



# #18 - VRTS Operations Update

September 10,  
2024



# Victoria Conventional Performance

## May 1 to August 1, 2024

### **Scheduled Service Delivered: 99.0% (target 99.5%)**

- 195,919 total hours delivered
- 99.53% for the same period last year
- 186,844 total hours delivered for the same period last year

### **First Stop Departure: 87.67% (target 95%)**

- 92.13% for the same period last year

### **Pass-Ups: ~ 427 events impacting 8,062 customers**

- 593 events impacting 11,248 customers in the previous year
- 1,458 hours additional flex service was dispatched on the routes 2, 70, 95 and used to support extended late-night service on routes 27/28. A total of 18,009 passengers benefited from the added service

### **Customer Service Reports (CSR) Received: 15.85K**

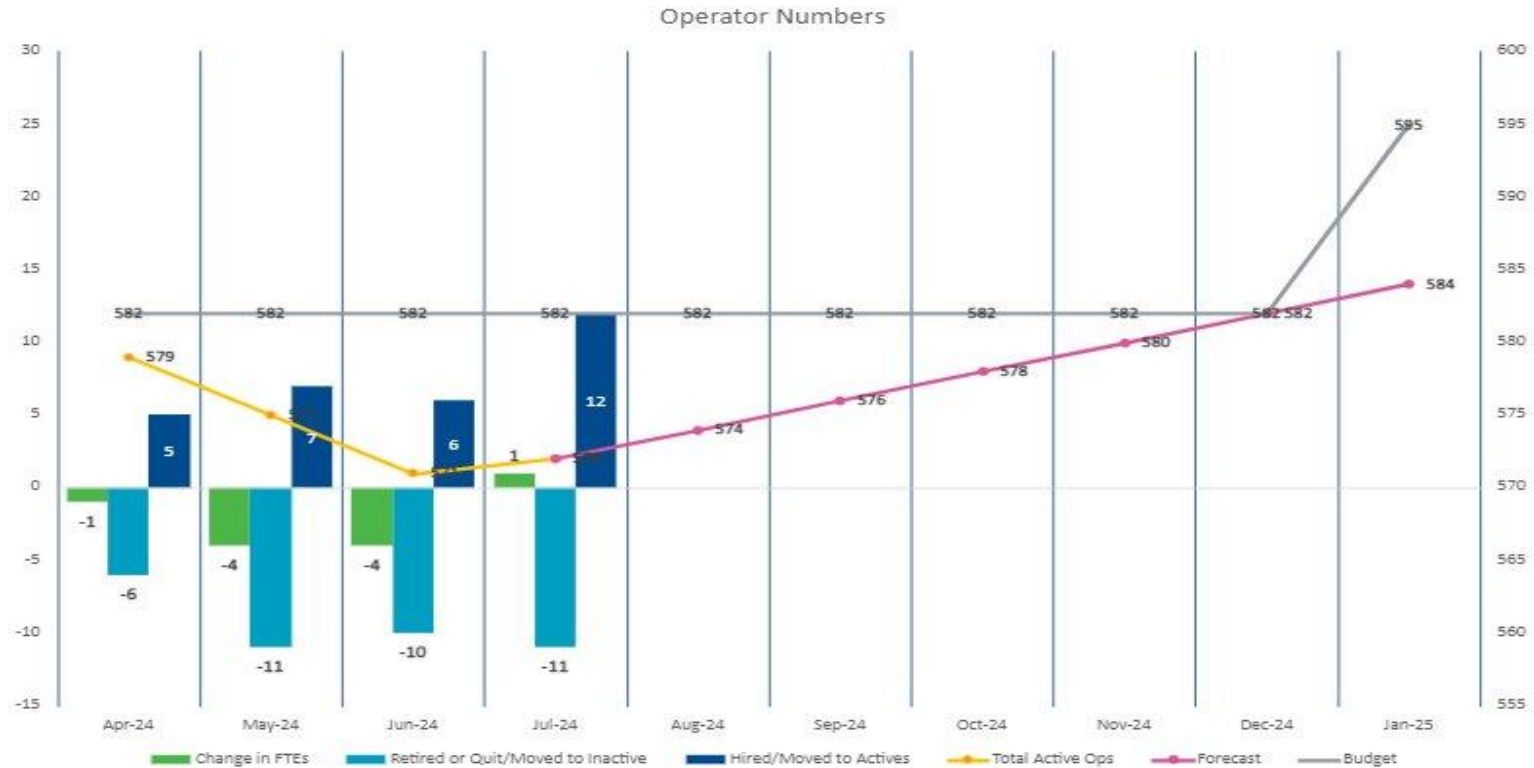
- 561 Service-related complaints regarding next bus and trip planning support
- Top three service-related complaints: Passenger Pass-up (224), Operation of vehicle (223), Schedule adherence (188)

# On Time Performance - May 1 to August 1, 2024

**On Time Performance (OTP) May - August 1 = 65.07% on-time, 11.31% early, 23.62% Late**

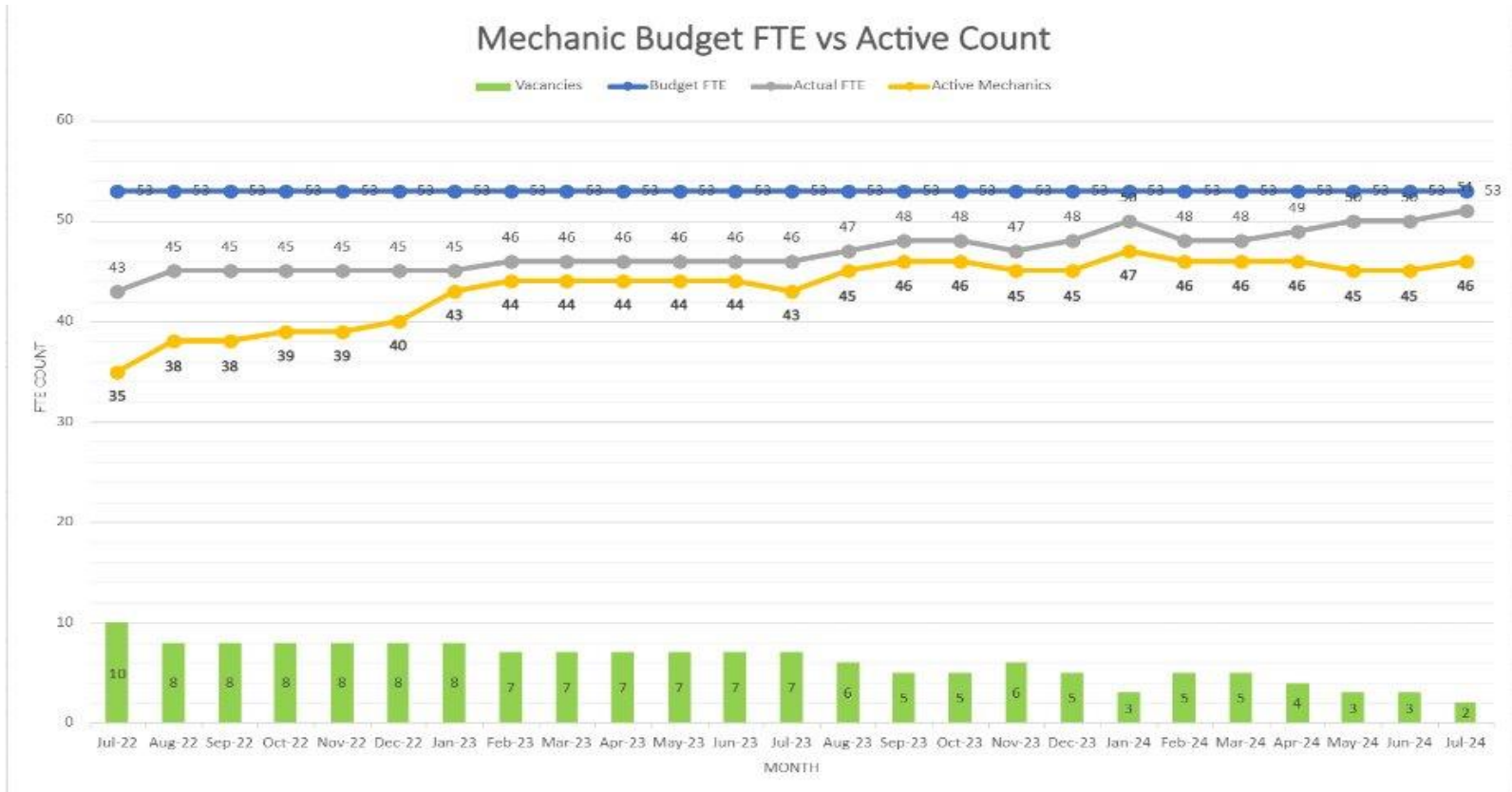
- Route 3 (James Bay to Royal Jubilee) which has been experiencing significant delays due to construction, heavy traffic and multiple detours along the route, which is reflected in a decreasing On-Time Performance (OTP) percentages over the months. For instance, the OTP in April was 67.59%, May 52.06%, June 54.10%, July 49.74%
- Frequent traffic pattern changes due to bridge widening, special events, and construction have a significant impact on Route 95's OTP and overall service reliability. We saw an OTP of 65.32% on time in the month of May, down to 61.67% in June and 62.66% in July compared to 67.50% in April

# Operator Recruitment Update



- 572 active Operators
- Budget increased to 595 for January expansion
- Applications: Posting active as of August 1, 2024

# Mechanic Recruitment Update



- 46 active Mechanics
- One new hire in August
- Recruitment efforts are coast to coast

# Victoria Custom (handyDART) Performance

- Ridership increased this quarter when compared to this time last year, reflecting the continued recovery of and demand for the service
- 82% Bus, 17% Taxi. Increase in Taxi Supplement use compared to this quarter last year due to ongoing fleet and staffing challenges, as well as increased demand
- Unmet trips continued to fall in comparison to this time last year (5.02% in Q1 2024/25 vs 6.48% in Q1 2023/24) due in part to increased Taxi Supplement usage
- Custom Transit Solution (formally Custom Dispatch) project NRFP is currently posted. Vendor selection is planned for the end of this fiscal year