

Victoria Regional Transit Commission

Chair and Members

November 26, 2024

#14a

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

1.0 Introduction

This report compares system-level ridership performance for the Victoria Regional Transit System (VRTS) between 2019 and 2024. Further, this report provides more detailed ridership information at the route-level for the Summer 2024 service period, occurring between July 1 and September 1, 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 from the beginning of 2023 to compare year-over-year ridership trends. Ridership within the VRTS has been growing rapidly, with the transit system carrying an average of 3.4 per cent more riders in the Summer 2024 service period in comparison to the previous Summer service period.

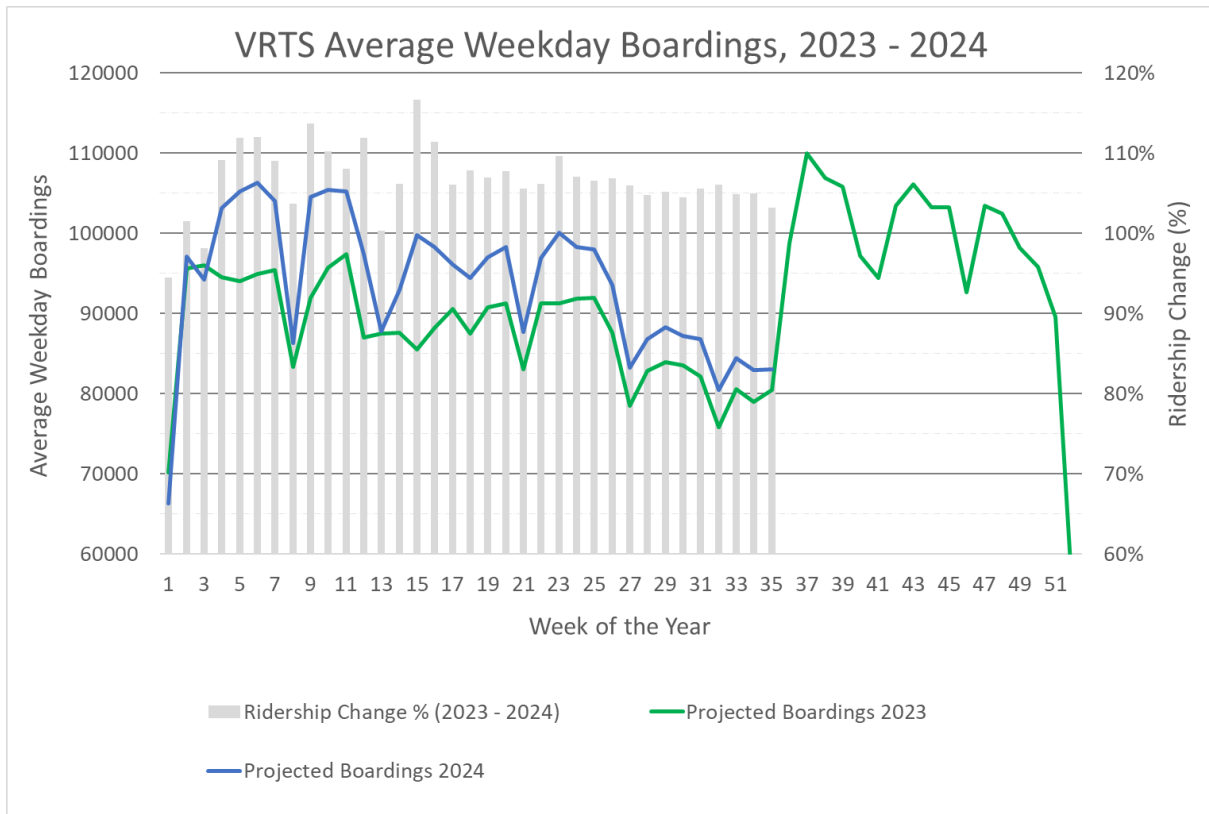


Figure 1: VRTS Average Weekday Boardings, 2023-2024.

2.2 Route Level Performance

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

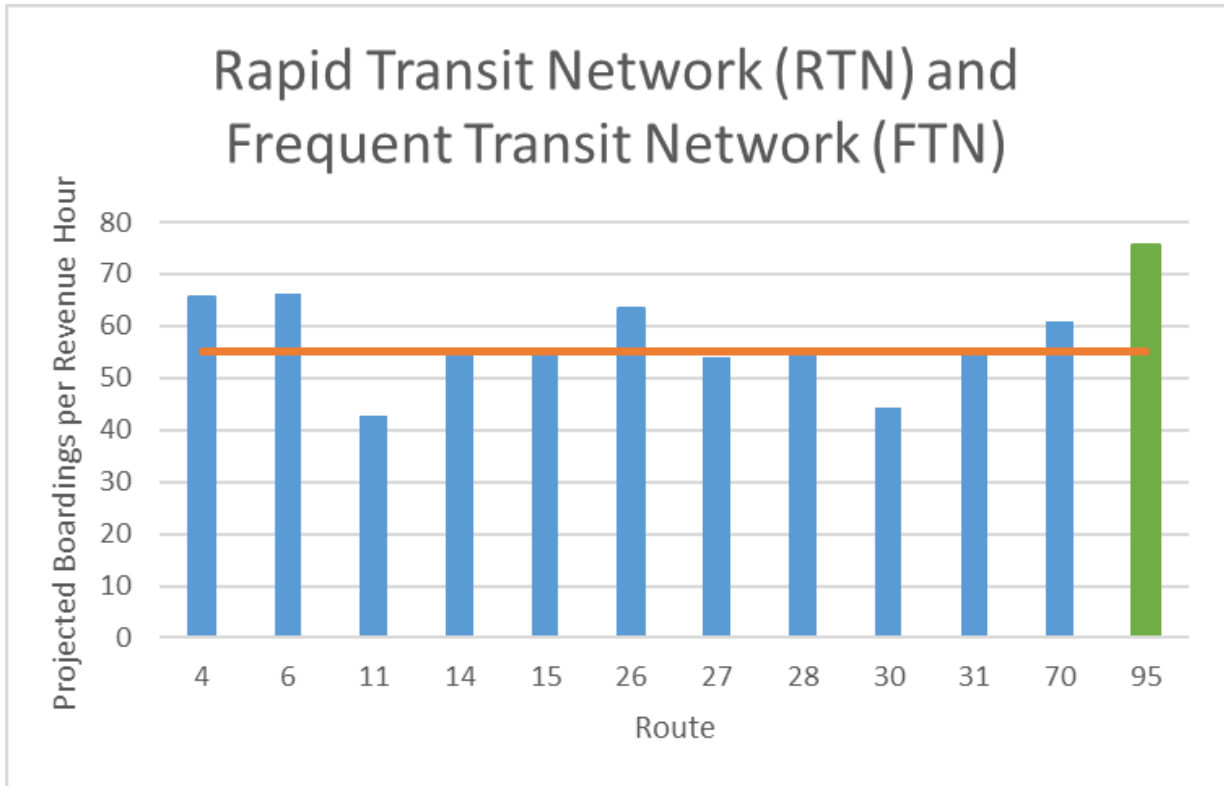


Figure 2: Projected Boardings per Revenue Hour for the Rapid Transit Network and Frequent Transit Network, Summer 2024 (Performance Guideline = 55); Exceeds target by 25%+, within 25% of target, below target by 25%+.

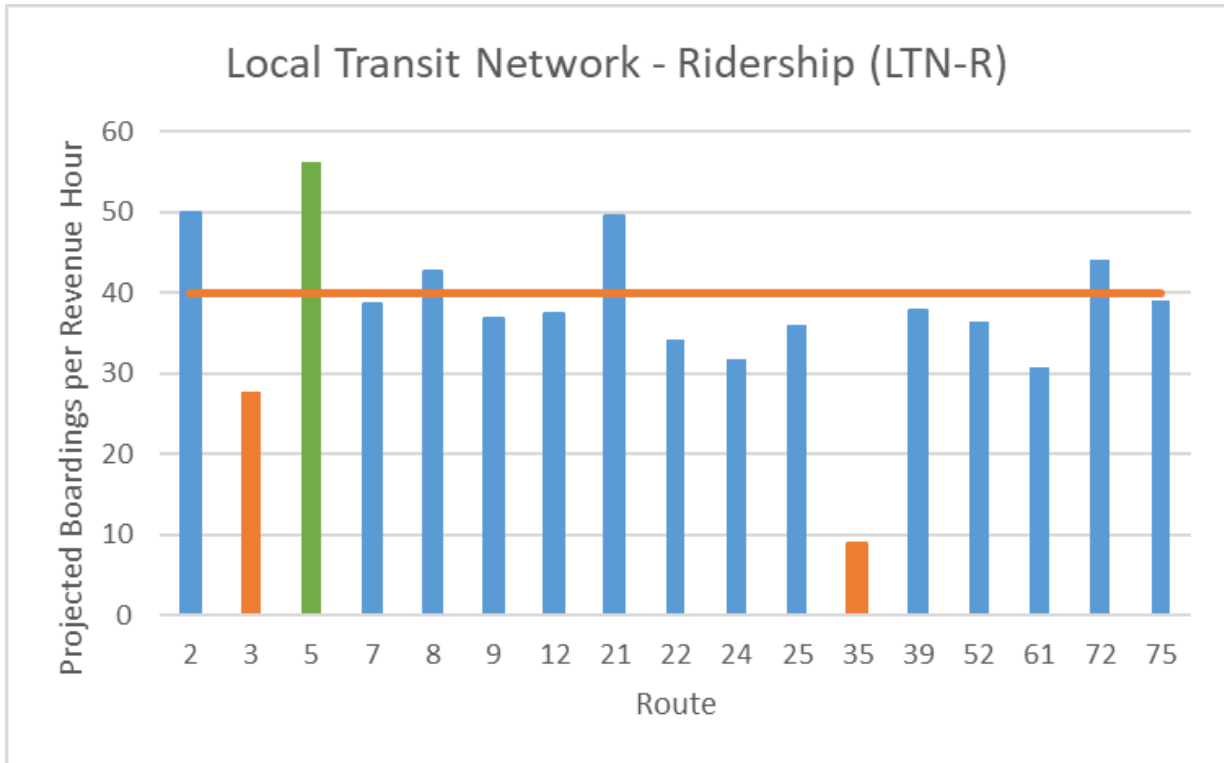


Figure 3: Projected Boardings per Revenue Hour for the Local Transit Network - Ridership, Summer 2024 (Performance Guideline = 40); Exceeds target by 25%+, within 25% of target, below target by 25%+.

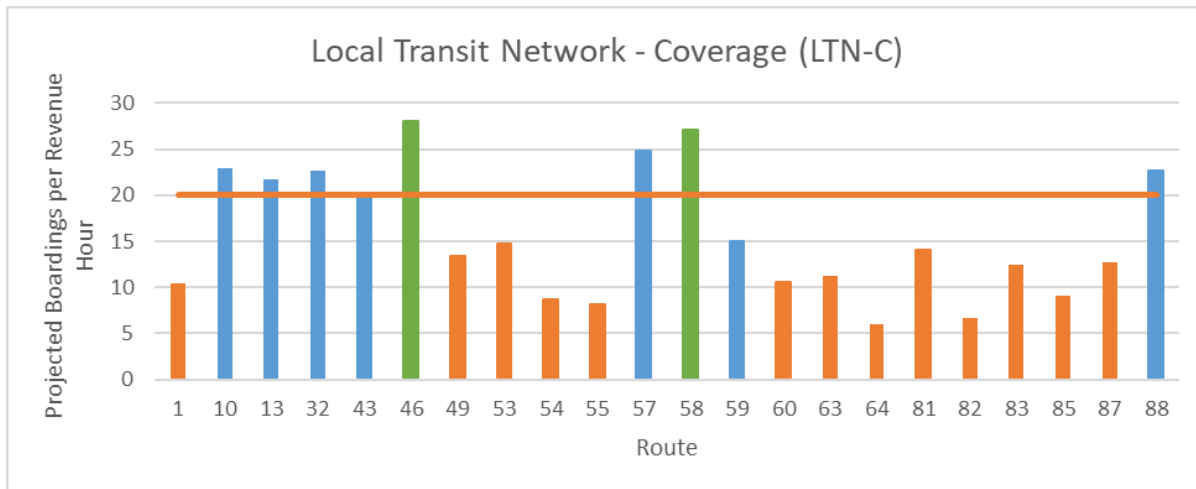


Figure 4: Projected Boardings per Revenue Hour for the Local Transit Network - Coverage, Summer 2024 (Performance Guideline = 20); Exceeds target by 25%+, within 25% of target, below target by 25%+.

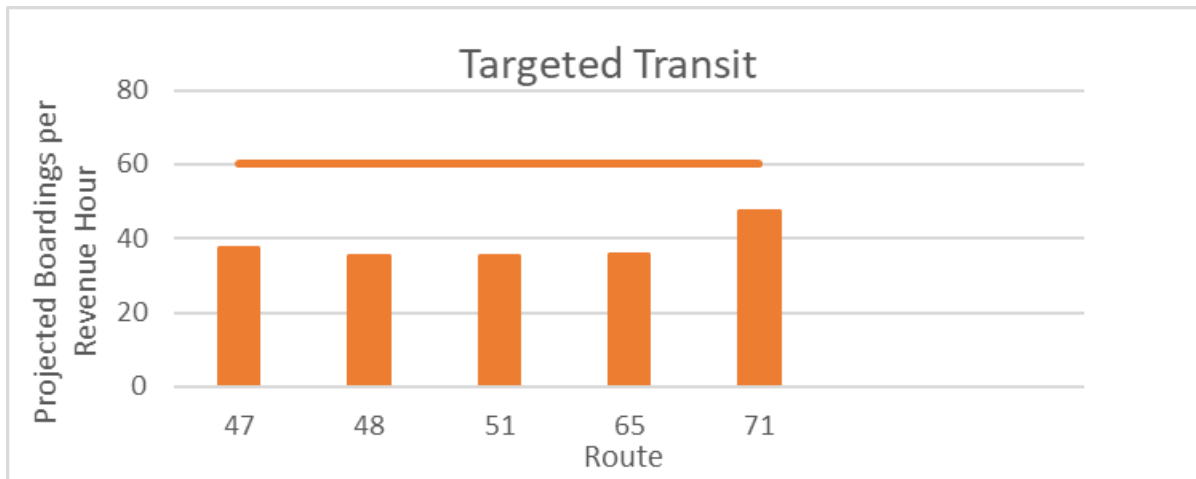


Figure 5: Projected Boardings per Revenue Hour for Targeted Transit, Summer 2024 (Performance Guideline = 60); Exceeds target by 25%+, within 25% of target, below target by 25%+.

2.2 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 Summer 2024 service period, system-level on-time performance was below the target of 70 per cent, coming in at 62.3 per cent. Routes 3, 8, 11, 27, 28, 47, 48, 55, 65, 71, 72, 75, and 82 had some of the biggest service reliability challenges. To address these challenges:

- On-time performance for Routes 71, 72, and 75 will continue to be monitored, although challenges are expected to persist due to the Keating Cross Overpass construction and fluctuating ferry schedules. These routes are planned for rescheduling in Spring and Summer 2025 as part of their annual runtime review.
- Several ongoing roadway construction projects across Greater Victoria during the summer, including Fort St near Royal Jubilee Hospital (Route 3), Gorge St (Routes 8, 11),

Shelbourne St (Routes 27, 28), and Island Hwy (Routes 47, 48), Beacon Ave W roundabout (Route 82) are likely contributing significantly to these service reliability challenges. On-time performance on these routes will continue to be monitored over the next few months as construction is being wrapped up, with some routes also planned for rescheduling in Spring and Summer 2025.

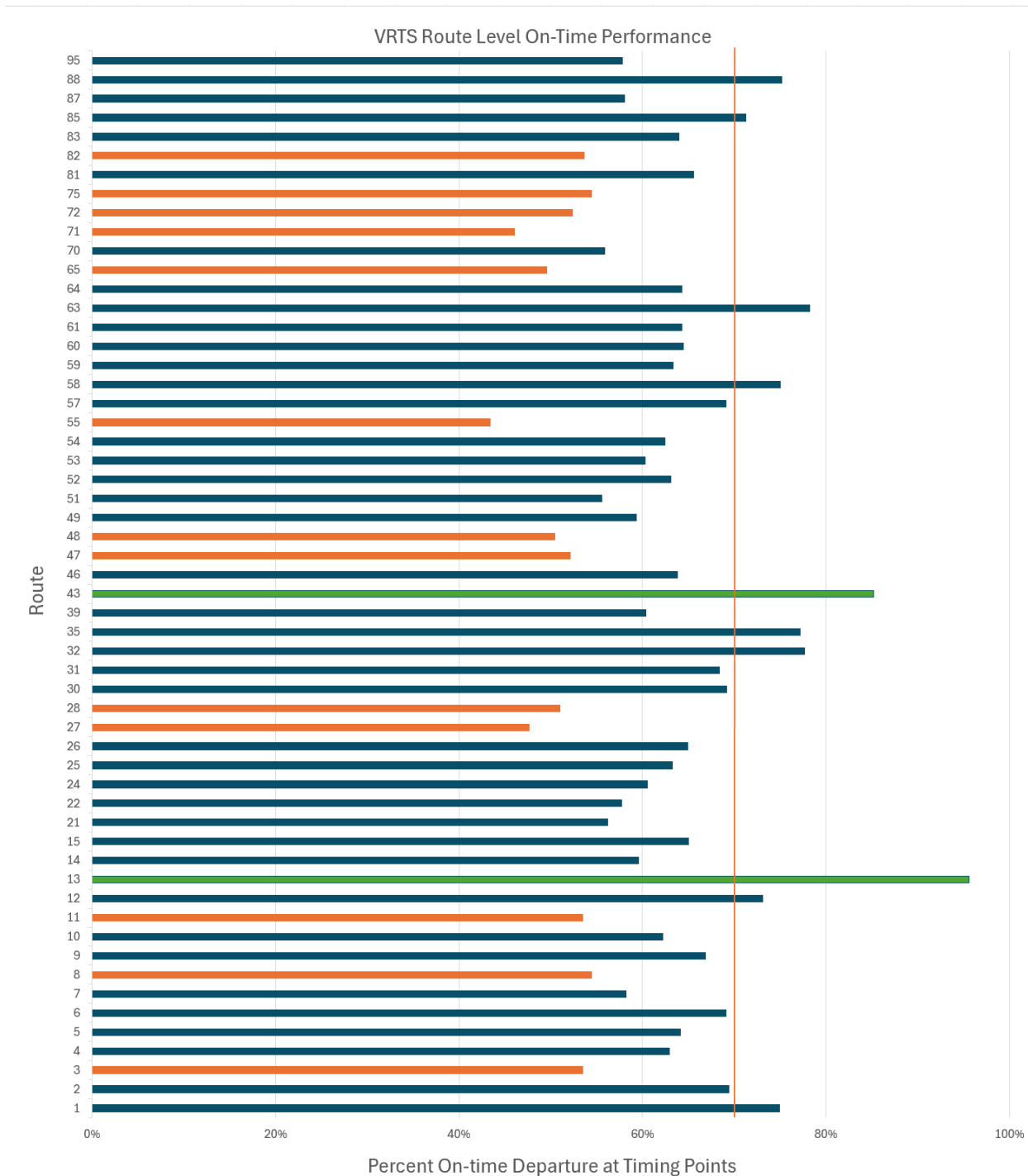


Figure 6: Per Cent On-Time Departures at Timing Points, Monday-Thursday Summer 2024 (-1, +3 minutes); 30%+ below target, 15-30% below target, within 15% of target, 15%+ above target.