

March 19, 2024

**Attachment: Victoria Regional Transit System  
Fall 2023 Ridership Performance Report**

**1.0 Introduction**

This report compares system-level ridership performance for the Victoria Regional Transit System, comparing ridership between 2019 and 2023. Further, this report provides more detailed ridership information at the route-level for the Fall 2023 service period, occurring between September 5 and December 3, 2023.

**1.1 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. It also collects information on service reliability, comparing scheduled to actual departure times at timing points along the route.

**1.2 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.

**2.0 Performance Trends**

This report presents ridership performance information at the system and route level.

**2.1 System Level Performance Trends**

For the purposes of this report, overall system ridership has been presented weekly from 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. BC Transit has since realized a gradual and steady return of ridership, recovering to 103 per cent in comparison to the same week in 2019 by the end of December 2023 as seen in Figure 1.

Ridership within the Victoria Regional Transit System has been growing rapidly since the onset of the COVID-19 Pandemic, growing by almost 40 per cent within the last 2 years. The rapid return of ridership and vehicle congestion on roadways has brought significant pressures to the transit system in terms of growing passenger loads, passenger pass ups, and service reliability challenges.

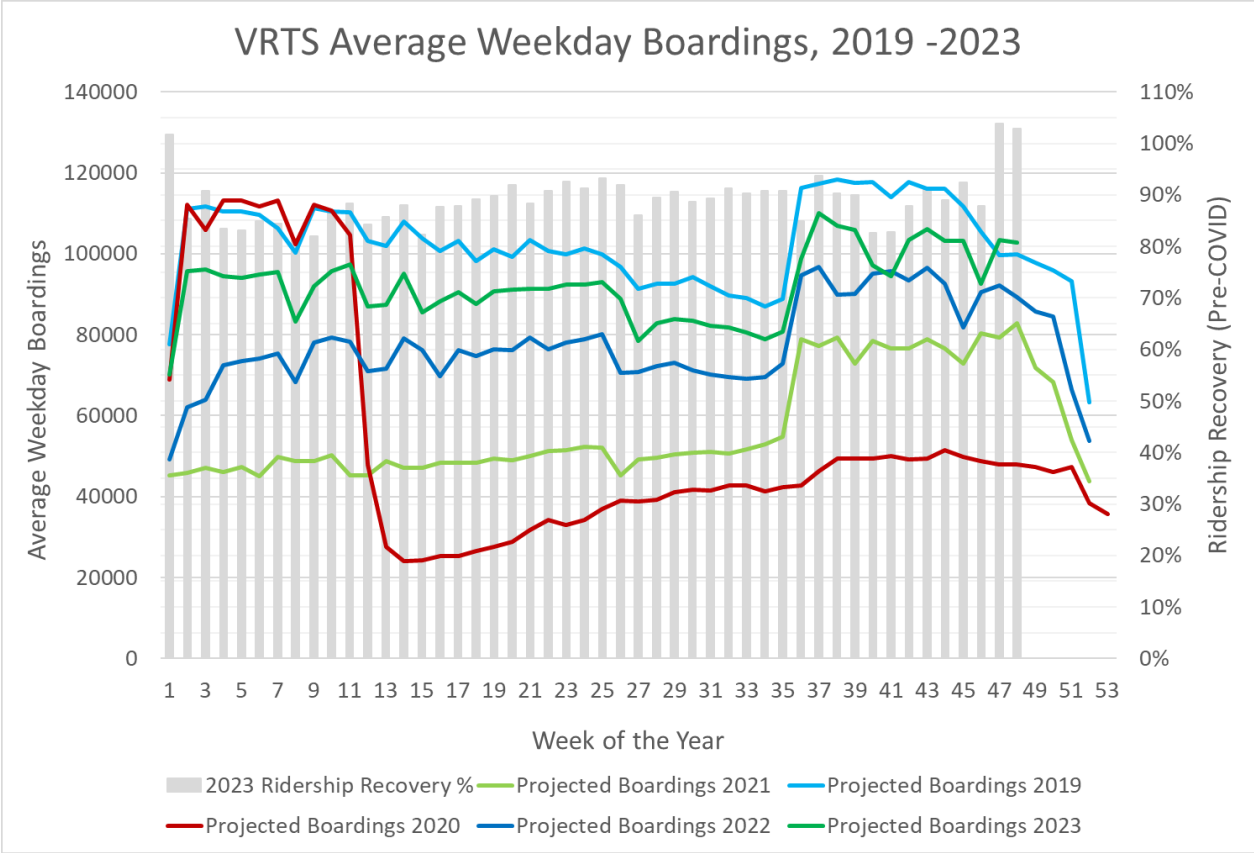


Figure 1: Victoria Average Weekday Boardings, 2019-2023

**2.2 Route Level Performance**

For the purposes of this report, ridership has been aggregated and presented in five route-type categories for Fall 2023, including Rapid Transit, Frequent Transit, Local Transit (Ridership), Local Transit (Coverage) and Targeted Transit. These route-type categories were originally developed in the [2013/14 Service Review](#), and included associated performance targets.

The red line shown on the following graphs indicates the performance guideline for that route class. Routes exceeding or failing to meet the modified performance targets by +/-25% have been flagged for monitoring and may be considered for future corrective action.

BC Transit will be upgrading the Route 52 to the Local Transit Ridership (LTN-R) categorization based on recurring over-performance and near alignment with the minimum service standards and performance expectations for an LTN-R route. Based on ongoing development and recurring over-performance, minor improvements to service frequency were made on Routes 52 and 58 as part of the West Shore Network Restructure in January 2024.

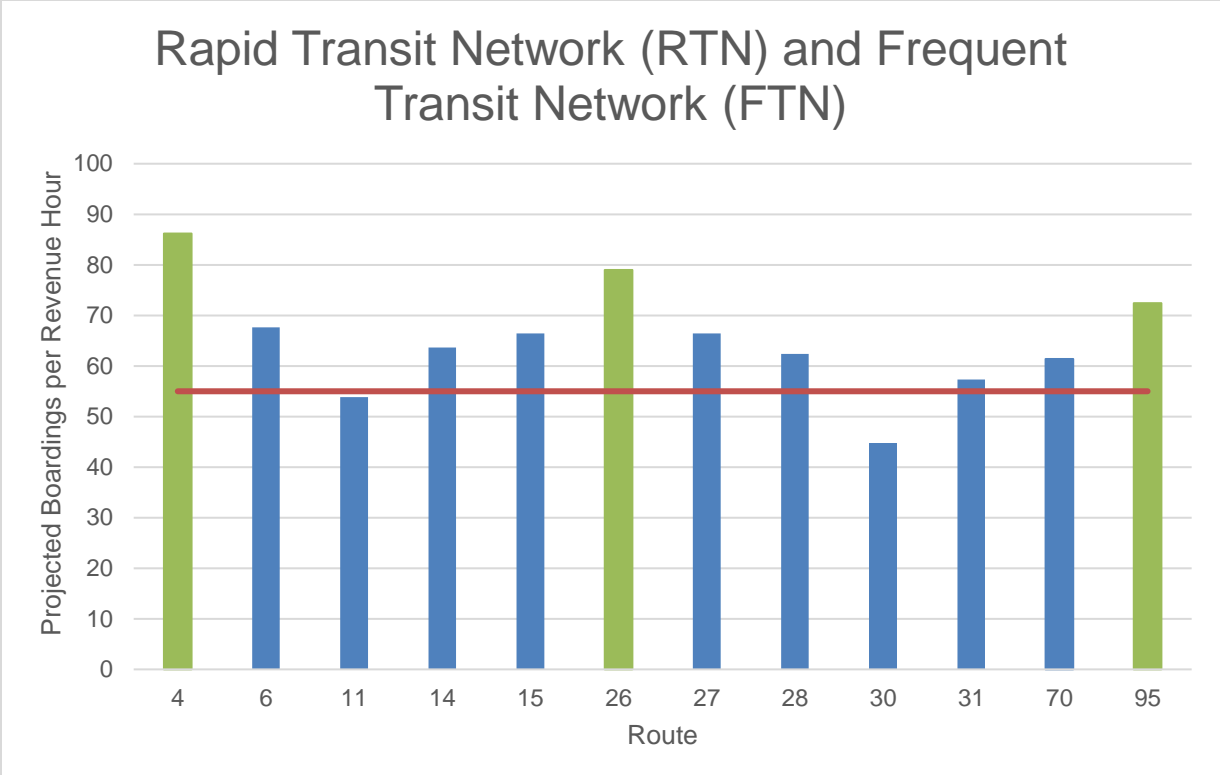


Figure 2: Projected Boardings per Revenue Hour for the Rapid Transit Network and Frequent Transit Network, Fall 2023 (Performance Guideline = 55)

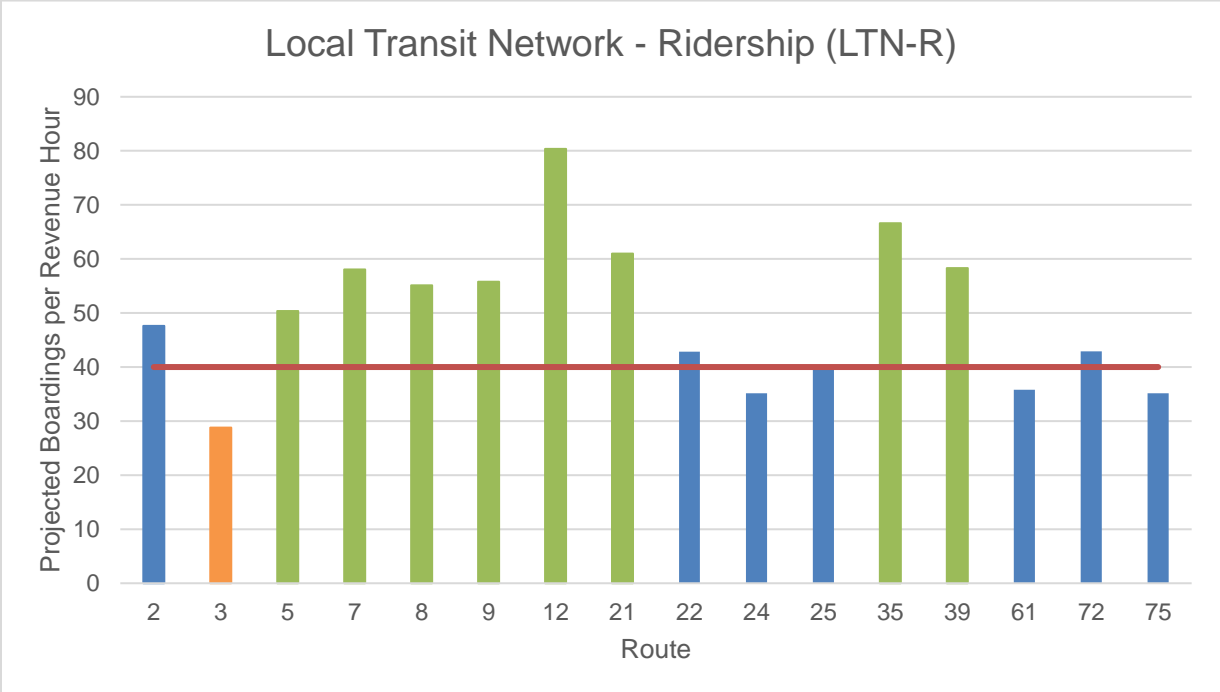


Figure 3: Projected Boardings per Revenue Hour for the Local Transit Network - Ridership, Fall 2023 (Performance Guideline = 40)

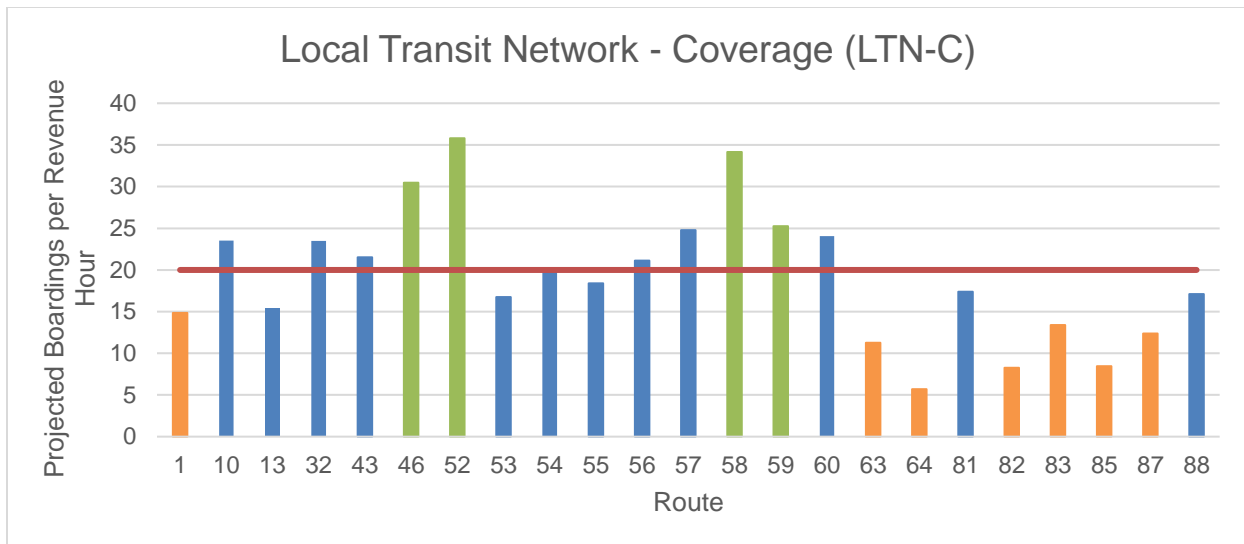


Figure 4: Projected Boardings per Revenue Hour for the Local Transit Network - Coverage, Fall 2023 (Performance Guideline = 20)

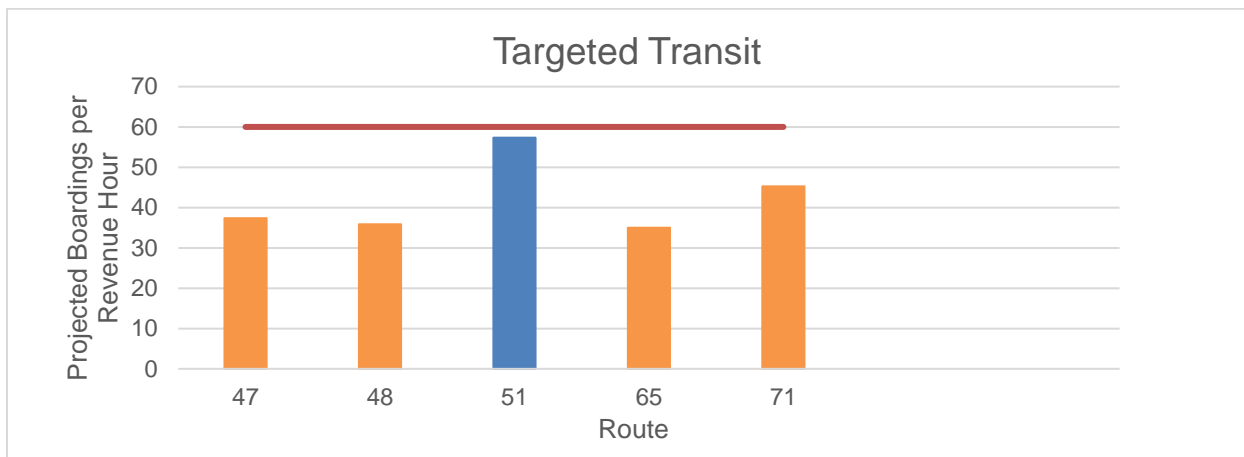


Figure 5: Projected Boardings per Revenue Hour for Targeted Transit, Fall 2023 (Performance Guideline = 60)

### 2.3 Service Reliability

Service reliability is crucial for transit service as it ensures that vehicles and routes run on schedule, leading to increased customer satisfaction and ridership. A trip is considered on-time if it departs from a timing point between 1 minute early and 3 minutes late of the scheduled departure time.

For the Fall 2023 service period, system-level on time performance fell slightly below the target of 70 per cent, coming in at 64 per cent. Routes 10, 55, and 63 had some of the biggest service reliability challenges. To address these challenges:

- Route 10 is being rescheduled for the April 2024 service change,
- Route 55 was rescheduled for January 2024 in alignment with the West Shore Network restructure and will be monitored moving forward, and
- Route 63 will be rescheduled for September 2024.

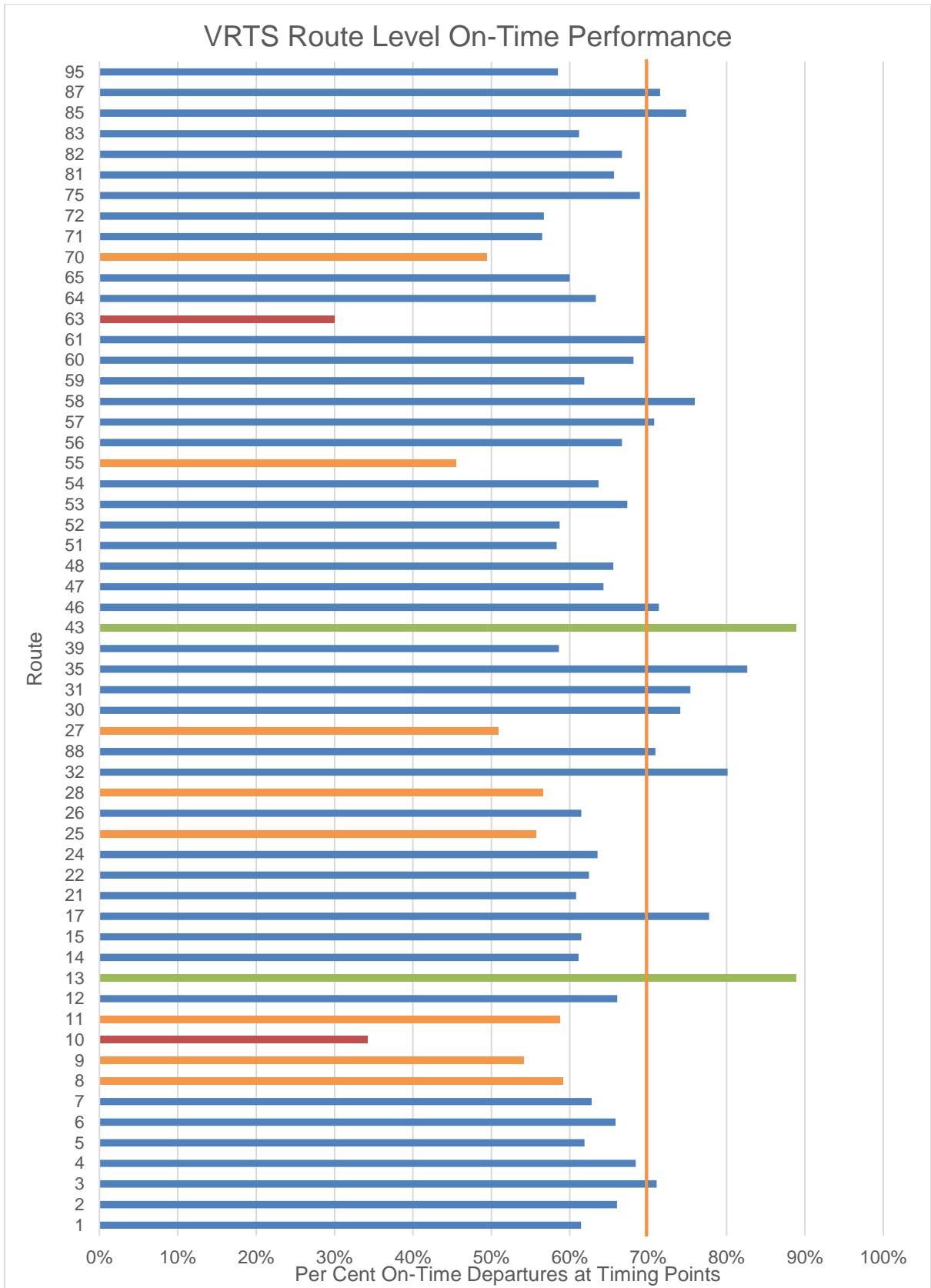


Figure 6: Per Cent On-Time Departures at Timing Points, Monday-Thursday Fall 2023 (-1, +3 minutes)