



#11 Victoria Regional Transit Commission Operations Update

December 18, 2018

Fall 2018 Service Observations

Fall 2018

- Additional airport service has been well received
- Bus lanes on Douglas Street and northbound Trans Canada Highway to Burnside Bridge are now in full use and having a positive impact
- Operators and Transit Supervisors are observing a significant increase in passenger loads over last year

Service Related Construction impacts

- McKenzie Overpass work – 60KMH work zone limits in effect; temporary highway lane relocation continues to impact schedules
 - Road relocation and McKenzie/TCH traffic light configuration caused significant delays during November until adjustments were made

Special Events Update

- November 24, BC Transit participated in the Island Farms Santa Light Parade
- Saturday December 1, BC Transit participated in the Truck Light Parade
- New Years Eve, reminder that BC Transit offers free rides after 6 pm. Schedule will be based on a regular Monday schedule plus late night service until 2:00 a.m.
- Santa bus on routes, 2, 3, 6, 7, 11, 21, 28 and 31 on December 14



Fall 2018 Conventional Service Schedule Observations

High demand and seasonal service impact statistics

September – November 2018

- 481 schedule adherence complaints
 - Average 160/month vs 98/month for the same period last year
 - Primarily related to routes impacted by McKenzie Interchange work and Douglas Street bus lane construction
- 192 customer pass up complaints
 - Average 64/month vs 80/month for the same period last year
 - Ridership has continued to grow during the fall months
 - Notable increase in complaints about passenger luggage
- 34 scheduled connections missed
 - Average 11/month vs 6/month for the same period last year
- Highest volume of customer service comments reflect service conditions between 7:00 a.m. and 8:00 a.m. (weekday commute times – unchanged from previous report)



Fall 2018 HandyDART Observations

High demand and seasonal service impact statistics

September – November 2018

- Average monthly trips 26,430 vs 26,544 from same period last year, down 114 rides
- Average monthly rides per service hour 2.49 vs 2.43 from the same period last year

Same Day / Next Day Last Minute Trip Request Statistics

- September – 758 trips met, 362 trips not met, 68% met vs 65% September 2017
- October – 771 trips met, 358 trips not met, 68% met vs 60% October 2017
- November – 558 trips met, 375 trips not met, 61% met vs 62% November 2017
- Fall 2018 average 66% met vs 62% for same period last year



Update on Key Initiatives

Next Ride Technology

- Installation of automated vehicle location technology on all Victoria buses is now underway
- System will call out stops as well as display information inside the bus
- Smartphone Apps will become available at the project completion that enables customers to track their bus arrival to their stop in real time
- Full installation of all Victoria buses anticipated to be completed by mid-spring 2019

Electric Bus Pilot

- Pilot project concluded on October 5, 2018
- Public feedback was very positive
- Some concerns around the seating configuration and accessible areas
- The bus was strategically placed on routes that enabled “like for like” comparisons for passenger loads and service demands

