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Item No. 12.1.2 (i)
Transportation Standing Committee
June 22, 2017

TO: Chair and Members of Transportation Standing Committee

SUBMITTED BY: ORIGINAL SIGNED

Dave Reage, Director, Halifax Transit

DATE: May 30, 2017

SUBJECT: 2016/17 Q4 Halifax Transit KPI Report

INFORMATION REPORT

ORIGIN

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

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

LEGISLATIVE AUTHORITY

Section 4(a) of the Terms of Reference for the Transportation Standing Committee provides that the Transportation Standing Committee is responsible for “overseeing HRM’s Regional Transportation Objectives and Transportation outcome areas”.

BACKGROUND

Halifax Transit tracks several Key Performance Indicators on a monthly basis and annual basis. These include measures of revenue, ridership, customer service, service levels, and Access-A-Bus service details. Updates of ongoing projects are also provided through this report.

Service quality measures such as on time performance and reliability are generally measured and reported; however, while we transition to the new AVL+ technology and work through the new reporting process, these measures will be unavailable.

Automatic Passenger Counter (APC) data collected during the fall of 2016 has been used this year to report annual passenger statistics. The APCs provide data within a 90% degree of accuracy. It is anticipated that additional operational reporting capabilities from the AVL+ technology will be available in Q1 2017/18; however, these measures may not be comparable to those found in previous reports, due to the new measuring techniques and increased accuracy of the new AVL+ technology.

DISCUSSION

Moving Forward Together Plan Service Adjustments 2016/17

Route 56 Dartmouth Crossing

Changes to Route 56 were implemented February 20, 2017, with new routing between Bridge Terminal and Dartmouth Crossing and service being discontinued between Portland Hills Terminal and Dartmouth Crossing.

- The route now services the Bridge Terminal and travels via Thistle Street and Crichton Avenue to Micmac Terminal, continuing on to Dartmouth Crossing
- Routing was adjusted in Dartmouth Crossing to provide two-way service along Countryview Drive
- Service runs every 30 minutes from 6:00 am until midnight on Weekdays and Saturdays
- Service runs every 30 minutes from 7:00 am to 11:00 pm on Sundays

Route 330 Tantallon

Two additional trips were introduced during the August 22, 2016 service adjustments to expand service and mitigate overloads.

- In the am peak inbound direction, one trip was added at 7:40 am from Tantallon to Downtown Halifax
- In the pm peak outbound direction, one trip was added at 4:37 pm from Downtown Halifax to Tantallon.

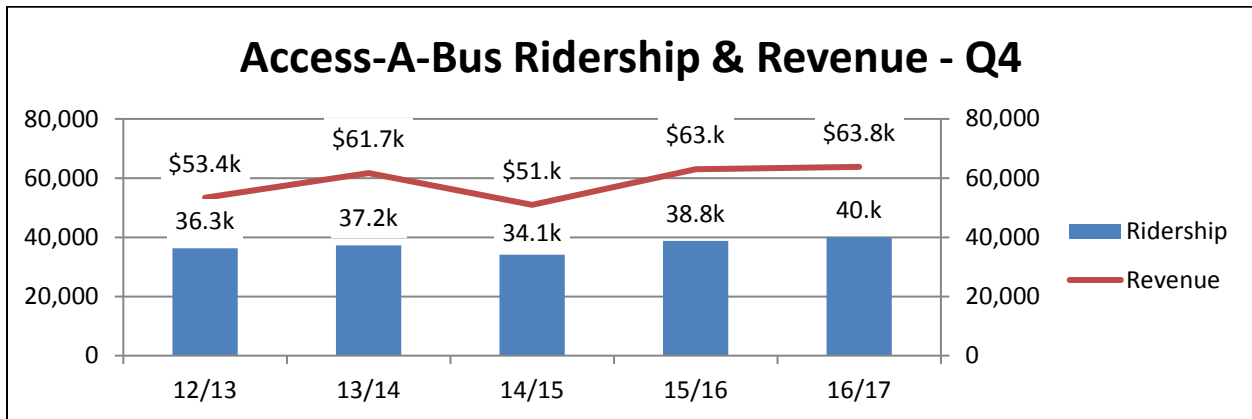
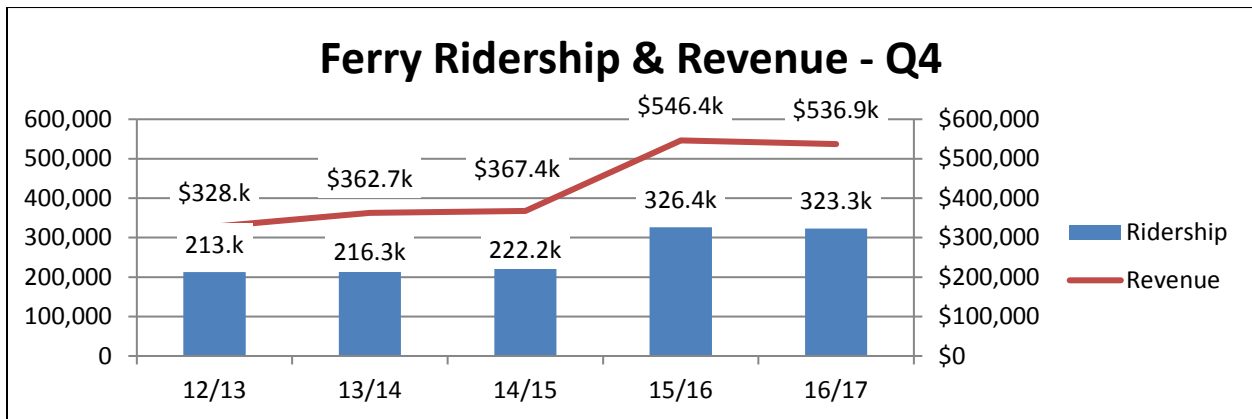
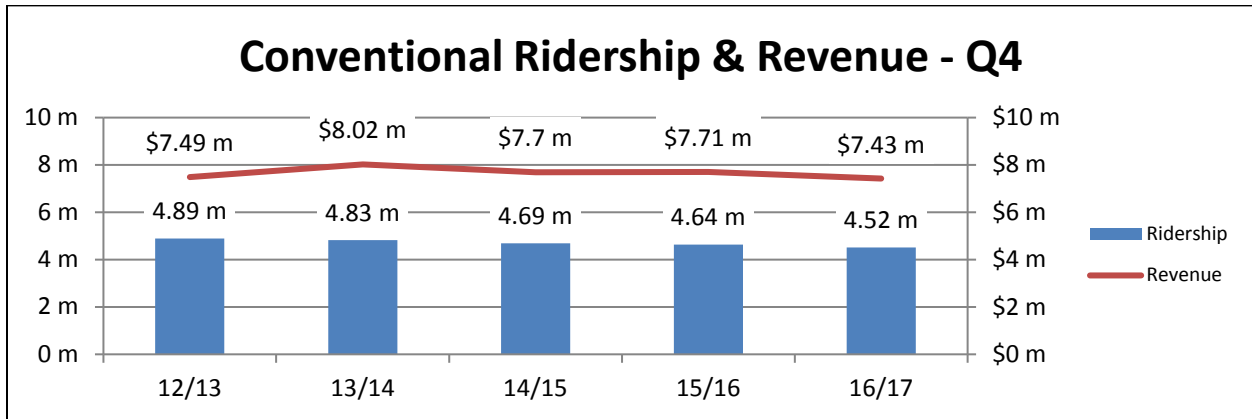
Revenue and Ridership – Q4

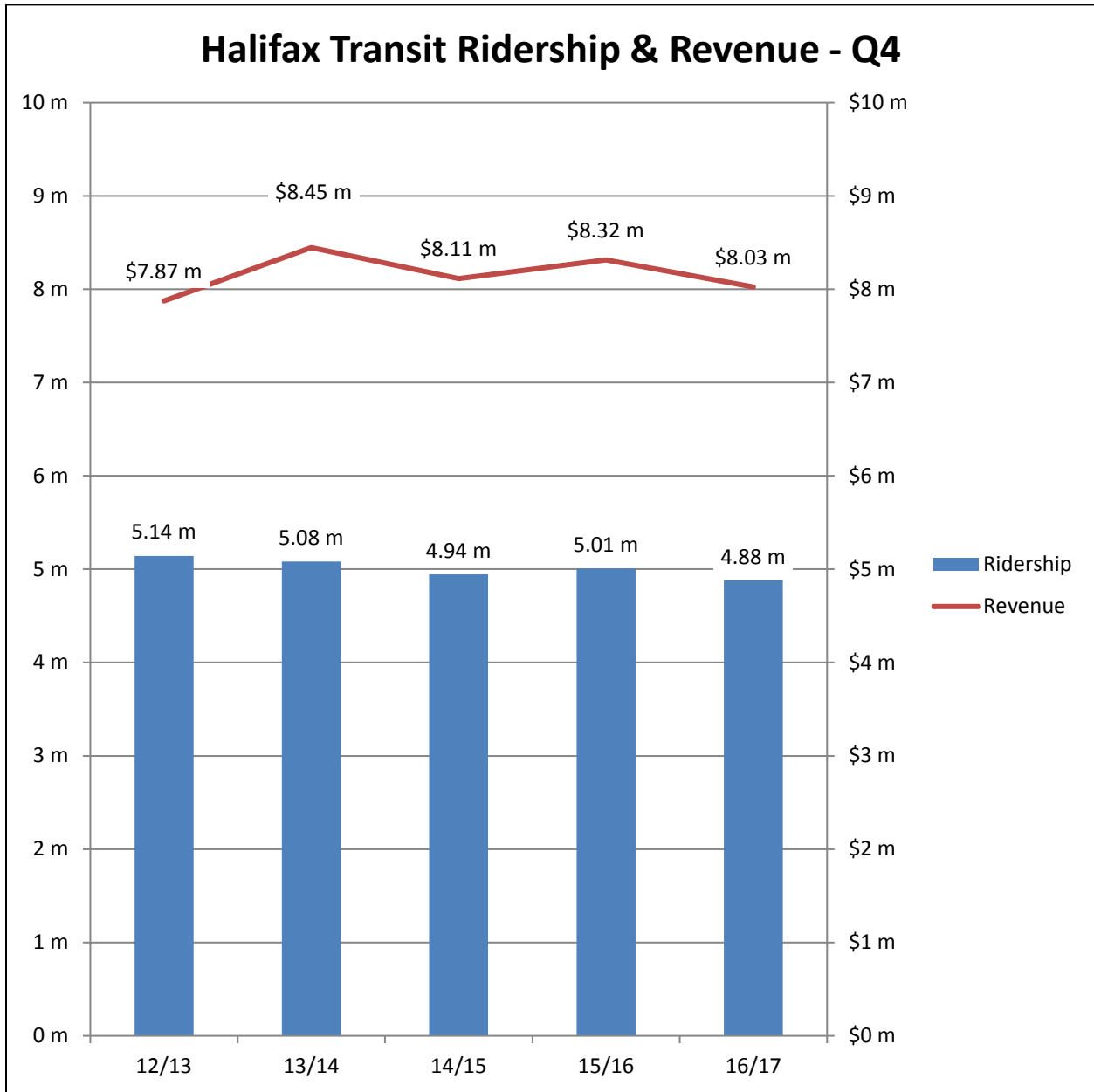
Revenue and ridership measures demonstrate how well transit services were used during the past quarter in comparison to the same period of the previous year. Ridership figures are calculated based on revenue generated by fare type.

In the fourth quarter this year, a severe winter storm resulted in two fewer service days than last year. The decline in both conventional and ferry ridership this quarter can be entirely attributed to these two days of lost service. Conventional ridership decreased 2.7% this quarter. Ferry ridership decreased 1% and Access-A-Bus ridership increased 3%.

Overall, system wide ridership decreased in the fourth quarter by 2.5%, compared to last year. In addition to the two storm days resulting in lost service, *The Big Lift Project* has caused a decline in ridership on conventional routes that cross the Macdonald Bridge. A free Macdonald Bridge Shuttle being offered by the Harbour Bridges Commission may have encouraged some passengers to temporarily shift from using transit to this free service.

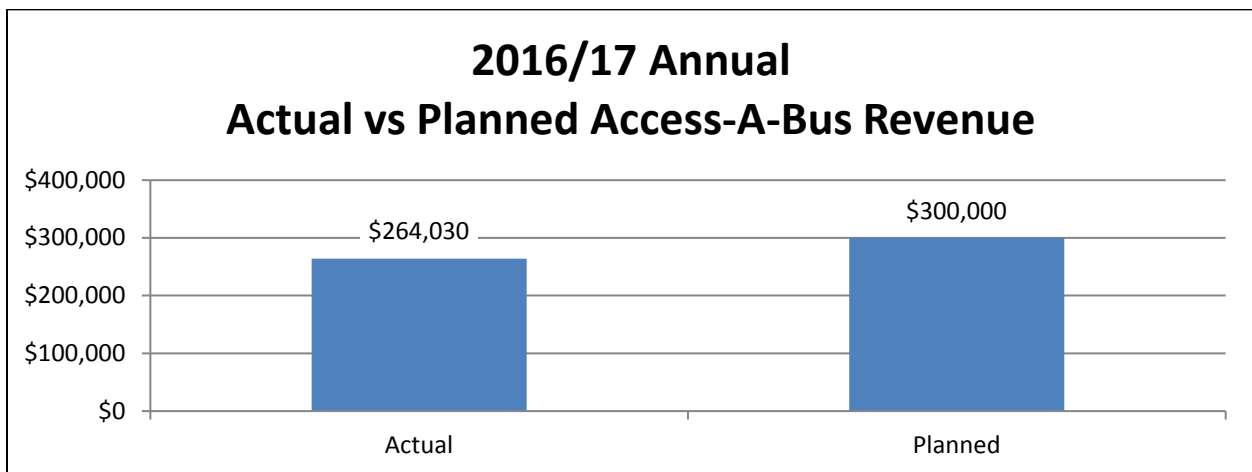
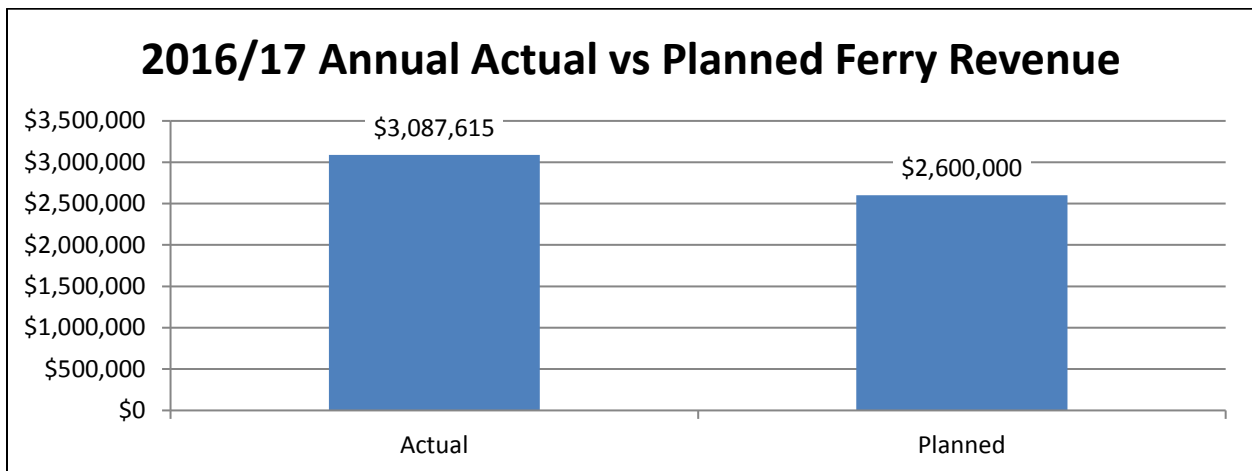
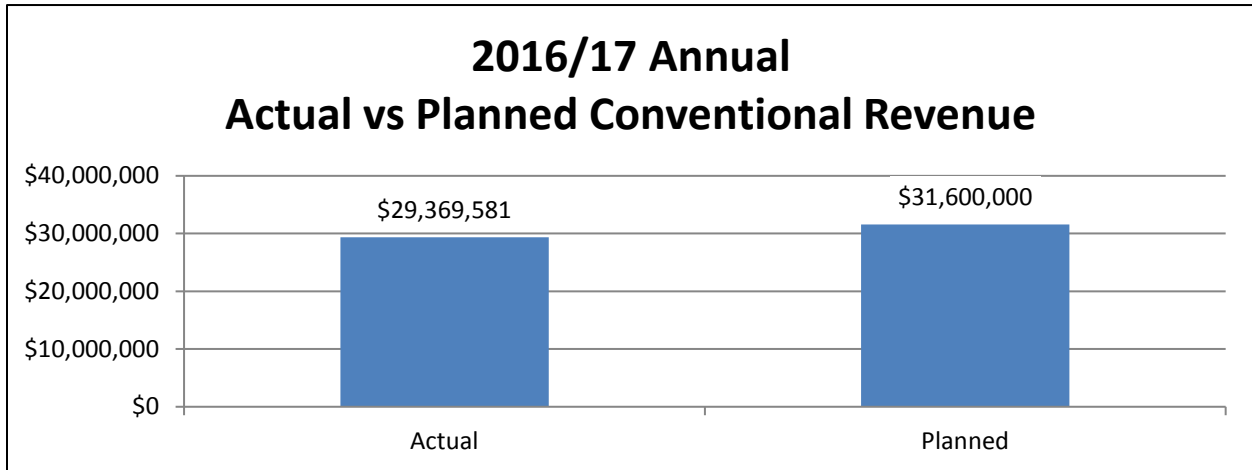
Revenue this quarter decreased, consistent with the observed decrease in ridership. Additional information is being collected to facilitate an ongoing analysis of ridership trends.

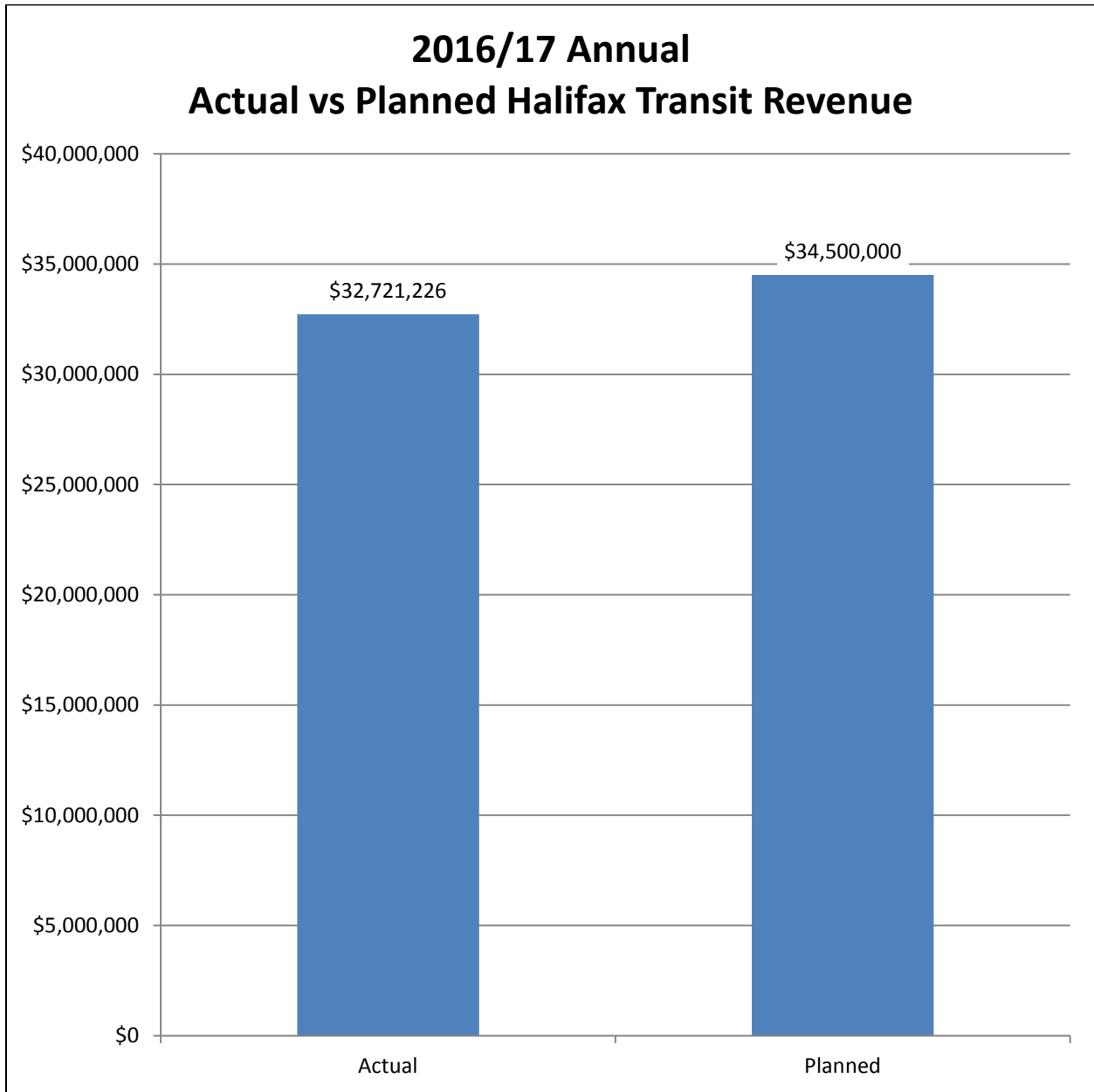




Revenue – Actual vs. Planned

The following charts provide an indication of how much revenue has been generated by each service type, and by Halifax Transit in comparison to the planned budget revenue. Revenue this year reflects a shift from bus service to ferry service, and overall is trending below the planned amount. Revenue has decreased 2.5% from last year, which is consistent with the ridership decrease experienced.

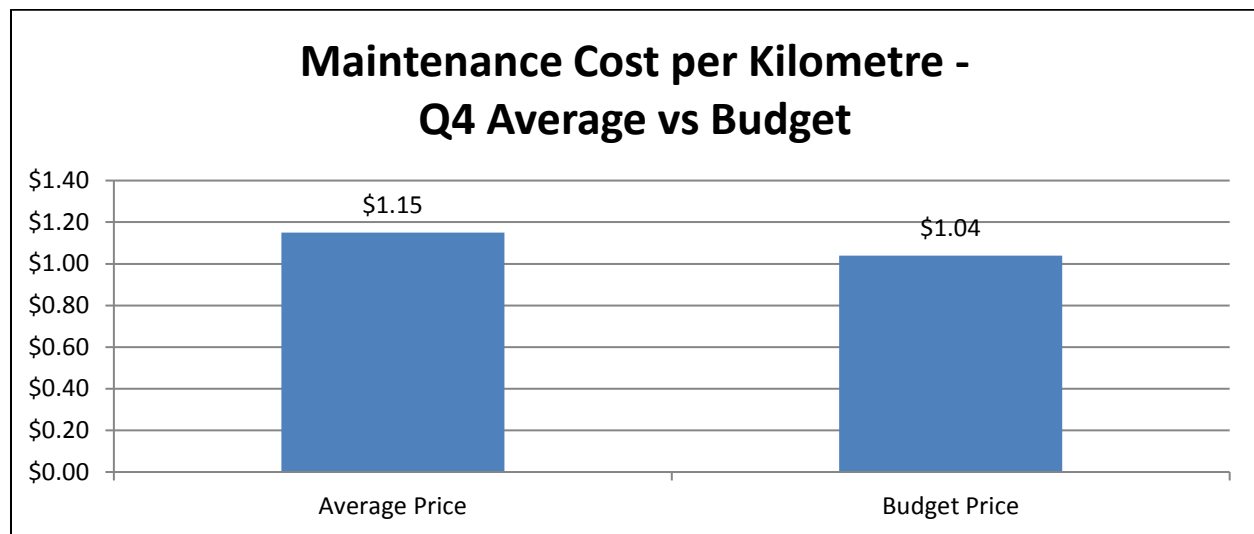




Maintenance Cost – Quarter Average vs Budget

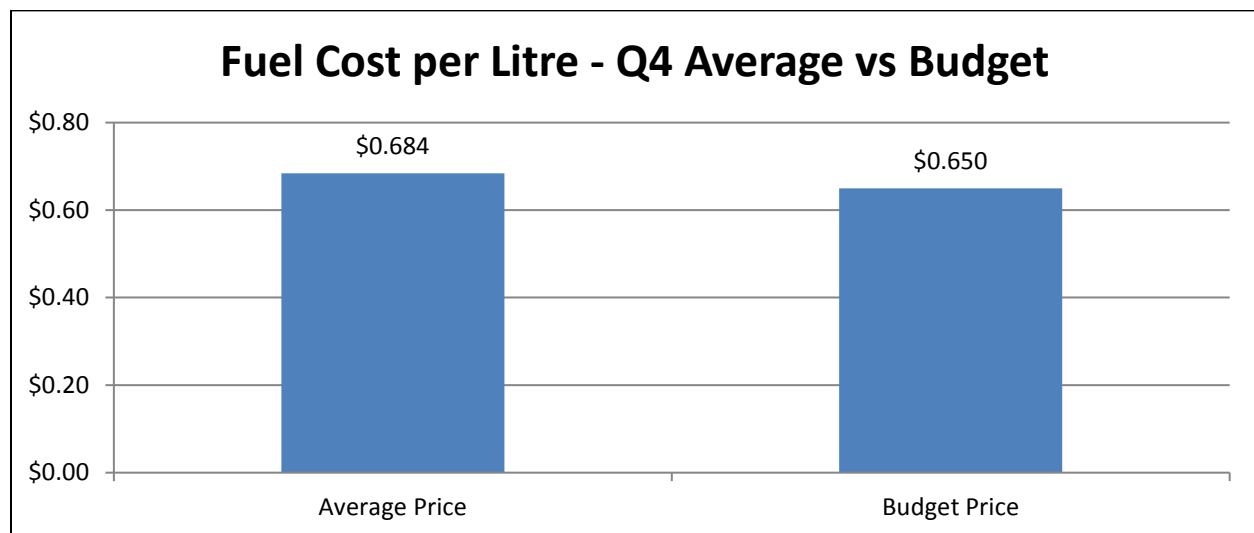
Maintenance costs can exceed budgeted costs due to environmental factors and unpredictability of the business. The average maintenance cost in fourth quarter was \$1.15/km, 11 cents/km higher than the budgeted cost of \$1.04/km. This is due in part to an approximate 6% increase in the cost of parts from year to year, approximately 3% more than was budgeted for. Tires costs were higher than usual, due to the purchase of tire casings which is a cost that will be dispersed over a few years. Additional factors include equipment malfunctions on some buses under reporting fleet kilometres, as well as increased engine failures on a number of buses nearing the end of their engine life.

Bus Maintenance is working on an engine preventative maintenance program to minimize the number of failures in the future. A labour arbitration settlement has resulted in increased labour costs that were disproportionately assigned to fourth quarter due to the closing of the year.



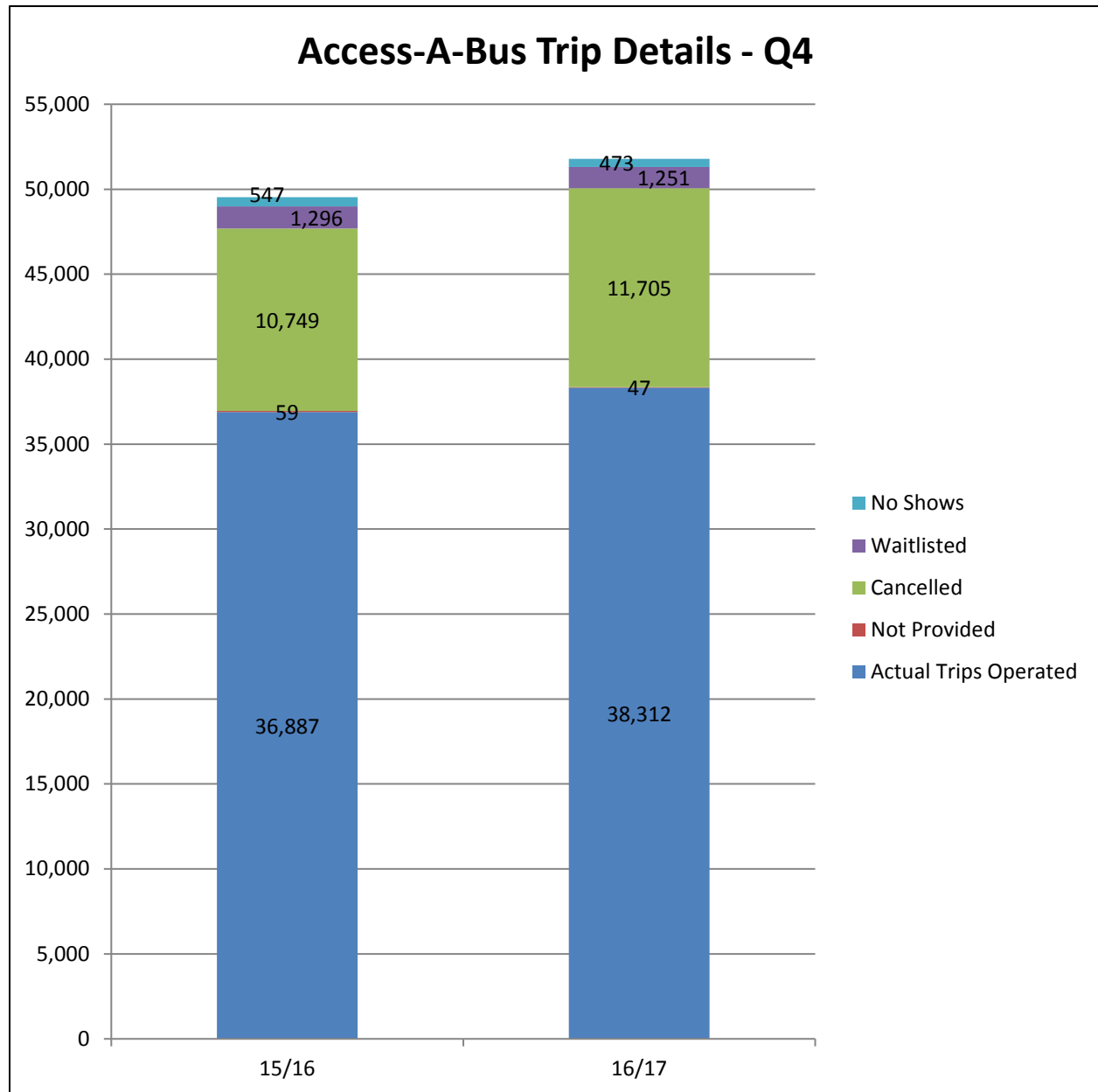
Fuel Cost – Quarter Average vs Budget

The Budget fuel price for 2016/17 was lowered from 80 cents/litre in 2015/16 to 65 cents/litre, reflecting global trends in the oil market. Fuel cost this quarter is 68 cents/litre, 3 cents/litre higher than the budgeted cost.



Access-A-Bus Trip Details

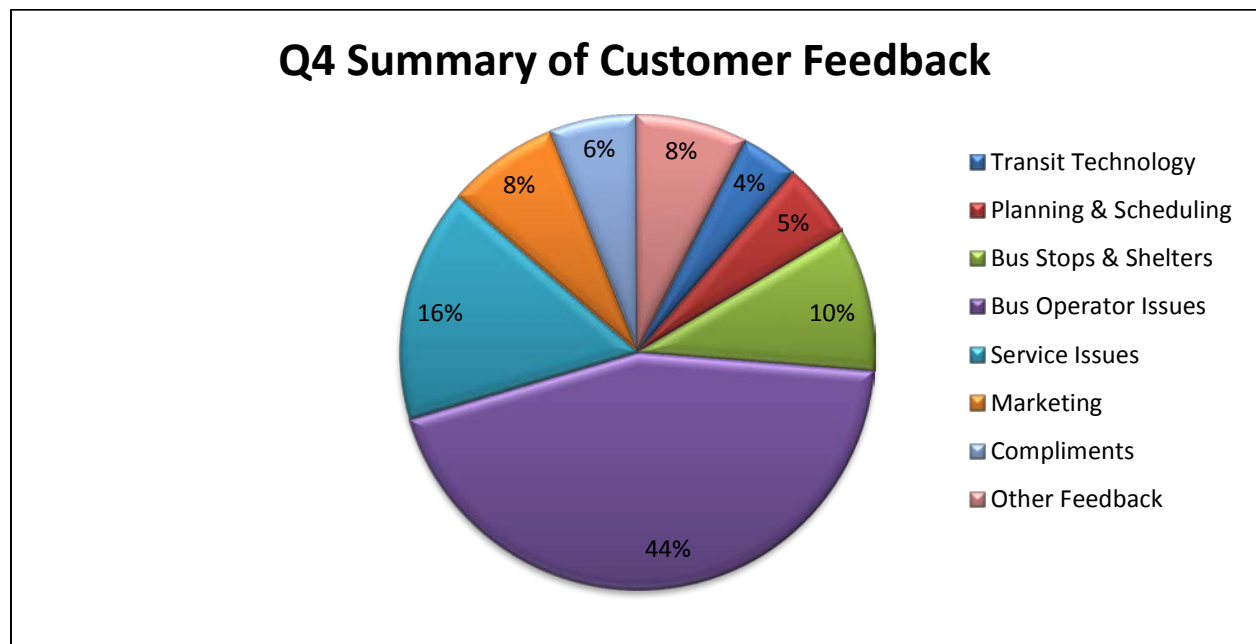
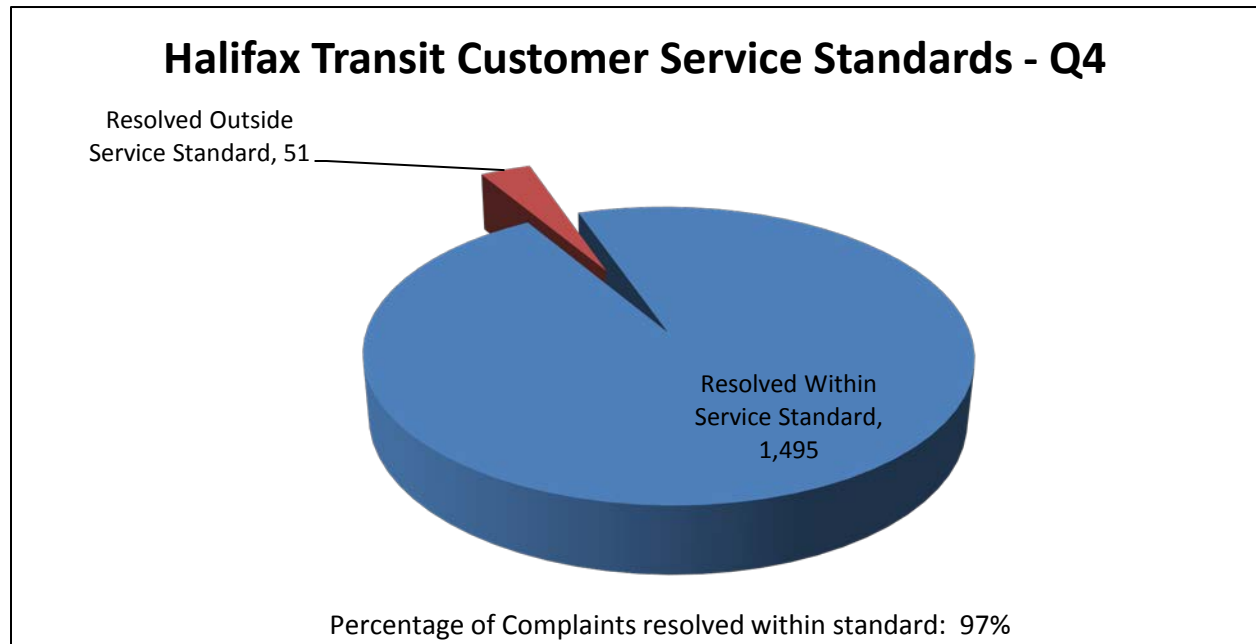
Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In the fourth quarter, Access-A-Bus ridership increased 3% compared to this period last year, while the number of waitlisted clients decreased 3%. This is due to the addition of two expansion vehicles in 2016/17. Continued client growth is expected into 2017/18.



Customer Service – All Services

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

This quarter, 44% of feedback received was related to bus operators and 16% regarding service issues. The remaining 40% is comprised of feedback regarding planning and scheduling, bus stops and shelters, marketing, compliments and other miscellaneous comments. Halifax Transit aims to address 90% of feedback within service standard. This quarter 97% of customer feedback was resolved within standard, which is consistent with previous quarters.



Annual Performance Measures

Statistics previously reported in the *Halifax Transit Annual Service Plan* will now be included in the *Halifax Transit Year End Report*, in fourth quarter. Please see attachment A for the *2016/2017 Halifax Transit Year End Report* with annual measures and detailed route level statistics.

Projects

Mumford Terminal Replacement Opportunities Assessment

Located in the Halifax Shopping Centre complex between 7000 and 7010 Mumford Road, the existing Mumford Transit Terminal is the third busiest terminal in the Municipality, hosting approximately 9300 visits per day. It is presently deficient in passenger amenities, accessibility, overall capacity, and does not meet the current or future needs of transit passengers or operations.

The goal of this project is to determine the site requirements to accommodate existing and projected operational demands and identify the site or sites which both meets these demands and provides a high level of customer service. This project was awarded to Dillon Consulting in April 2017 and work is currently underway. Two rounds of public engagement are anticipated before the project is complete in March 2018.

Halifax Ferry Terminal Refresh Project

The Halifax Ferry Terminal Refresh Project is currently underway. Construction on Phase 1 of the refresh project began in April 2017, and is scheduled for completion in June.

Phase 1 work will consist of:

- A new tourism kiosk and associated information components;
- Incorporation of the former tenant space back into the main entrance lobby space; and
- Back-of-house service room renovations, a vestibule, and new rooms for janitorial, storage, and solid waste material storage.

Design work for Phase 2 work is in development with SNMA Architects. Work in phase 2 will include:

- New George Street entry vestibule, windows, and canopy;
- New security and fare management kiosk, integrated with refurbished secure passenger waiting areas;
- Public washroom renovations and the addition of a new universal washroom;
- New passenger information installations, both digital and hard copy; and
- New signage, including corporate branding, facility feature/amenity signage and regulatory signage.

Construction on Phase 2 is planned for October 2017 to March 2018 and has been coordinated to avoid the high-traffic tourism season.

Electric Bus Pilot Project

The Electric Bus Pilot Project is progressing on time with scheduled completion of the draft report by this summer.

Integrated Mobility Plan

The third and final round of consultation on the Integrated Mobility Plan took place in April 2017. It is anticipated that the Plan will be before Transportation Standing Committee for consideration in the second quarter of 2017/18.

Low Income Transit Pass Pilot Program

The annual Low Income Transit Pass Program will start July 1, 2017 and will continue until June 2018. Enrolment for the annual program began Monday, May 8, 2017. Current participants in the pilot will be required to re-enrol with their 2016 Notice of Assessment or Proof of Statement or the “Option ‘C’”. The permanent program has a capacity of 1000 participants, which is an increase from the pilot program, which was limited to 500 residents.

As of May 26, 2017, a total of 543 applicants have been accepted into the program. Application forms continue to be collected via email, in person, and by mail. Successful applicants will be notified by mail in June.

The following table summarizes the uptake of the Low Income Transit Pass Pilot program to date:

Low Income Passes Purchased to Date							
Passes	September	October	November	December	January	February	March
# Sold	390	385	374	336	332	336	346
% of 500 available	78%	77%	75%	67%	67%	67%	69%

Rural Transit Funding Program

In the 2016/17 fiscal year, three agencies received funding through the Rural Transit Funding Program – BayRides, MusGo Rider Cooperative (Musquodoboit) and MusGo Rider Cooperative (Valley-Sheet Harbour). Over the course of the year, Halifax Transit paid out a total of \$115,790 to these agencies who are providing transit service to Halifax residents outside of the Halifax Transit service area. The following table summarizes how funding was paid out in the 2016/17 fiscal year.

Service Provider	In Service Kilometers Reported to Halifax Transit	Pay out for In-Service Kilometers (at \$0.50 per km)	Flat Rate Grant	Total Funding Payout
BayRides	48,488 km	\$24,244.00	\$5,000.00	\$29,244.00
MusGo Rider (Musquodoboit)	125,148 km	\$62,574.00	\$10,000.00	\$72,574.00
MusGo Rider (Valley-Sheet Harbour)	7,944 km	\$3,972.00	\$10,000.00	\$13,972.00
Total				\$115,790.00

Bus Rapid Transit Feasibility Study

The purpose of the project is to study the feasibility of Bus Rapid Transit (BRT) as a viable transportation option for HRM. It will identify and assess corridors that could support BRT infrastructure and, for the preferred option, assess and recommend preferred treatment for the length of the corridor. The study will also:

- Identify capital and operating costs associated with introducing and operating BRT;
- Identify operational efficiencies and trip time savings which would be generated as a part of the introduction of a BRT service; and
- Provide information required to determine both the operational and economic feasibility of BRT, including ridership projections and fare revenue projections.

Proposals have been received and are currently under review by staff. It is anticipated that this feasibility study will include two rounds of public consultation and will be completed by December 2017.

Halifax Transit Technology Project

In the fourth quarter of 2016/17, Halifax Transit completed many aspects of the AVL+ project Phase 2, including:

- Rollout of Automated Stop Announcements to all routes on January 30, 2017; and
- Rollout of the Real-Time data feed on February 1, 2017, enabling bus tracking capabilities for Google and the third-party developer community.

The Paratransit+ (Access-A-Bus) project is underway with work continuing on detailing the implementation plan including a solution upgrade and workflow improvements.

Procurement activities have progressed on two projects within the program, Fixed Route Planning Scheduling & Operations and Fare Management, with ongoing contract negotiations.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report as it is only providing information to the Transportation Standing Committee.

COMMUNITY ENGAGEMENT

Community engagement was not required as this report is only providing information to the Transportation Standing Committee.

ATTACHMENTS

Attachment A: 2016/2017 Halifax Transit Year End Report

A copy of this report can be obtained online at <http://www.halifax.ca/commcoun/index.php> [or other appropriate Committee link] then choose the appropriate [Community Council/Board] and meeting date, or by contacting the Office of the Municipal Clerk at 902.490.4210, or Fax 902.490.4208.

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 Colin Redding, Transit Planning Technician, 902.490.6632

2016/2017 Year End Report

HALIFAX TRANSIT



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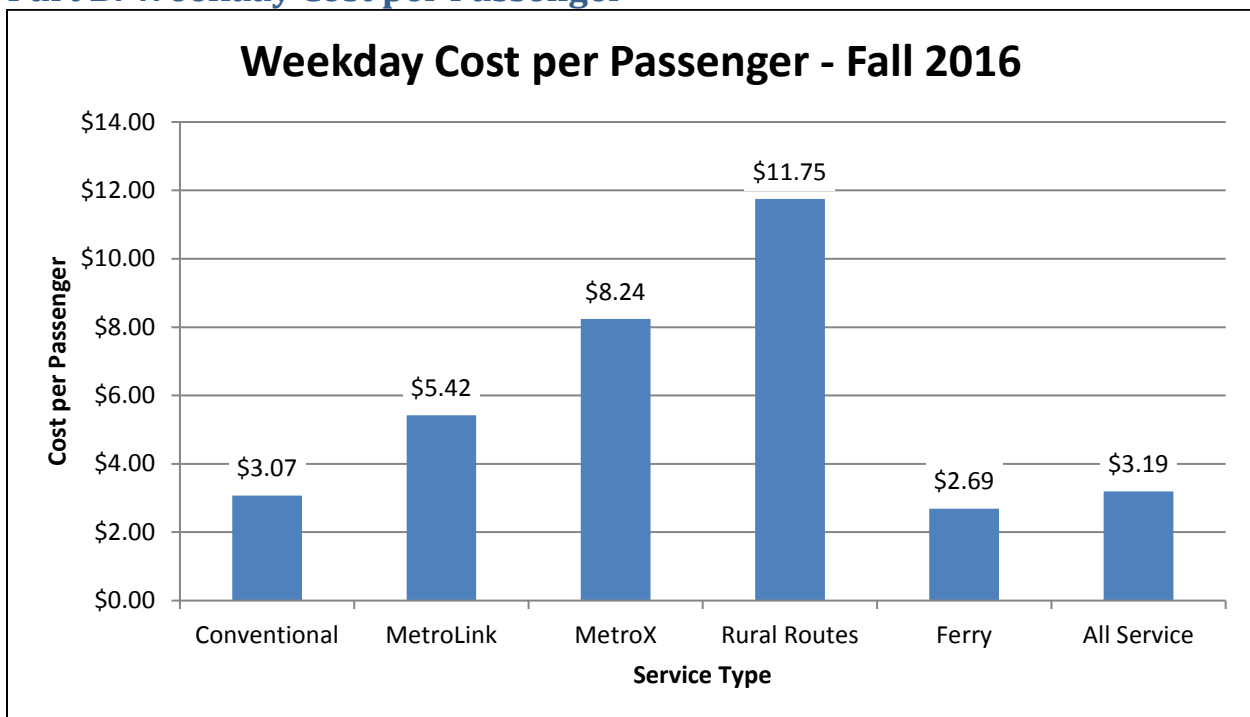
Part A: Annual Key Performance Indicators (KPIs)

The following KPIs are measured on an annual basis to track changes and growth. Bus & Ferry figures do not include Access-A-Bus. Halifax Transit ridership overall has decreased slightly from last year. Service hours have increased on both ferry services and on bridge shuttles to accommodate passengers during The Big Lift Project. New Statistics Canada population data has been applied to calculations this year, accounting in part for the decreases in passengers per Capita for 2016/17. Customer service requests continue to be addressed well within the service standard of 90%, increasing this year from 97% to 99%.

KPI	Division	15/16	16/17	% Change
Service Utilization (Passengers per Capita)	Bus & Ferry	62.76	59.95	-4.5%
Service Utilization (Passengers per Service Hour)	Bus & Ferry	24.44	24.12	-1.3%
Amount of Service (Service Hours per Capita)	Bus & Ferry	2.59	2.51	-3.2%
Cost Effectiveness (Operating Expense per Passenger)	Bus & Ferry	\$4.72	\$4.88	+3.4%
Average Fare (Passenger Revenue per Passenger)	Bus & Ferry	\$1.81	\$1.77	-2.1%
Financial (Cost Recovery)	Bus & Ferry	38%	36%	-5.3%
Financial (Cost Recovery)	All	36%	34%	-5.3%
Customer Service (Requests addressed within standard)	All	97%	99%	+2.1%

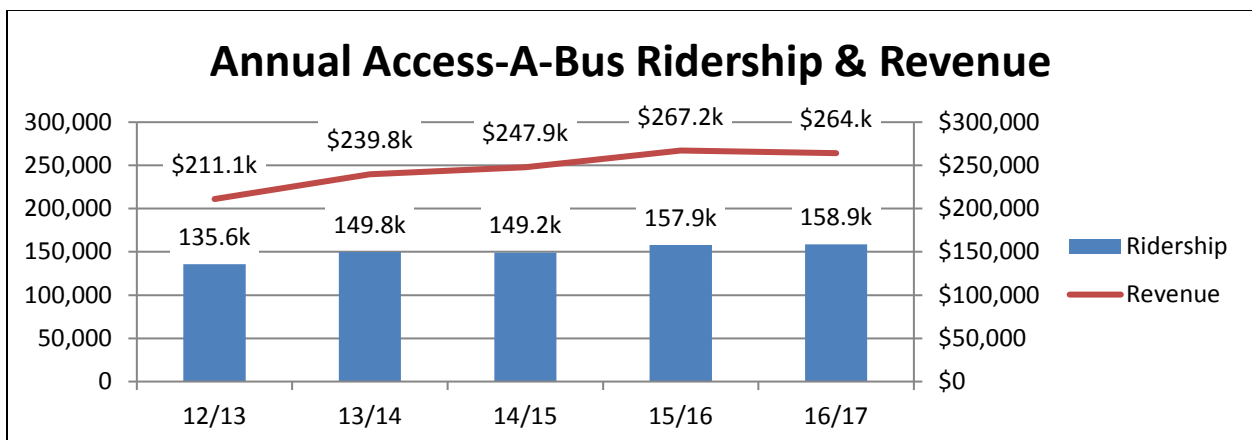
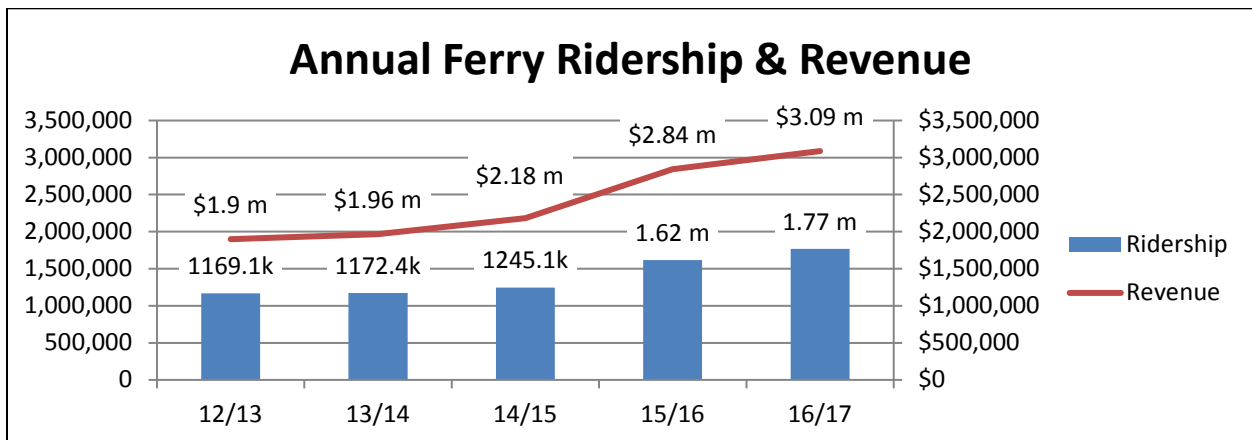
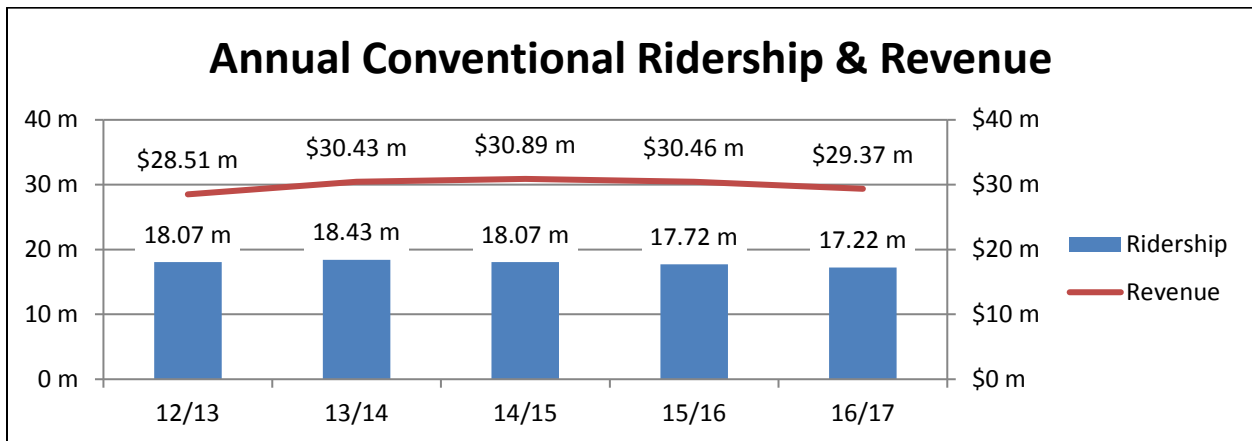
** 2015/16 figures have been revised with corrections.*

Part B: Weekday Cost per Passenger

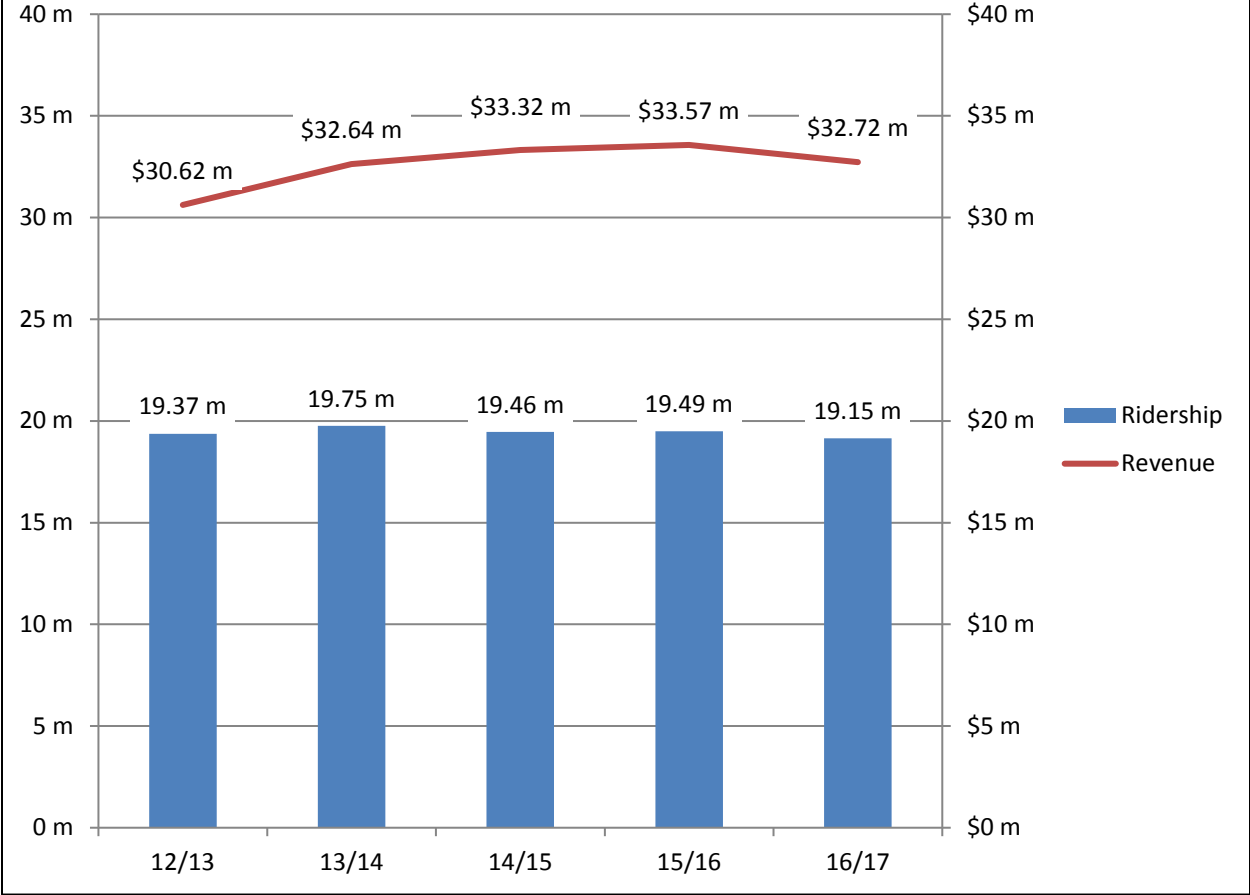


Part C: Annual Revenue & Ridership

Annual revenue and ridership measures demonstrate how well transit services were used over the course of the fiscal year and are compared to last year. Ridership figures are calculated based on revenue generated by fare type. Annual conventional transit ridership has decreased by 2.8%, compared to last year. Annual ferry ridership increased by 9% this year. Increases in ferry ridership have partially offset decreases in conventional ridership. This has been occurring since the commencement of *The Big Lift Project* and is anticipated to continue up to the completion of this project. Annual Access-A-Bus ridership this year has increased by nearly 1%. Overall, annual system wide ridership has decreased by 1.8%.

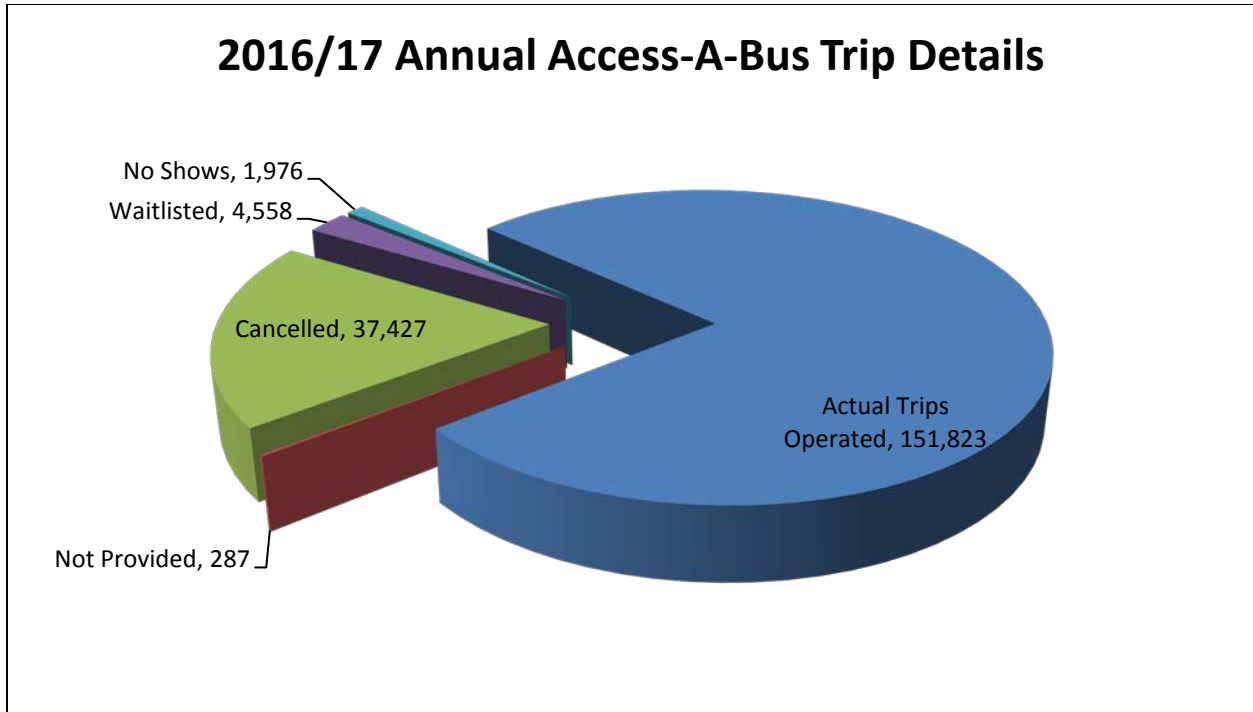


Annual Halifax Transit Ridership & Revenue



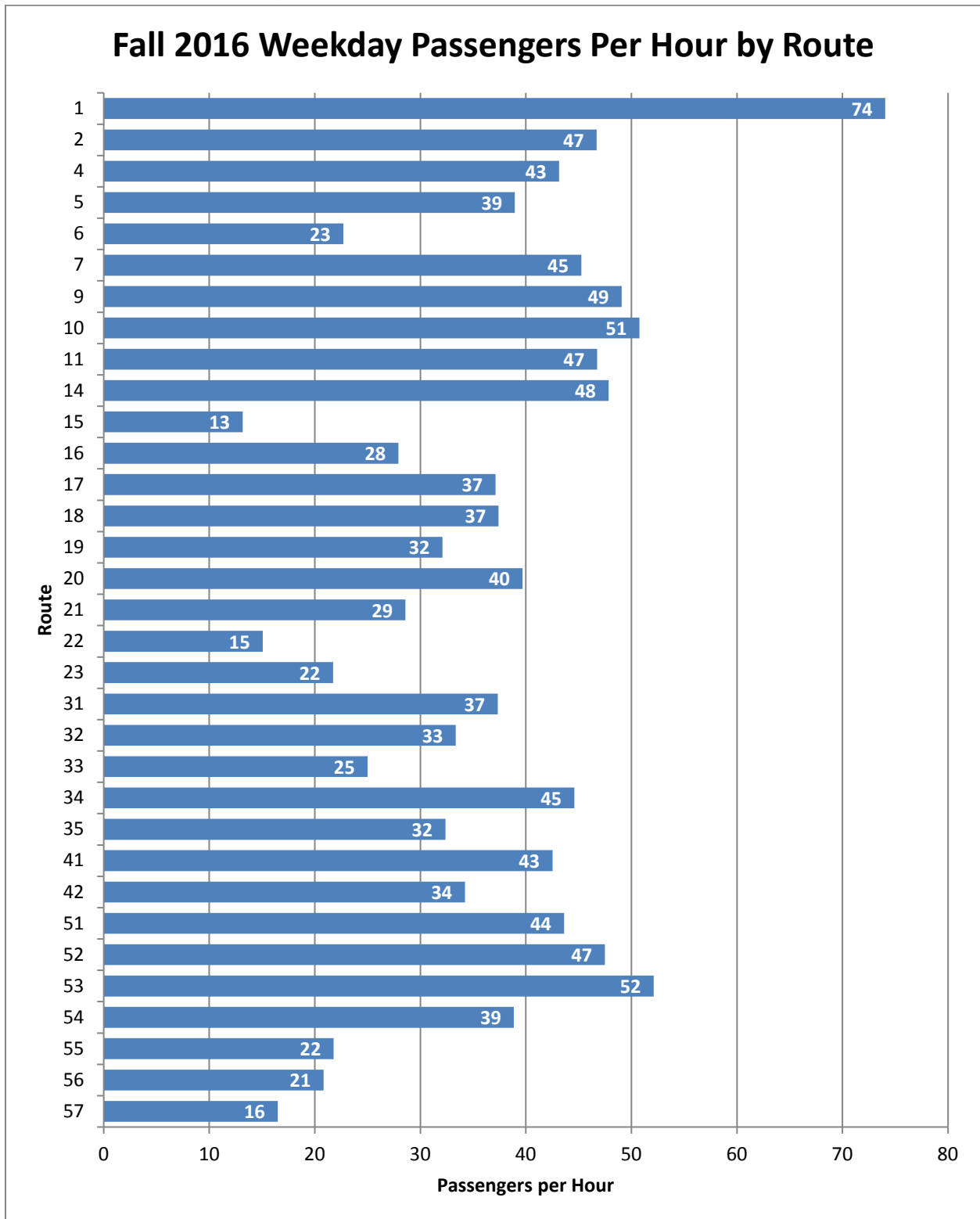
Part D: Annual Access-A-Bus Trip Details

Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. Annual Access-A-Bus ridership figures are within expectations and remain consistent with trends in previous years. Continued client growth is expected into 2017/18.

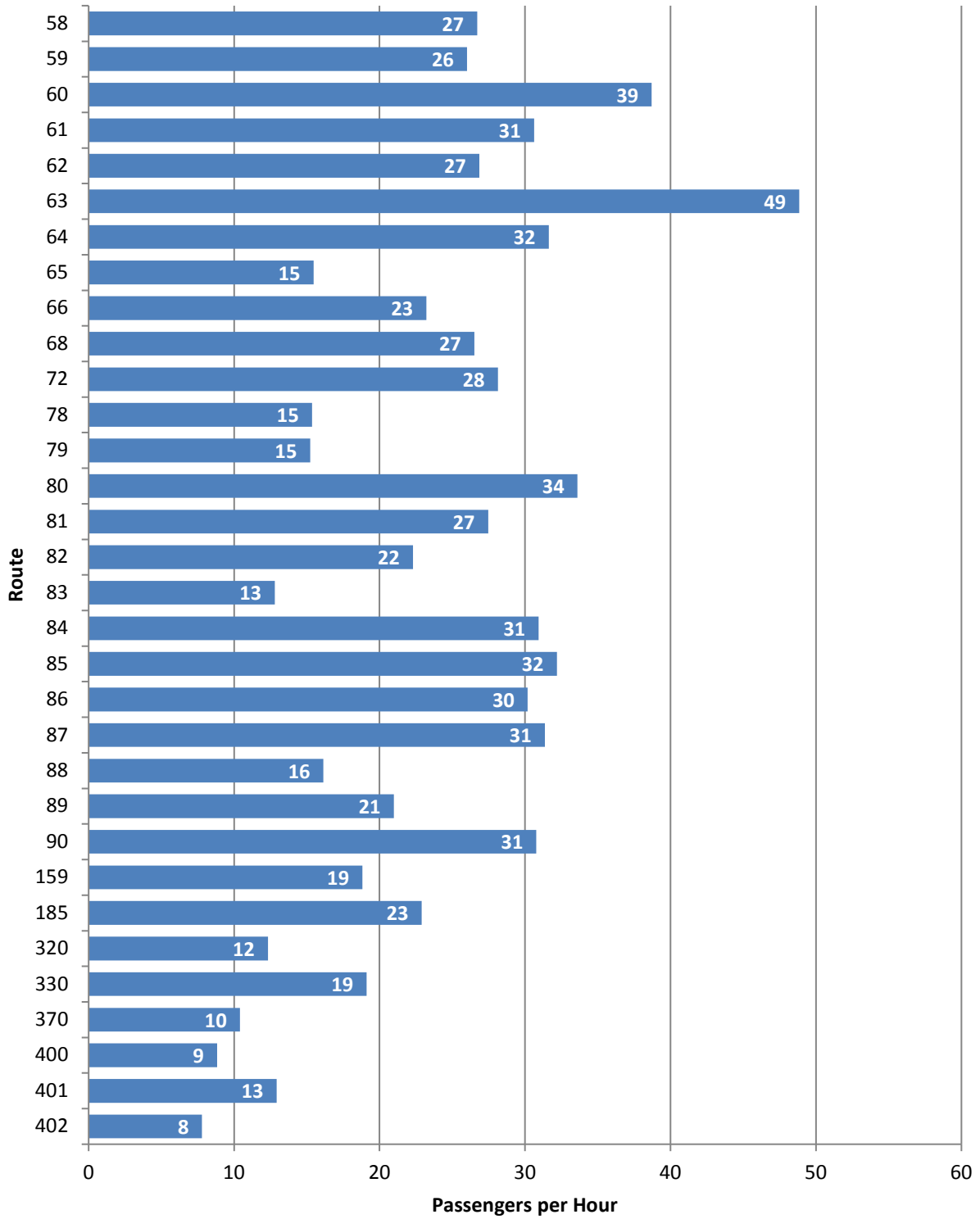


Part E: Passengers per Hour

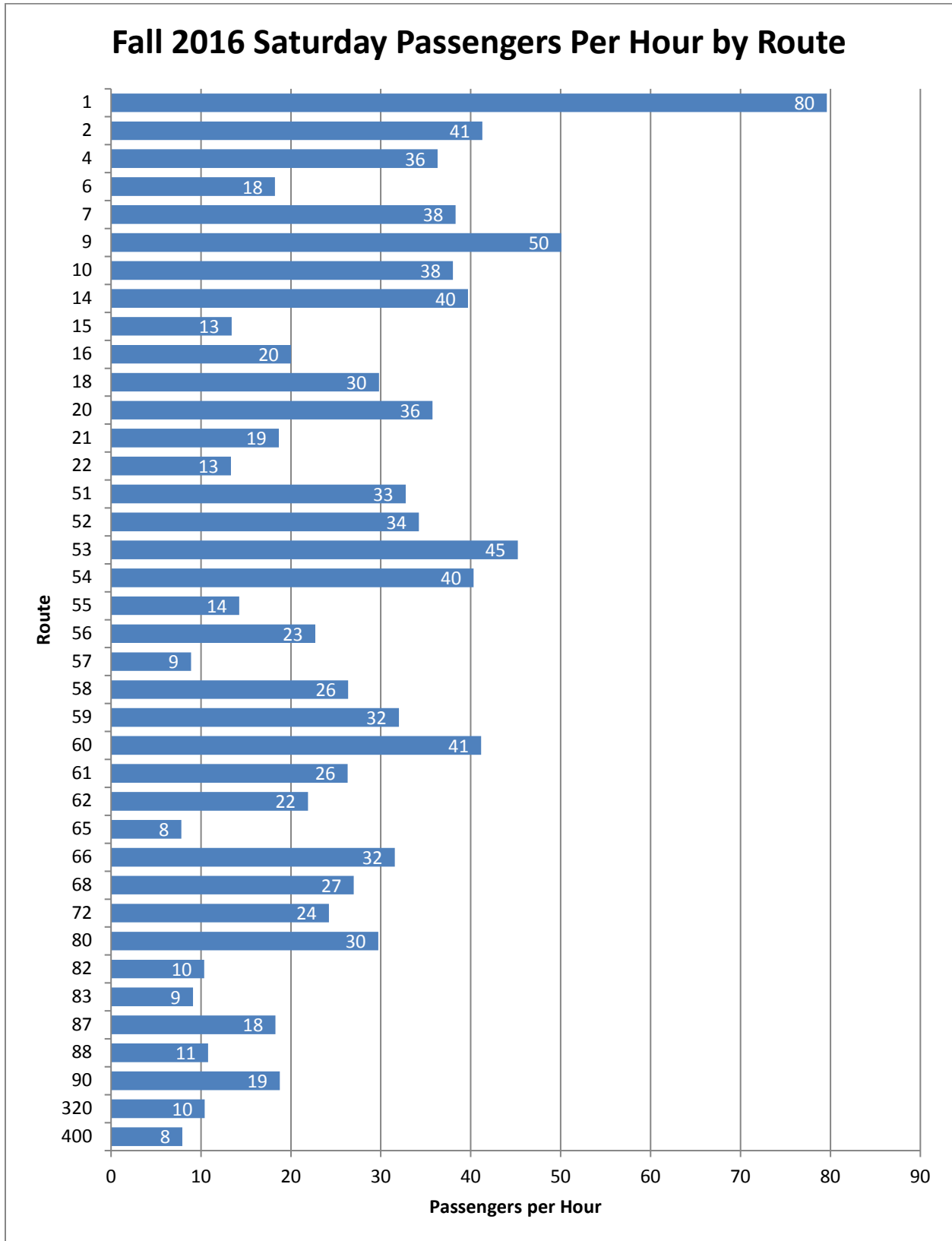
Weekday Passengers per Hour



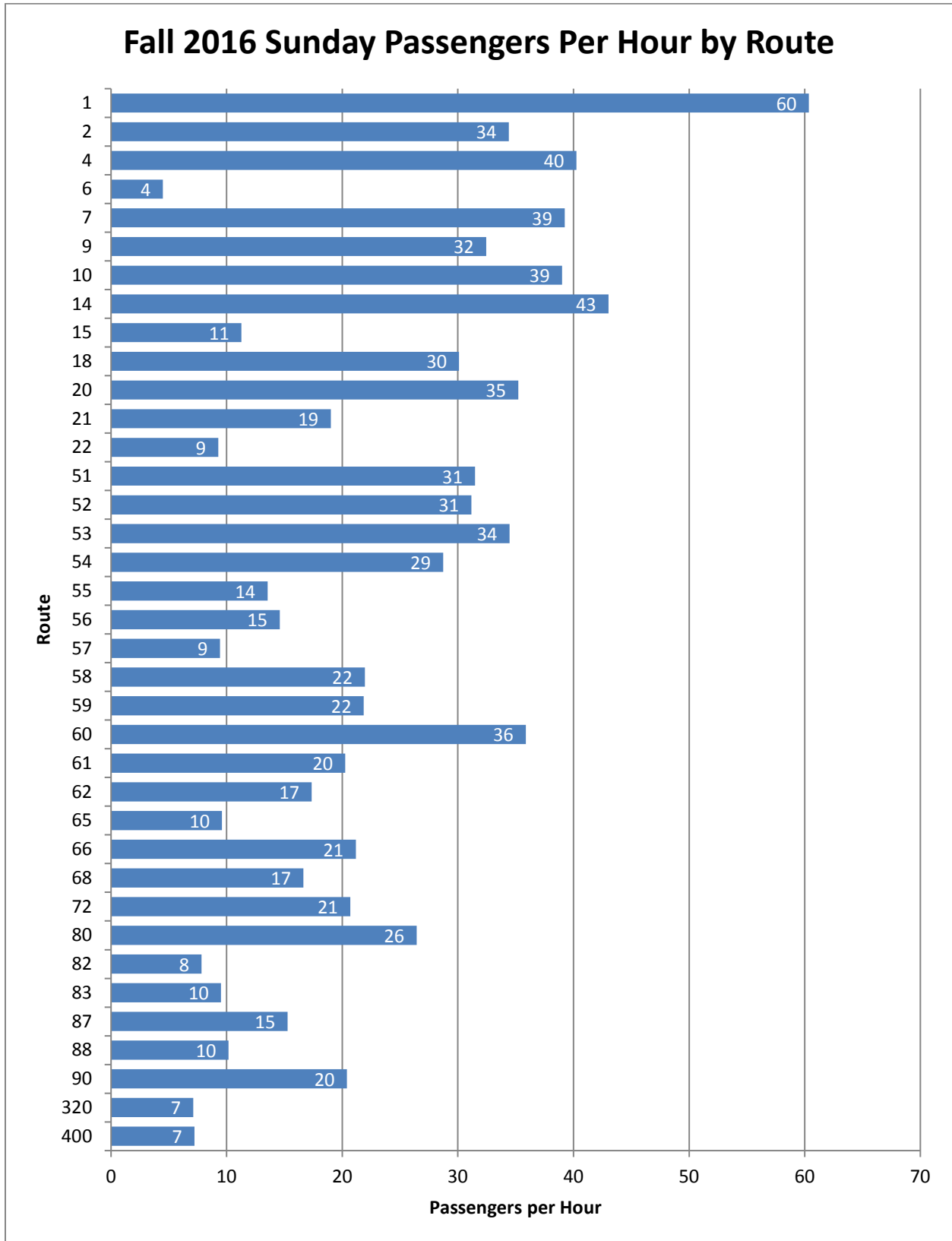
Fall 2016 Weekday Passengers Per Hour by Route



Saturday Passengers per Hour



Sunday Passengers per Hour



Part F: Daily Boardings

Fall 2016 Boardings by Route						
Route	Weekday		Saturday		Sunday	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	10,453	74	6,278	80	3,464	60
2	2,851	47	2,212	41	1,055	34
4	2,680	43	2,084	36	1,274	40
5	148	39				
6	692	23	324	18	71	4
7	5,198	45	3,584	38	2,066	39
9	2,342	49	1,186	50	836	32
10	5,456	51	2,553	38	1,632	39
11	113	47				
14	3,072	48	1,337	40	1,263	43
15	195	13	108	13	87	11
16	1,292	28	872	20		
17	1,442	37				
18	2,208	37	1,487	30	767	30
19	984	32				
20	3,435	40	2,805	36	1,993	35
21	1,239	29	697	19	331	19
22	531	15	475	13	331	9
23	398	22				
31	277	37				
32	509	33				
33	185	25				
34	703	45				
35	268	32				
41	1,228	43				
42	1,248	34				
51	1,057	44	540	33	265	31
52	5,734	47	3,810	34	3,234	31
53	1,359	52	689	45	275	34
54	854	39	633	40	299	29
55	479	22	223	14	210	14
56	638	21	737	23	482	15
57	646	16	271	9	170	9

Fall 2016 Boardings by Route						
Route	Weekday		Saturday		Sunday	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
58	741	27	489	26	384	22
59	2,058	26	753	32	509	22
60	2,966	39	1,664	41	1,036	36
61	2,309	31	945	26	701	20
62	830	27	501	22	279	17
63	815	49				
64	336	32				
65	258	15	95	8	60	10
66	1,426	23	504	32	338	21
68	1,327	27	788	27	475	17
72	1,306	28	1,154	24	550	21
78	118	15				
79	118	15				
80	4,258	34	3,234	30	2,565	26
81	1,448	27				
82	1,009	22	222	10	89	8
83	168	13	86	9	46	10
84	1,011	31				
85	147	32				
86	138	30				
87	1,391	31	924	18	468	15
88	90	16	60	11	24	10
89	475	21				
90	1,463	31	841	19	492	20
159	767	19				
185	1,122	23				
320	591	12	325	10	233	7
330	430	19				
370	140	10				
400	195	9	55	8	48	7
401	152	13				
402	76	8				
ALD	3,736	125	4,949	283	2,049	117
WS	2,697	128				
Total	96,032	37	50,492	35	30,446	29

Part G: Weekday Boardings by Year

Weekday Fall Boardings by Route			
Route	2014	2015	2016
1	12,013	10,800	10,453
2	2,633	2,910	2,851
4	2,531	2,419	2,680
5	125	163	148
6	616	653	692
7	5,228	5,459	5,198
9	2,449	2,335	2,342
10	6,493	5,530	5,456
11	113	115	113
14	3,754	3,246	3,072
15	223	207	195
16	1,433	1,069	1,292
17	1,361	1,448	1,442
18	2,233	2,402	2,208
19	1,154	928	984
20	3,428	3,557	3,435
21	1,275	1,194	1,239
22	467	405	531
23	384	402	398
31	305	243	277
32	490	522	509
33	190	195	185
34	757	712	703
35	342	287	268
41	1,578	1,316	1,228
42	1,070	1,163	1,248
51	1,041	945	1,057
52	6,269	5,956	5,734
53	1,356	1,167	1,359
54	825	880	854
55	529	493	479
56	625	590	638
57	535	595	646

** 2016/17 annual passenger statistics use Automatic Passenger Counter (APC) data, whereas manual counts were conducted in 2014 and 2015. Some discrepancies are anticipated in the data due to changing data collection methodology.*

Weekday Fall Boardings by Route			
Route	2014	2015	2016
58	741	733	741
59	2,089	1,971	2,058
60	3,556	2,981	2,966
61	2,960	2,660	2,309
62	850	786	830
63	775	867	815
64	354	354	336
65	253	241	258
66	1,363	1,437	1,426
68	1,447	1,251	1,327
72	1,241	1,293	1,306
78	65	78	118
79	117	134	118
80	4,457	4,810	4,258
81	1,420	1,436	1,448
82	1,083	1,013	1,009
83	176	193	168
84	1,199	1,189	1,011
85	185	152	147
86	140	120	138
87	1,320	1,411	1,391
88	78	85	90
89	411	433	475
90	1,372	1,371	1,463
159	906	806	767
185	1,346	1,302	1,122
320	584	604	591
330	496	511	430
370	151	173	140
400	192	180	195
401	129	106	152
402	61	49	76
ALD	1,815	3,738	3,736
WS	2,026	2,648	2,697
Total	99,183	97,414	96,032

** 2016/17 annual passenger statistics use Automatic Passenger Counter (APC) data, whereas manual counts were conducted in 2014 and 2015. Some discrepancies are anticipated in the data due to changing data collection methodology.*

Part H: Daily Bus Terminal Activity

Daily Weekday Bus Terminal Activity - Fall 2016			
Terminal	On	Off	Total
Bridge	8,384	7,990	16,374
Scotia Square	5,751	6,350	12,101
Mumford	5,094	4,609	9,703
Lacewood	2,069	1,895	3,964
Portland Hills	1,405	1,389	2,794
Alderney (Bus Only)	1,561	1,027	2,588
Micmac	1,172	1,152	2,323
Highfield	1,307	1,016	2,322
Penhorn	1,049	988	2,037
Cobequid	956	891	1,847
Sackville	916	860	1,776
Water St (Bus Only)	826	443	1,268
Woodside (Bus Only)	278	222	500

Daily Saturday Bus Terminal Activity - Fall 2016			
Terminal	On	Off	Total
Mumford	3,179	2,778	5,957
Bridge	2,667	2,853	5,520
Scotia Square	2,379	2,458	4,837
Lacewood	1,079	984	2,063
Micmac	966	945	1,911
Alderney (Bus Only)	909	679	1,588
Highfield	749	581	1,330
Penhorn	522	505	1,027
Portland Hills	407	438	845
Water St (Bus Only)	448	291	739
Cobequid	341	316	657
Sackville	160	162	322
Woodside (Bus Only)	17	13	30

Daily Sunday Bus Terminal Activity - Fall 2016			
Terminal	On	Off	Total
Mumford	1,801	1,629	3,430
Bridge	1,429	1,422	2,851
Scotia Square	1,346	1,411	2,757
Micmac	435	395	830
Lacewood	442	370	812
Alderney (Bus Only)	451	301	752
Penhorn	322	290	612
Highfield	275	228	503
Portland Hills	246	255	501
Water St (Bus Only)	231	126	357
Cobequid	168	165	333
Sackville	98	105	203
Woodside (Bus Only)	3	2	5

Part I: Daily Weekday Park & Ride Usage

Daily Weekday Park & Ride Lot Usage			
Location	Daily Vehicle Usage	Capacity	Usage Rate
Woodside Ferry Terminal	515	515	100%
Sackville Terminal	385	385	100%
Portland Hills Terminal	207	230	90%
Hubley Centre	175	185	95%
Cobequid Terminal	133	145	92%
Alderney Gate	90	110	82%
Fall River	71	90	79%
Porters Lake	58	132	44%
Bridge Terminal	50	50	100%
Sheldrake Lake	48	48	100%
Maybank Field	30	30	100%
Mumford Terminal	30	30	100%
Downsview	26	40	65%
Halifax Exhibition Centre	0	5	0%
Total	1,818	1,995	91%