

**Attachment: Victoria Regional Transit System  
Winter 2024 Ridership Performance Report**

**1.0 Introduction**

This report compares the system-level ridership performance for the Victoria Regional Transit System, comparing between 2019 and 2024. Further, this report provides more detailed ridership information at the route level for the Winter 2024 service period, occurring between January 2 and April 12, 2024.

**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 on 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 since the beginning of 2019.

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 two 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.

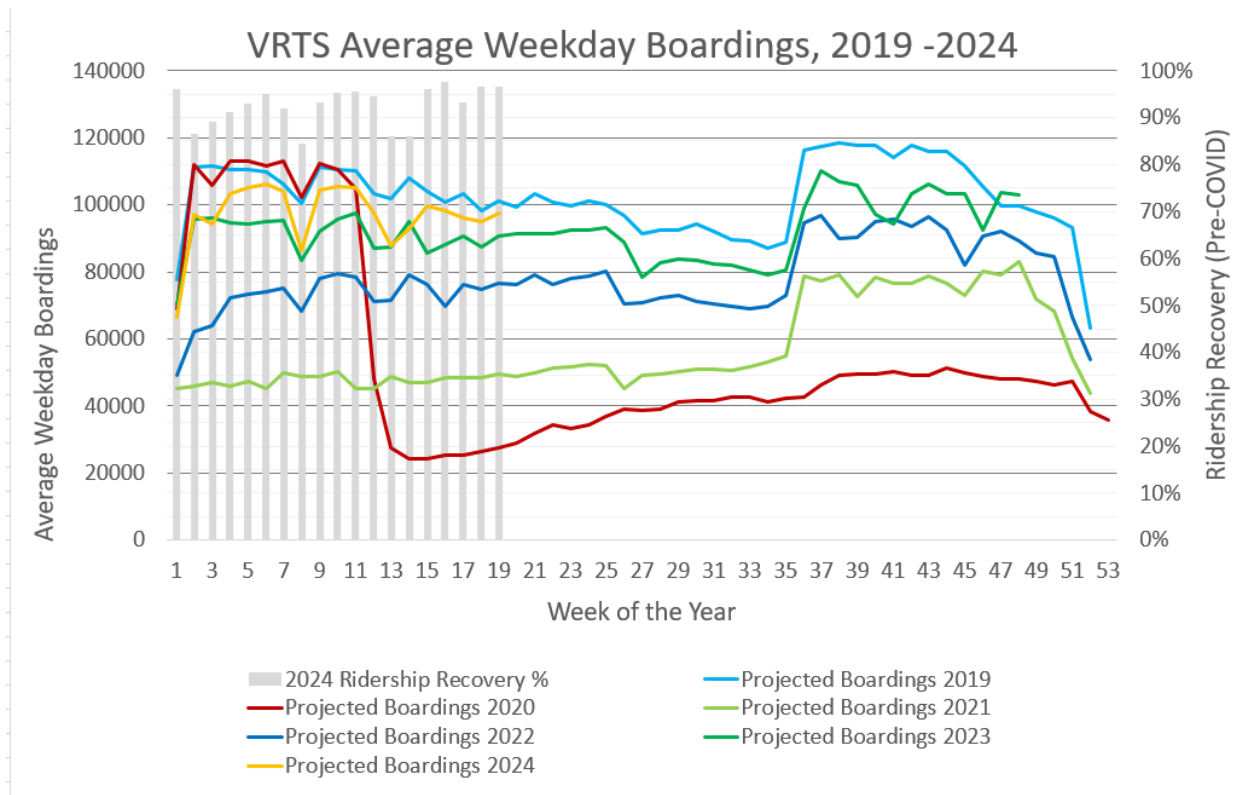


Figure 1: Victoria Average Weekday Boardings, 2019-2024.

## 2.2 Route Level Performance

For the purposes of this report, ridership has been aggregated and presented in five route-type categories for Winter 2024, 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.

Route 52 was upgraded to Local Transit Ridership (LTN-R) categorization as per the recommendation from previous performance report.

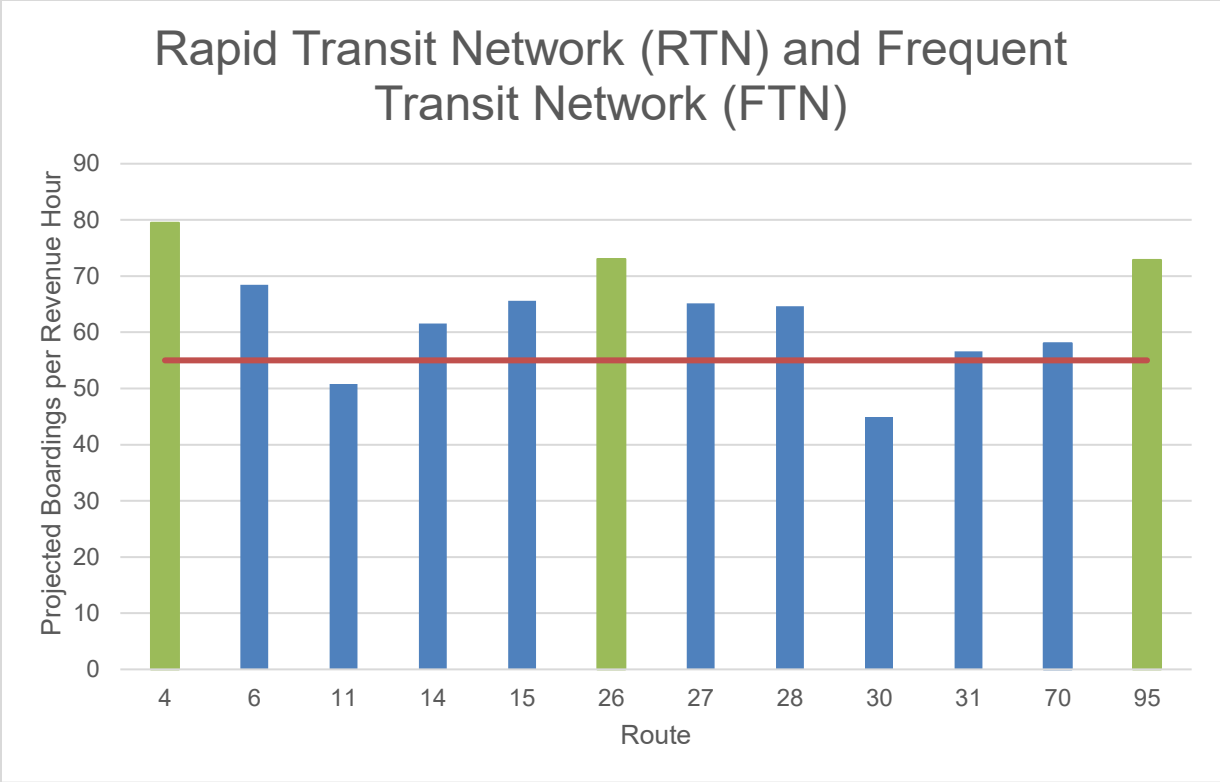


Figure 2: Projected Boardings per Revenue Hour for the Rapid Transit Network and Frequent Transit Network, Winter 2024 (Performance Guideline = 55); Exceeds target by 25%+, within 25% of target, below target by 25%+.

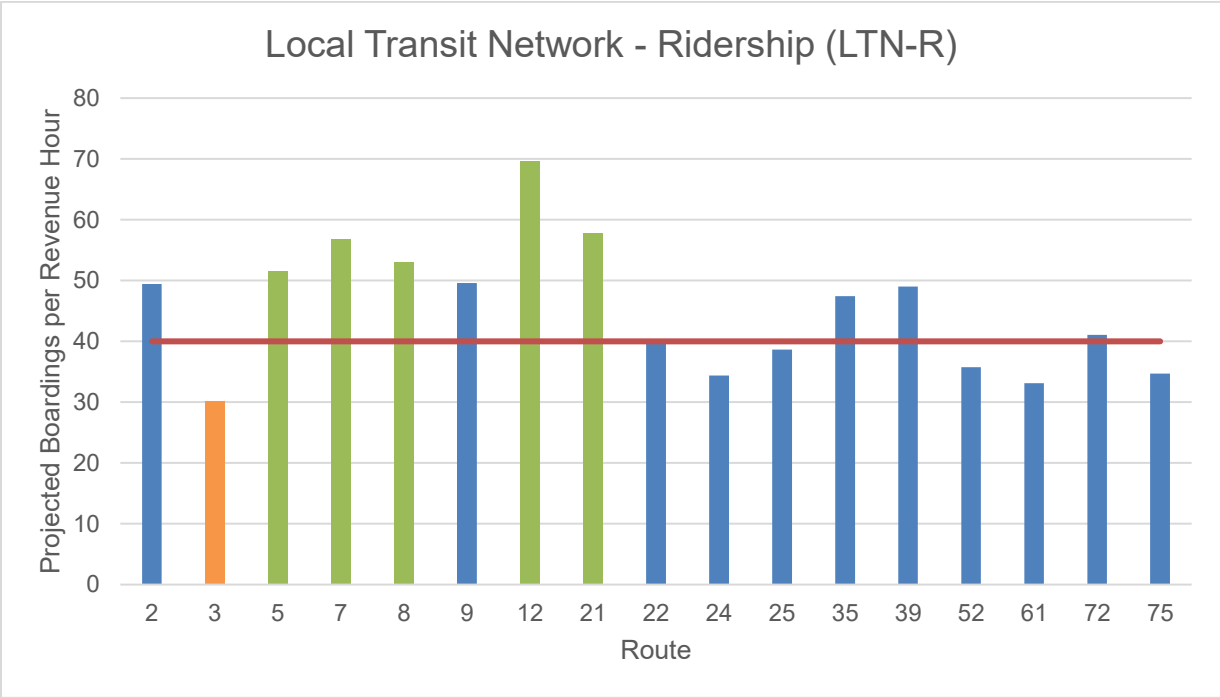


Figure 3: Projected Boardings per Revenue Hour for the Local Transit Network - Ridership, Winter 2024 (Performance Guideline = 40); Exceeds target by 25%+, within 25% of target, below target by 25%+.

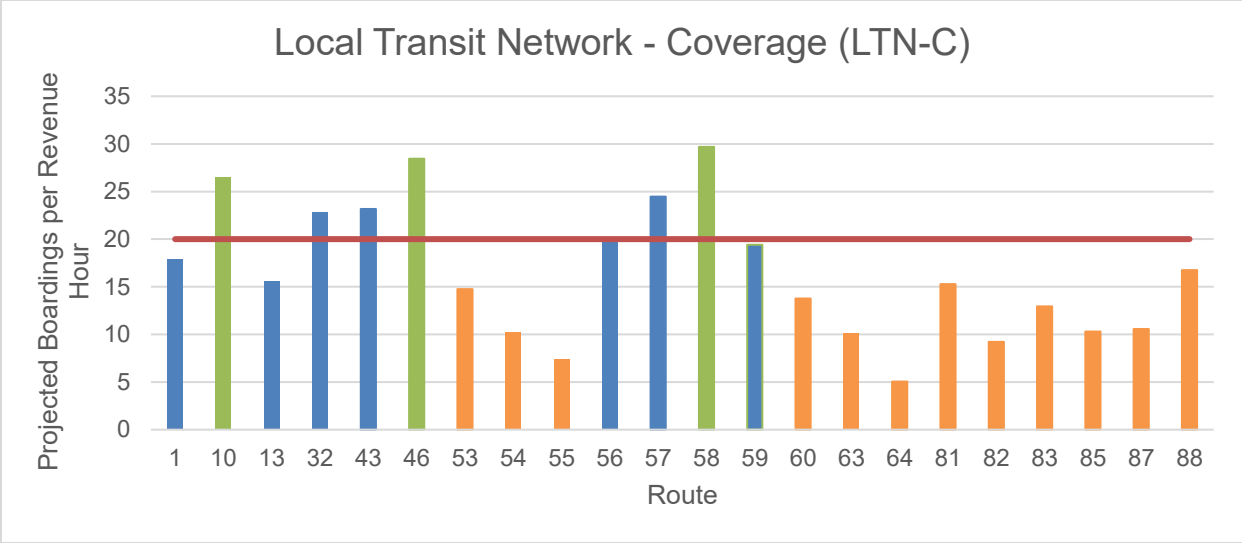


Figure 4: Projected Boardings per Revenue Hour for the Local Transit Network - Coverage, Winter 2024 (Performance Guideline = 20); Exceeds target by 25%+, within 25% of target, below target by 25%+.

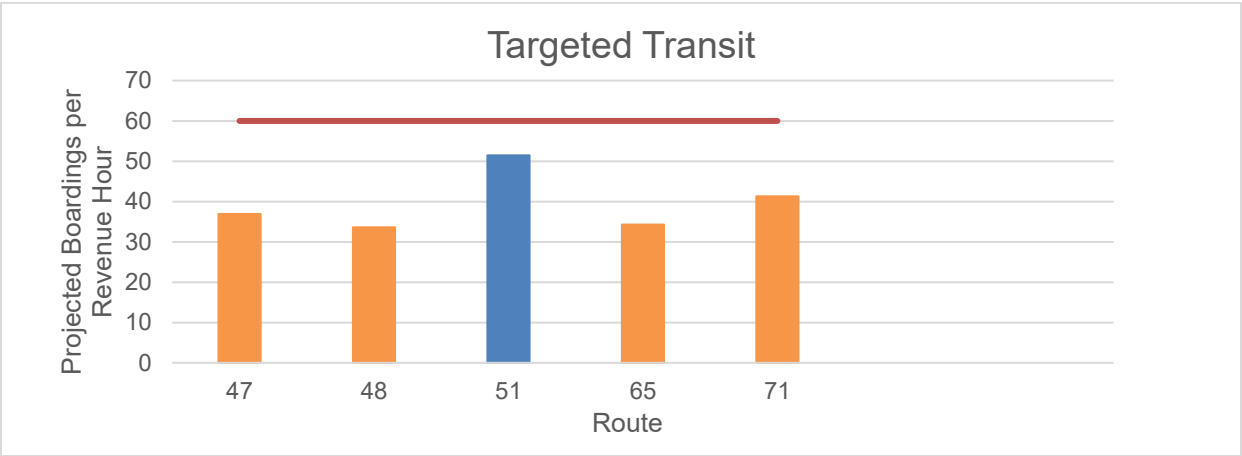


Figure 5: Projected Boardings per Revenue Hour for Targeted Transit, Winter 2024 (Performance Guideline = 60); Exceeds target by 25%+, within 25% of target, below target by 25%+.

**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 Winter 2024 service period, system-level on-time performance was slightly above the target of 70 per cent, coming in at 71 per cent. Similar to Fall 2023, Routes 10, 55, and 63 had some of the biggest service reliability challenges. To address these challenges:

- Route 10 was rescheduled as part of 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.

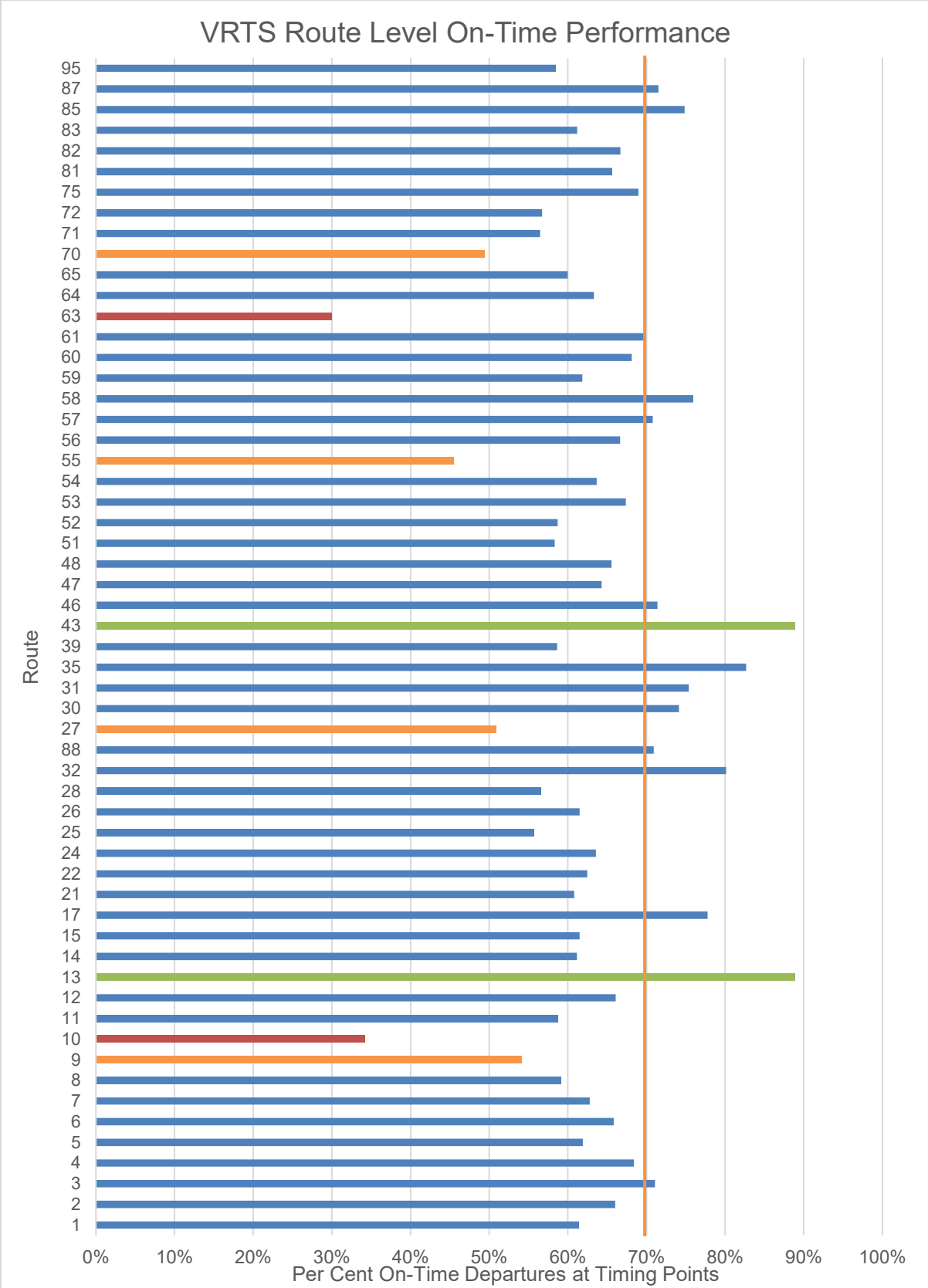


Figure 6: Per Cent On-Time Departures at Timing Points, Monday-Thursday Winter 2024 (-1, +3 minutes);  
 30%+ below target, 15-30% below target, within 15% of target, 15%+ above target