

**Attachment: Victoria Regional Transit System
Winter 2021 Ridership Performance Report**

INTRODUCTION

This report compares the system-level ridership performance for the Victoria Regional Transit comparing 2019, 2020, and 2021. Further, this report provides more detailed ridership information at the sub-regional and route-type level for the winter 2021 service period, occurring between December 6, 2020 and April 4, 2021.

Data

Ridership information is collected through Automated Passenger Counter (APC) units, which are in place on over 60 per cent of the buses assigned to the Victoria Region's conventional fleet. This system counts the number of persons boarding and disembarking from a vehicle. If a person boards multiple buses in a single journey or in a specific day, this is reflected as multiple boardings.

External Factors

In addition to service changes, there are a number of external factors that may affect transit ridership. Some of these include fare increases, changing fuel prices, changing community economics, land use changes and major interruptions, such as the COVID-19 pandemic.

PERFORMANCE TRENDS

This report presents ridership performance information at the system, sub-regional, and route-type level.

System Level Performance Trends

For the purposes of this report, overall system ridership has been presented weekly since the beginning of 2019. As of March 12, 2020, when non-essential travel was discouraged, the transit system experienced a significant decline in ridership of about 75 per cent. Since that time, as the Province's Restart Plan has come into effect, BC Transit has moved to enact measures that support safe and reliable travel options – from the introduction of vinyl barriers to the phasing of physical distancing standards. Through the implementation of these measures and the reopening of the economy, BC Transit has realized a gradual and steady return of ridership, recovering to 48 per cent in comparison to 2019 by the end of April 2021.

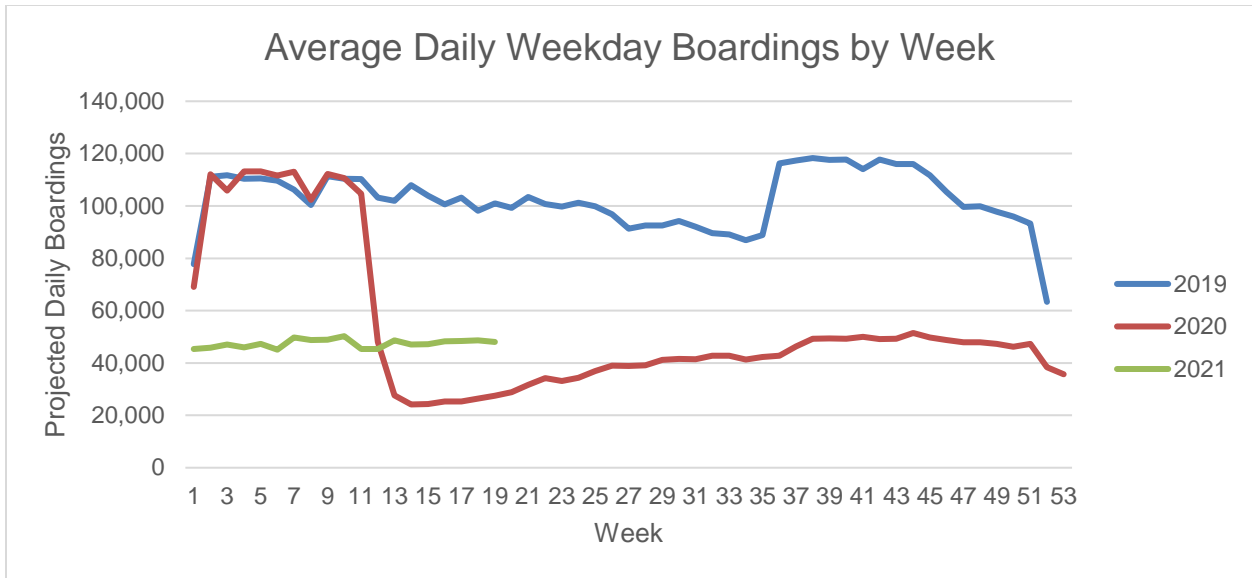


Figure 1: Average Weekday Boardings

Sub-Regional Performance Trend

Ridership was reviewed sub-regionally, comparing ridership impacts between the Core, Peninsula, and the West Shore between the winter 2020¹ and 2021 service periods. According to Winter 2021 data, ridership recovered to 41, 44, and 52 per cent of winter 2020 ridership levels in the Core, Peninsula, and Westshore respectively.

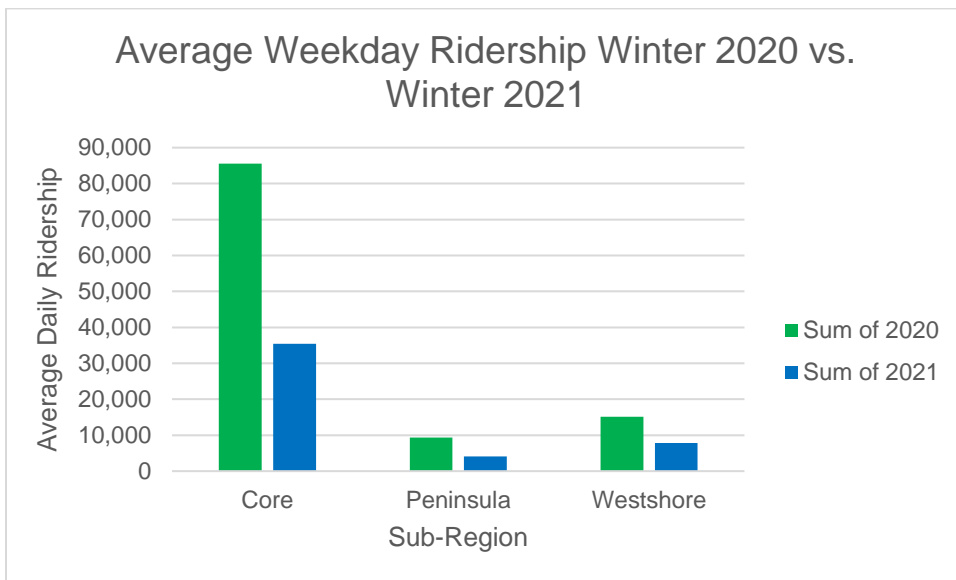


Figure 1, Average Weekday Ridership winter 2020 vs. winter 2021 by Sub-Area

¹ The winter 2020 service period occurred between January and March of 2020.

Route Level Performance Trends

For the purposes of this report, ridership has been aggregated and presented in five route-type categories for winter 2021 in comparison to winter 2020², including Rapid Transit, Frequent Transit, Local Transit (High Demand), Local Transit (Coverage) and Targeted Transit. As shown in Figure 2, on average, ridership recovered from between 42 – 47 per cent of winter 2020 ridership levels depending on the route type. The exception is targeted routes that have recovered to only 33 per cent of winter 2020 ridership levels.

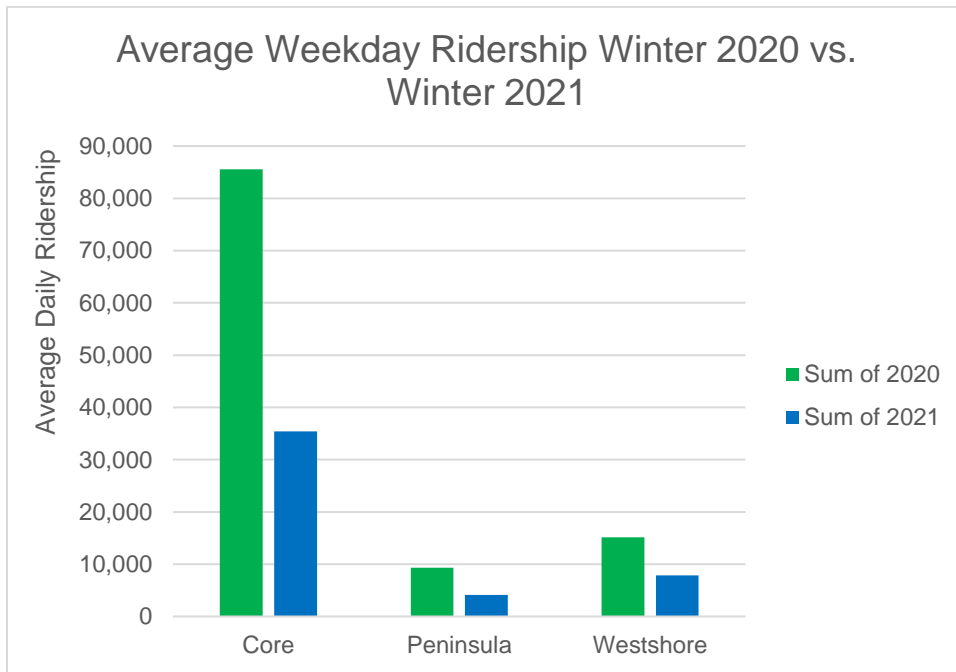


Figure 2, Average Weekday Ridership winter 2020 vs. winter 2021 by Route Type

² The winter 2020 service period occurred between January and March of 2020.