
January 28, 2022

PREPARED FOR: the Victoria Regional Transit Commission Committee

PURPOSED/ISSUE

Operations Update

To provide the Commission with a summary report regarding the Operation of the system. This report is presented to the Commission for **INFORMATION/APPROVAL**.

BACKGROUND

December presented several challenges to achieving service level targets. Since the last week of the fall schedule, Victoria Operations experienced a decline in scheduled service provided. In the last week of the December schedule, service fell to a low of 92 per cent. Overall, scheduled service for the month averaged out to 94.49 per cent with lost service attributable to the availability of Operators.

The higher amount of lost service had various impacts on other performance indicators. Despite the lower amount of scheduled service, both the number of pass-ups and the percentage of stops met on-time remained relatively consistent from the fall schedule into December. One noticeable change in on-time performance was a reduction in the percentage of late buses to an increase in the number of early buses. This is likely a result of reduced traffic on the road throughout the holidays. The most notable impact of lost service was an increase in customer inquiries. In the final week of December service, there was a 57 per cent increase from the last week of fall service.

The last week of December service and the first week of winter service compounded the challenges already faced by the “day of” operations team. Unlike the single snowfall event that occurred over a long weekend last year, the team this year experienced significant and sustained cold weather for nearly two weeks. Adding to the challenge was the volume of periodic snowfalls, the speed at which the roads froze, and inconsistent road conditions throughout the region. It was very common to experience sections sufficiently cleared in one area while another area hadn’t been attended to. This caused customer confusion when no bus arrived at a perfectly cleared bus stop. The team made ongoing assessments throughout the day to access the ability to deliver the scheduled service safely.

DISCUSSION

The number one priority of Victoria Operations remains improving the reliability of service delivered. Operations remains confident of increased ability to sustain a high level of reliability throughout the winter and spring schedules. While service reliability is up significantly from December, there has been an increase in the number of employees absent due to illness. Much of this is either known, or assumed, to be related to the latest COVID-19 variant. Safety is a priority at BC Transit and Operators are encouraged to stay home if experiencing any symptoms to mitigate further risk of spread. Despite this 98.38% of the nearly 3,000 daily scheduled trips have been provided over the first three weeks of the schedule. BC Transit continues to focus on

recruiting Transit Operators. Twenty-six new Operators have been hired and will start training over the course of winter schedule. Additionally, there have been over 80 applications received since the start of the year. This is evidence of the success of the initiatives and incentives put in place over the summer.

RECOMMENDATION

It is recommended that the Victoria Regional Transit Commission **RECEIVE** the Operations Update for **INFORMATION**.

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