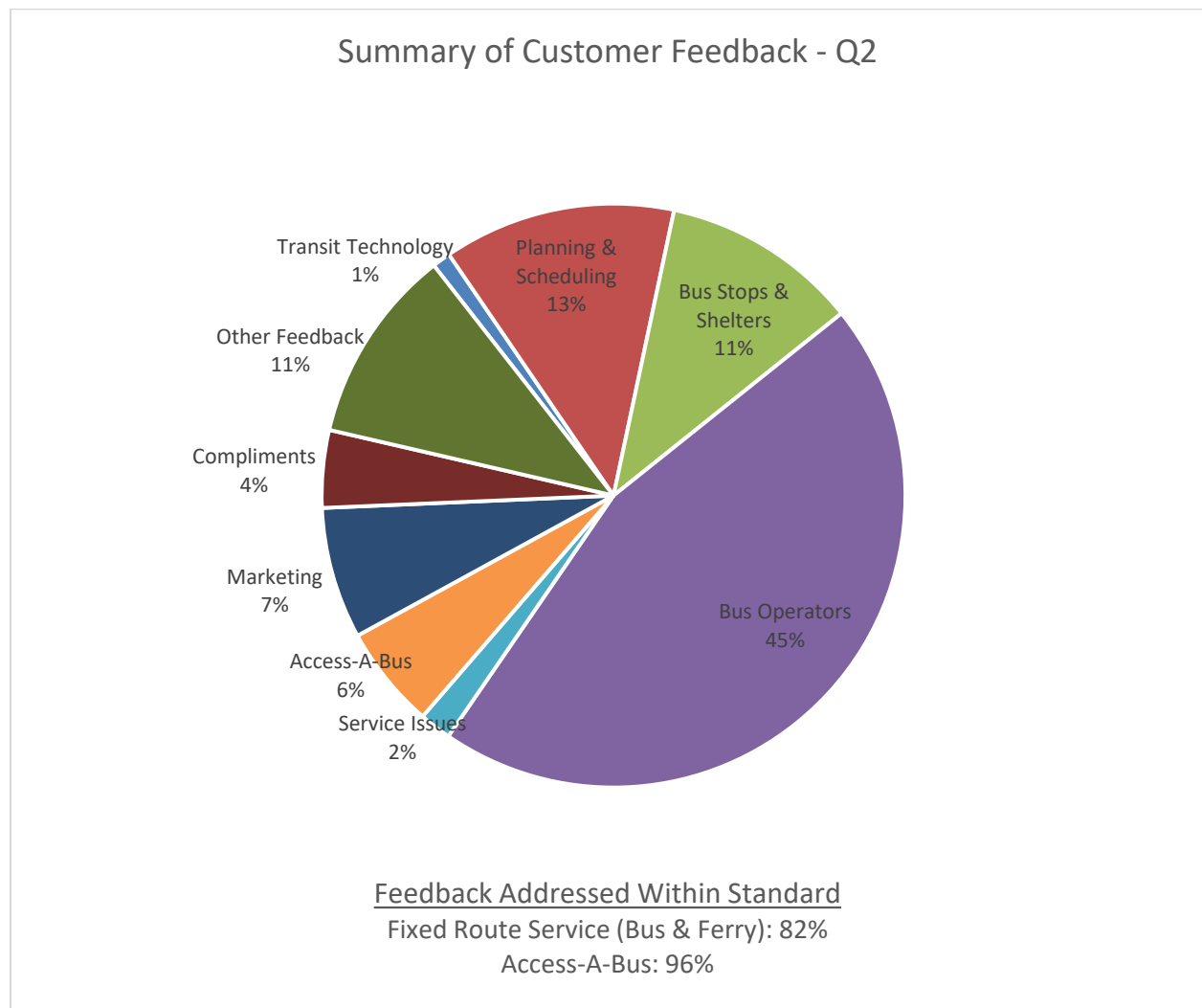
Customer Service – All Services

Customer service statistics are measured monthly using the Cityworks Customer Relationship Management software. Feedback is first categorized by subject matter and then divided into two categories: feedback addressed within service standard and feedback addressed outside service standard. The service standard is either 5 or 10 days depending on the subject matter.

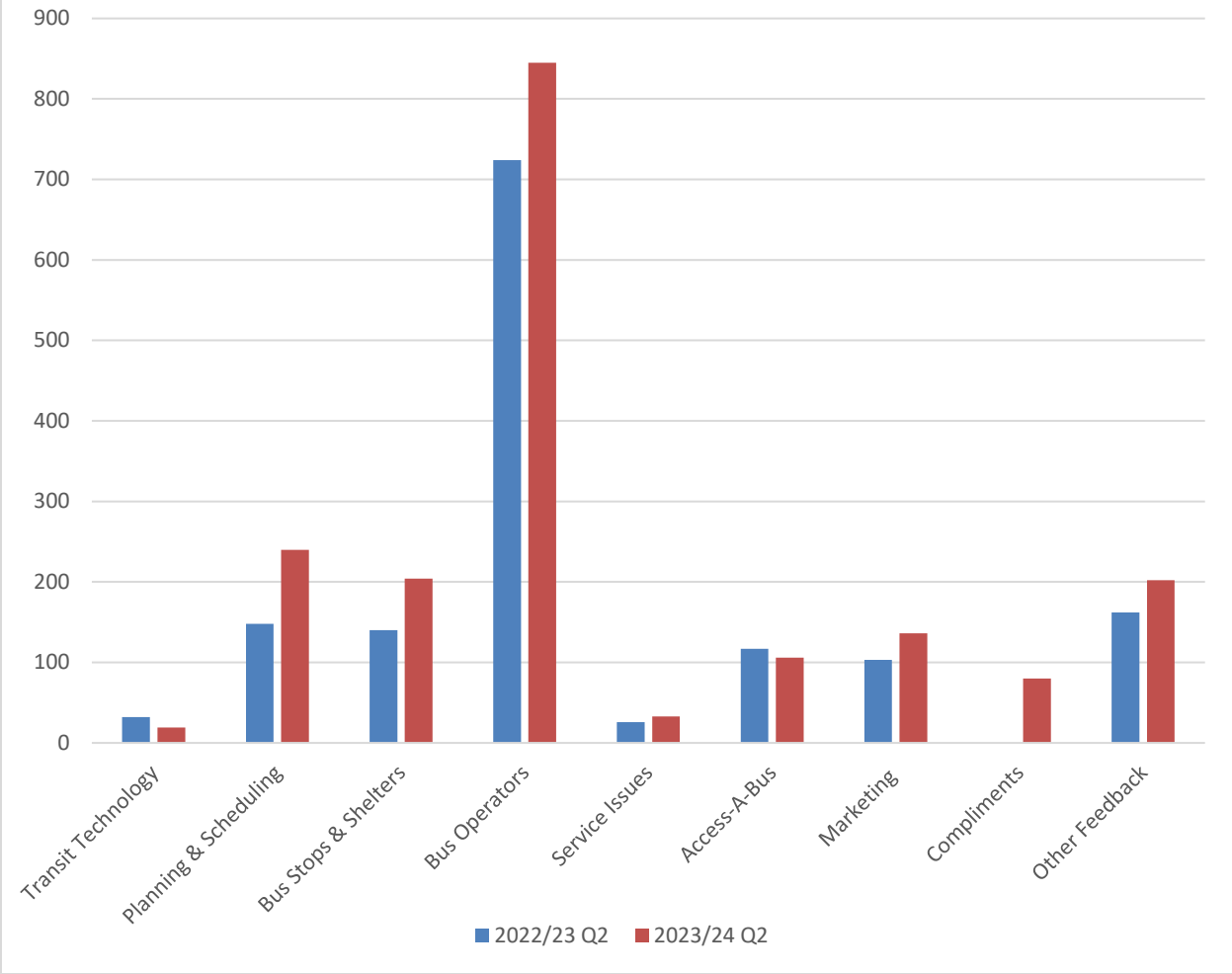
5 Days – Access-A-Bus, Accessibility on Conventional Bus, Bus Operator Compliments, Ferries Infrastructure, Prohibited Conduct Policies, Technology, Vehicle Related

10 Days – Bus Operator Behaviour, Bus Operator Driving, Marketing & Communications, Planning & Scheduling, Programs

In the second quarter, 48% of feedback received was related to Bus Operator Driving and Behaviour. 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, 82% of customer feedback was addressed within standard. Customer feedback volumes were significantly higher this year, with 466 or 36% more service requests closed during second quarter compared with last year.



Customer Feedback Comparison - Q2



Recruitment and Retention

The figure below includes information on the number of conventional Bus Operators entering and exiting Halifax Transit between over the past year. The blue bar illustrates the net loss/gain of staff each month and shows that Operator numbers have continued to trend positively in recent months up until December where a decline is seen.



Service Utilization

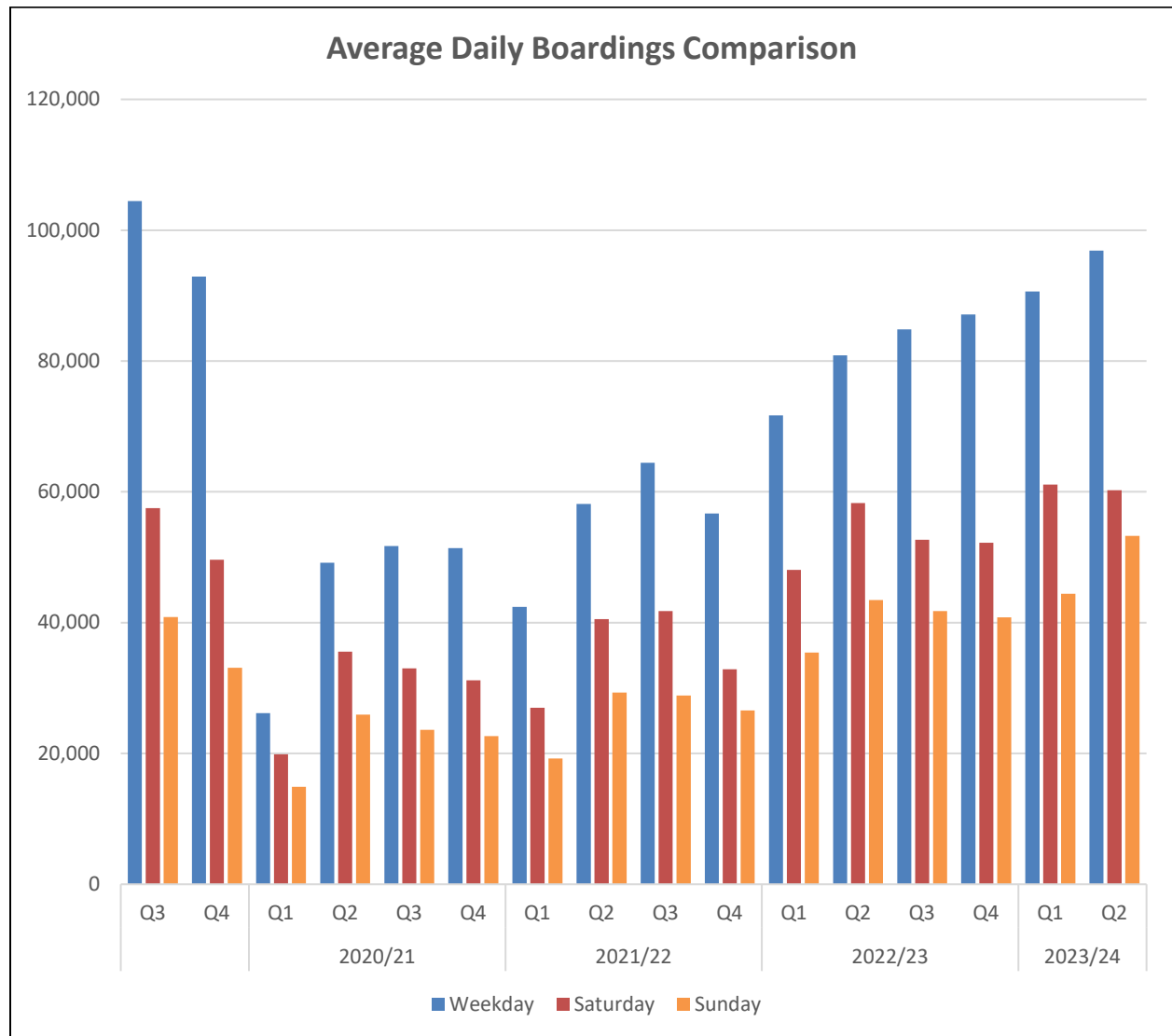
Boardings

Average weekday boardings in the second quarter were 96,873 ± 11,339 (12% variance). Average Saturday boardings this quarter were 60,234 ± 16,163 (27% variance). Average Sunday boardings this quarter were 53,253 ± 5,204 (10% variance).

Average Daily Boardings by Service Day

The following chart shows average daily boardings by quarter tracking to pre COVID periods. Covid pandemic impacts began near the end of 2019/20 Q4.

This quarter weekday and Saturday boardings were below pre-pandemic levels at 94% of 2019/20 Q2 values. Sunday boardings this quarter were 119% of pre-pandemic values. Weekend boardings are particularly susceptible to large fluctuations year over year during second quarter as events and weather over the summer months can have significant impact.



Ridership Guidelines by Route – Passengers Per Hour

Halifax Transit established ridership guidelines as part of the Moving Forward Together Plan, the table below displays route performance in comparison to these guidelines. Several routes are replaced during the peak hour in the peak direction by express services, as such these routes are not expected to meet typical ridership guidelines during peak periods. Ridership guidelines are consistent throughout the year, however lower ridership is generally experienced during second quarter though the summer months, this is partially offset by higher ridership periods experienced in September. Colour coding has been applied as follows:

Green = Exceeding Ridership Guideline

Yellow = Within 50% of meeting Ridership Guideline

Red = More than 50% below Ridership Guideline

Grey = Routes replaced by express services in peak direction.

2023/24 Q2 Ridership Guidelines by Route								
Route	Weekday				Saturday		Sunday	
	Boardings	Passengers Per Hour			Boardings	Pass/Hour	Boardings	Pass/Hour
	All Day	AM & PM Peak	Midday	Evening	All Day	All Day	All Day	
Ridership Guideline		25	15	10		15		10
1	8,322	58	58	42	5,584	49	4,861	52
2	5,012	48	47	43	4,507	46	3,808	54
3	7,370	55	45	42	3,653	42	4,431	45
4	5,186	41	40	39	2,191	45	2,175	47
5	4,174	51	48	39	2,867	40	2,223	49
6A/B/C	3,043	37	37	26	1,625	35	1,576	37
7A/B	5,038	44	39	26	3,053	30	2,344	33
8	4,795	42	39	29	3,251	33	3,431	36
9A/B	6,877	46	48	42	3,629	56	3,626	57
10	4,489	44	49	32	2,933	39	2,194	45
21	1,307	46	52	35	1,032	30	891	48
22	714	27	25	14	546	17	518	15
24	1,934	41	36	26	1,909	34	1,721	32
25	627	30	34	24	424	29	518	38
26	32	12						
28	2,012	52	50	47	1,733	42	1,152	53
29	3,135	37	38	27	1,915	30	1,870	31
30A/B	1,210	35	35	29	804	23	689	33
39	1,480	38	31	25	1,196	24	689	32
50	81	22	5					
51	1,042	49	43	28	544	35	350	23
53	1,143	40	35	24	1,005	31	623	30
54	967	31	40	23	592	29	521	32
55	444	24	29	14	381	25	304	21
56	1,136	44	35	28	1,117	36	970	31
57	33	10	4	9				
58	143	10	12	6	99	6	82	6
59	152	13	21	12	130	18	105	16
61	223	12	18	12	201	12	172	11
62	595	26	30	16	358	21	404	25
63	502	23	26	15	296	20	262	18
64	766	20	14	8				
65	112	11	22	10	93	9	90	9
67	742	22	32	15	315	20	288	18
68	246	14	23	12	231	14	198	13
72	1,745	44	37	25	1,330	30	774	29
82	290	15	21	9	214	13	227	14
83	110	9	11	6	89	10	79	7
84	1,091	22	23	13	434	14	421	13
85	165	11	20	8	116	15	121	14
86	140	9	12	8	138	9	116	8
87	1,423	35	21	18	886	17	606	22
88	276	25	17	13	208	14	173	12
90	2,460	44	34	25	1,684	26	1,137	33
91	1,109	35	35	24	509	24	583	27
93	190	21	16	9				
401	148	15	15	11	49	11	41	7
415	62	8	12					
433	104	16		9				





















Express Service Peak Boardings & Passengers per Trip

The table below displays average daily boardings and passengers per trip on Halifax Transit Express services. Colour coding has been applied as follows:

Green = Exceeding Ridership Guideline

Yellow = Within 50% of meeting Ridership Guideline

Red = More than 50% below Ridership Guideline

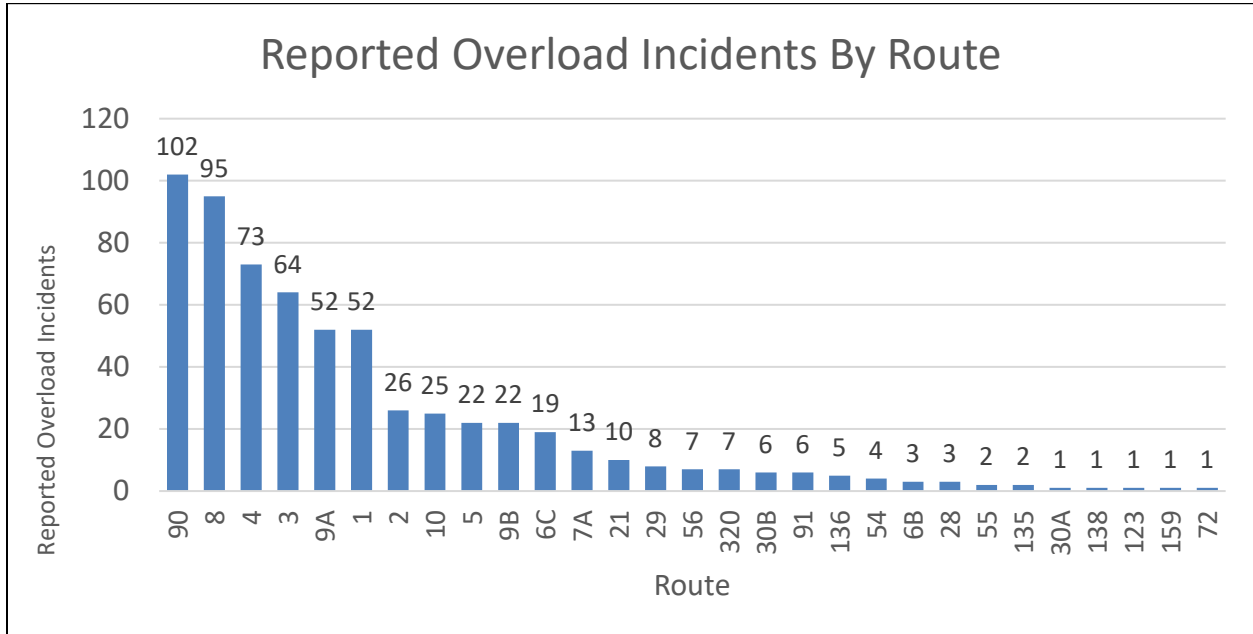
2023/24 Q2 Express Route Ridership Guidelines by Route			
Route	Weekday Peak Hours		Pass/Trip
	Boardings		
Express Ridership Guideline			20
123	311		26
127	290		21
135	290		29
136	434		36
137	278		28
138	318		32
158	121		20
159	298		25
161	323		27
165	202		25
168A/B	576		27
182	472		21
183	248		23
185	468		23
186	219		22
194	165		27
196	102		26
Regional Express Ridership Guideline			15
320	459		18
330	195		11
370	69		6

Passenger Overloads

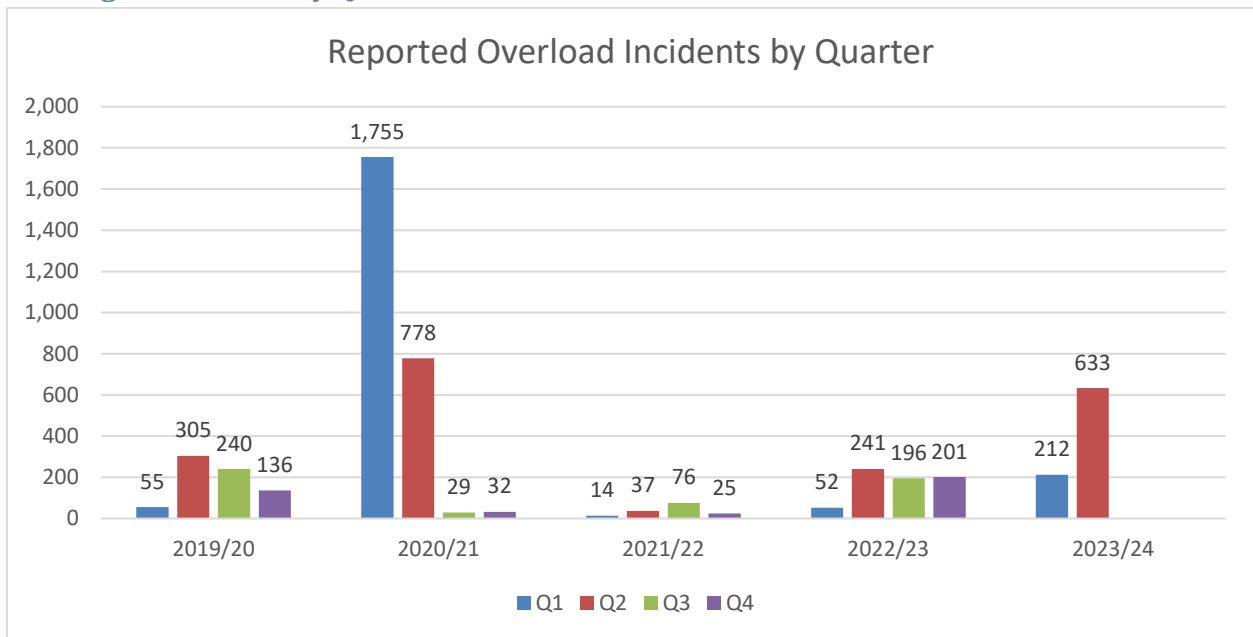
Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. During the second quarter 633 overload incidents were reported. Of the overloads reported in second quarter 24% occurred in July, 20% in August and 56% occurred in September.

Passenger Overloads by Route

Corridor routes experienced the majority of overload reports, accounting for 74% of reported overloads this quarter. Of the overloads reported in second quarter 86% occurred on weekdays, 6% occurred on Saturdays, and 8% occurred on Sundays/holidays.



Passenger Overloads by Quarter



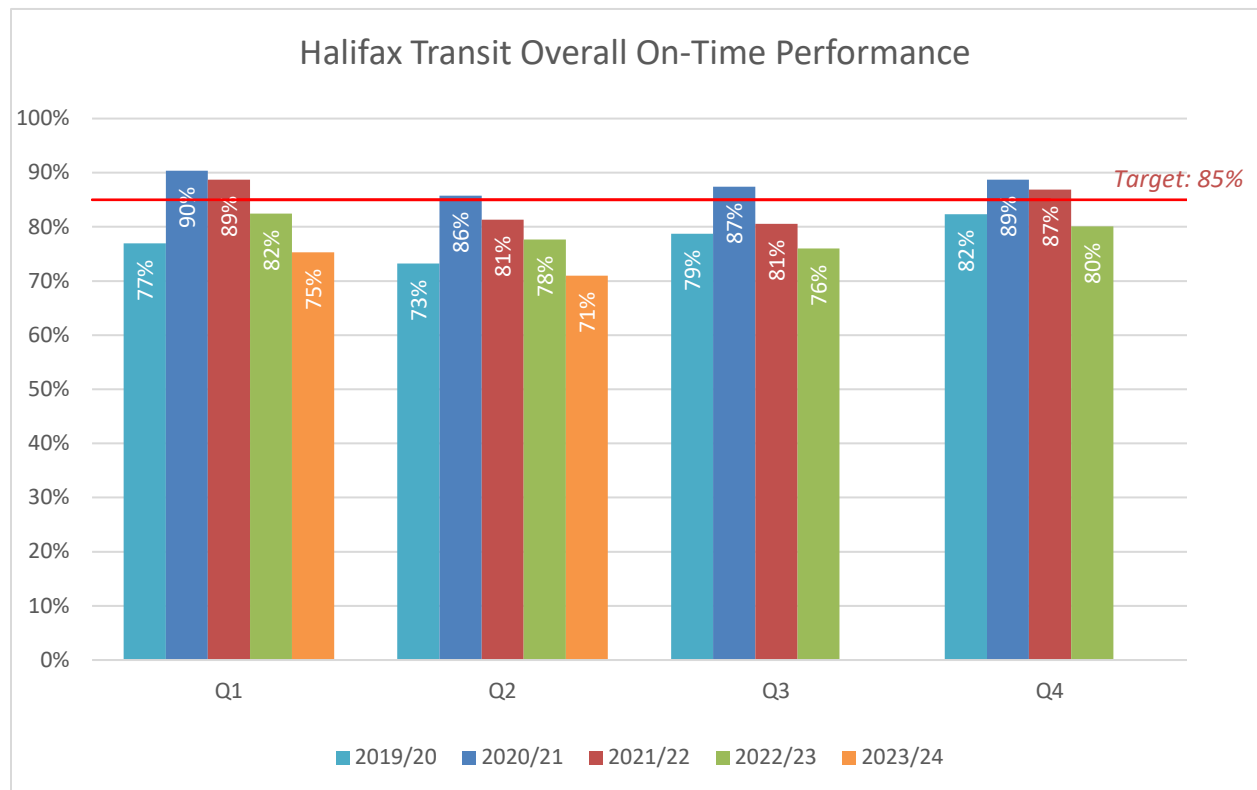
On-Time Performance

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.

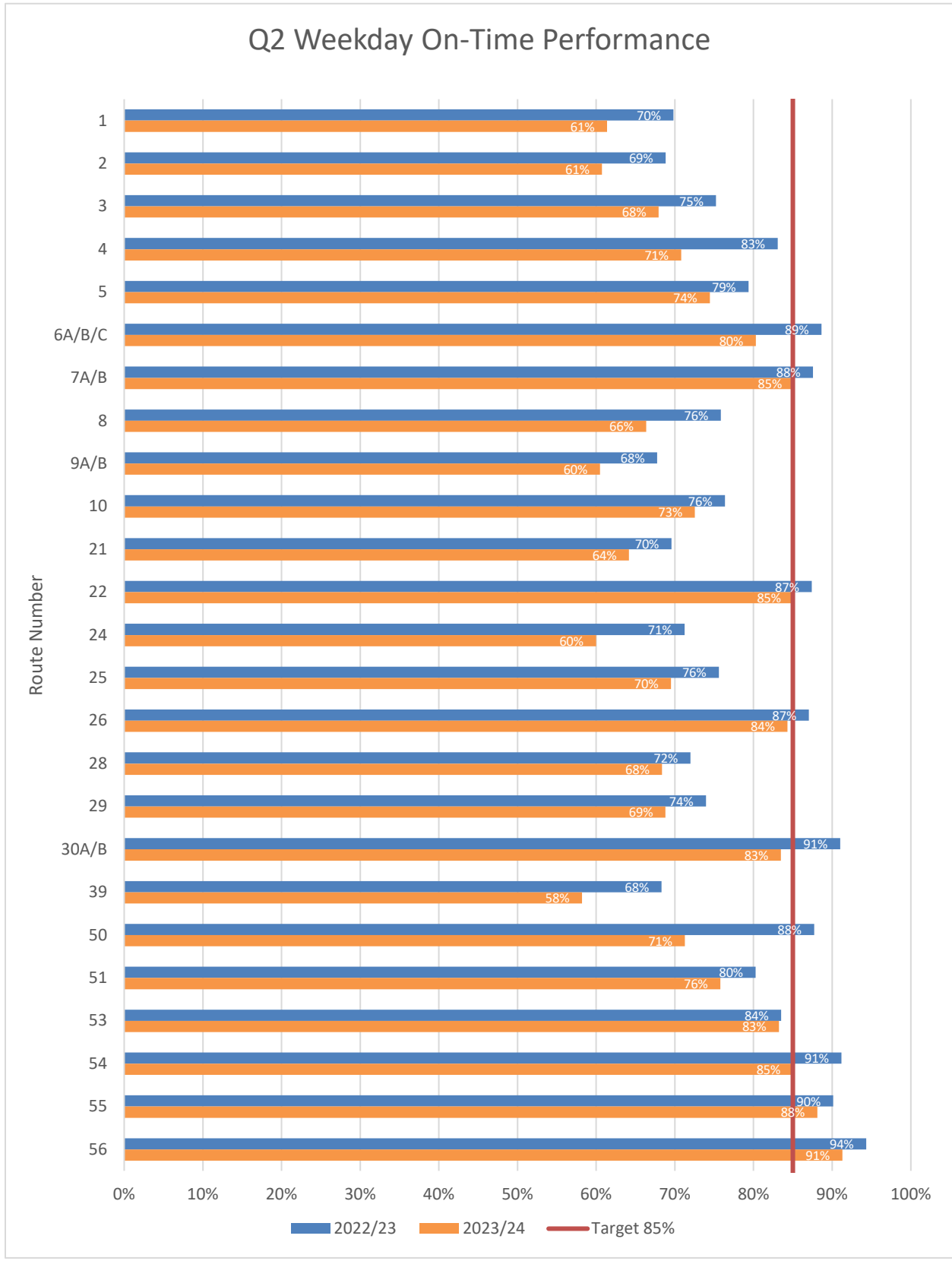
As traffic congestion and transit usage has continued to increase in recent months, overall on time performance has decreased and several routes have performed poorly. As part of quarterly service changes in November 2023 several routes had schedule adjustments made to address poor on-time performance including Routes 2, 24, 39, 72, 91, 158, 159, 161, 165, 168A/B, 194, and 433. Other poor-performing routes will continue to be monitored and will have schedule adjustments in the future.

Routes 1 and 10 are part of the postponed *Moving Forward Together Plan* service adjustments. These routes will have new schedules once staffing levels are sufficient and they are able to be implemented.

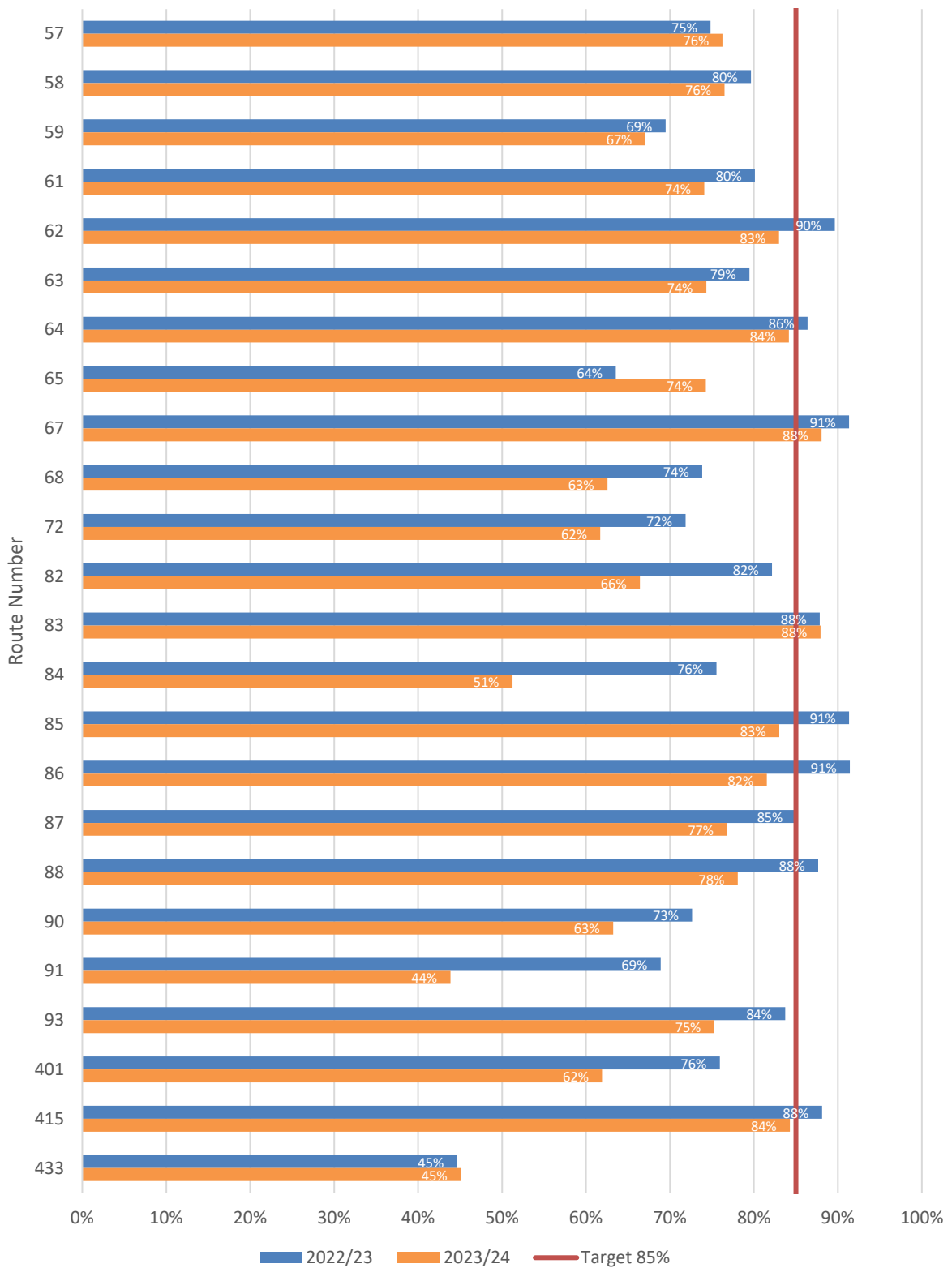
Overall Network On-Time Performance



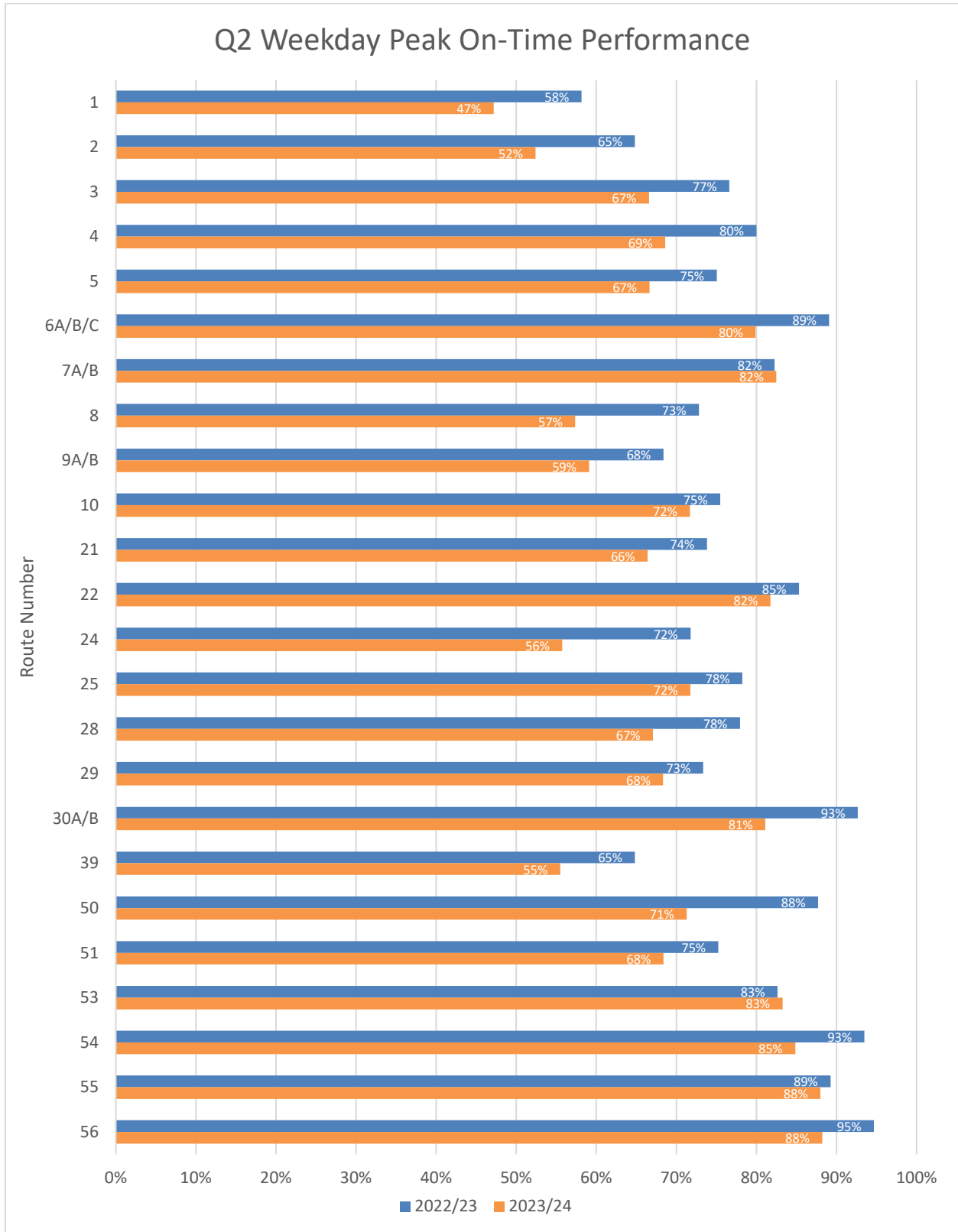
Weekday On-Time Performance



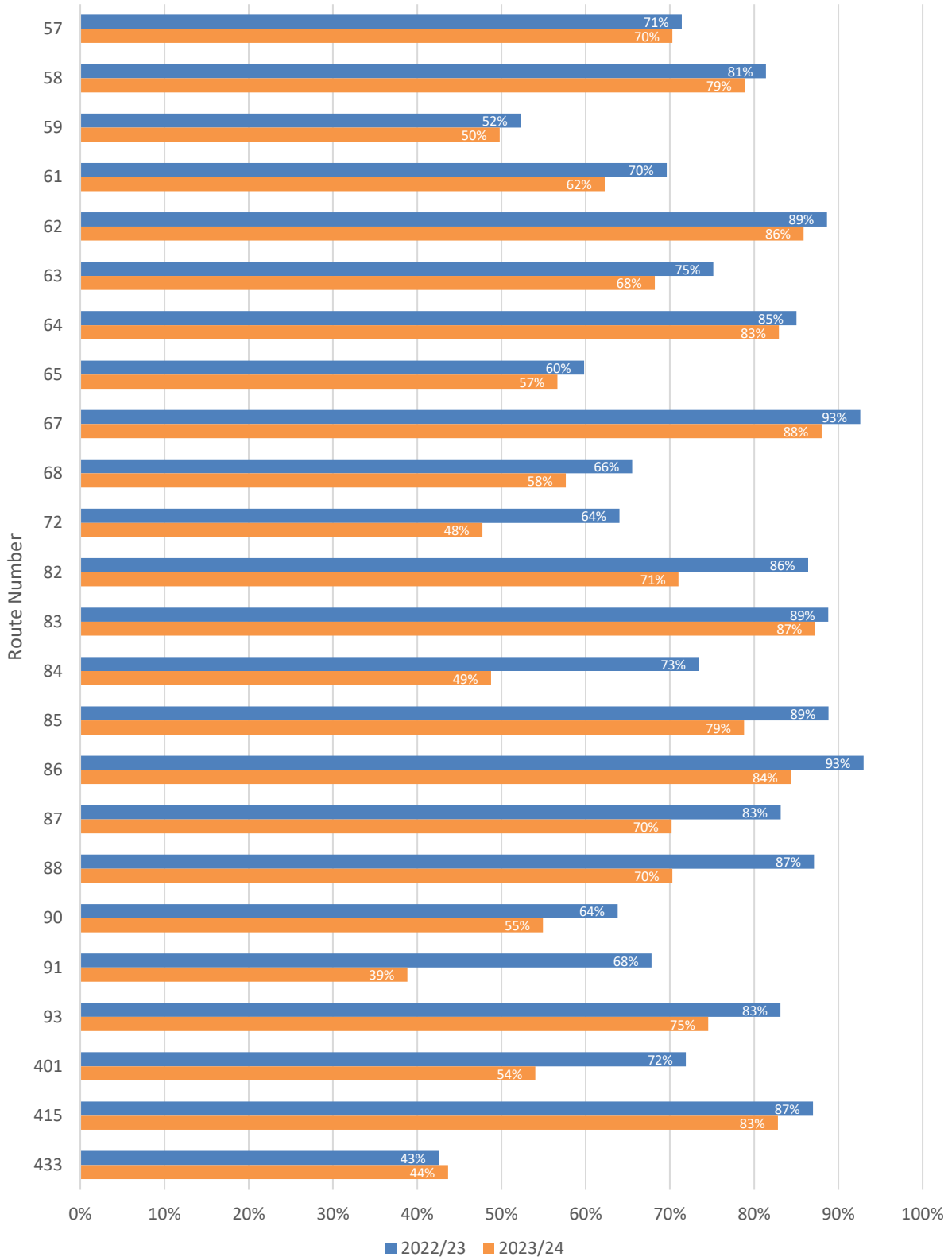
Q2 Weekday On-Time Performance



Weekday Peak Period On-Time Performance



Q2 Weekday Peak On-Time Performance



Express Service On-Time Performance

