



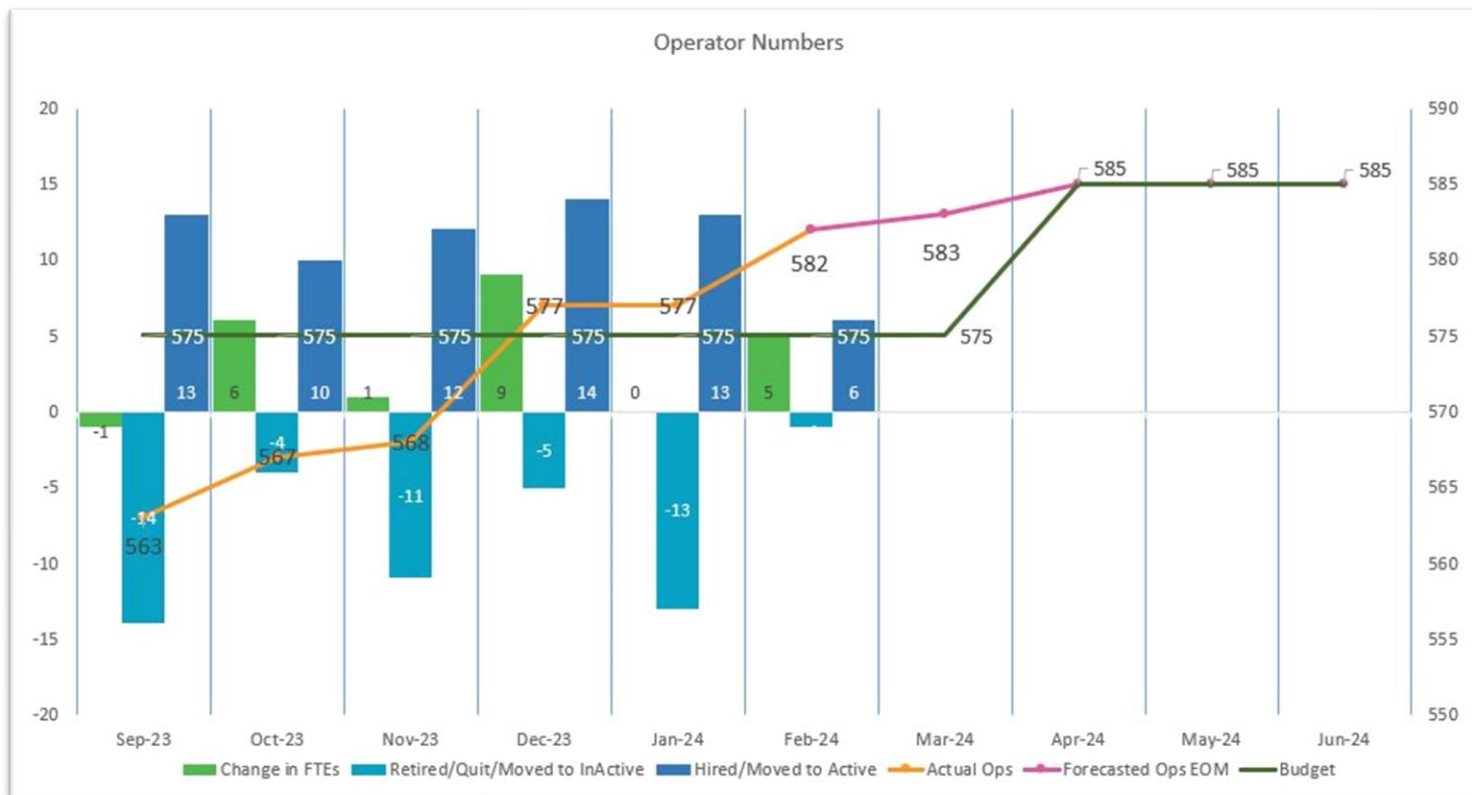
#14 – Operations Update

March 19, 2024

Victoria Conventional Performance – November 1, 2023 to February 17, 2024

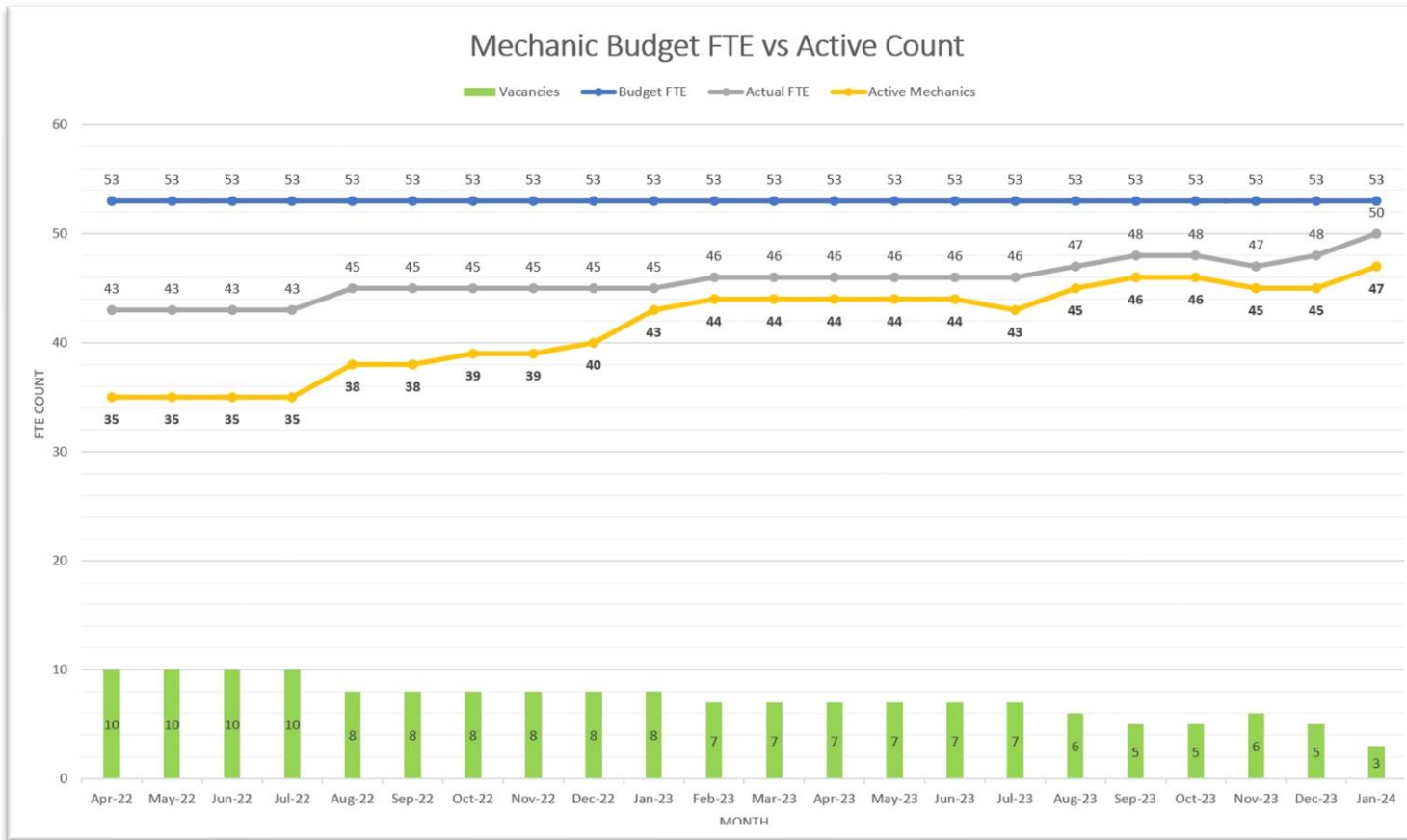
- **Scheduled Service Delivered:** 98.3% (target 99.5%)
 - 231,813 total hours delivered
 - 97.4% for the same period last year
- **First Stop Departure:** 87% (target 95%)
 - 87% for the same period last year
- **Pass-Ups:** ~ 532 events impacting 11,410 customers
 - 615 events, 12,690 customers impacted for previous year
 - 909 hours additional flex service was dispatched on the routes 4, 27, 28, 70, 95 and used to support extended late-night service
 - A total of 11,355 passengers benefited from the added service.
- **Customer Service Reports Received:** 18,660 CSRs
 - Mainly service inquiries regarding next bus, trip planning
 - 2,202 Complaints (cancelled service, schedule adherence, pass-ups)
 - 1,820 Customer Alerts/Advisories created

Operator Recruitment Update



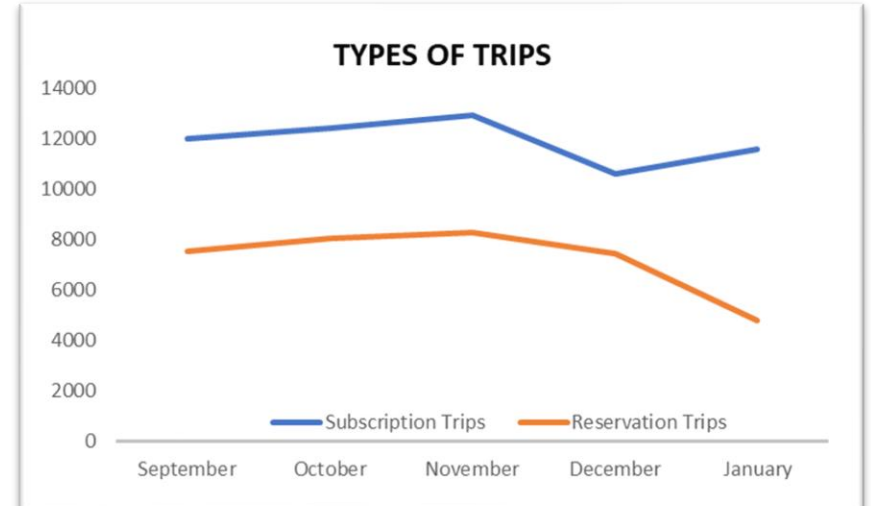
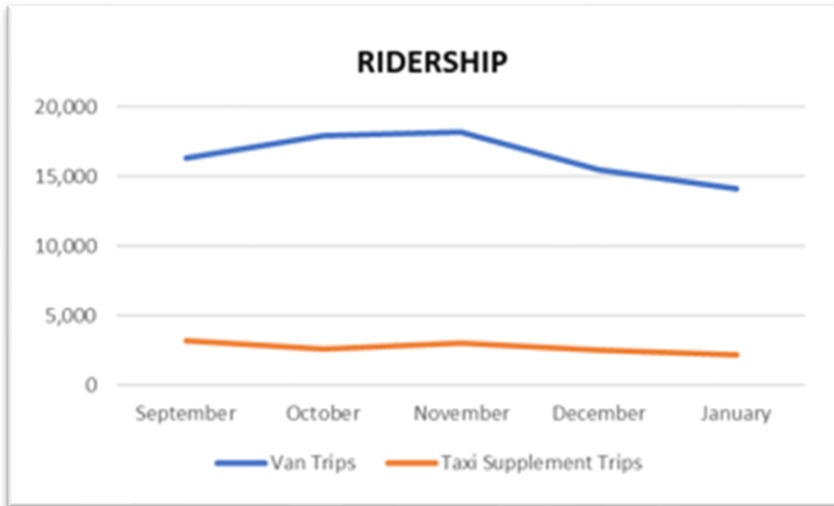
- Recruitment efforts remain strong
- 577 active Operators (575 budgeted)
- 101 applications received in January 2024 compared to 55 for the same period last year

Mechanic Recruitment Update



- 47 active Mechanics (53 budgeted)
- Two new hires in January 2024

Victoria Custom (handyDART) Performance



- Ridership has grown YOY primarily in taxi service due to bus availability
- 87% Van (Bus), 13% Taxi
- Unmet trips increased to 6.26%

- Subscription trips rose in January to 71%. Target remains between 50-60%
- Reservation trips are classified as one-time trips