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**Item No. 13.1.1**  
**Transportation Standing Committee**  
**July 25, 2024**

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

**FROM:** Cathie O'Toole, Chief Administrative Officer

**DATE:** June 12, 2024

**SUBJECT:** Halifax Transit 2023/24 Q4 KPI Report

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**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

**EXECUTIVE SUMMARY**

This is a quarterly report on Halifax Transit strategic planning and operations.

**BACKGROUND**

This report provides a summary of activities in the fourth quarter of the year and includes reporting on key performance measures. The report also includes annual year-end key performance measure reporting for 2023/24. 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 fourth quarter of 2023/24 (January, February and March 2024) Halifax Transit continued to see significant ridership increases over the previous year. Winter weather events in February 2024 resulted in several all day and partial service cancellations.

Major detours have been in place to accommodate the Cogswell project throughout this period. Beginning June 17, 2024, Scotia Square Terminal has been closed to accommodate the construction and street

closures for the next phase of the Cogswell District Project. This closure requires the temporary relocation of the four bays located at Scotia Square Terminal and further route detours.

Service changes planned for August 26, 2024 include increasing weekday peak hour frequency on Route 90 Larry Uteck, adjusting schedule times on Route 26 Springvale, and the permanent removal of Route 57 Portland Estates. Schedules will be adjusted on impacted routes to accommodate detour routing related to the Cogswell Project. Several routes experiencing poor on-time performance will also undergo schedule adjustments to improve performance (8, 9A/B, 21, 56, 72, 84, 90, 401).

In effort to improve data sharing and transparency, hourly boarding data is expected to be made available through open data in the September or November IT update.

#### **Q4 Performance Measures Highlights**

Attachment A, *Halifax Transit 2023/24 Q4 Performance Measures Report*, covering January, February and March 2024 includes additional performance measures and detailed statistics.

- Overall boardings increased 10% this quarter from last year.
- Revenue increased 14% this quarter compared to last year.
- System wide on-time performance was 76%, compared to a target of 85%. This is a 4% decrease from this quarter last year.
- Mean distance between failures was 9,000 kms, meeting the benchmark of 9,000 kms.
- Maintenance costs were \$1.26/km, 1% below the budgeted cost of \$1.27/km.
- Halifax Transit vehicles were involved in collisions at a rate of once every 21,700 kilometres driven. A preventable collision occurred every 45,200 kilometres.
- HFXGO has accounted for an increasing proportion of fare revenue, up to 34% in May 2024.

#### **2023/24 Year End Performance Measure Highlights**

Attachment B, *Halifax Transit 2023/24 Year End Performance Measures Report*, includes additional performance measures and detailed statistics.

- Overall boardings increased 18% this year compared with the previous year.
- Revenue increased 16% this year compared with the previous year.
- On-time performance was 73%, down 6% from the previous year.
- Passenger overloads increased by 180% over the previous year.
- Mean distance between failures was 9,300 kms, exceeding the benchmark of 9,000 kms.
- Maintenance costs were \$1.17/km, 7% below the budgeted cost of \$1.26/km.

#### **FINANCIAL IMPLICATIONS**

No financial implications.

#### **COMMUNITY ENGAGEMENT**

No community engagement was required.

### **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”.

### **ATTACHMENTS**

Attachment A: Halifax Transit 2023/24 Q4 Performance Measures Report  
Attachment B: Halifax Transit 2023/24 Year End Performance Measures Report

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

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