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Item No. 13.1.1
Transportation Standing Committee
February 27, 2025

TO: Chair and Members of Transportation Standing Committee

FROM: Brad Anguish, Commissioner of Operations

DATE: January 23, 2025

SUBJECT: Halifax Transit 2024/25 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

EXECUTIVE SUMMARY

This is a quarterly report on Halifax Transit Key Performance Indicators.

BACKGROUND

This report provides a summary of activities in the first and second quarters of the fiscal 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. This report includes first quarter reporting as the previous Halifax Transit 2024/25 Q1 KPI report was postponed due to the transition to a new Regional Council.

DISCUSSION

During the first quarter (April, May and June 2024) and second quarter (July, August and September 2024) of 2024/25 Halifax Transit continued to see significant ridership growth over the previous year. This period was impacted by major detours that were put into place on June 17, 2024, to accommodate the Cogswell project. These street closures ended on December 16, 2024, with the opening of the new Scotia Square

Transit Terminal allowing buses to return to regular routing using the new dedicated bus lanes on Barrington and Cogswell Street.

In addition, on November 18, 2024, several service adjustments were implemented, including rerouting and schedule adjustments for Route 1 Spring Garden to service Gottingen Street in both directions, replacing Route 10 and 41 with a new corridor Route 10 A/B/C, and implementing a new express Route 192 Hemlock Ravine to service the Larry Uteck area.

The February 24, 2025 service changes include trips reinstated that were temporarily suspended in February 2023, including trips on Routes 55, 59, 65, 68, 84, 85, 127, 159, 165, 168A/B, 182, 185, and 330. Service changes also include a routing adjustment and two additional trips on Route 196 Basinview Express. Routes that were on detour due to the Cogswell construction have had schedule adjustments implemented to accommodate the new routing.

A fare increase was approved as part of the 2024/25 municipal budget and business planning process. This was implemented on September 1, 2024 as a 25-cent increase to the adult single ride fare, with an average applied across other fare products resulting in increase of 8.3%-12.5% across all fare products. Revenue reported for Q2 includes one month of these adjusted fares, and accounts for slightly greater increases in revenue in comparison with boardings during this period.

Q1 Performance Measures Highlights

Attachment A, Halifax Transit 2024/25 Q1 Performance Measures Report, covering April, May, and June 2024 includes additional performance measures and detailed statistics.

- Overall boardings increased 15% this quarter from last year.
- Revenue increased 9% this quarter compared to last year.
- Conventional bus service on-time performance was 72%, compared to a target of 85%. This is a 3% decrease from this quarter last year.
- Mean distance between failures for conventional bus service was 10,055 kms, exceeding the benchmark of 9,000 kms.
- Conventional bus and Access-A-Bus maintenance costs were \$1.12/km, 14% below the budgeted cost of \$1.31/km.
- Halifax Transit vehicles were involved in collisions at a rate of once every 26,600 kilometres driven. A preventable collision occurred every 48,300 kilometres.

Q2 Performance Measures Highlights

Attachment B, Halifax Transit 2024/25 Q2 Performance Measures Report, covering July, August and September 2024 includes additional performance measures and detailed statistics.

- Overall boardings increased 8% this quarter from last year.
- Revenue increased 12% this quarter compared to last year.
- Conventional bus service on-time performance was 70%, compared to a target of 85%. This is a 1% decrease from this quarter last year.
- Mean distance between failures was 9,900 kms for conventional bus service, exceeding the benchmark of 9,000 kms.
- Conventional bus and Access-A-Bus maintenance costs were \$1.31/km, 1% below the budgeted cost of \$1.33/km.
- Halifax Transit vehicles were involved in collisions at a rate of once every 19,700 kilometres driven. A preventable collision occurred every 33,900 kilometres.
- The proportion of fare revenue collected through HFXGO declined slightly in September as student UPasses were issued and the Student Transit Pass Pilot Program began; HFXGO accounted for 32% of revenue in December after peaking at 39% in July.

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 2024/25 Q1 Performance Measures Report

Attachment B: Halifax Transit 2024/25 Q2 Performance Measures Report

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

Attachment A: 2024/25 Halifax Transit Q1 Performance Measures Report

2024/25 – Q1 Performance Measures Report

HALIFAX
TRANSIT

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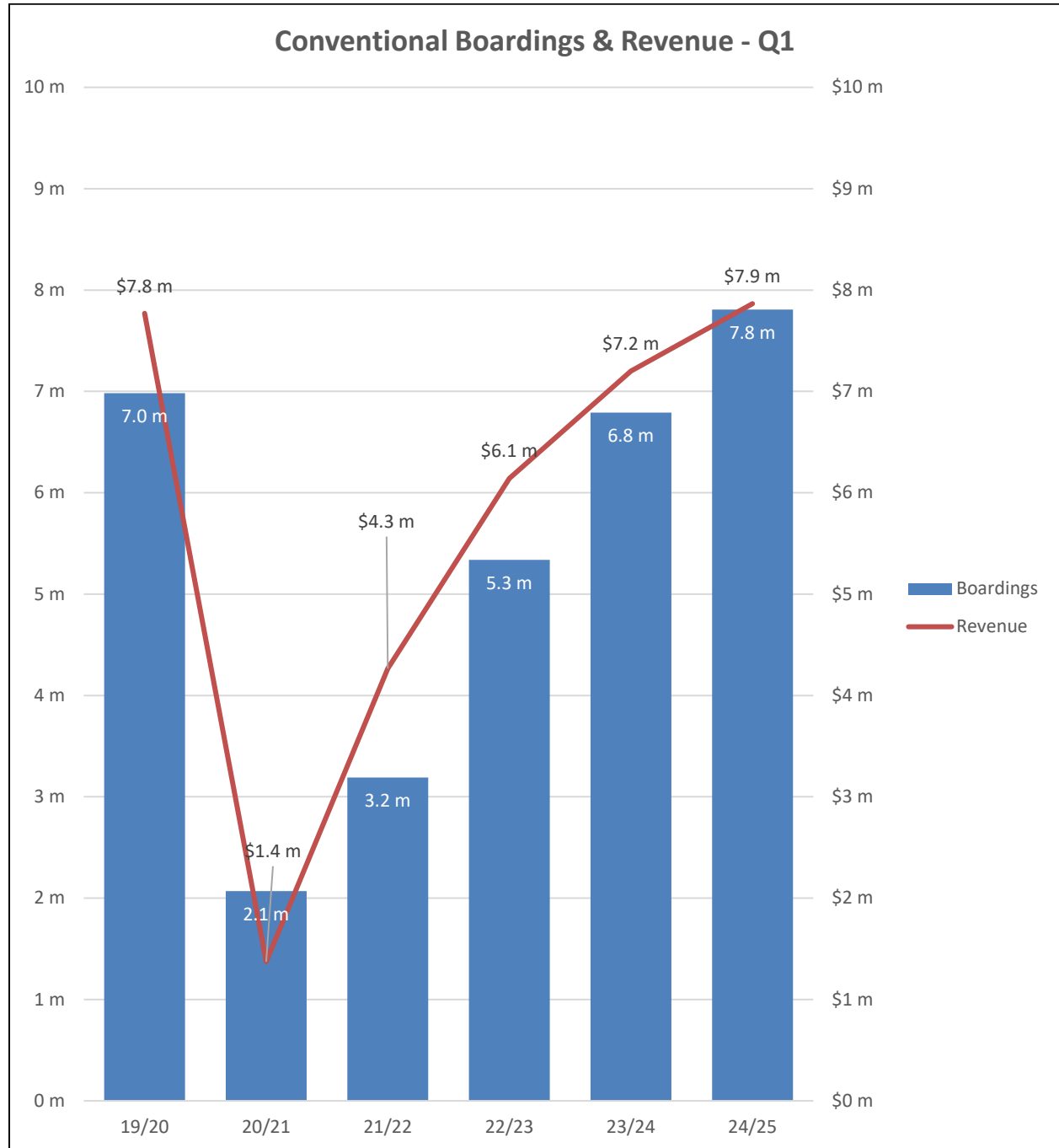
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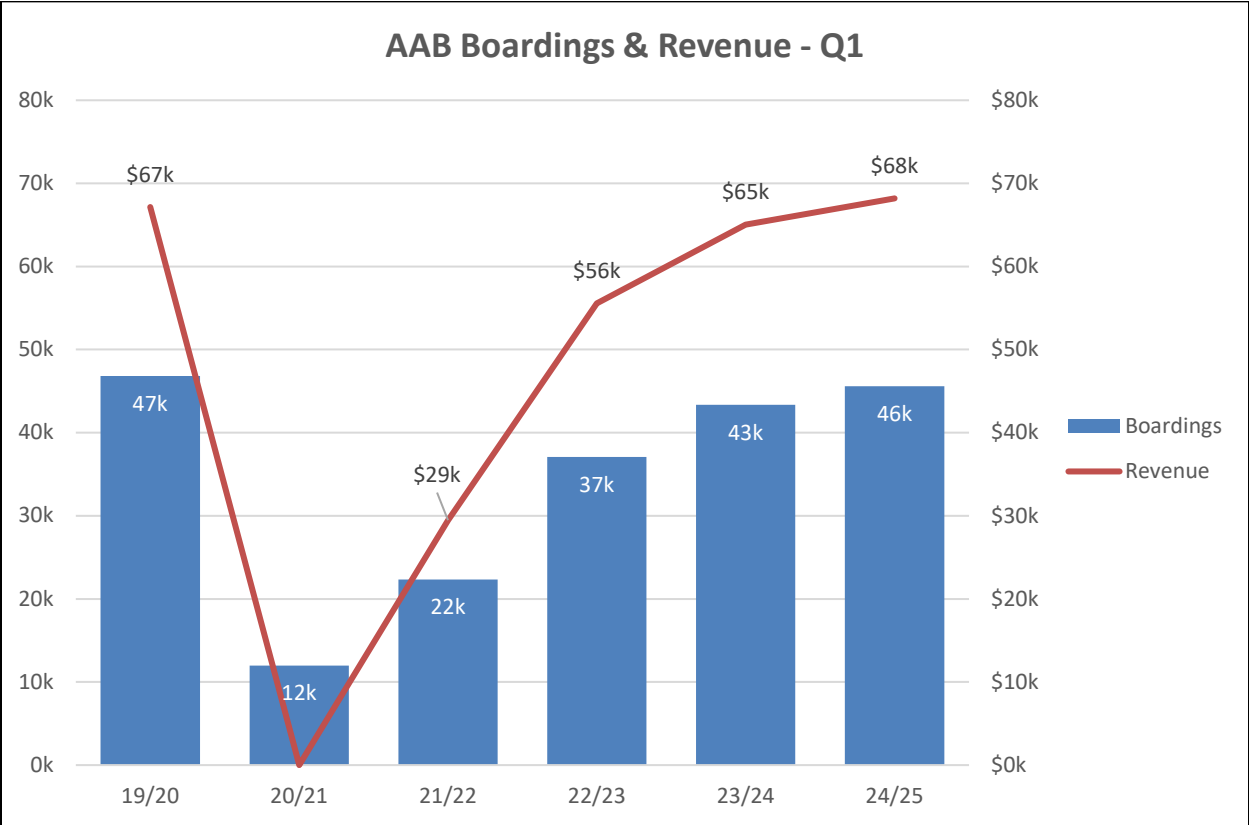
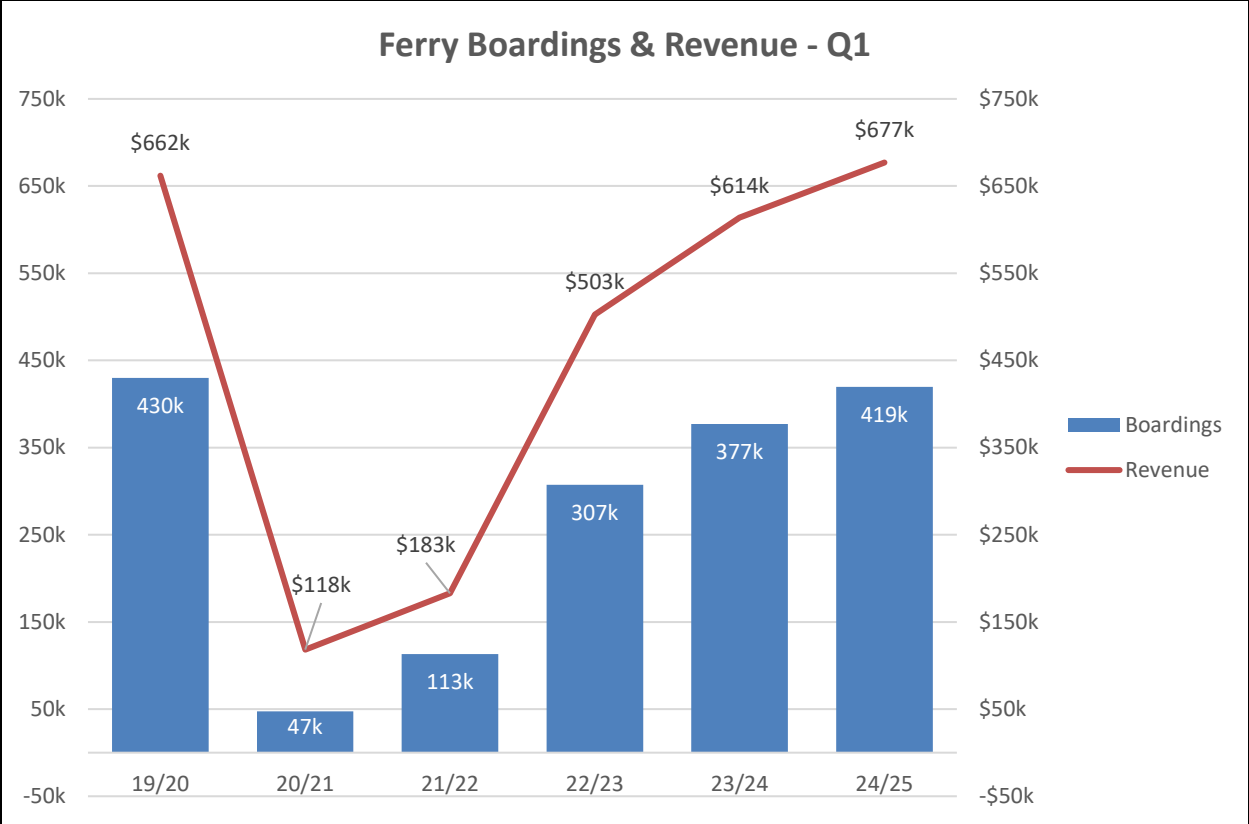
Boardings & Revenue

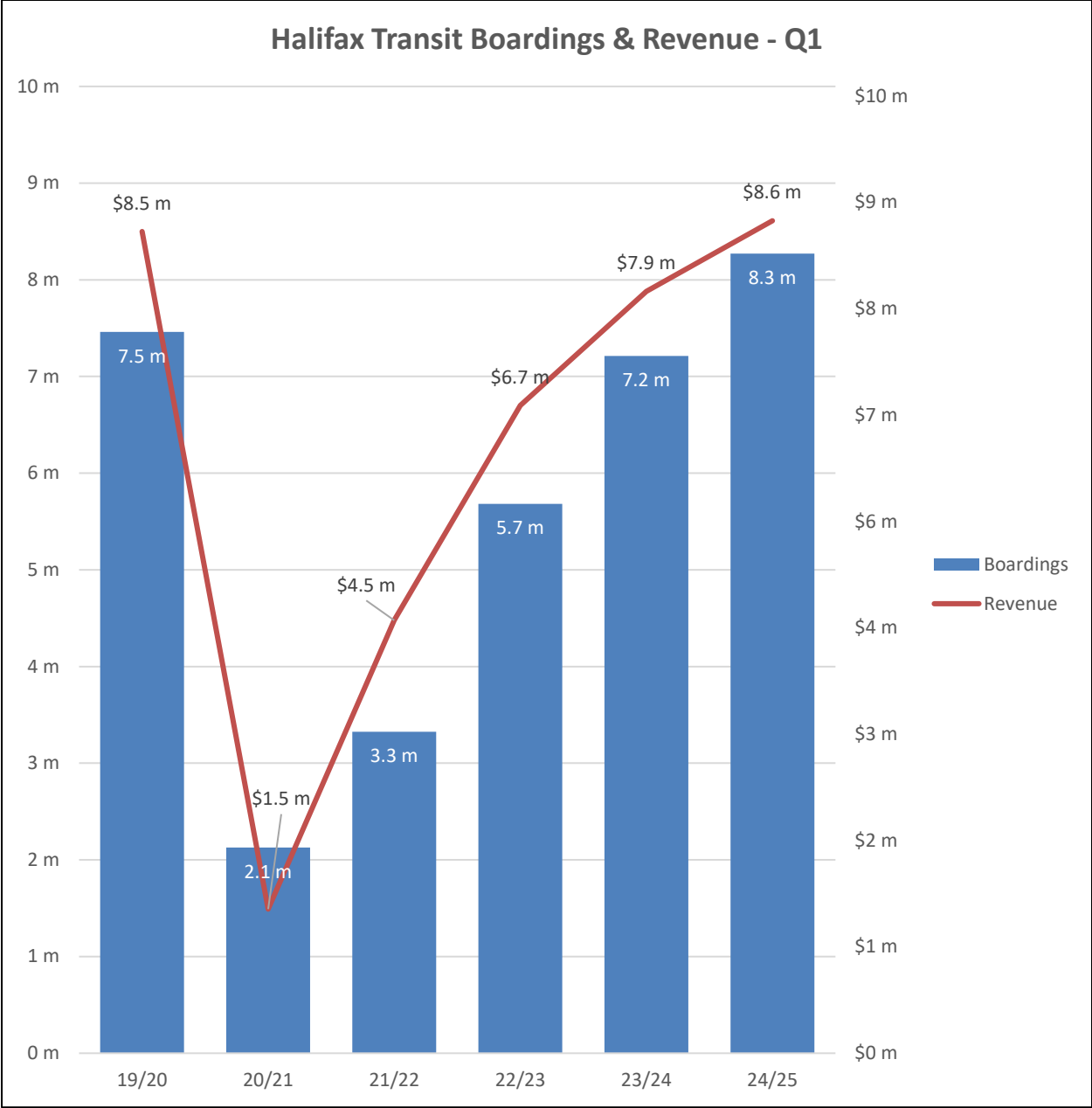
Revenue and boardings are reported to demonstrate how well transit services have been used over the quarter, in comparison to the same quarter in the previous year.

Conventional boardings increased 15%, Ferry boardings increased 11%, and Access-A-Bus boardings increased 5% from this quarter last year. Overall, system wide boardings increased this quarter by 15% compared to last year. Overall revenue this quarter increased 9% from last year.

Historical Boardings & Revenue



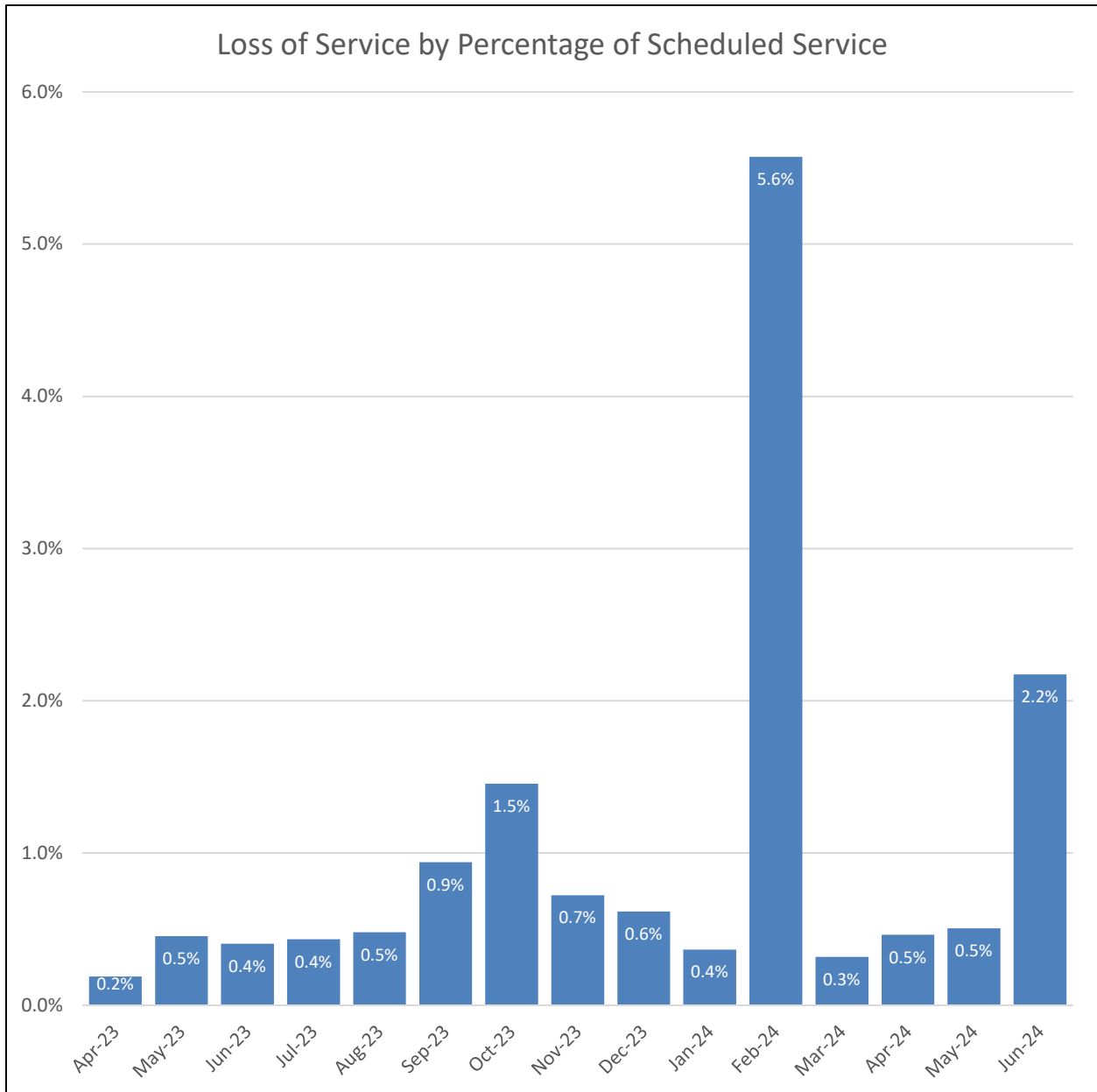




Loss of Service

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

In the first quarter, the total loss of service was 2,249 hours, which is 1% of the quarterly revenue hours. The chart below shows the total loss of service for each month for the past year. June 2024 saw a large increase in service loss due to several road closures and construction projects.

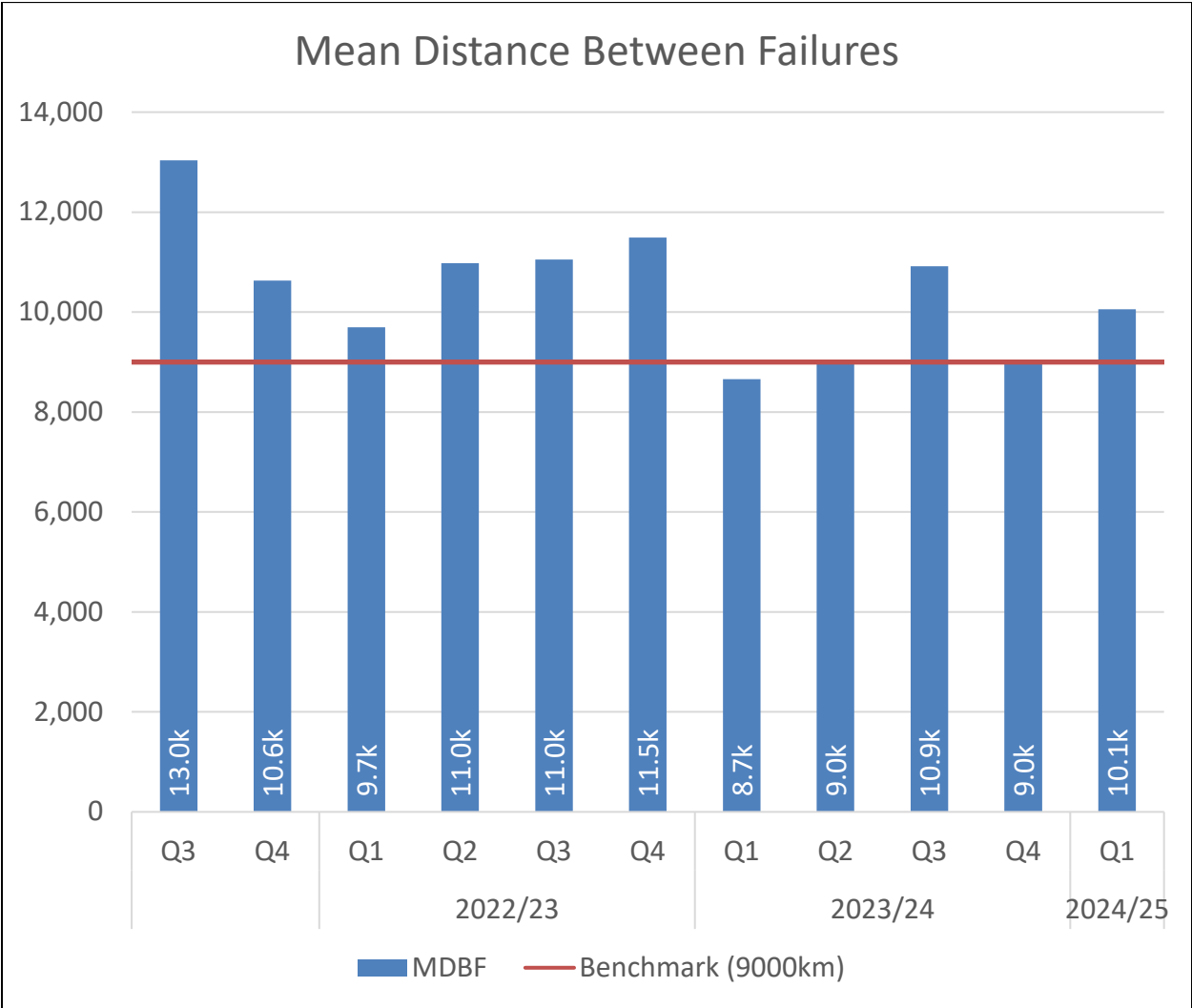


Fleet Services

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.

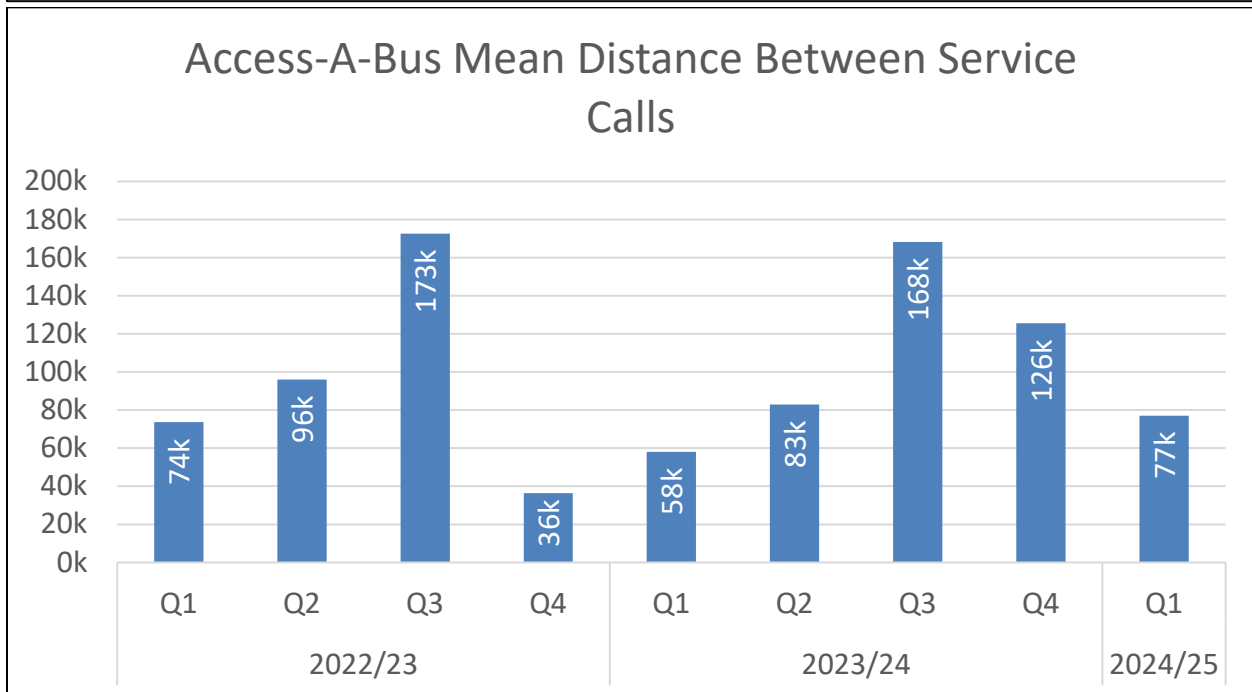
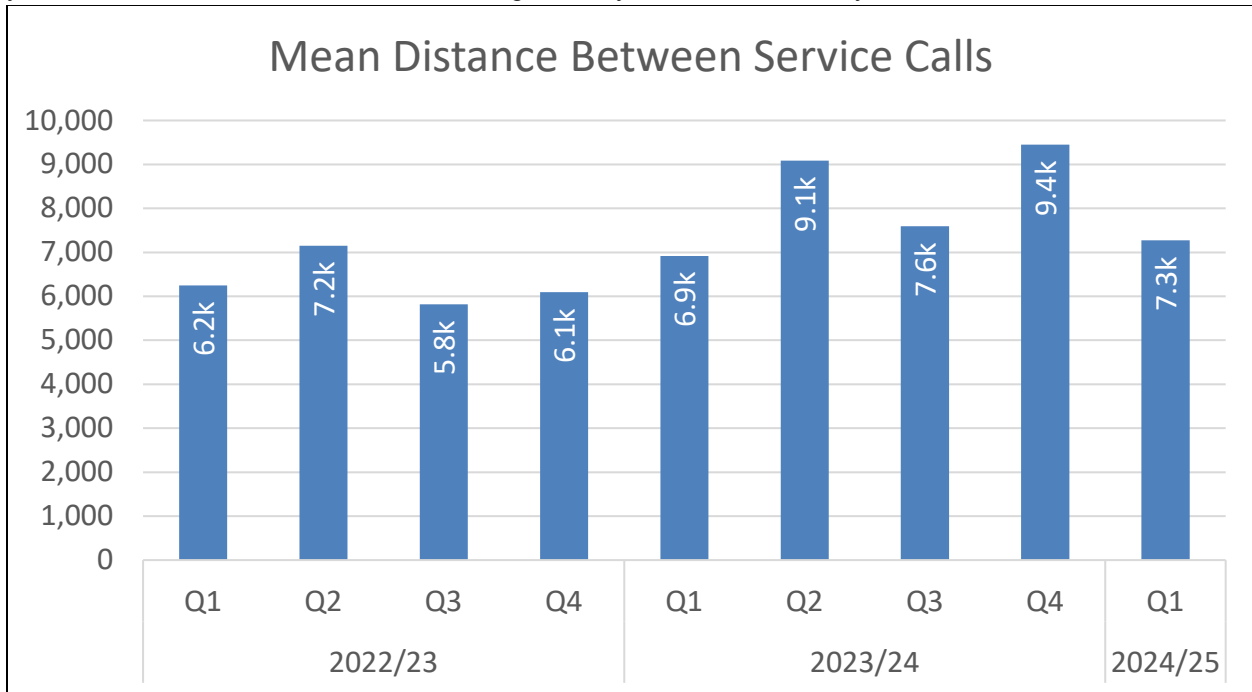
For the first quarter of 2024/25, the MDBF for conventional transit was 10,055 kms, exceeding the benchmark of 9,000 kms.



Mean Distance Between Service Calls

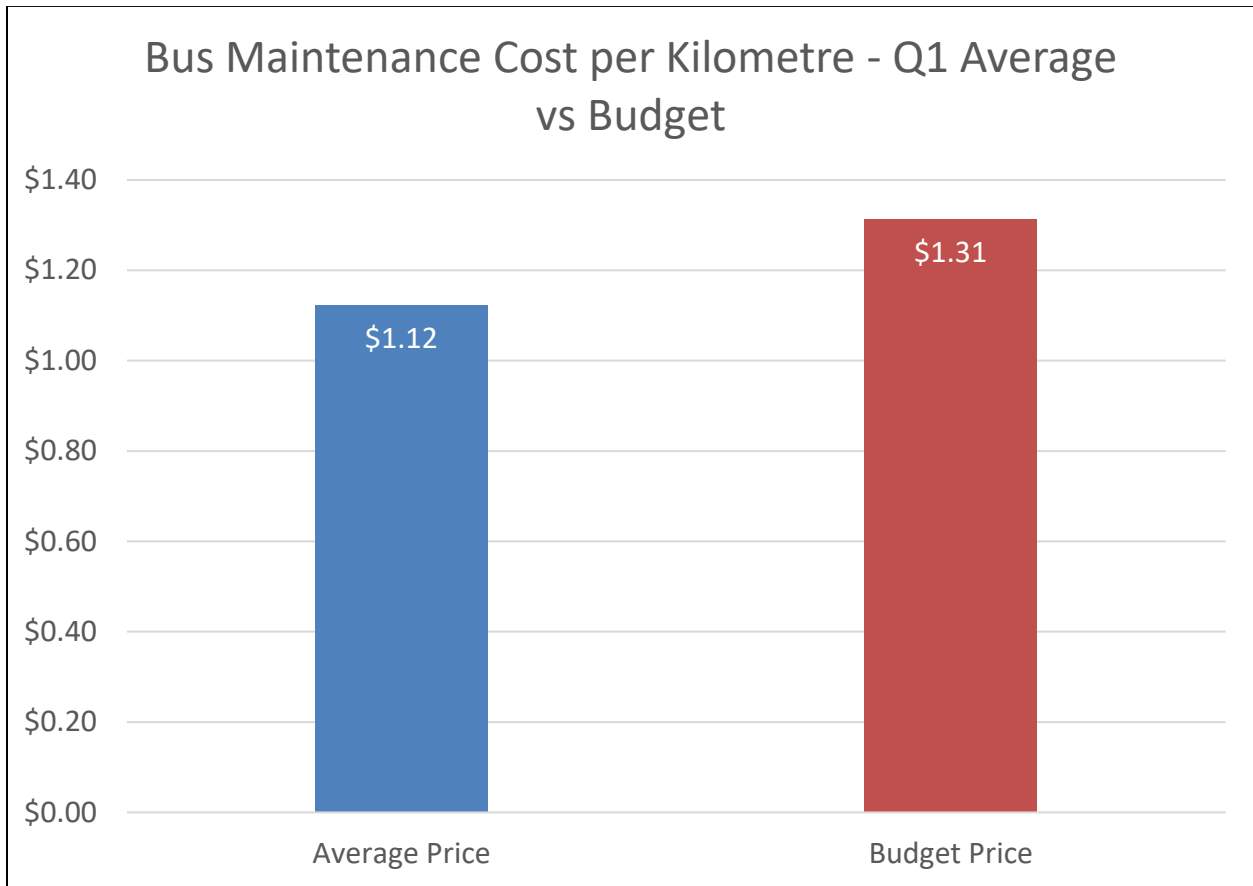
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor collisions.

For the first quarter of 2024/25, the MDBS for conventional transit was 7,300 kms, an increase of 5% over the previous year. The MDBS for Access-A-Bus service was 77,000 kms, a 33% increase from the previous year. Access-A-Bus MDBS can fluctuate significantly due to the relatively low number of service calls.



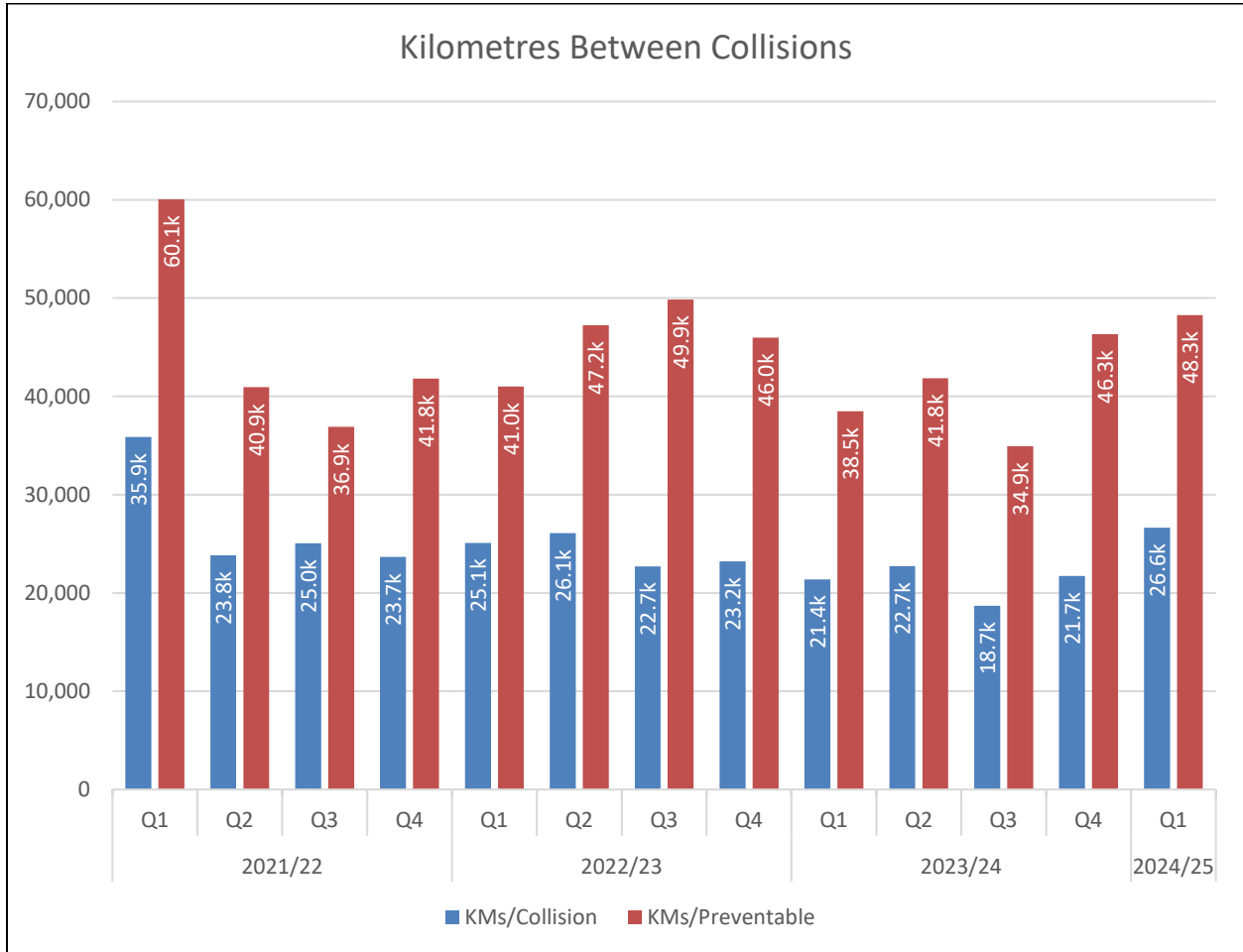
Bus Maintenance Cost – Quarter Average vs Budget

In the first quarter conventional and Access-A-Bus bus maintenance costs were \$1.12/km, 14% lower than the budgeted maintenance cost of \$1.31/km.



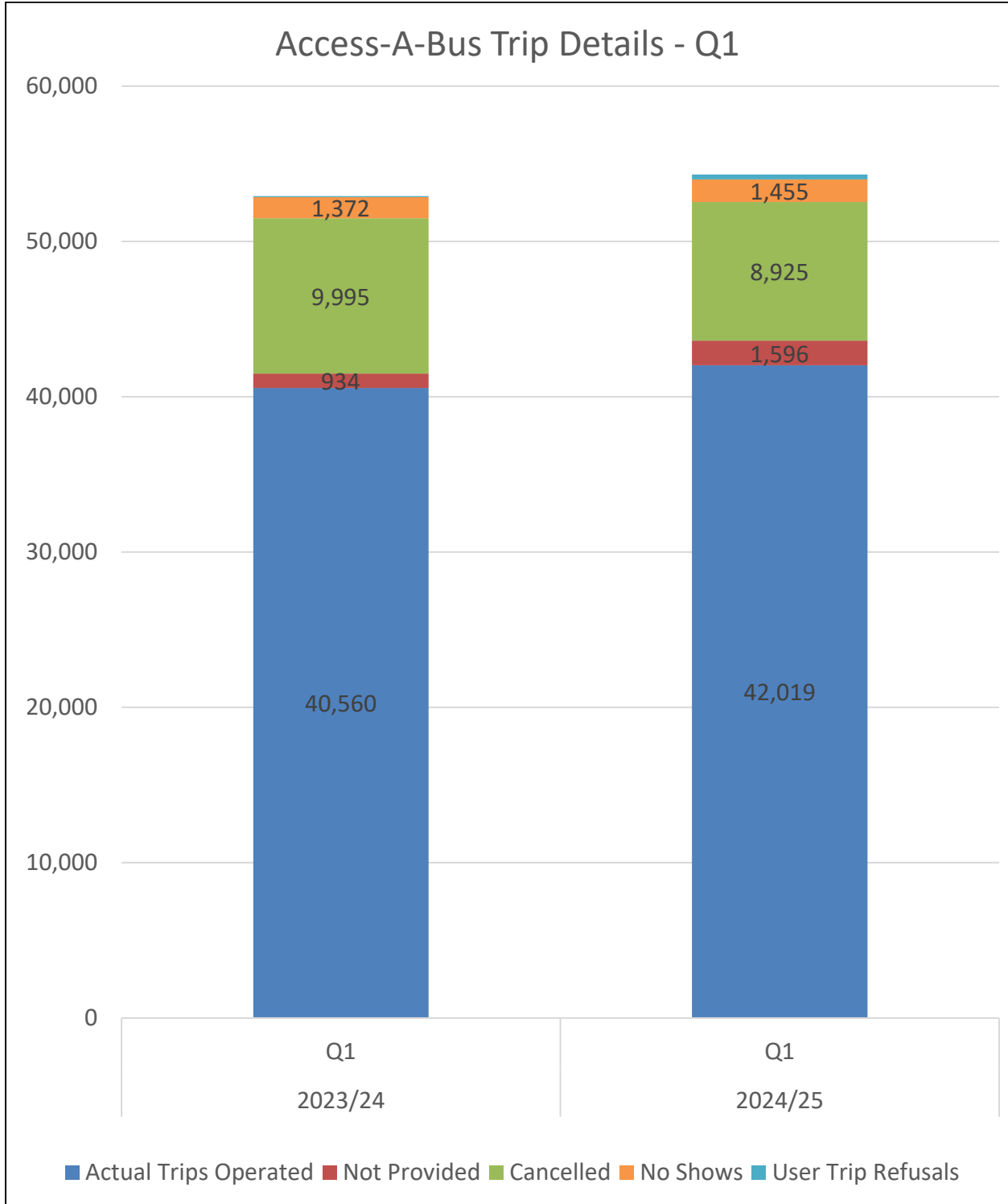
Safety – Collisions

In the first quarter, a collision involving Halifax Transit vehicles occurred once every 26,600 kilometres; a preventable collision occurred every 48,300 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 first quarter of 2024/25 a total of 42,019 trips were operated, 4% more than the same quarter last year.



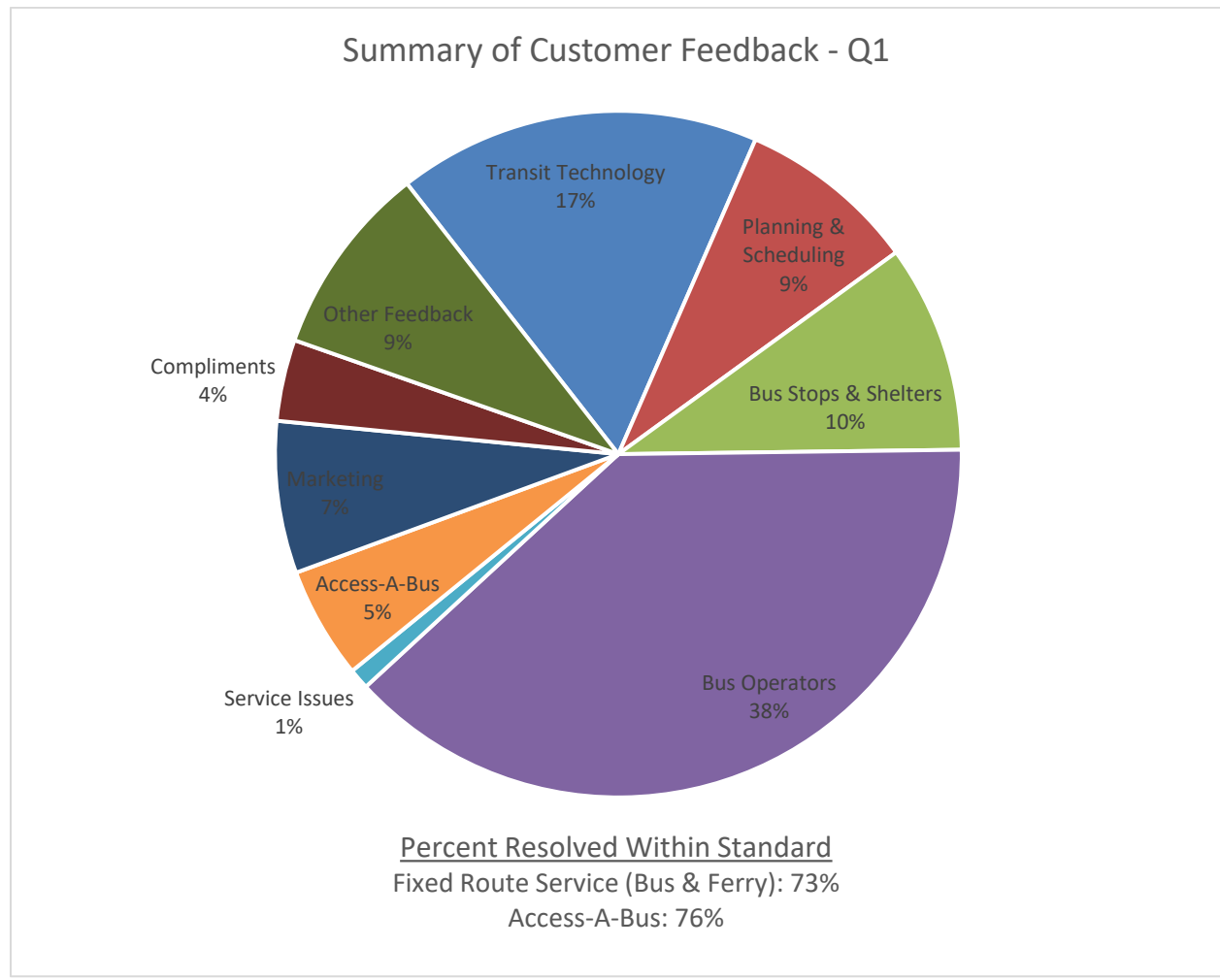
Customer Service – All Services

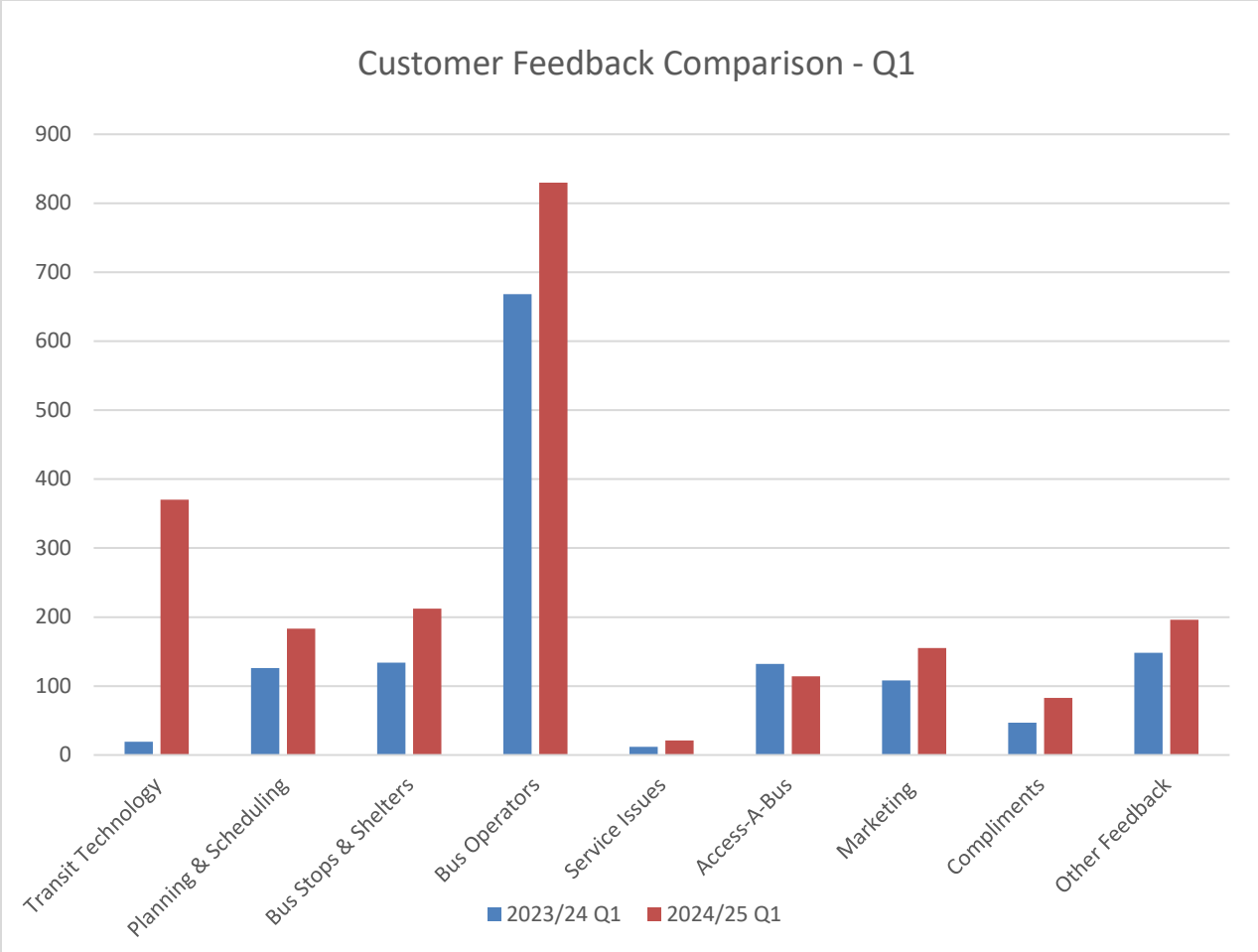
Customer service statistics are measured monthly using the Cityworks Customer Relationship Management software. Feedback is first categorized by subject matter and then divided into two categories: feedback addressed within service standard and feedback addressed outside service standard. The service 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 first quarter, 38% of feedback received was related to Bus Operator Driving and Behaviour. The remaining 62% 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, 74% of customer feedback was addressed within standard. Call volumes this quarter were 55% higher than the same quarter last year, this combined with staff turnover, and the addition of HFXGO requests has contributed to a lower percentage of calls addressed within standard.





Recruitment and Retention

The figure below includes information on the change in number of operators working for Halifax Transit. Total Out figures include those transferring to other internal positions. The blue bar illustrates the net loss/gain of staff each month.



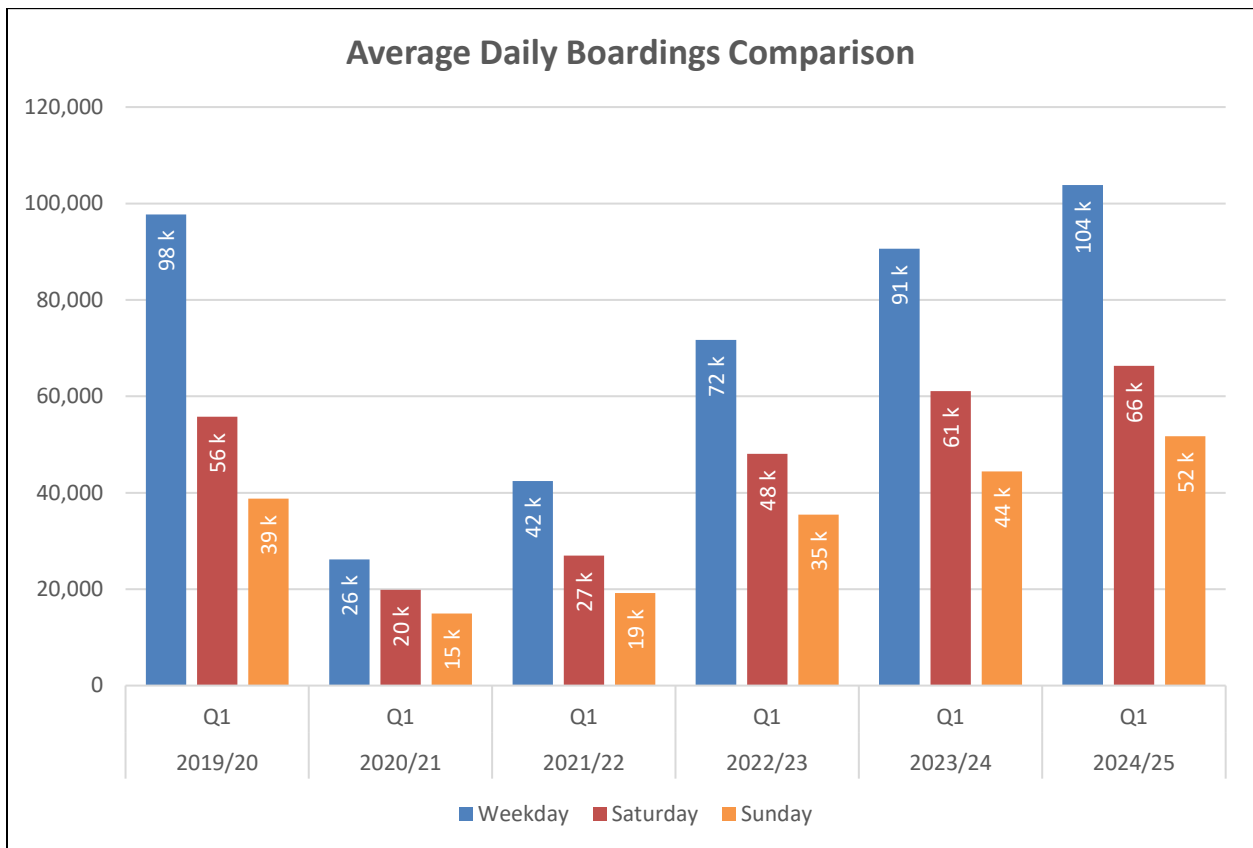
Service Utilization

Average Daily Boardings by Service Day

Average weekday boardings on conventional bus and ferry services in the first quarter were 103,797 ± 6,317 (6% variance). Average Saturday boardings this quarter were 66,304 ± 5,758 (9% variance). Average Sunday boardings this quarter were 51,723 ± 3,925 (8% variance).

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 boardings increased 15% compared to the previous year; Saturday boardings increased 9% and Sunday boardings increased 16%.



Ridership Guidelines by Route – Passengers Per Hour

Halifax Transit established ridership guidelines as part of the Moving Forward Together Plan, the tables below display 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. 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.

2024/25 Q1 Ridership Guidelines by Route									
Route	Weekday								
	Boardings	Passengers Per Hour							
		All Day	AMPeak	Midday	PMPeak	Evening			
Ridership Guideline		25	15	25	10				
1	8,585	●	50	●	53	●	64	●	40
2	5,638	●	51	●	52	●	55	●	42
3	8,115	●	60	●	50	●	61	●	42
4	5,276	●	42	●	40	●	43	●	37
5	4,546	●	57	●	51	●	55	●	39
6A/B/C	3,210	●	39	●	36	●	42	●	28
7A/B	5,010	●	39	●	38	●	45	●	23
8	5,193	●	41	●	43	●	48	●	34
9A/B	7,332	●	44	●	55	●	56	●	40
10	4,499	●	41	●	47	●	43	●	32
21	1,336	●	42	●	50	●	57	●	37
22	840	●	29	●	32	●	31	●	14
24	2,078	●	35	●	36	●	43	●	26
25	813	●	38	●	37	●	37	●	26
26	52	●	25			●	12		
28	2,148	●	46	●	46	●	59	●	41
29	3,387	●	38	●	38	●	43	●	27
30A/B	1,432	●	37	●	43	●	49	●	28
39	1,688	●	46	●	32	●	46	●	23
50	78	●	25			●	15		
51A/B	1,001	●	46	●	45	●	30	●	27
53	1,309	●	44	●	37	●	55	●	26
54	1,150	●	31	●	50	●	38	●	26
55	424	●	23	●	25	●	26	●	14
56	1,466	●	30	●	27	●	43	●	19
57	41	●	13	●	6	●	11	●	10
58	217	●	7	●	19	●	20	●	5
59	154	●	13	●	20	●	18	●	9
61	237	●	20	●	18	●	14	●	10
62	636	●	26	●	29	●	36	●	15
63	563	●	23	●	28	●	28	●	17
64	962	●	30	●	14	●	22	●	8
65	181	●	27	●	45	●	7	●	10
67	819	●	24	●	31	●	25	●	16
68	313	●	13	●	25	●	23	●	11
72	1,995	●	44	●	31	●	43	●	23
82	315	●	17	●	22	●	21	●	7
83	125	●	12	●	11	●	9	●	5
84	1,191	●	24	●	23	●	23	●	13
85	216	●	11	●	21	●	13	●	10
86	164	●	12	●	12	●	14	●	8
87	1,644	●	43	●	24	●	37	●	20
88	281	●	28	●	17	●	27	●	13
90	2,697	●	45	●	38	●	50	●	29
91	1,340	●	35	●	36	●	48	●	27
93	267	●	29	●	21	●	24	●	13
401	138	●	11	●	12	●	17	●	11
415	79	●	9	●	13	●	12	●	5
433	104	●	19			●	15	●	5

2024/25 Q1 Ridership Guide lines by Route				
Route	Saturday		Sunday	
	Boardings	Pass/Hour	Boardings	Pass/Hour
Ridership Guide line		15		10
1	6,672	54	4,944	49
2	5,049	49	3,619	50
3	4,386	50	4,861	51
4	2,512	51	2,314	49
5	3,528	51	2,195	50
6A/B/C	1,843	40	1,506	37
7A/B	3,209	30	2,072	29
8	3,817	38	3,614	39
9A/B	3,899	61	3,448	55
10	2,831	38	2,390	42
21	1,268	34	878	49
22	587	18	563	16
24	2,253	37	1,758	32
25	620	41	598	43
28	1,884	38	1,100	47
29	2,058	33	1,807	30
30A/B	951	27	712	30
39	1,386	27	711	32
51A/B	622	35	313	25
53	1,141	37	590	37
54	639	31	497	29
55	361	24	282	19
56	1,295	27	1,016	26
58	126	8	80	5
59	140	15	91	8
61	250	14	191	12
62	366	23	357	23
63	367	24	282	19
65	118	14	103	11
67	353	22	298	18
68	298	17	225	14
72	1,659	29	801	26
82	250	16	186	12
83	98	9	76	7
84	486	14	421	13
85	122	14	112	15
86	147	9	115	8
87	1,119	21	650	24
88	225	15	185	13
90	1,996	31	1,222	35
91	646	29	624	31
401	57	10	44	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

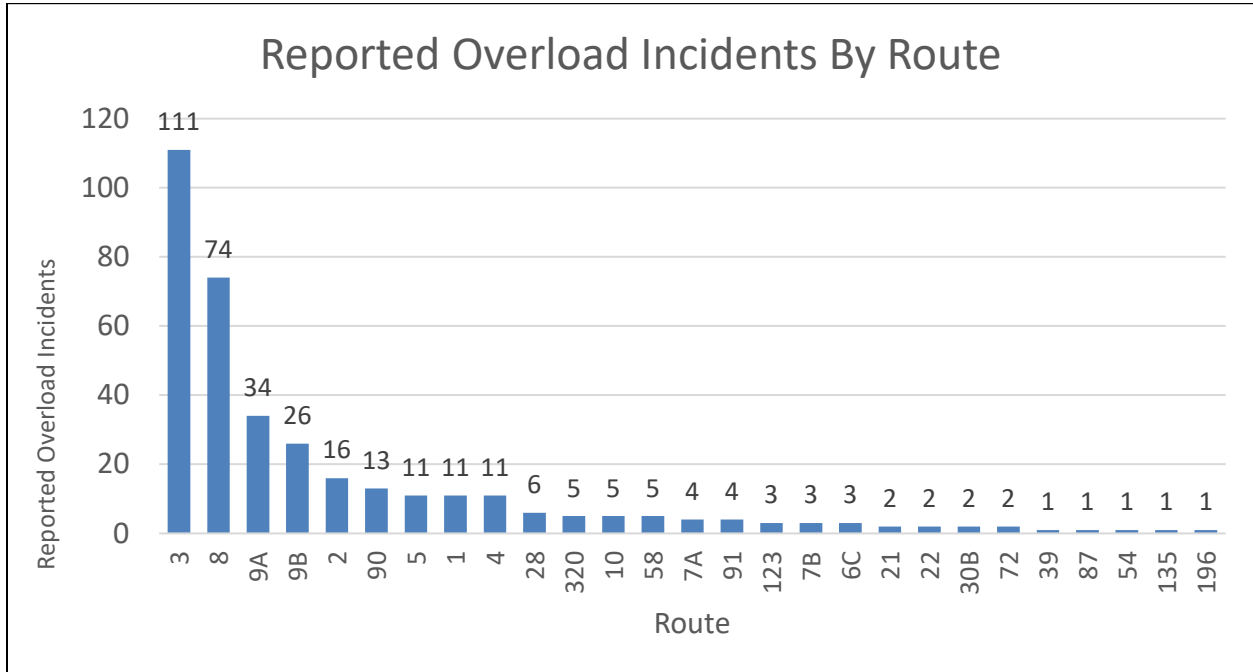
2024/25 Q1 Express Route Ridership Guidelines by Route				
Route	Weekday Peak	Passengers per Trip		
	Boardings	AMPeak	PMPeak	
Express Ridership Guideline		20	20	
123	395	 34	 28	
127	335	 23	 19	
135	439	 34	 29	
136	567	 40	 30	
137	328	 25	 30	
138	446	 35	 28	
158	197	 30	 19	
159	347	 26	 20	
161	328	 28	 27	
165	248	 27	 23	
168A/B	602	 29	 26	
182	513	 22	 21	
183	239	 20	 20	
185	475	 25	 23	
186	278	 23	 23	
194	225	 29	 27	
196	106	 29	 24	
Regional Express Ridership Guideline		15	15	
320	213	 10	 19	
330	209	 13	 11	
370	83	 8	 7	

Passenger Overloads

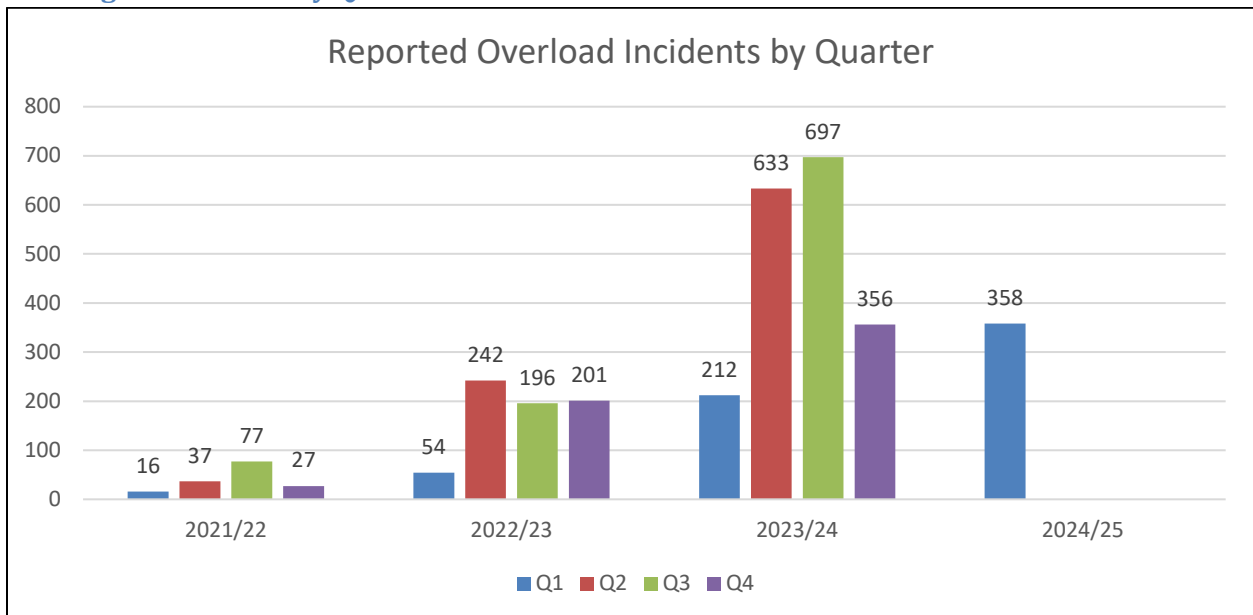
Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. During the first quarter 358 overload incidents were reported [on conventional buses](#), 69% more than the same quarter during the previous year.

Passenger Overloads by Route

Corridor routes experienced the majority of overload reports, accounting for 86% of reported overloads this quarter. Of the overloads reported in first quarter, 85% occurred on weekdays, 10% occurred on Saturdays, and 5% occurred on Sundays/holidays.



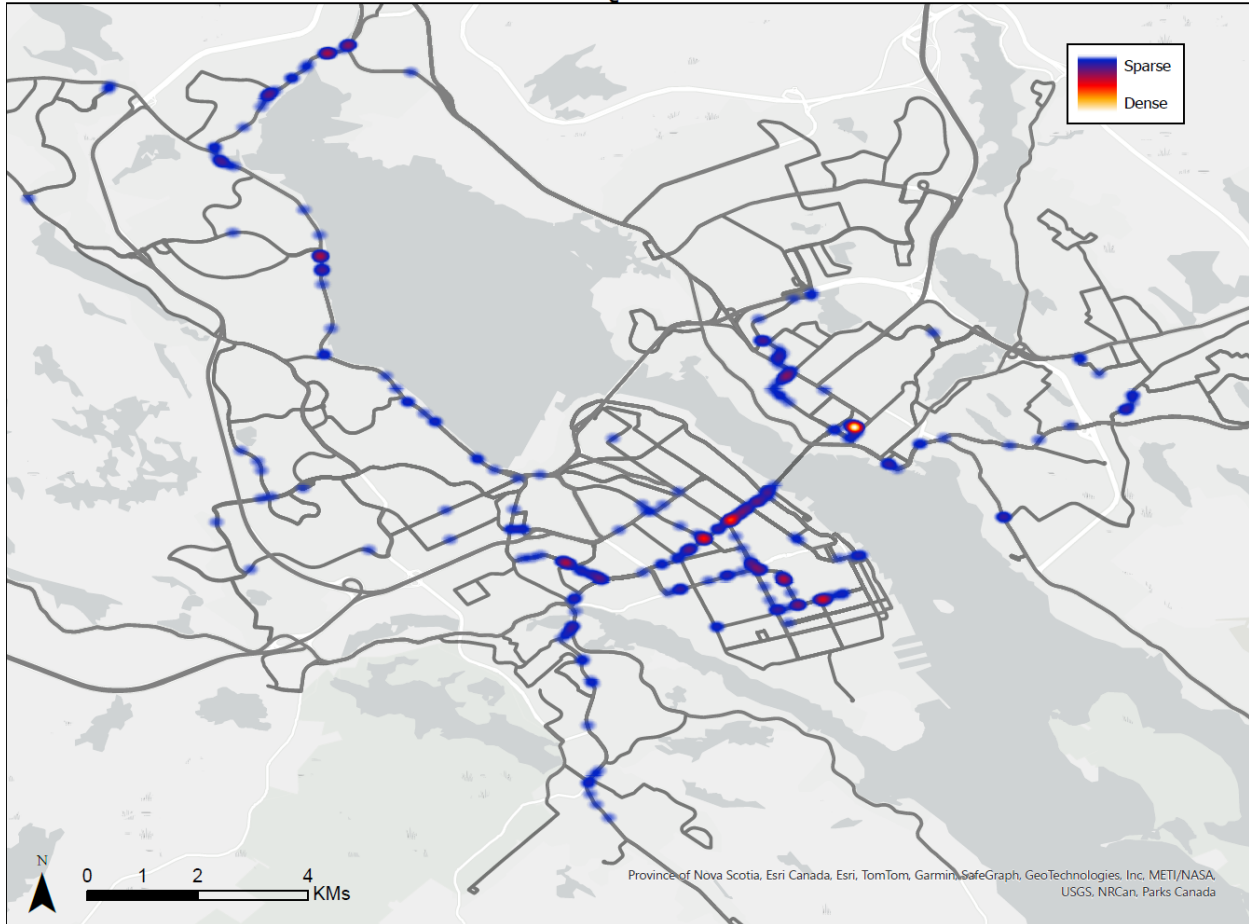
Passenger Overloads by Quarter



Passenger Overload Locations

The map below shows locations where Halifax Transit vehicles became overloaded and were unable to pick up more passengers.

2024-25 Q1 Overloads



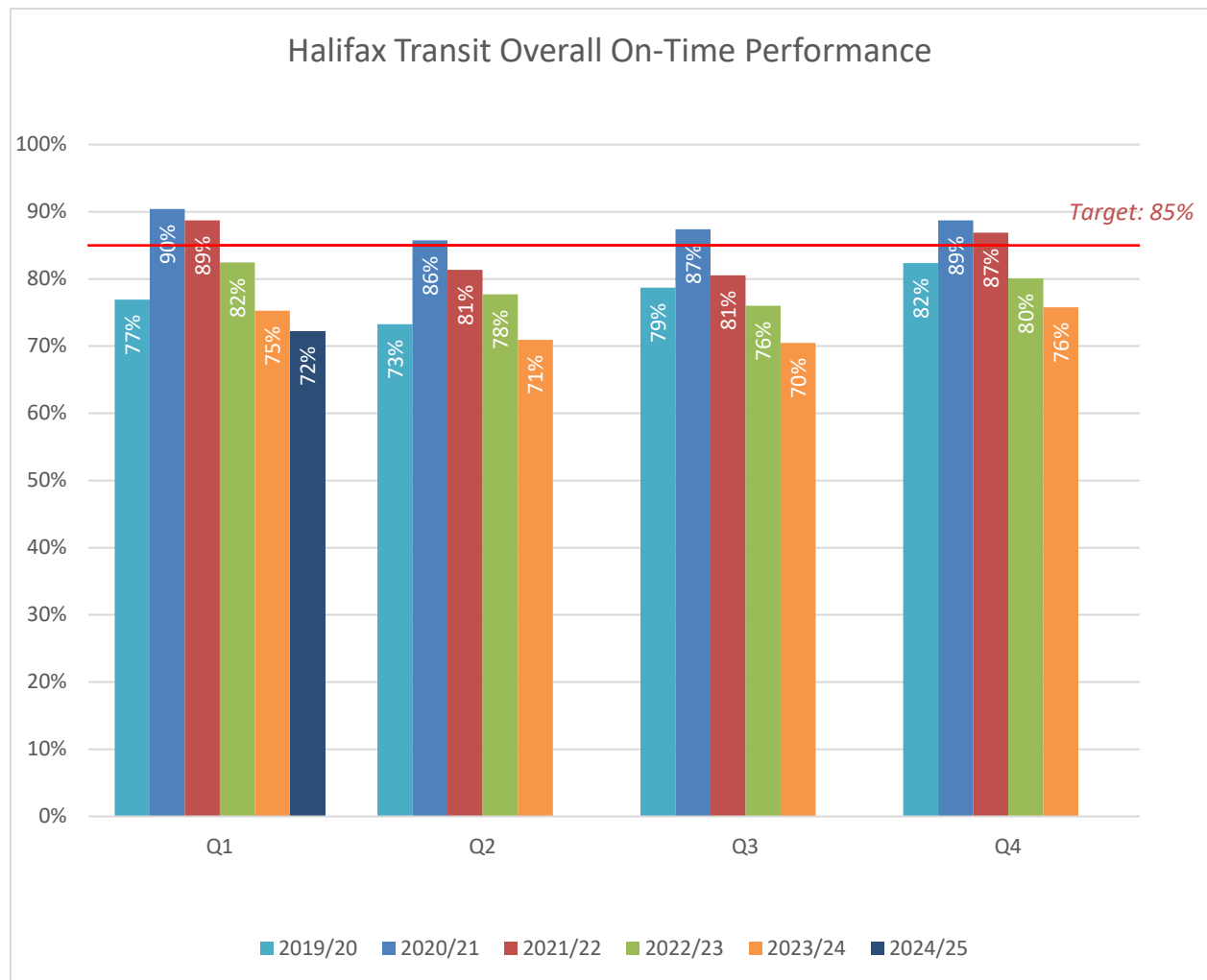
On-Time Performance

On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of conventional bus 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 for conventional bus service.

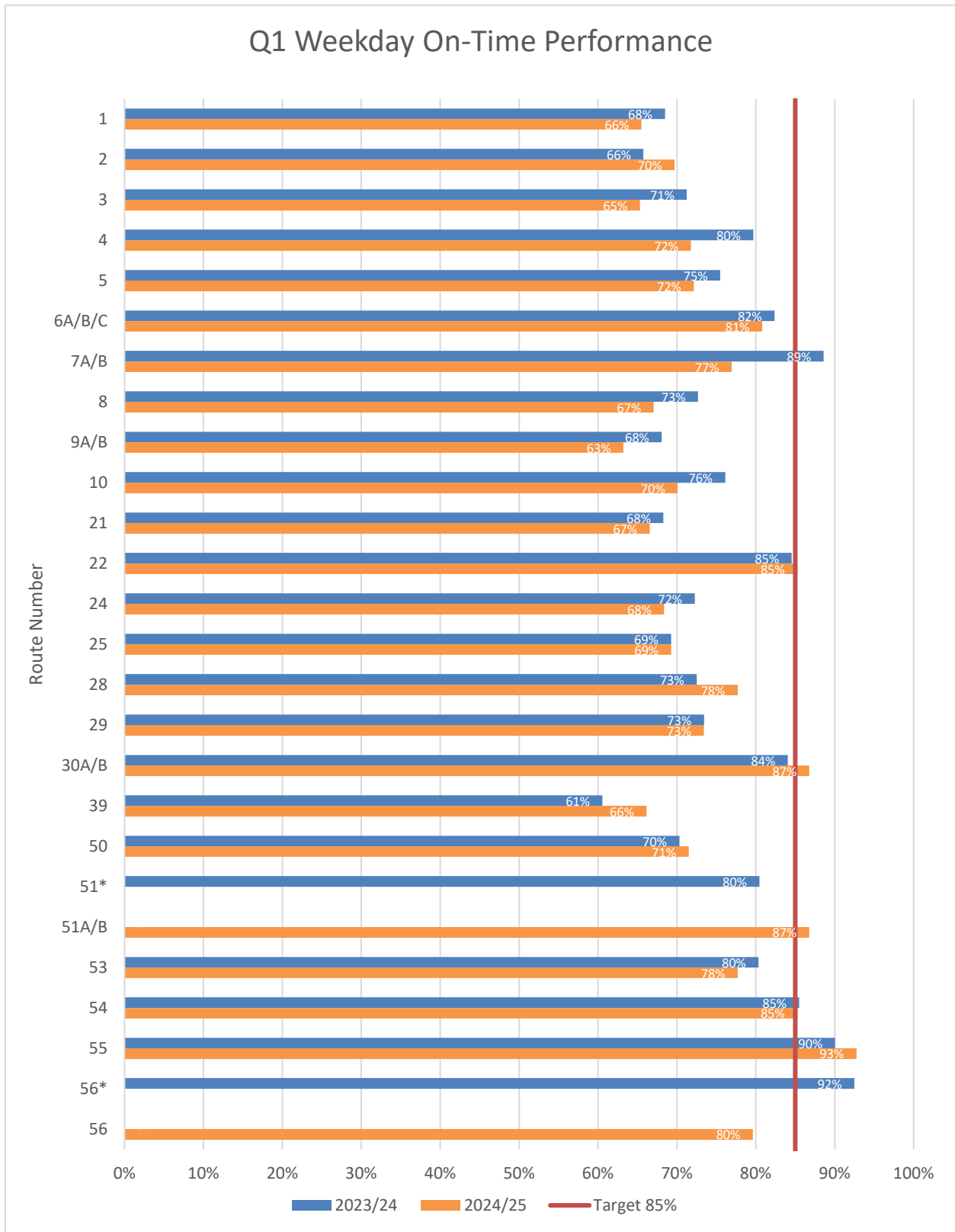
As traffic congestion and transit usage has continued to increase in recent months, overall on time performance has decreased and many routes have performed poorly. As part of quarterly service changes in August 2024 several routes had schedule adjustments made to address poor on-time performance including Routes 8, 9A/B, 21, 84, 90 and 401.

Routes 1 and 10 are part of the postponed *Moving Forward Together Plan* service adjustments. These routes will have new schedules when implemented in November 2024.

Overall Network On-Time Performance

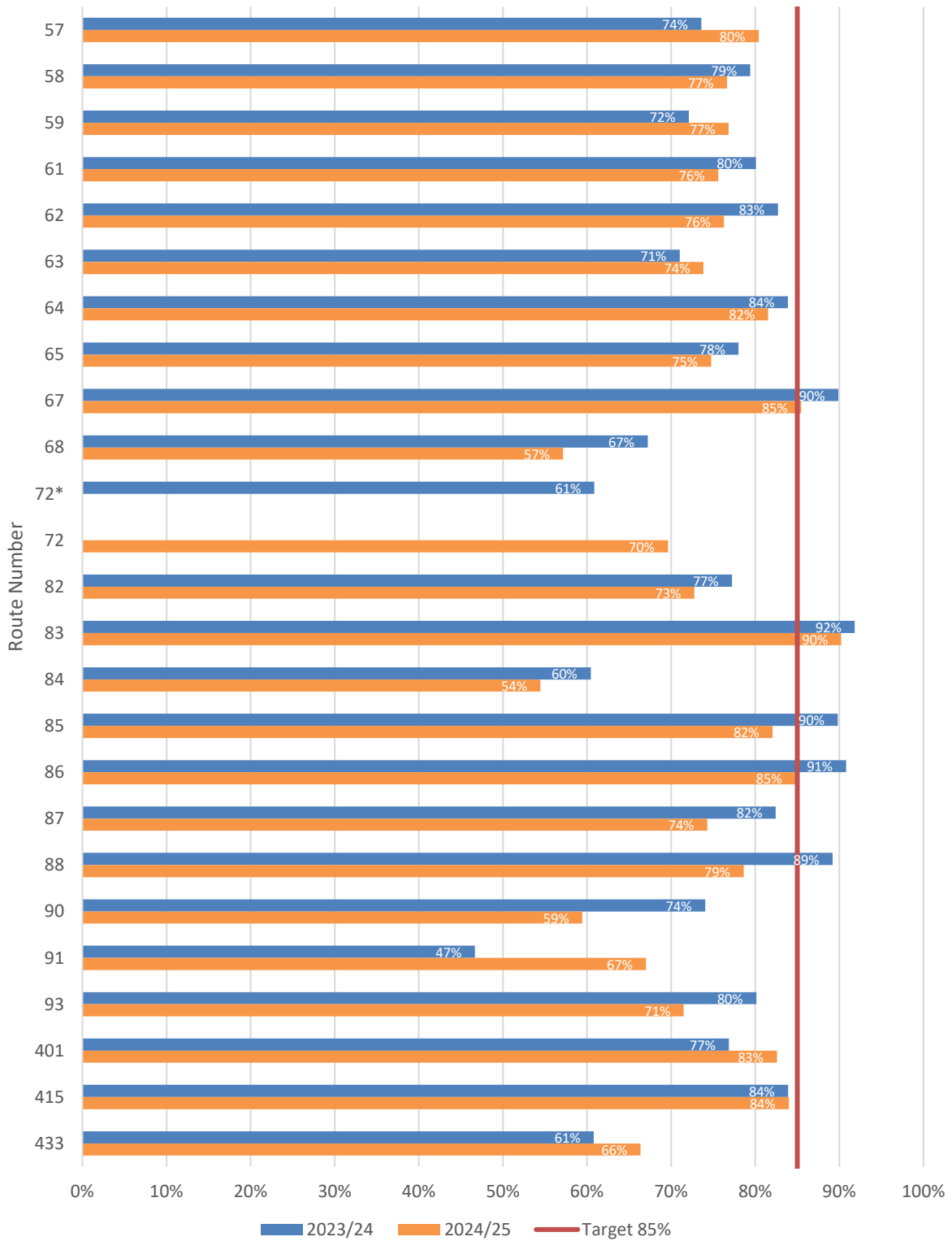


Weekday On-Time Performance



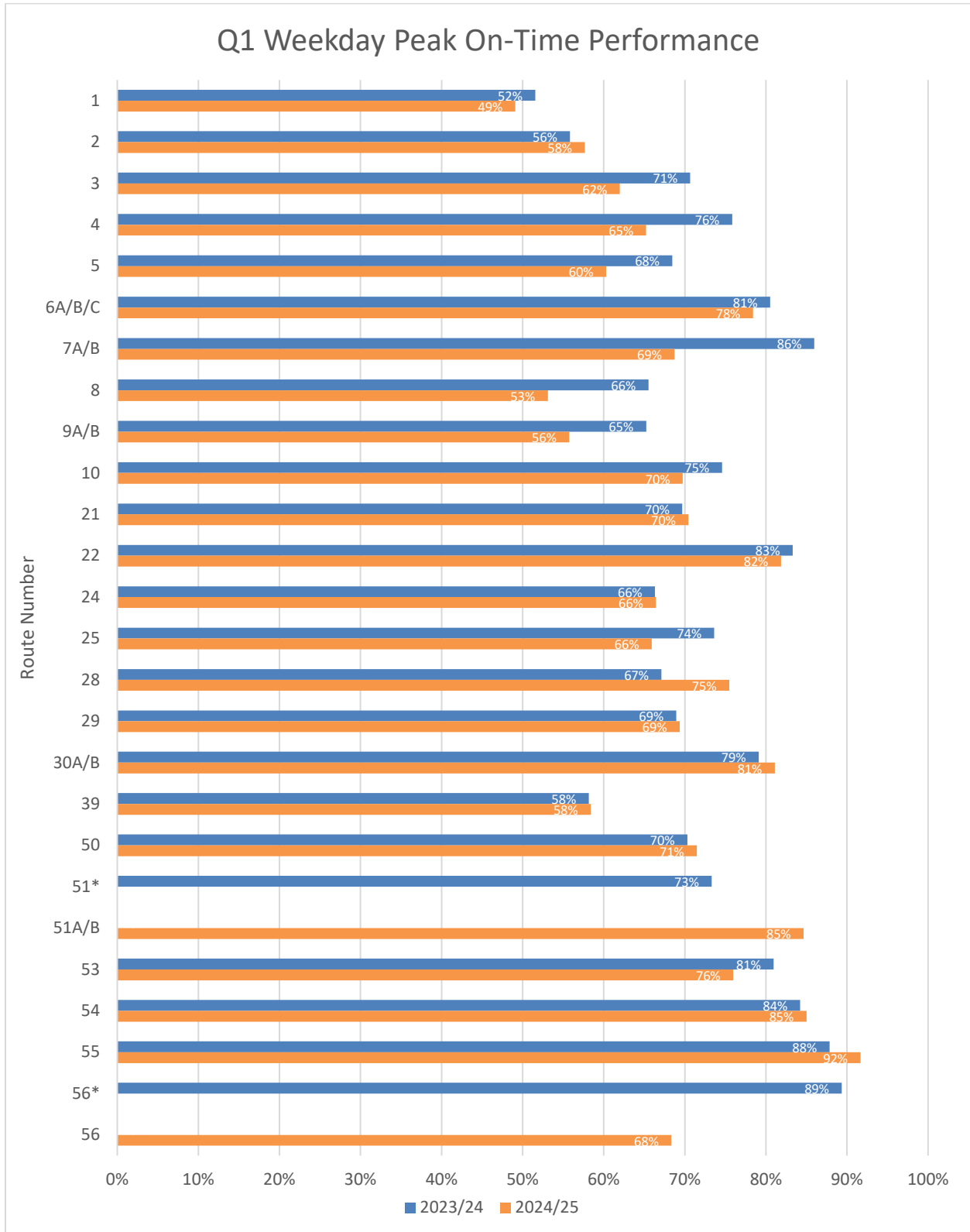
*Indicates discontinued route

Q1 Weekday On-Time Performance



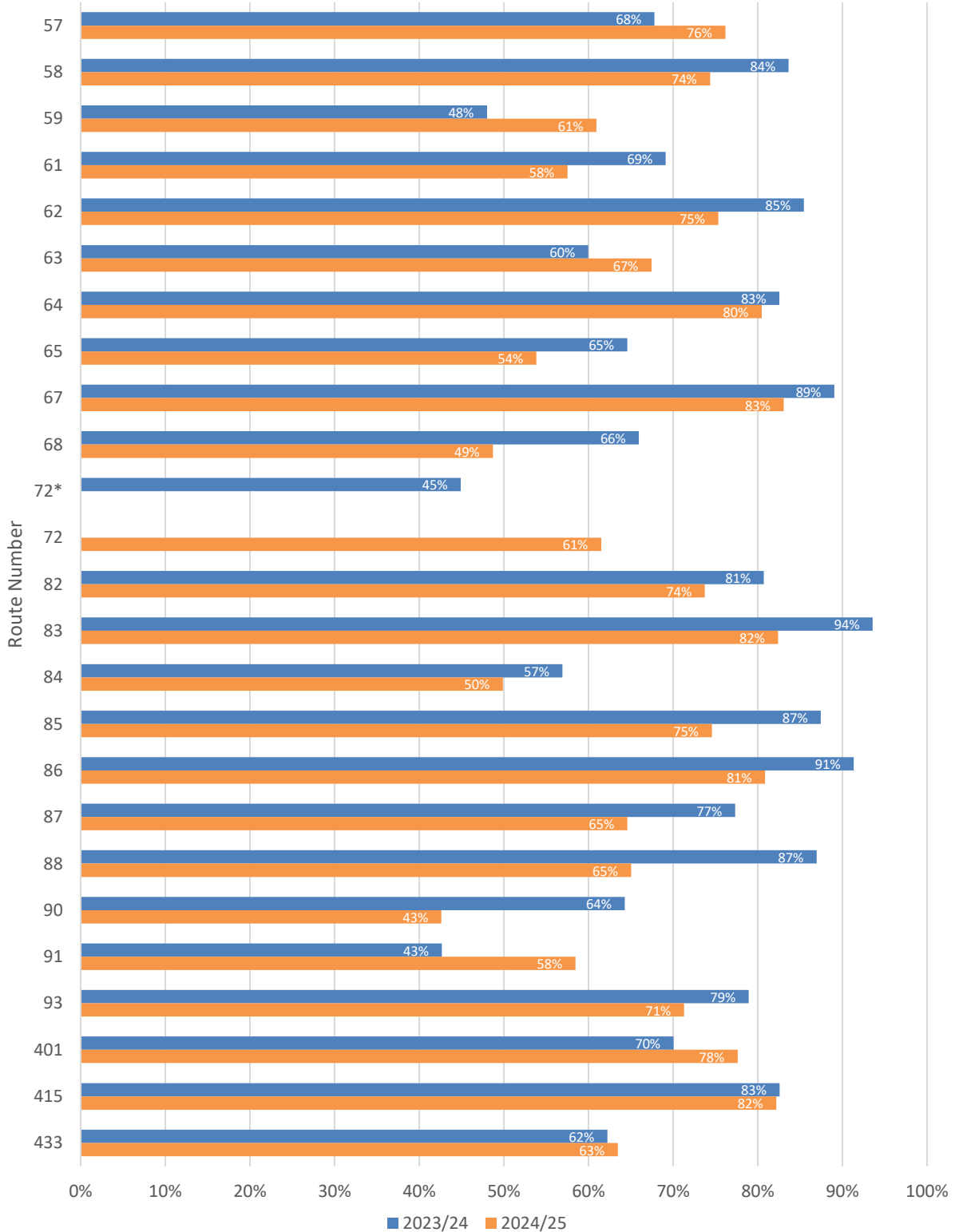
*Indicates discontinued route

Weekday Peak Period On-Time Performance



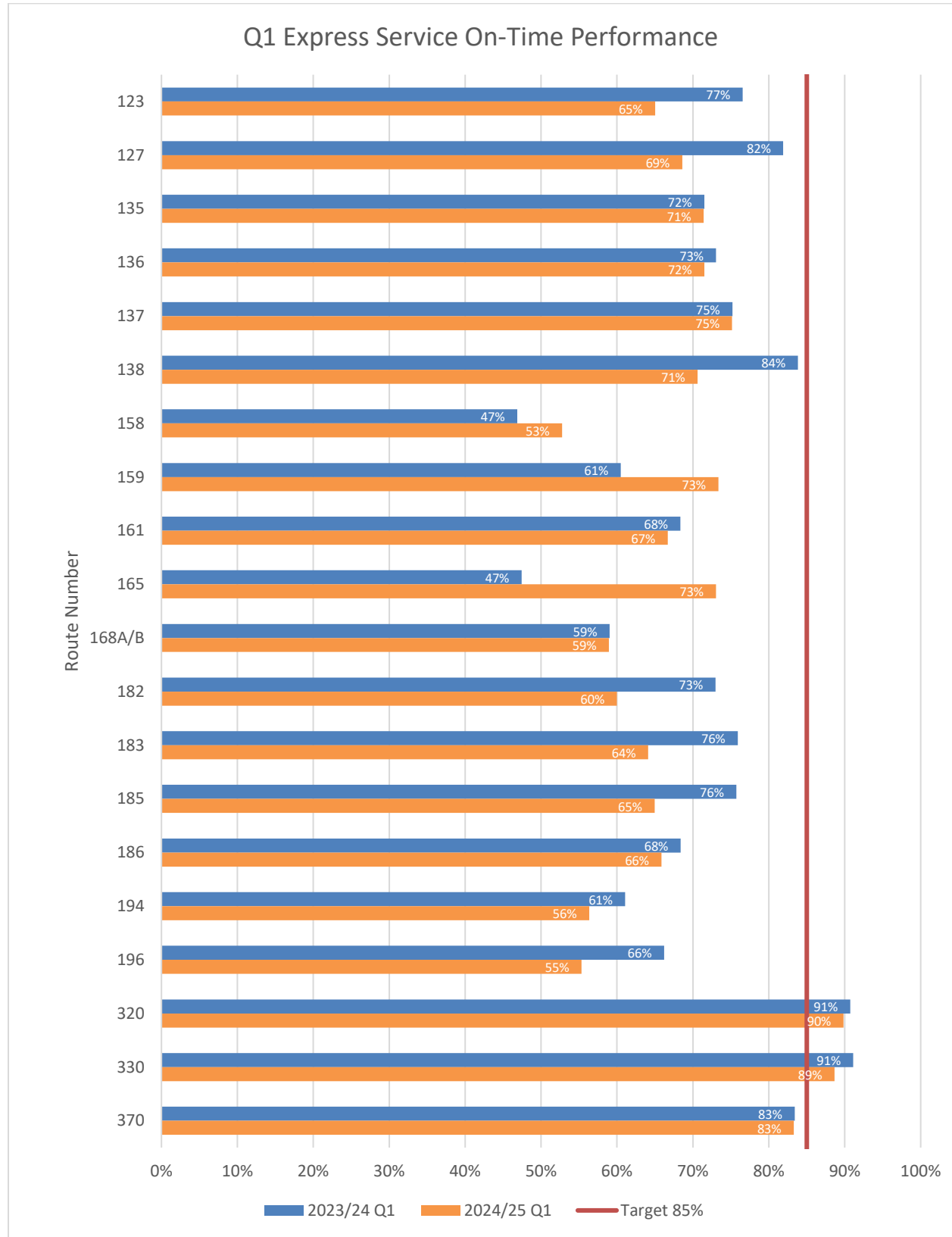
*Indicates discontinued route

Q1 Weekday Peak On-Time Performance



*Indicates discontinued route

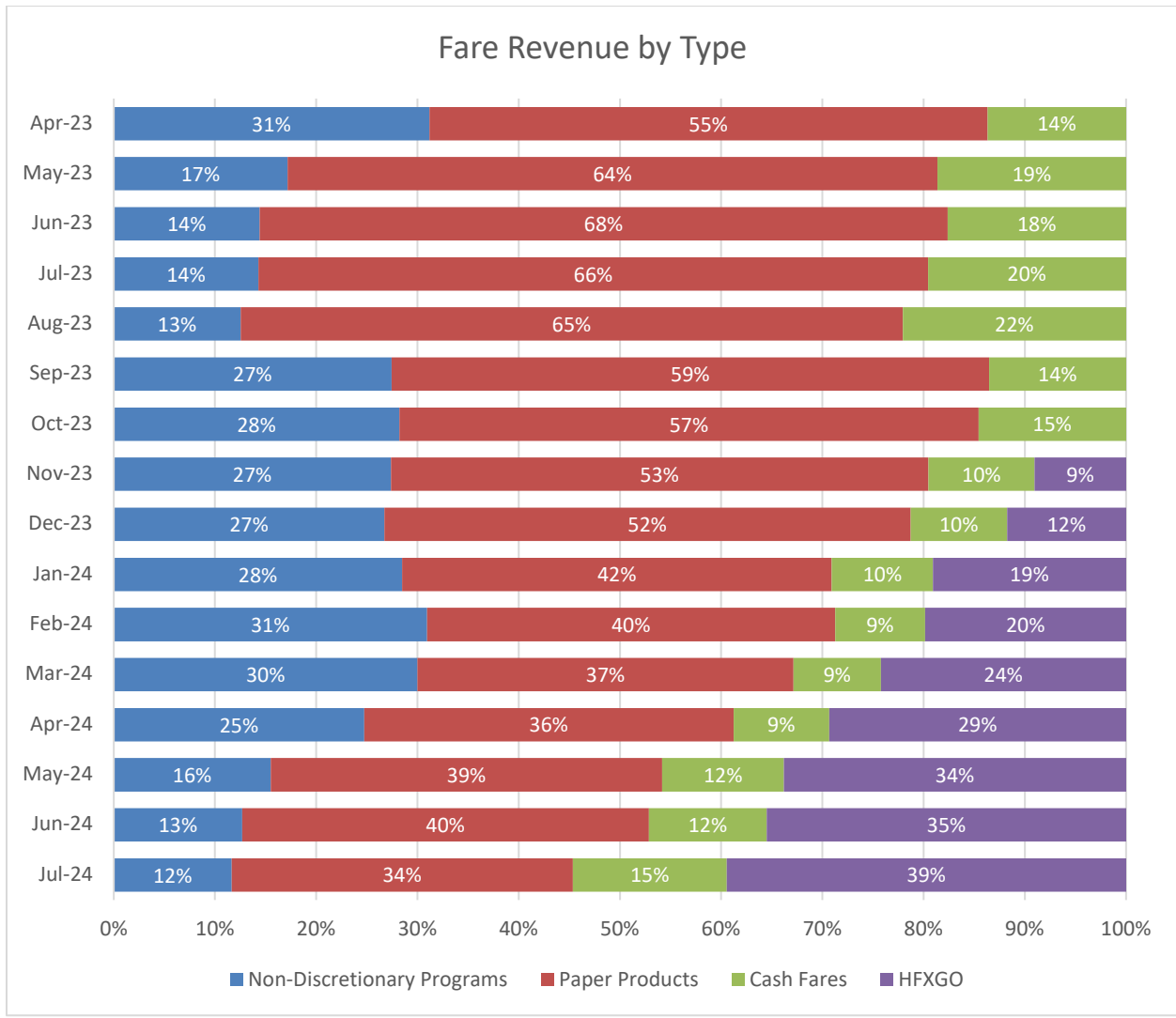
Express Service On-Time Performance



Fare Revenue by Type

Halifax Transit collects fares in several ways including Halifax Transit’s new mobile fare payment app, HFXGO which launched on November 2, 2023. The following chart shows monthly fare revenue for all service types combined, broken down as follows:

- Non-Discretionary Programs
 - UPass
 - Department of Community Services Passes
- Paper Products
 - Physical Tickets
 - Passes
 - EPasses
- Cash Fares
- HFXGO app



Attachment B: 2024/25 Halifax Transit Q2 Performance Measures Report

2024/25 – Q2 Performance Measures Report

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Boardings & Revenue

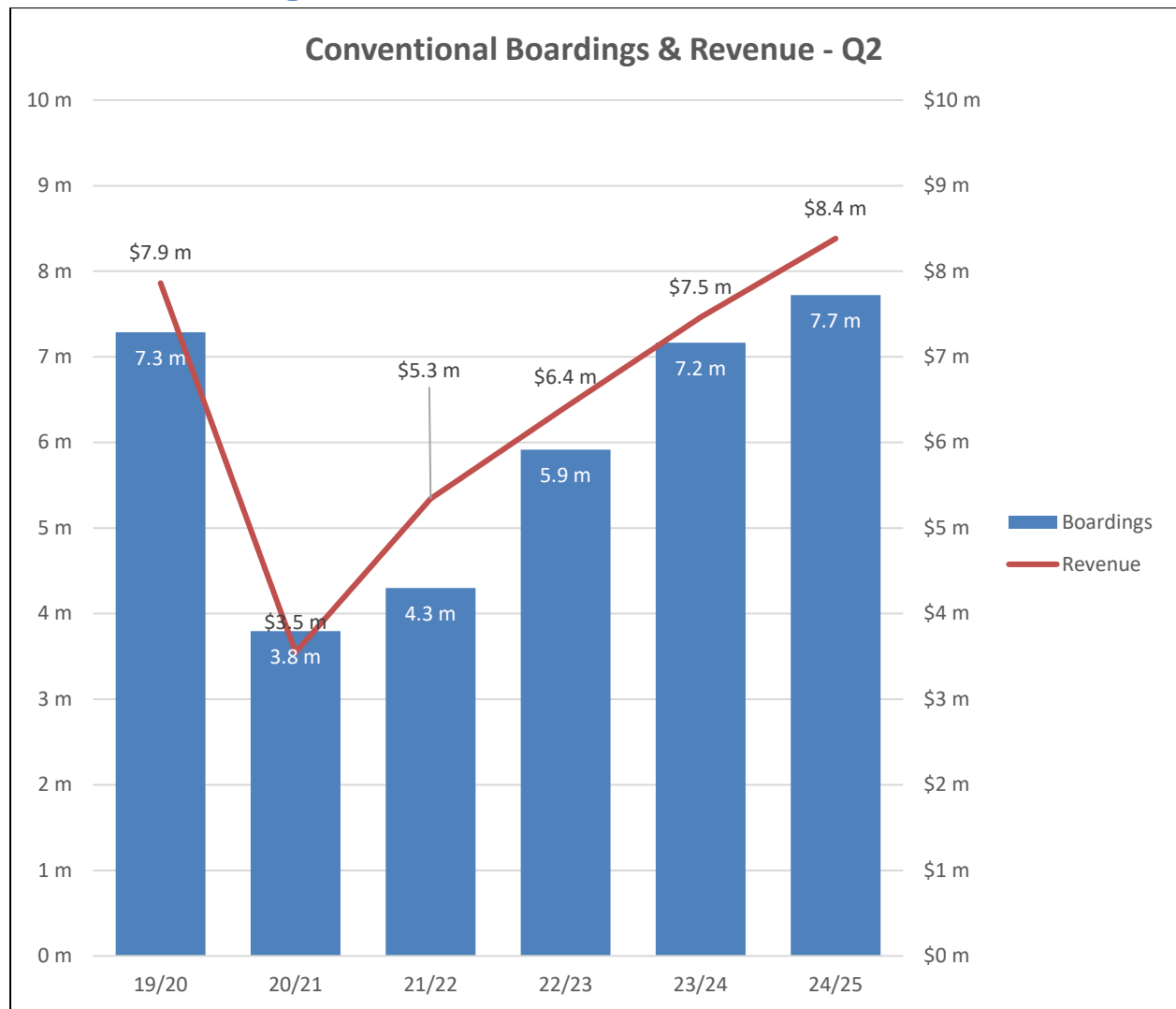
Revenue and boardings are reported to demonstrate how well transit services have been used over the quarter, in comparison to the same quarter the previous year.

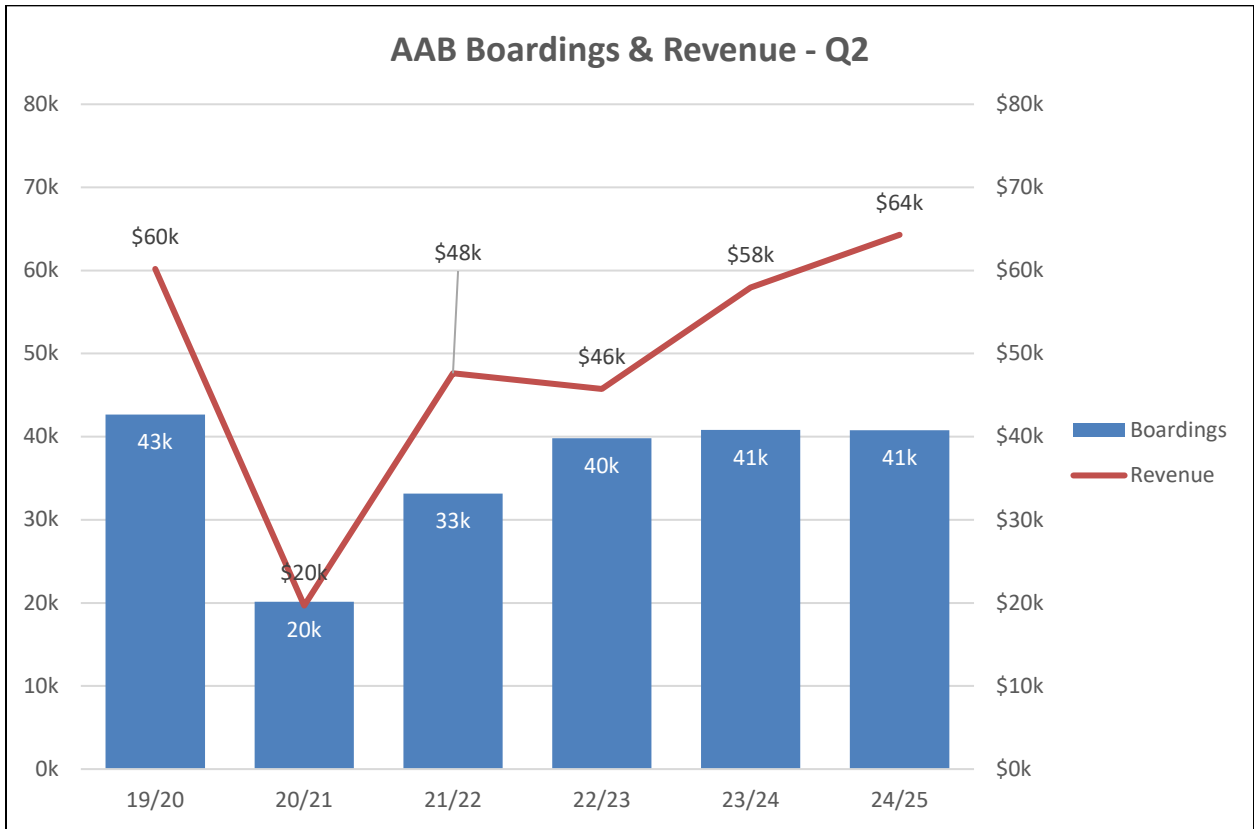
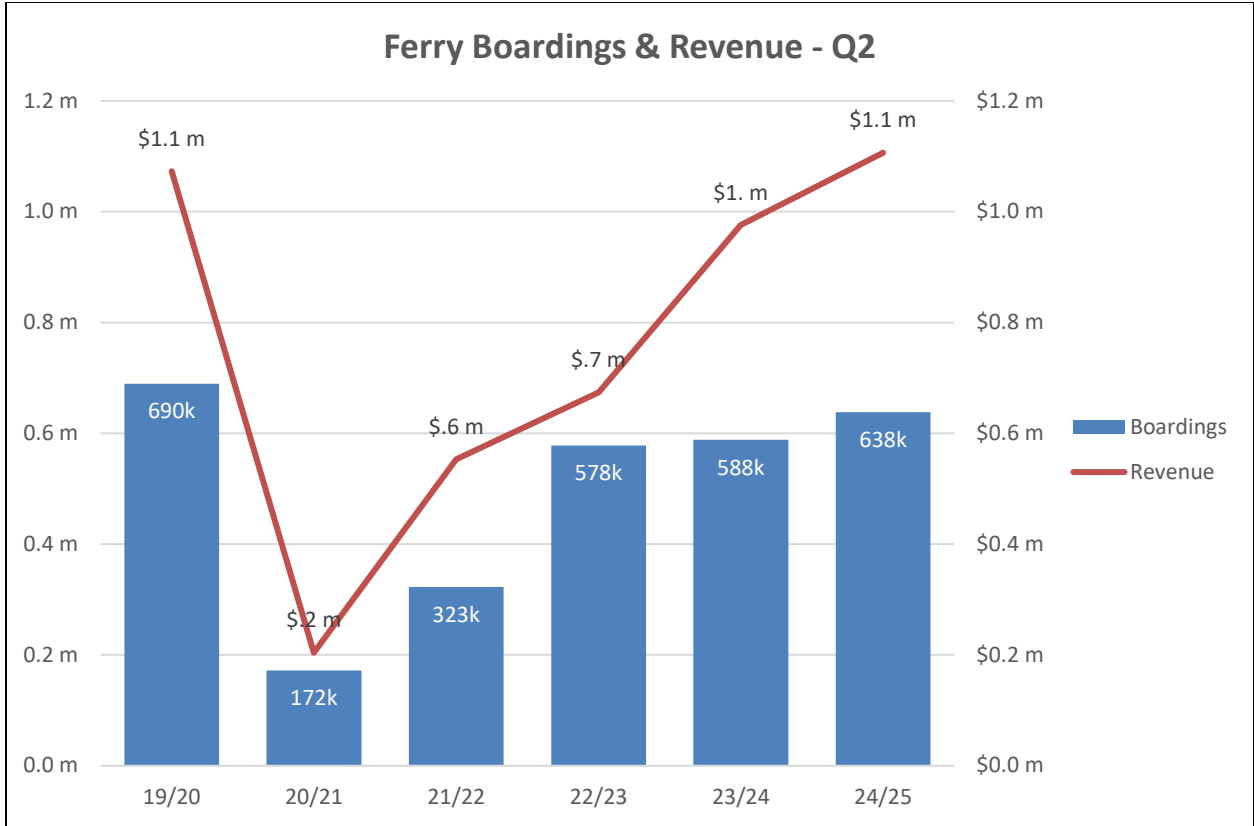
Conventional boardings increased 8%, Ferry boardings increased 8% and Access-A-Bus boardings were unchanged from this quarter last year. Overall, system wide boardings increased this quarter by 8% compared to last year. Overall revenue this quarter increased 12% from last year.

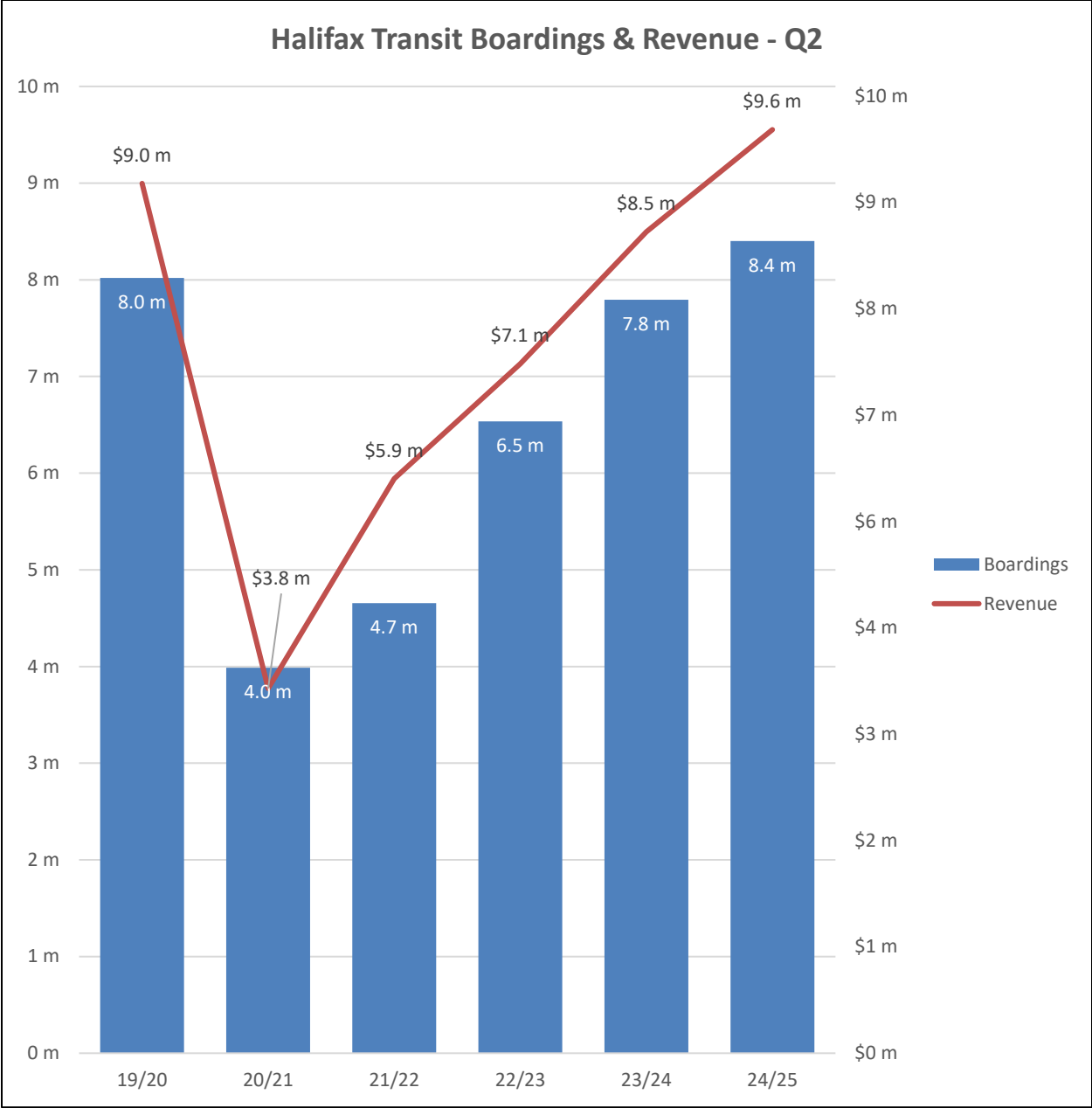
Fare Increase

A fare increase was approved as part of the 2024/25 municipal budget and business planning process. This was implemented on September 1, 2024 as a 25-cent increase to the adult single ride fare, with an average applied across other fare products resulting in an increase of 8.3%-12.5% across all fare products. Revenue reported for Q2 includes one month of these adjusted fares, and accounts for slightly greater increases in revenue in comparison with boardings during this period.

Historical Boardings & Revenue



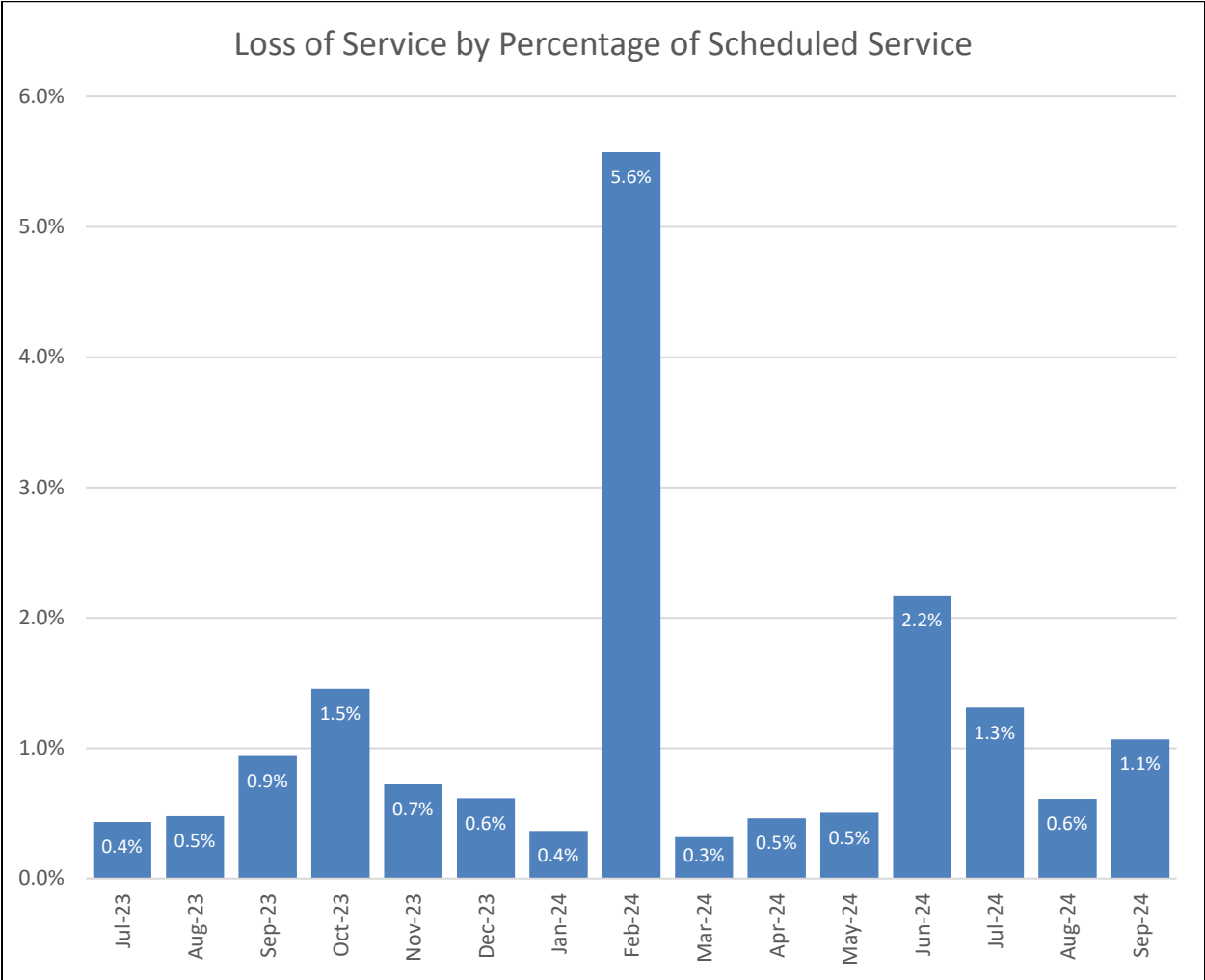




Loss of Service

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

In the second quarter, the total loss of service was 2,170 hours, which is 1% of the quarterly revenue hours. The chart below shows the total loss of service for each month for the past year. February 2024 had excessive service loss due to several winter storms causing service to be suspended. June 2024 saw an increase due to major construction projects beginning.

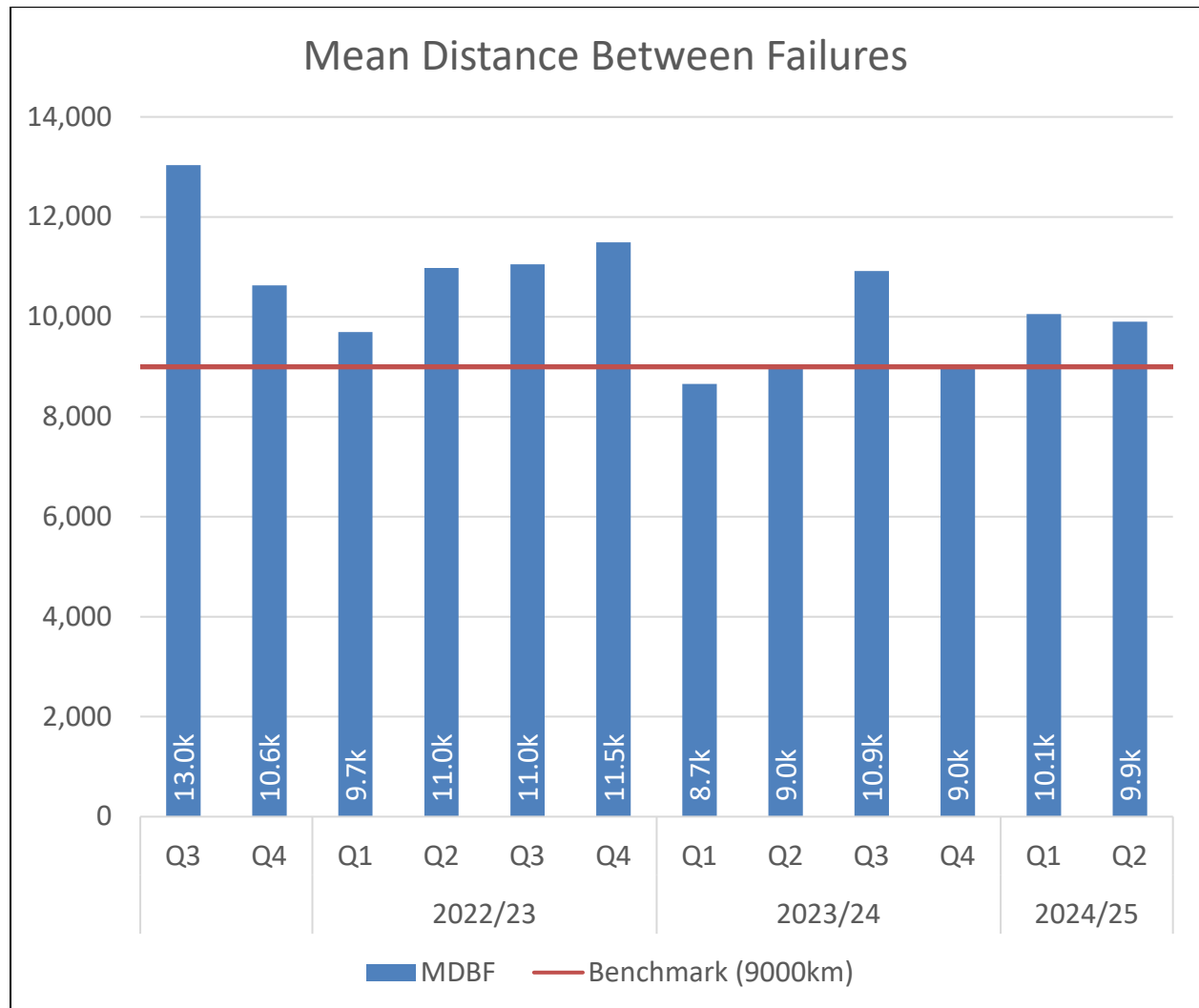


Fleet Services

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.

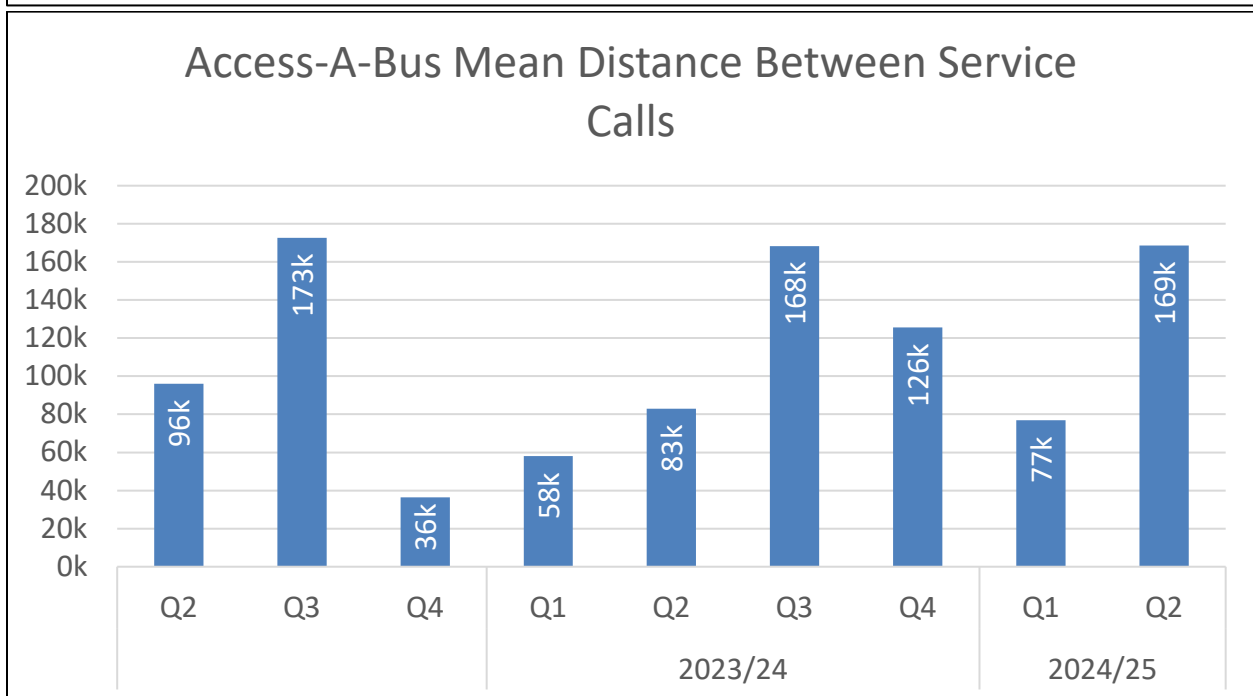
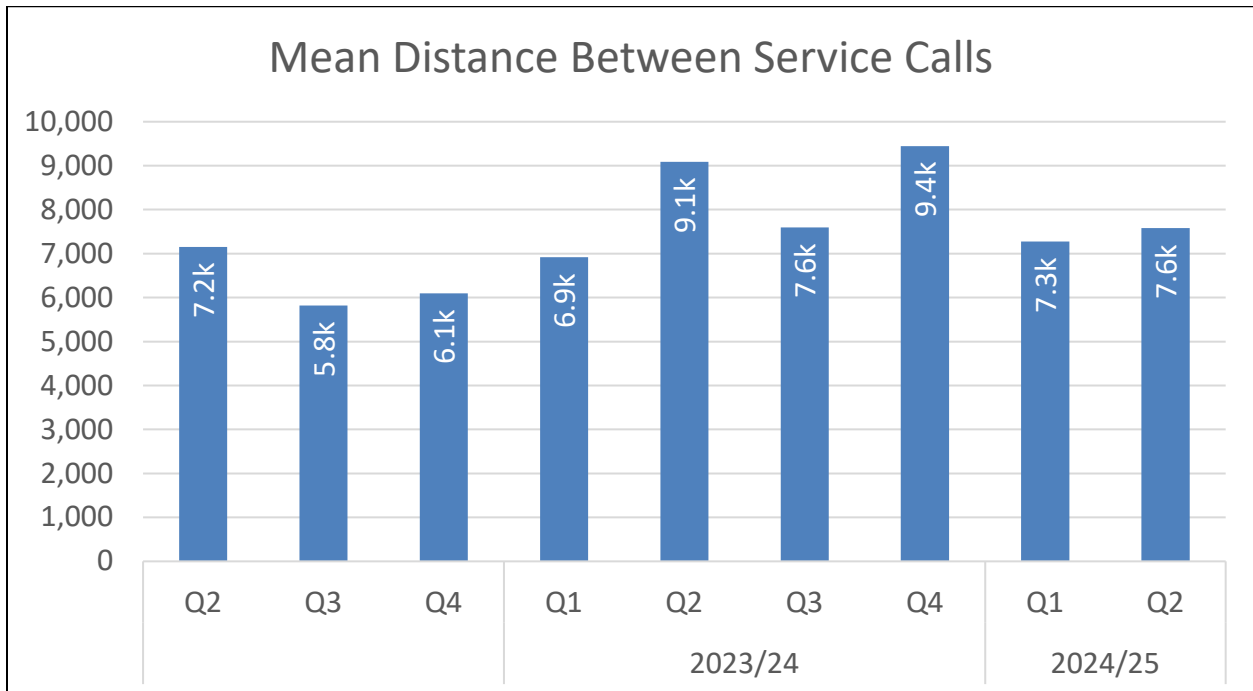
For the second quarter of 2024/25, the MDBF for conventional transit was 9,900 kms, exceeding the benchmark of 9,000 kms.



Mean Distance Between Service Calls

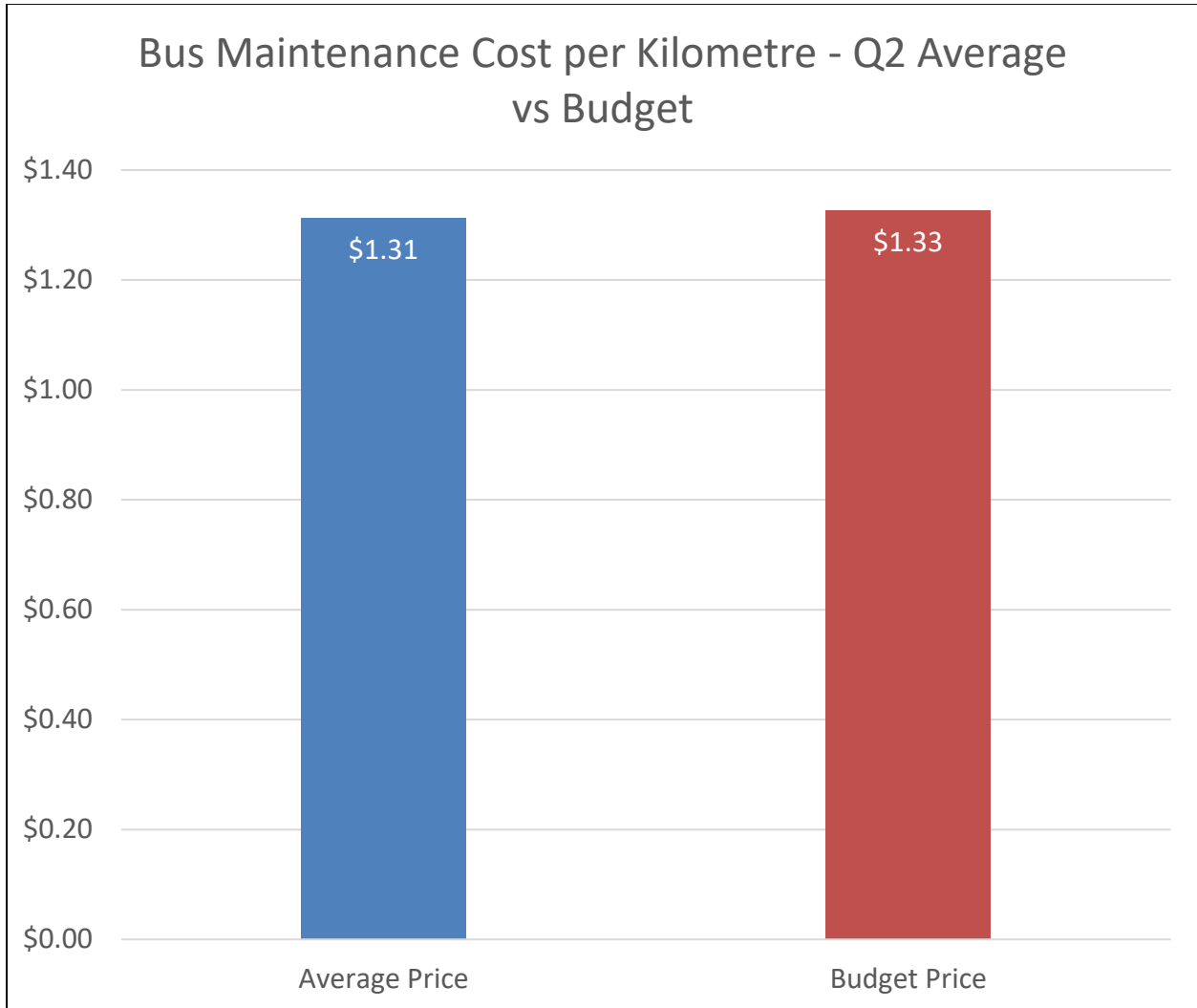
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor collisions.

For the second quarter of 2024/25, the MDBS for conventional transit was 7,600 kms, a decrease of 17% from the previous year. The MDBS for Access-A-Bus service was 168,600 kms, a 103% increase from the previous year. Access-A-Bus MDBS can fluctuate significantly due to the relatively low number of service calls related to Access-A-Bus.



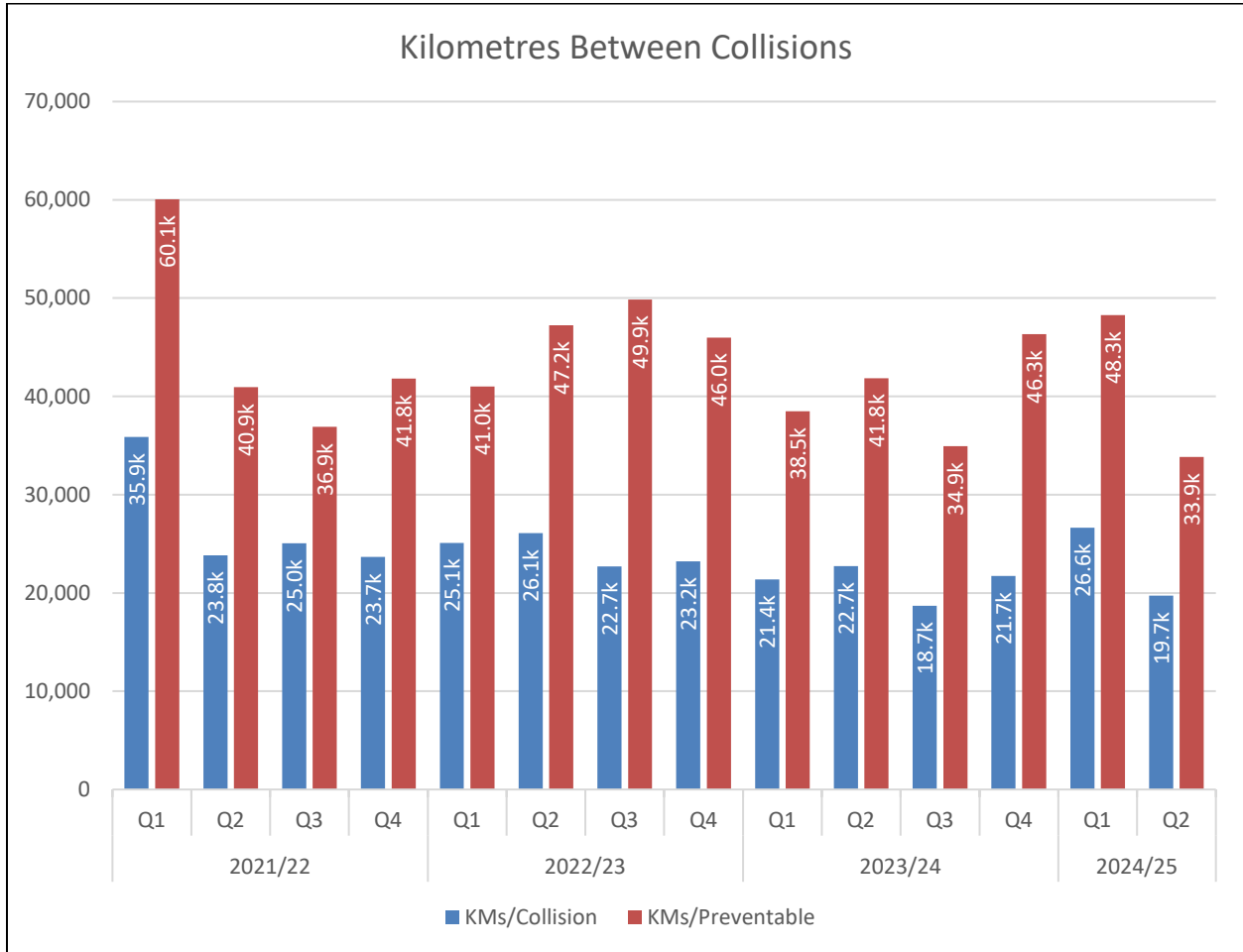
Bus Maintenance Cost – Quarter Average vs Budget

In the second quarter conventional and Access-A-Bus maintenance costs were \$1.31/km, 1% lower than the budgeted maintenance cost of \$1.33/km.



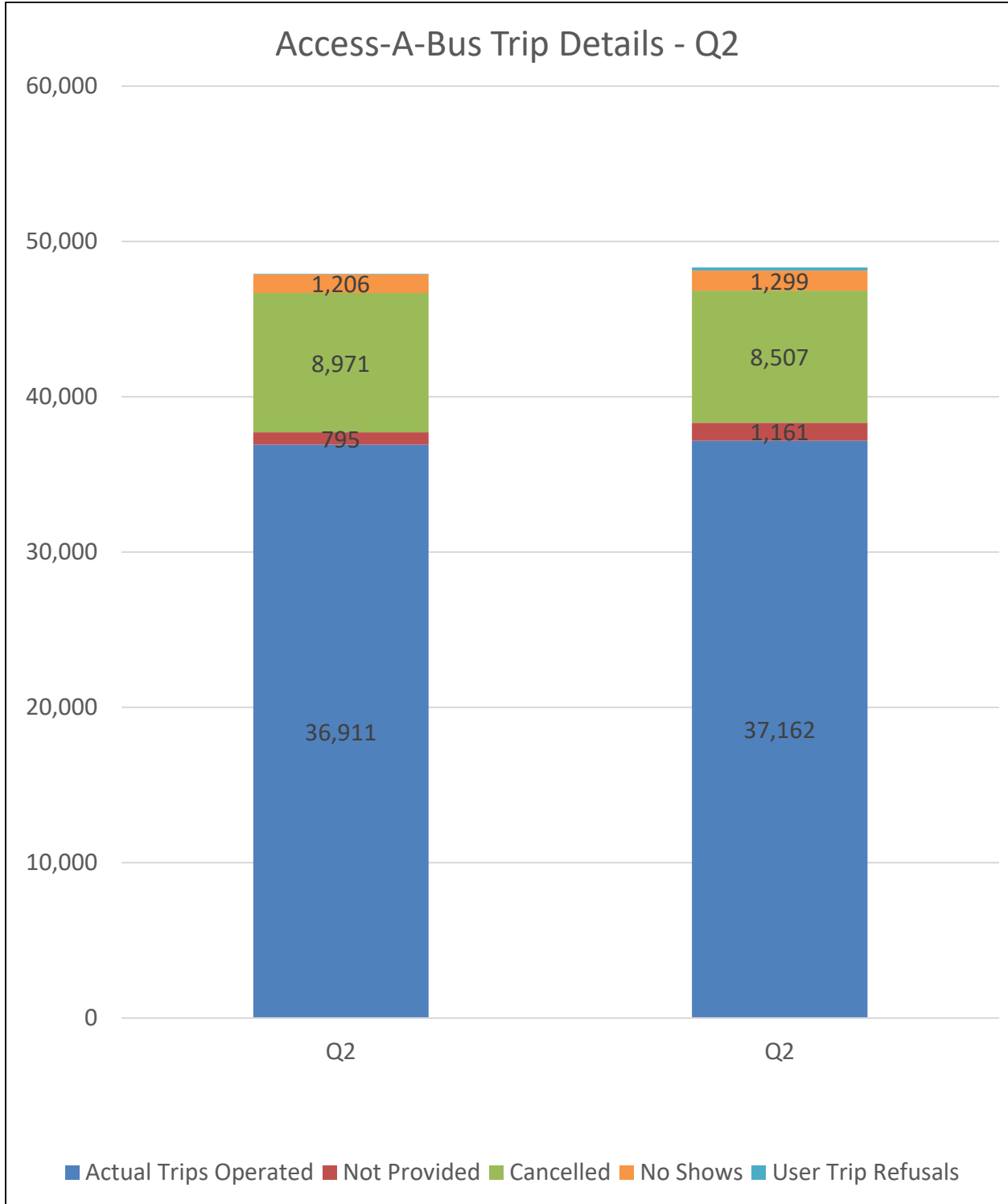
Safety – Collisions

In the second quarter, a collision involving Halifax Transit vehicles occurred once every 19,700 kilometres; a preventable collision occurred every 33,900 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 2024/25 a total of 37,162 trips were operated, 1% more than the same quarter last year.



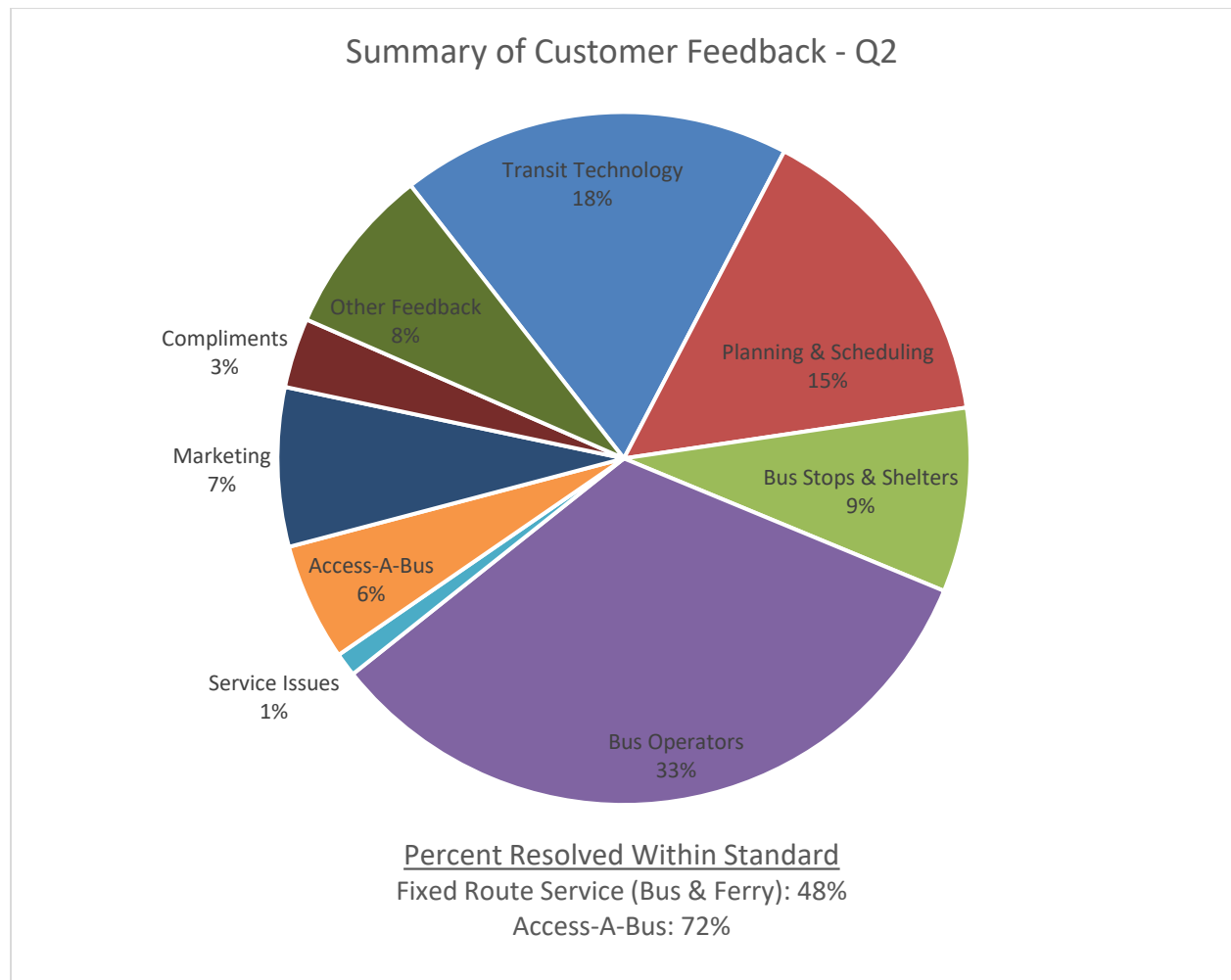
Customer Service – All Services

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.

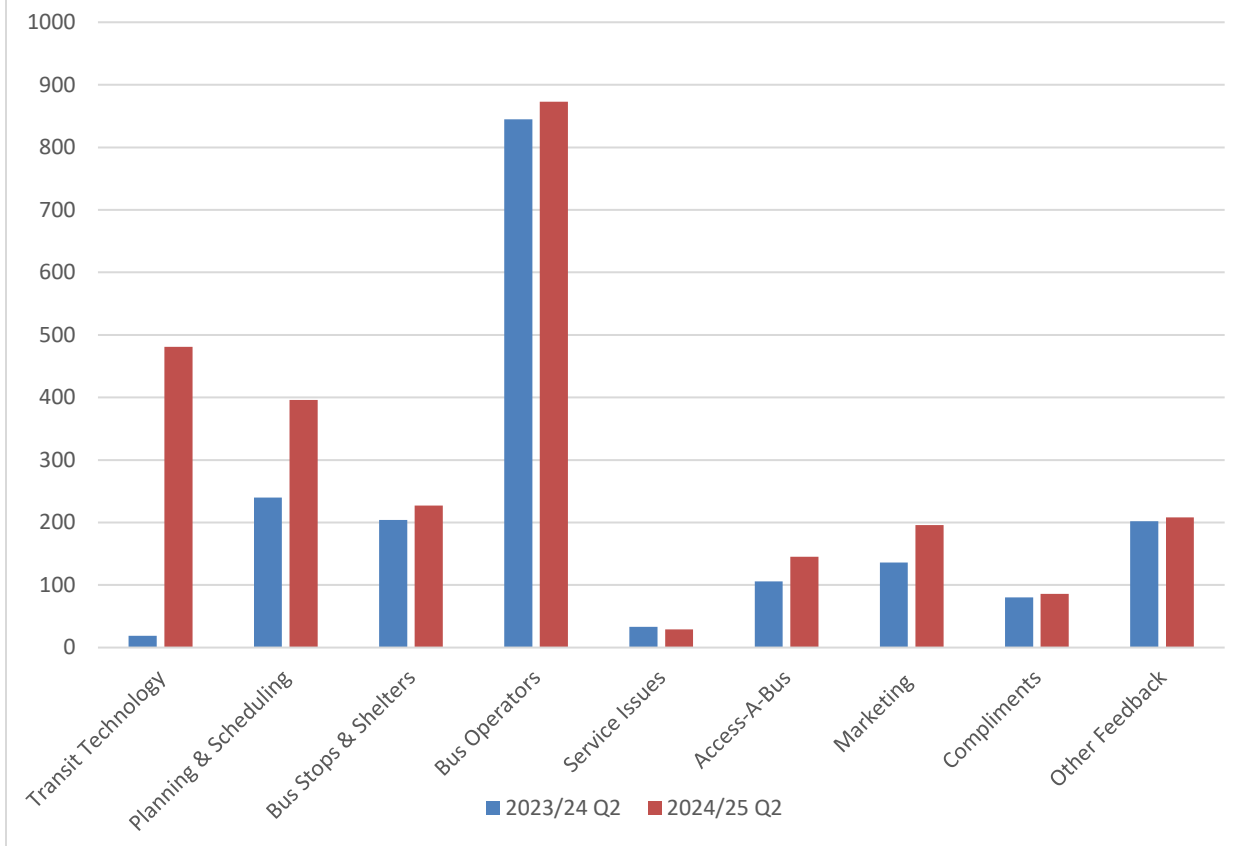
5 Days – Access-A-Bus, Accessibility on Conventional Bus, Bus Operator Compliments, Ferries, Infrastructure, Prohibited Conduct Policies, Technology, Vehicle Related.

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

Halifax Transit aims to address 90% of feedback within service standard. This quarter, 48% of customer feedback was addressed within standard. Call volumes this quarter were 42% higher than the same quarter last year, this combined with staff turnover, and the addition of HFXGO requests has contributed to a lower percentage of calls addressed within standard.



Customer Feedback Comparison - Q2



Recruitment and Retention

The figure below includes information on the change in number of operators working for Halifax Transit. Total Out figures include those transferring to other internal positions. The blue bar illustrates the net loss/gain of staff each month.



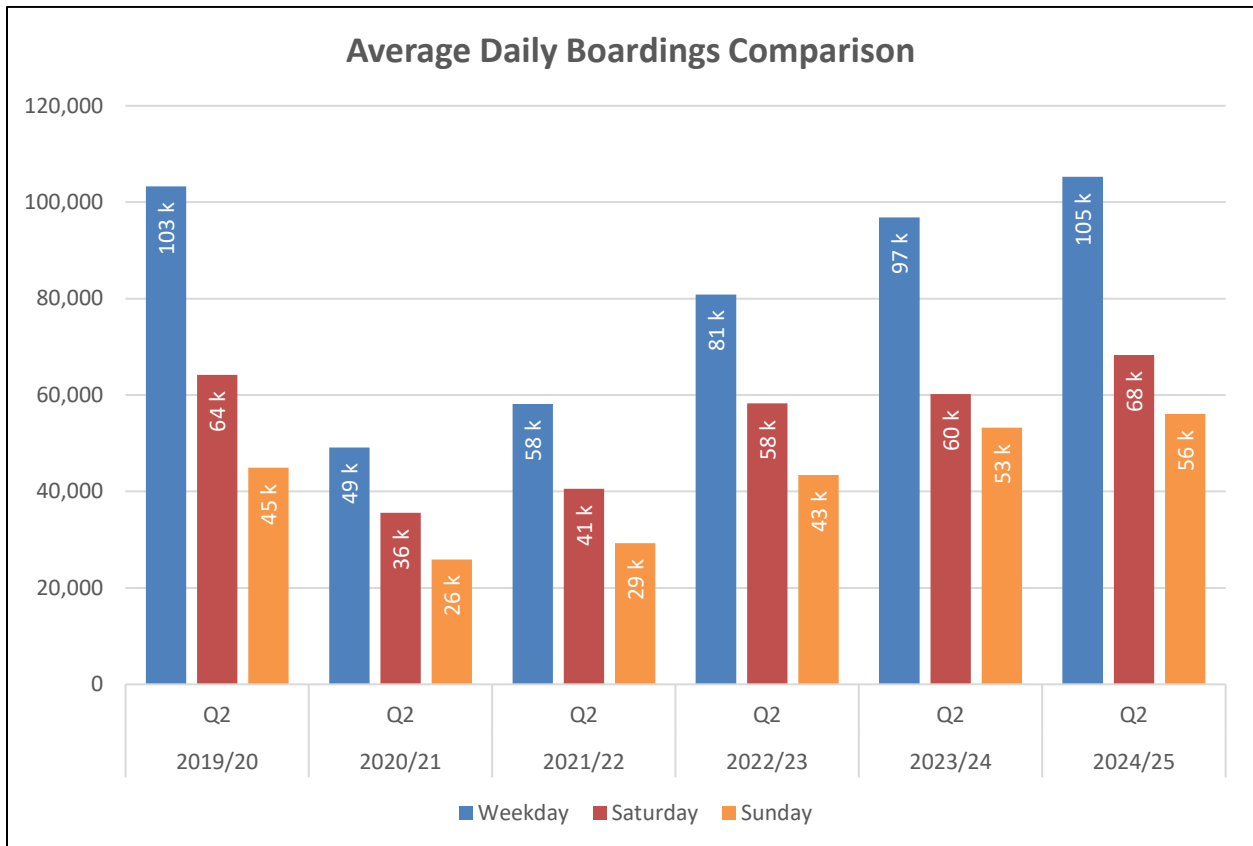
Service Utilization

Average Daily Boardings by Service Day

Average daily boardings on conventional bus and ferry services for this quarter were 105,282 on weekdays, 68,329 on Saturdays, and 56,095 on Sundays.

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 boardings increased 9% compared to the previous year; Saturday boardings increased 13% and Sunday boardings increased 5%.



Ridership Guidelines by Route – Passengers Per Hour

Halifax Transit established ridership guidelines as part of the Moving Forward Together Plan, the tables below display 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. 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.

2024/25 Q2 Ridership Guidelines by Route									
Route	Weekday								
	Boardings	Passengers Per Hour							
		All Day	AMPeak	Midday	PMPeak	Evening			
Ridership Guideline		25	15	25	10				
1	7,674	●	48	●	49	●	56	●	37
2	5,427	●	44	●	48	●	53	●	44
3	8,359	●	64	●	51	●	61	●	44
4	5,063	●	39	●	39	●	44	●	38
5	4,478	●	56	●	47	●	51	●	40
6A/B/C	3,371	●	38	●	38	●	44	●	29
7A/B	4,972	●	40	●	38	●	45	●	24
8	5,593	●	44	●	42	●	55	●	38
9A/B	7,145	●	41	●	51	●	53	●	38
10	4,586	●	40	●	51	●	43	●	32
21	1,394	●	42	●	50	●	57	●	35
22	833	●	29	●	28	●	34	●	16
24	2,067	●	34	●	35	●	42	●	26
25	845	●	35	●	43	●	38	●	28
26	32	●	11			●	12		
28	2,238	●	46	●	47	●	64	●	47
29	3,110	●	33	●	38	●	36	●	25
30A/B	1,320	●	29	●	37	●	49	●	31
39	1,766	●	49	●	32	●	44	●	26
50	79	●	21			●	17		
51A/B	1,010	●	46	●	45	●	28	●	26
53	1,276	●	38	●	37	●	50	●	28
54	1,126	●	27	●	43	●	40	●	26
55	475	●	25	●	31	●	27	●	15
56	1,497	●	29	●	28	●	45	●	21
57	26	●	13	●	5	●	11	●	11
58	180	●	7	●	13	●	16	●	6
59	159	●	12	●	19	●	14	●	9
61	256	●	19	●	20	●	12	●	10
62	648	●	24	●	33	●	34	●	16
63	575	●	21	●	29	●	28	●	18
64	938	●	27	●	14	●	21	●	12
65	149	●	18	●	29	●	8	●	11
67	849	●	25	●	34	●	28	●	17
68	293	●	11	●	25	●	19	●	11
72	2,316	●	41	●	32	●	59	●	31
82	318	●	14	●	25	●	18	●	8
83	136	●	12	●	10	●	14	●	6
84	1,182	●	23	●	22	●	21	●	14
85	240	●	12	●	35	●	14	●	11
86	165	●	10	●	13	●	13	●	8
87	1,663	●	39	●	24	●	38	●	23
88	305	●	30	●	18	●	28	●	13
90	3,108	●	40	●	39	●	41	●	32
91	1,352	●	33	●	38	●	48	●	30
93	261	●	26	●	12	●	25	●	13
401	153	●	13	●	15	●	18	●	12
415	74	●	8	●	13	●	12	●	
433	119	●	19			●	16	●	8

2024/25 Q2 Ridership Guide lines by Route

Route	Saturday		Sunday	
	Boardings	Pass/Hour	Boardings	Pass/Hour
Ridership Guide line		15		10
1	5,826	49	4,579	48
2	5,033	49	3,754	52
3	4,225	47	4,771	49
4	2,441	49	2,366	50
5	3,389	45	2,392	52
6A/B/C	1,903	41	1,604	37
7A/B	3,204	30	2,272	32
8	4,031	41	3,718	39
9A/B	3,865	59	3,471	53
10	3,015	40	2,201	41
21	1,199	32	885	48
22	573	18	570	16
24	2,023	34	1,756	32
25	564	40	647	47
28	1,871	39	1,138	48
29	1,988	32	1,768	30
30A/B	974	28	765	37
39	1,419	28	785	34
51A/B	609	34	344	31
53	1,119	36	606	42
54	649	29	529	29
55	369	25	318	21
56	1,377	28	1,074	29
58	135	9	84	5
59	137	17	98	11
61	227	13	196	12
62	399	25	404	25
63	334	21	264	18
65	118	13	106	11
67	373	23	308	19
68	281	15	220	14
72	1,610	28	911	30
82	234	14	213	13
83	118	11	96	9
84	502	15	446	15
85	144	16	122	16
86	152	10	127	9
87	1,062	20	675	25
88	264	18	188	14
90	2,159	33	1,372	39
91	672	30	659	33
401	58	11	50	10









































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

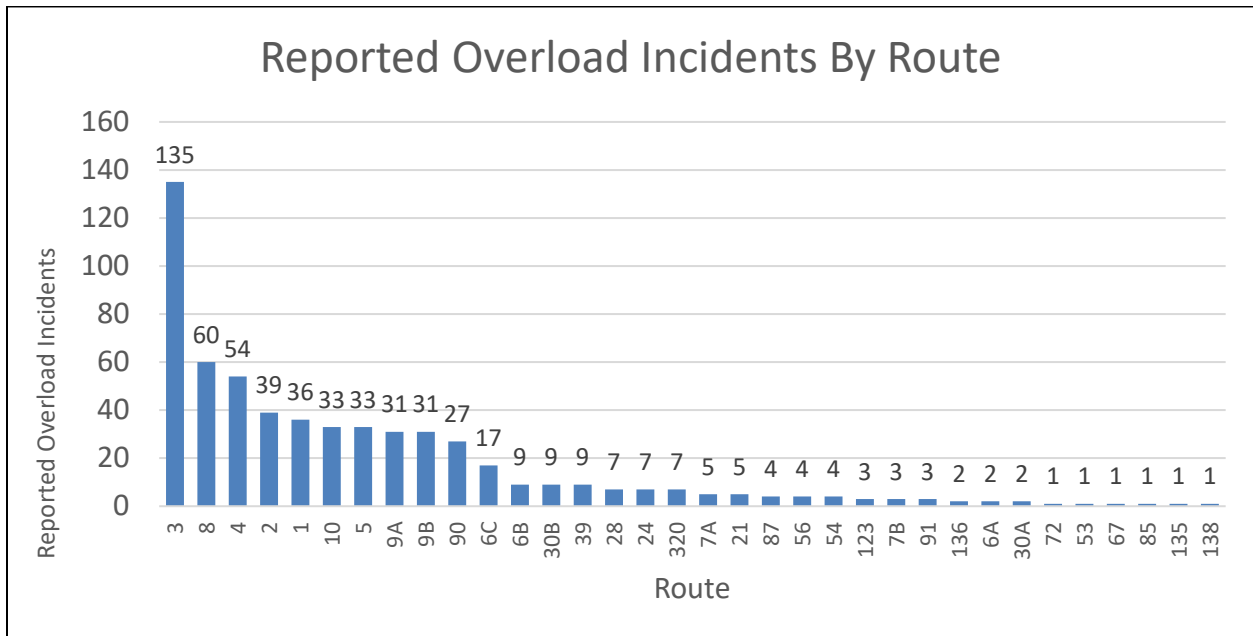
2024/25 Q2 Express Route Ridership Guidelines by Route				
Route	Weekday Peak	Passengers per Trip		
	Boardings	AMPeak	PMPeak	
Express Ridership Guideline		20	20	
123	377	 32	 27	
127	325	 22	 19	
135	414	 32	 27	
136	596	 39	 36	
137	318	 24	 29	
138	430	 33	 29	
158	187	 26	 21	
159	335	 24	 20	
161	330	 26	 29	
165	248	 27	 23	
168A/B	611	 28	 28	
182	520	 22	 21	
183	297	 20	 30	
185	454	 23	 22	
186	280	 24	 23	
194	243	 32	 29	
196	108	 28	 26	
Regional Express Ridership Guideline		15	15	
320	253	 11	 24	
330	222	 14	 12	
370	83	 8	 7	

Passenger Overloads

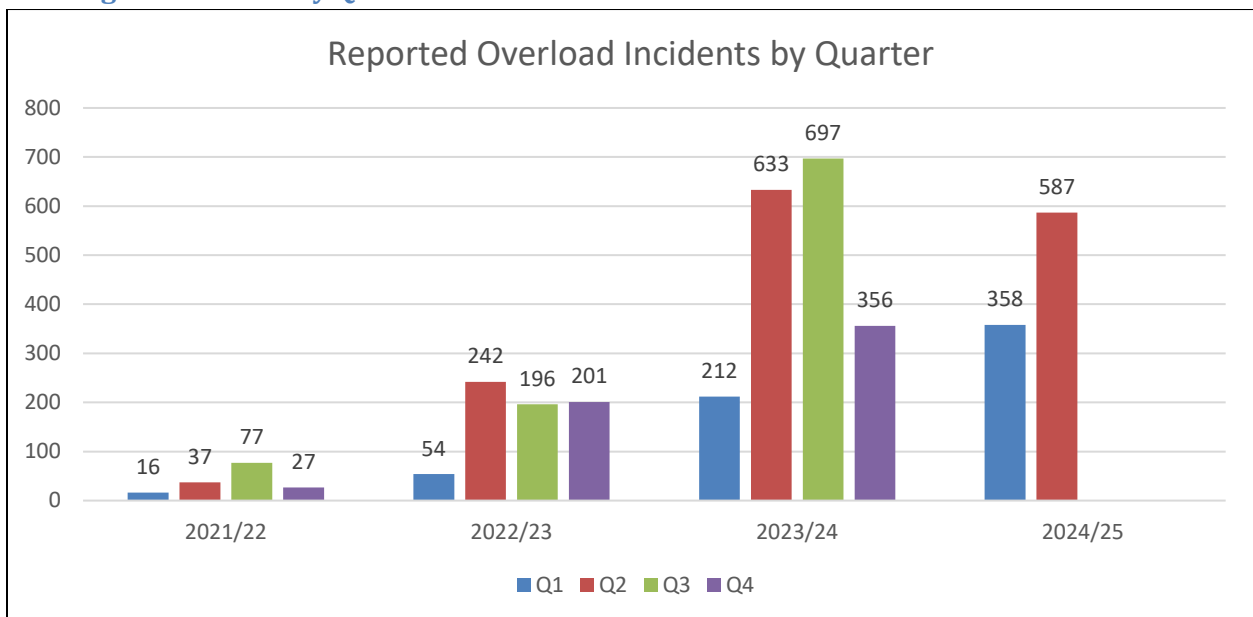
Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. During the second quarter 587 overload incidents were reported on conventional buses, 7% less than the same quarter during the previous year. Of these overloads, 65% occurred during the month of September.

Passenger Overloads by Route

Corridor routes experienced the majority of overload reports, accounting for 83% of reported overloads this quarter. Of the overloads reported in second quarter, 86% occurred on weekdays, 8% occurred on Saturdays, and 6% occurred on Sundays/holidays.



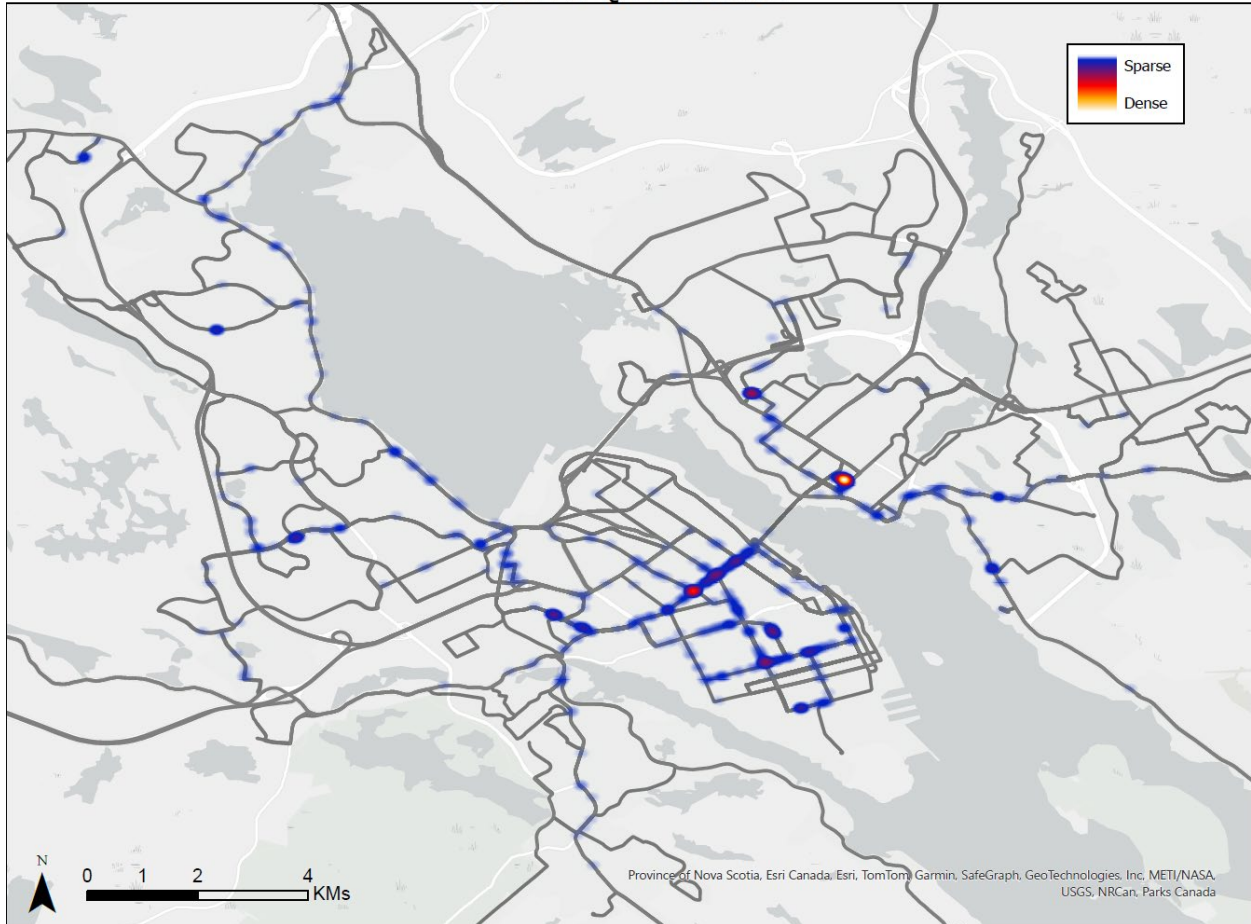
Passenger Overloads by Quarter



Passenger Overload Locations

The map below shows locations where Halifax Transit vehicles became overloaded and were unable to pick up more passengers.

2024-25 Q2 Overloads



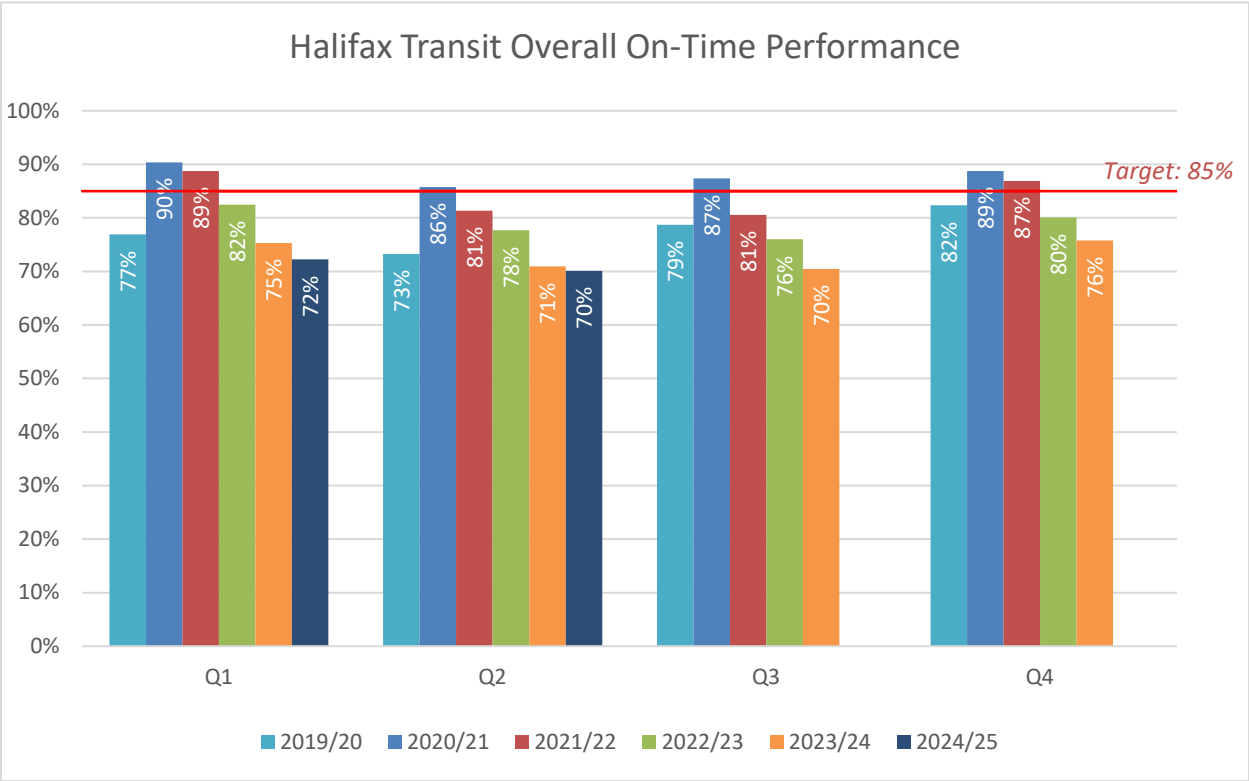
On-Time Performance

On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of conventional bus 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 on time within three minutes of schedule for conventional bus service.

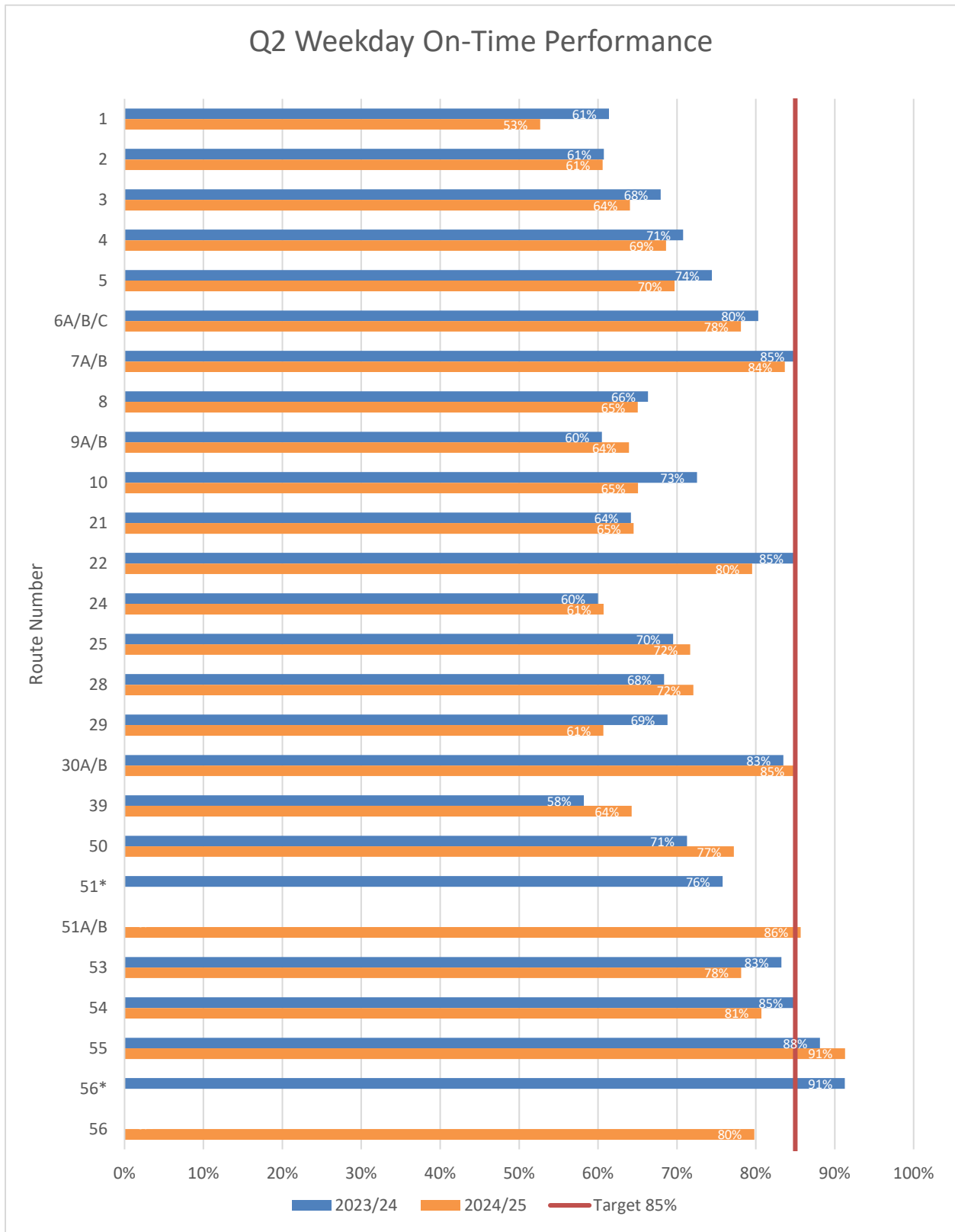
Traffic congestion, road construction and transit usage continued to impact on time performance in the second quarter and many routes have performed poorly.

Adjusted Routes 1 and 10A/B/C were implemented in November 2024 with revised schedules, these adjustments will begin to be reflected in the Q3 report.

Overall Network On-Time Performance

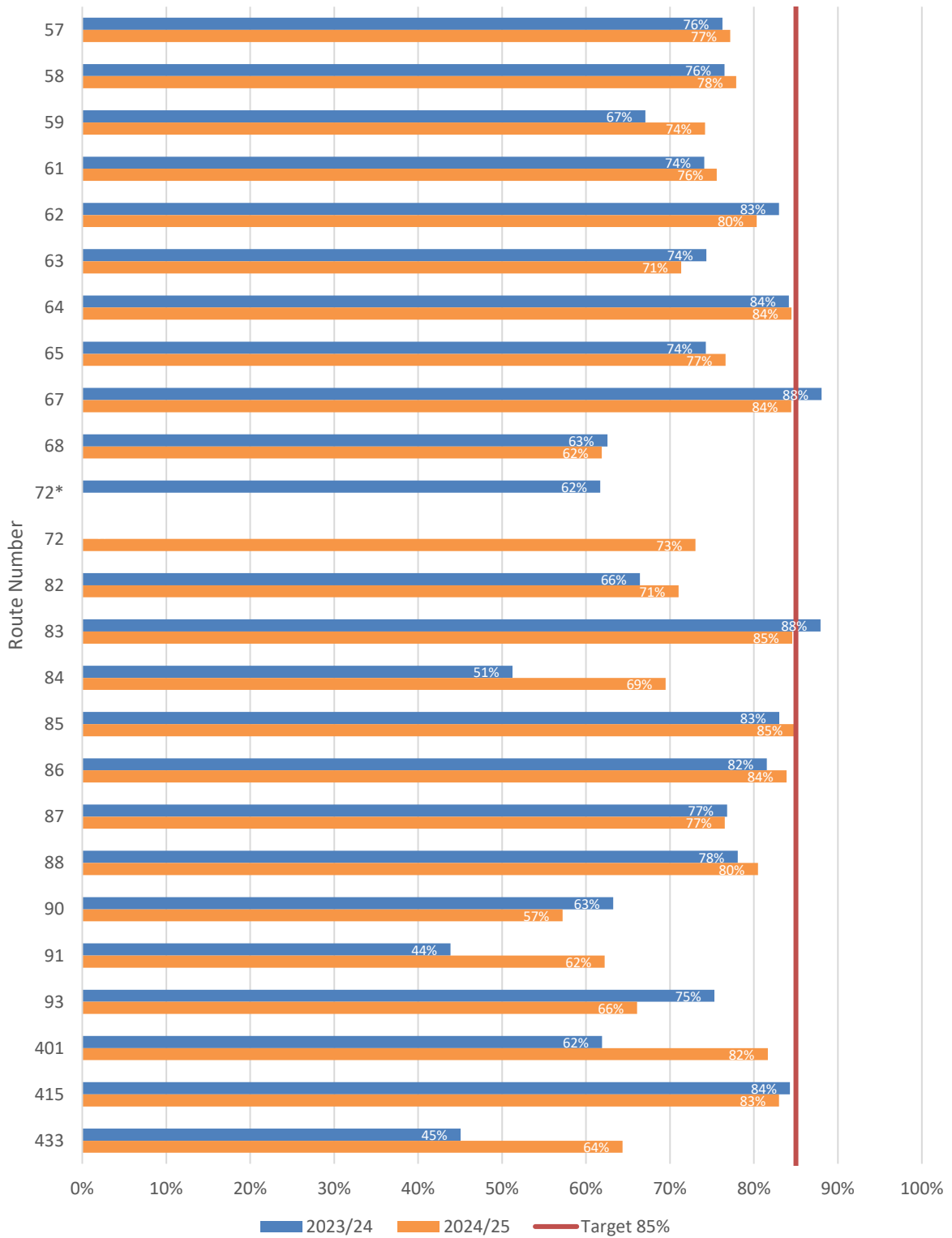


Weekday On-Time Performance



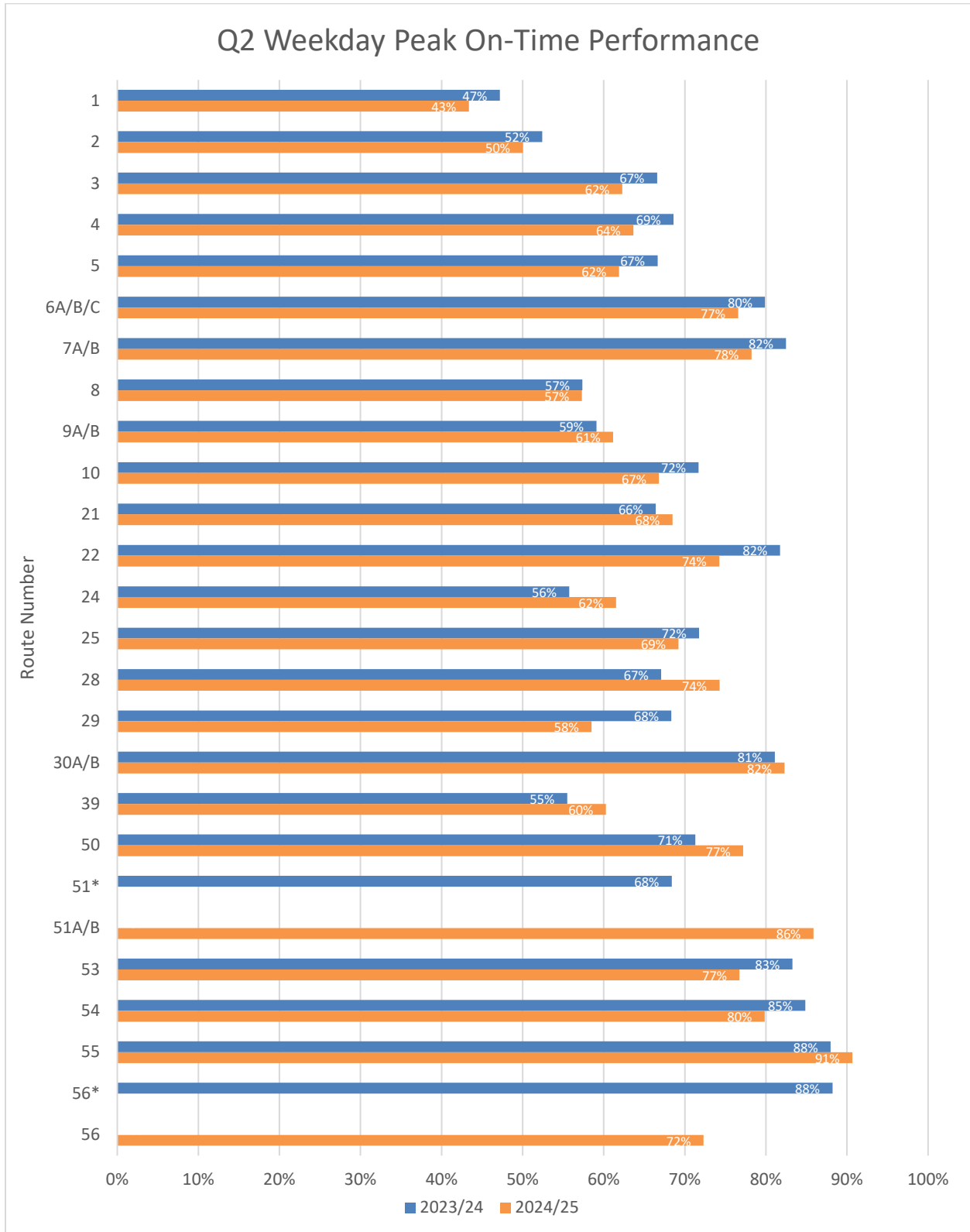
*Indicates discontinued route

Q2 Weekday On-Time Performance



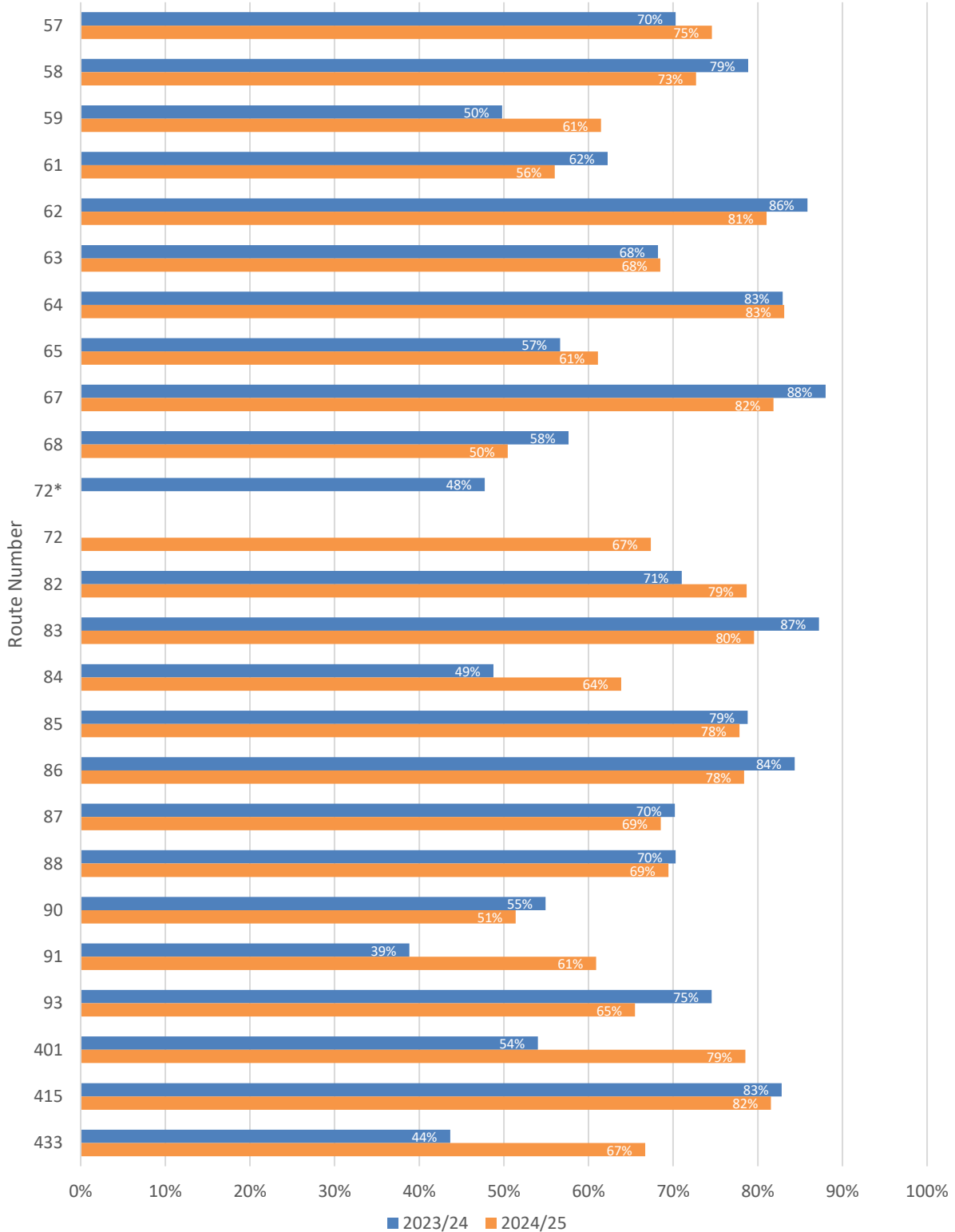
*Indicates discontinued route

Weekday Peak Period On-Time Performance



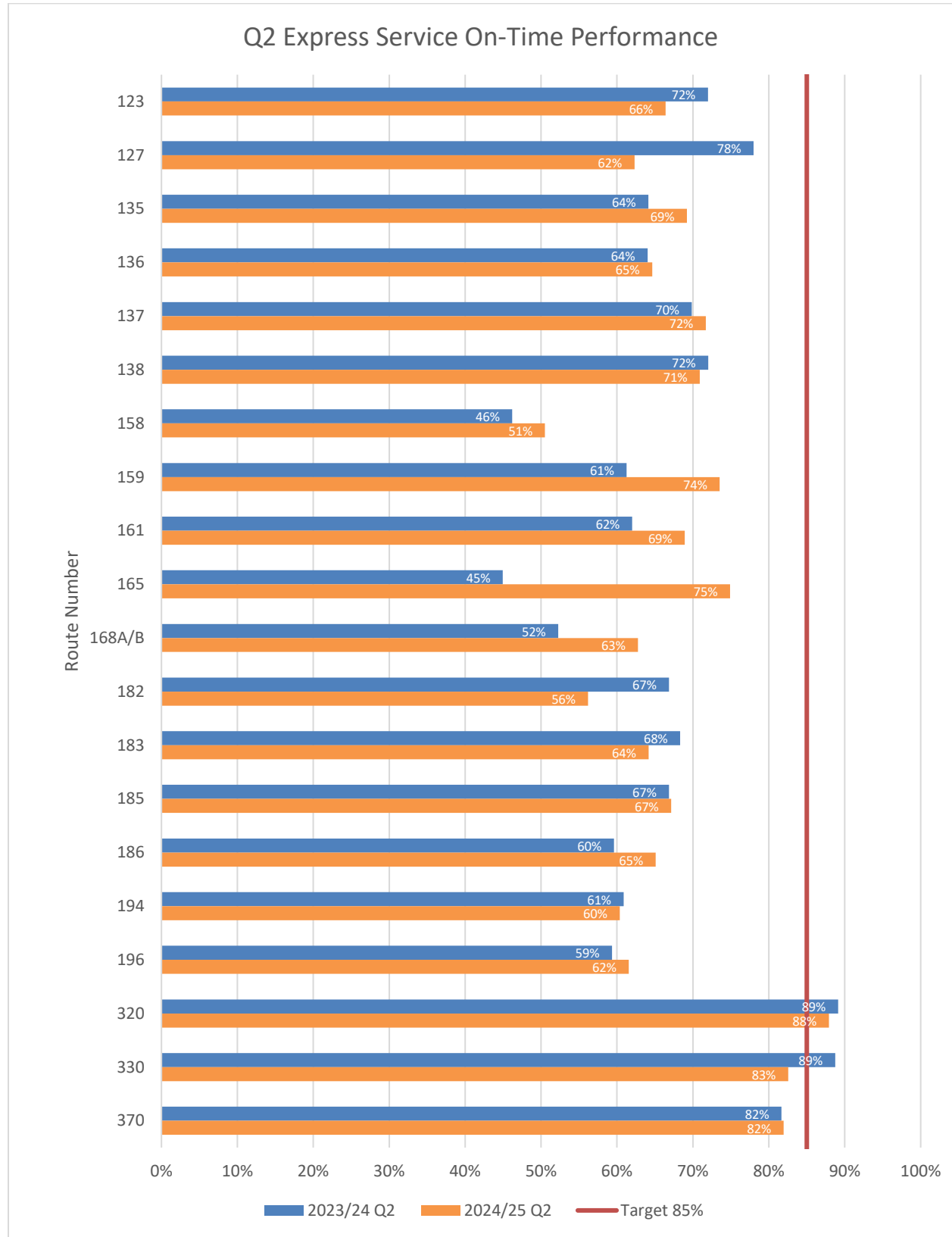
*Indicates discontinued route

Q2 Weekday Peak On-Time Performance



*Indicates discontinued route

Express Service On-Time Performance



Fare Revenue by Type

Halifax Transit collects fares in several ways including Halifax Transit’s new mobile fare payment app, HFXGO which launched on November 2, 2023. The following chart shows monthly fare revenue for all service types combined, broken down as follows:

- Non-Discretionary Programs
 - UPass
 - Department of Community Services Passes
- Paper Products
 - Physical Tickets
 - Passes
 - EPasses
- Cash Fares
- HFXGO app

