
SUBJECT: 2024/25 ANNUAL SERVICE PLAN

PURPOSE

The 2024/25 Annual Service Plan is submitted to the Victoria Regional Transit Commission (the "Commission") for **APPROVAL**.

BACKGROUND

Each year, BC Transit develops an Annual Service Plan for the Victoria Regional Transit System (VRTS) to provide the Commission with a proposal for service improvements over the subsequent fiscal year. The Draft 2024/25 Annual Service Plan was approved by the Commission on November 7, 2023, but has since received adjustments to the proposed service and expansion strategy based on changing conditions.

The previous draft Annual Service Plan outlined the recommended initiatives for the 20,000 annual service hours and 8 buses of available service expansion¹ in 2024/25:

- July 2024 - improve service frequency and reliability on Routes 2, 3, 5, 10, 72 and 75 due to growing tourism-related demand
- January 2025 - Implement the McKenzie RapidBus Line and to improve peak weekday service to improve passenger comfort and service reliability on highest risk routes

These initiatives aligned with the following key strategic investment priorities, which were approved by the Commission to guide service investment over the next three years as part of the September 2023 Annual Service Expansion report:

- RapidBus and Frequent Transit Network service improvements
- Development of the crosstown network on the Hillside/Gorge and Admirals/McKenzie corridors
- Simplifying and improving transit service on the Quadra corridor
- Improvements to YYJ Airport and Peninsula service

Unfortunately, BC Transit has recently been experiencing various mechanical challenges with the fleet. This has not only resulted in ongoing disruptions to scheduled services but will also require revisions to the Annual Service Plan approach. While a plan has been developed to restore assets to a state of good repair, it will take some time to complete all identified activities.

As a result, to ensure all resources are dedicated to restoring full and reliable service, the implementation of the 2024/25 service expansion, originally scheduled for July 2024 and January 2025, will be delayed until it becomes operationally feasible. Expansion planning will continue and updates on the timing of the implementation will be provided regularly to the Commission.

In addition, to improve reliability for customers, a more dynamic approach to scheduling will be implemented for September 2024. A lower level of service, designed in alignment with service standards and ridership data, will be scheduled. This approach will improve service reliability and

¹ Based on the proposed expansion start date and the budget annualization process, only 11,667 hours of the approved expansion were planned for implementation in 2024/25, with the full 20,000 expansion hours being actualized in the 2025/26 fiscal year.

allow us to deliver our target of 99.5% of scheduled service hours. As resources and equipment become available, additional service will be added and the schedule will be updated in real time on the Umo app, Transit app, Google Transit, and other third-party app interfaces.

Table 1 provides an overview of the service changes planned for 2024/25, with planned holiday service levels and special fare days summarized in Appendix 1. These proposed service changes are subject to change pending any unforeseen operational or resource challenges.

Table 1: 2024/25 ANNUAL SERVICE PLAN

Service Period	Proposed Service Change	Operational or Strategic	Expansion Resources
April 15, 2024	<ul style="list-style-type: none"> Seasonal service reductions to post-secondary institutions to align with reduced demand, including routes 4, 7, 12, 14, 15, 21, 26, 39, and 51* Minor service improvements to routes 72 and 75 to support returning tourism demand for Swartz Bay and Butchart Gardens Minor cost-neutral improvements to service reliability on Routes 2 and 5 	Operational	N/A
July 1, 2024	<ul style="list-style-type: none"> Seasonal removal of K-12 school overload and special trips Seasonal summer service increases to Butchart Gardens and BC Ferries on Routes 72 and 75 Seasonal service reliability improvements for Routes 2, 5, 10 and 70 Adjustments to the scheduled service levels on multiple routes according to service standards and ridership performance to prepare for planned changes in September to deliver a high standard of reliability. 	Operational	N/A
September 3, 2024	<ul style="list-style-type: none"> Reinstate K-12 and post-secondary seasonal service improvements, including overload and special trips Service reallocation to address passenger comfort and service reliability issues Adjustments to the scheduled service levels on multiple routes according to service standards and ridership performance to provide service stability and deliver a high standard of reliability. Removal of the Parklands loop on Route 24 and discontinuation of Route 13, pending public information campaign planned for Spring 2024 	Operational	N/A
December 9, 2024	<ul style="list-style-type: none"> Standard seasonal changes matching service with demand, and minor service reliability improvements Adjustment to the scheduled service levels on multiple routes according to service standards and ridership performance to provide service stability and deliver a high standard of reliability. 	Operational	N/A

January 6, 2025	<ul style="list-style-type: none"> • Reinstate peak weekday service to improve passenger comfort and on-time performance on highest risk routes • Standard seasonal changes matching service with demand • Adjustment to the scheduled service levels on multiple routes according to service standards and ridership performance to provide service stability and deliver a high standard of reliability. 	Operational	N/A
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*Route numbers only are provided in the table above; full route names are provided in Appendix 2.

RECOMMENDATION

It is recommended that the Commission:

- **RECEIVE** the 2024/25 Service Plan for **APPROVAL**

Respectfully,

Levi Megenbir
Senior Transit Planner Work Lead

- Appendix 1a: 2024/25 Holiday Service Levels
- Appendix 1b: 2024/25 Special Fare Days
- Appendix 2: Victoria Regional Transit System Routes

Appendix 1a – 2024/25 Holiday Service Levels

Date	Holiday	Service Level
April 1, 2024 (Monday)	Easter Monday	Saturday (No Late-night service)
May 20, 2024 (Monday)	Victoria Day	Sunday
July 1, 2024 (Monday)	Canada Day	Saturday
August 5, 2024 (Monday)	BC Day	Sunday
September 2, 2024 (Monday)	Labour Day	Sunday (Summer)
September 30, 2024 (Monday)	National Day for Truth & Reconciliation	Sunday
October 14, 2024 (Monday)	Thanksgiving	Sunday
November 11, 2024 (Monday)	Remembrance Day	Sunday
December 25, 2024 (Wednesday)	Christmas Day	Sunday
December 26, 2024 (Thursday)	Boxing Day	Saturday (No Late)-night service
December 31, 2024 (Tuesday)	New Year's Eve	Weekday (+ Late-night service)
January 1, 2025 (Wednesday)	New Year's Day	Sunday
February 17, 2025 (Monday)	Family Day	Saturday (No Late-night service)

Appendix 1B: Special Fare Days (as approved by the VRTC on February 23, 2021)

Date	Special Fare Day(s)	Details
April 22, 2024 (Monday)	Earth Day	Complimentary transit for all riders
June 5, 2024 (Wednesday)	Clean Air Day	Complimentary transit for all riders
September 23 – October 6, 2024	Fall Go By Bike Week	Complimentary transit for riders using the bike rack and/or carrying a bike helmet
November 11, 2024 (Monday)	Remembrance Day	Complimentary transit for all current retired armed forces members and police officers in uniform
December 31, 2024 (Tuesday)	New Year's Eve	Complimentary transit after 6pm
February 2025 (exact dates to be determined)	Winter Go By Bike Week	Complimentary transit for riders using the bike rack and/or carrying a bike helmet
To Be Determined	Election Day	Complimentary transit for riders

Appendix 2 - Victoria Regional Transit System Routes

#	Route Name	Service Type	Area
1	South Oak Bay/Downtown	Local Transit - Coverage	Core
2	James Bay/South Oak Bay	Local Transit - High Demand	Core
3	James Bay/Royal Jubilee via Cook St. Village	Local Transit - High Demand	Core
4	UVic/Downtown	Frequent Transit (Planned)	Core
5	James Bay/Willows	Local Transit - High Demand	Core
6	Royal Oak Exchange/Downtown	Frequent Transit (Planned)	Core
7	UVic/Downtown	Local Transit - High Demand	Core
8	Interurban/Tillicum Centre/Oak Bay	Local Transit - High Demand	Core
9	Royal Oak Exchange via Gorge/UVic via Hillside	Local Transit - High Demand	Core
10	James Bay/Royal Jubilee via Vic West	Local Transit - Coverage	Core
11	Tillicum Centre/UVic	Local Transit - High Demand	Core
12	University Heights/UVic	Local Transit - High Demand	Core

#	Route Name	Service Type	Area
13	Ten Mile Point/UVic	Local Transit - Coverage	Core
14	Vic General/UVic	Frequent Transit (Planned)	Core
15	Esquimalt/UVic	Frequent Transit (Planned)	Core
17	Cedar Hill	Targeted Routes	Core
21	Interurban/Downtown	Local Transit - High Demand	Core
22	Vic General/Hillside Centre	Local Transit - High Demand	Core
24	Cedar Hill/Admirals Walk	Local Transit - High Demand	Core
25	Maplewood/Admirals Walk	Local Transit - High Demand	Core
26	Dockyard/UVic	Frequent Transit (Planned)	Core
27	Downtown Express/Majestic Express	Frequent Transit (Planned)	Core
28	Gordon Head/Majestic/Downtown	Frequent Transit (Planned)	Core
30	Royal Oak Exchange/Downtown	Local Transit - High Demand	Core
31	Royal Oak Exchange/Downtown	Local Transit - High Demand	Core
32	Cordova Bay/Royal Oak Exchange	Local Transit - Coverage	Core
35	Ridge	Local Transit - High Demand	Core
39	Westhills Exchange/Interurban/ Royal Oak Exchange/UVic	Local Transit - High Demand	Core
43	Royal Roads via Belmont Park	Local Transit - Coverage	Westshore
46	Dockyard/Westhills Exchange	Local Transit - Coverage	Westshore
47	Goldstream Meadows/Downtown	Targeted Routes	Westshore
48	Happy Valley/Downtown	Targeted Routes	Westshore
51	Langford/UVic	Targeted Routes	Westshore
52	Colwood Exchange/Bear Mountain	Local Transit - Ridership	Westshore
53	Colwood Exchange/Langford Exchange via Atkins	Local Transit - Coverage	Westshore
54	Metchosin	Local Transit - Coverage	Westshore
55	Happy Valley	Local Transit - Coverage	Westshore
57	Thetis Heights/Langford Exchange	Local Transit - Coverage	Westshore
58	Goldstream Meadows	Local Transit - Coverage	Westshore
59	Triangle Mountain/Wishart	Local Transit - Coverage	Westshore
60	Triangle Mountain/Wishart	Local Transit - Coverage	Westshore
61	Sooke/Langford/Downtown	Local Transit - High Demand	Westshore
63	Otter Point	Local Transit - Coverage	Westshore
64	East Sooke	Local Transit - Coverage	Westshore

#	Route Name	Service Type	Area
65	Sooke/Langford/Downtown	Targeted Routes	Westshore
70	Swartz Bay/Downtown	Regional Route	Peninsula
71	Swartz Bay/Downtown	Targeted Routes	Peninsula
72	Swartz Bay/Downtown	Local Transit - High Demand	Peninsula
75	Saanichton Exchange/Royal Oak Exchange/Downtown	Local Transit - High Demand	Peninsula
81	Brentwood/Saanichton/Sidney/Swartz Bay	Local Transit - Coverage	Peninsula
82	Sidney/Saanichton via Stautw	Local Transit - Coverage	Peninsula
83	Sidney/Brentwood/Royal Oak Exchange	Local Transit - Coverage	Peninsula
85	North Saanich	Local Transit - Coverage	Peninsula
87	Saanichton/Sidney via Dean Park	Local Transit - Coverage	Peninsula
88	Airport/Sidney	Local Transit - Coverage	Peninsula
95	Langford/Downtown	Rapid Transit	Westshore