



#16 - Victoria Regional Transit System – Operations Update

November 26,
2024

Victoria Conventional Performance

August 1 to November 1, 2024

Scheduled Service Delivered: 98.98% (target 99.5%)

- 98.78% for the same period last year
- 216,760 total hours delivered
 - 189,995 total hours delivered for the same period last year

First Stop Departure: 90.20% (target 95%)

- 89.30% for the same period last year

Pass-Ups: ~ 764 events impacting 17,508 customers

- 777 events, 17,678 customers impacted for the previous year
- 570 hours additional flex service was dispatched on the routes 70, 72 and 95. A total of 7,847 passengers benefited from the added service

Customer Service Reports (CSR) Received: 15.73K

- <15k relates to general enquiries and trip planning
- 786 Service-related complaints regarding next bus
- Top three service-related complaints: Passenger Pass-up (319), Schedule Adherence (247), Operation of vehicle (209)

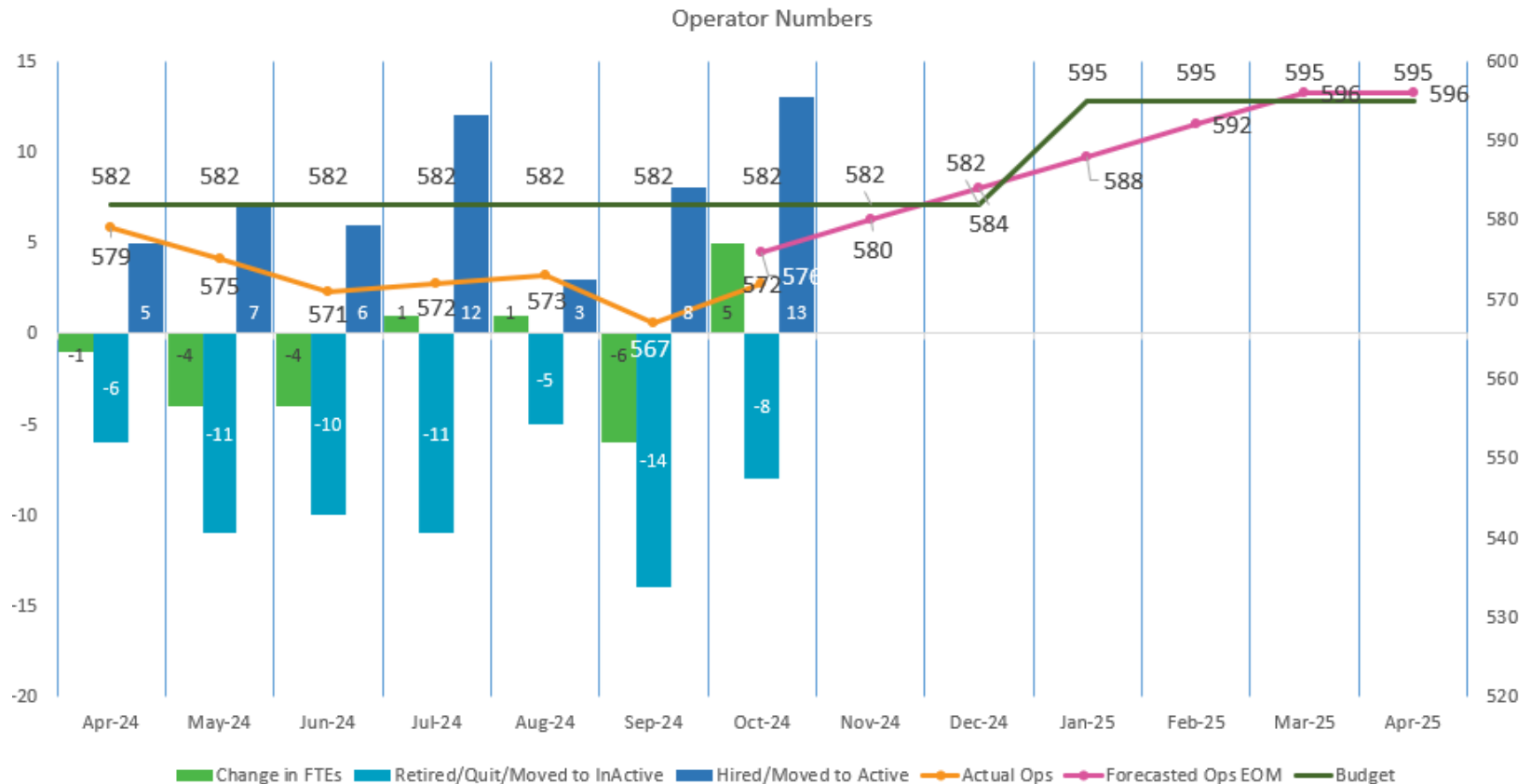
On Time Performance - August 1 to November 1, 2024

On Time Performance*(OTP) Aug 1 - Nov 1 = 63.92% On-Time, 11.51% Early, 24.57% Late

- Route 75 experienced significant delays due to ongoing construction and detours along the route, which has led to a decline in its OTP over the past few months. The OTP was 61.86% in July, 51.95% in August, 41% in September, and 43.72% in October. The construction was completed in mid-October
- Routes 27 and 28 were significantly impacted by construction during this period, resulting in notable delays. Consequently, OTP for these routes decreased to 50%, down from 59% during the May 1 to August 1 period
- Route 3 reported significant delays between May 1 and August 1 due to multiple detours caused by construction. Starting in August, the route largely returned to its regular schedule. As a result, OTP improved from 51.97% during the construction period (May 1 to August 1) to 64.95% in the post-construction period (August 1 to November 1)

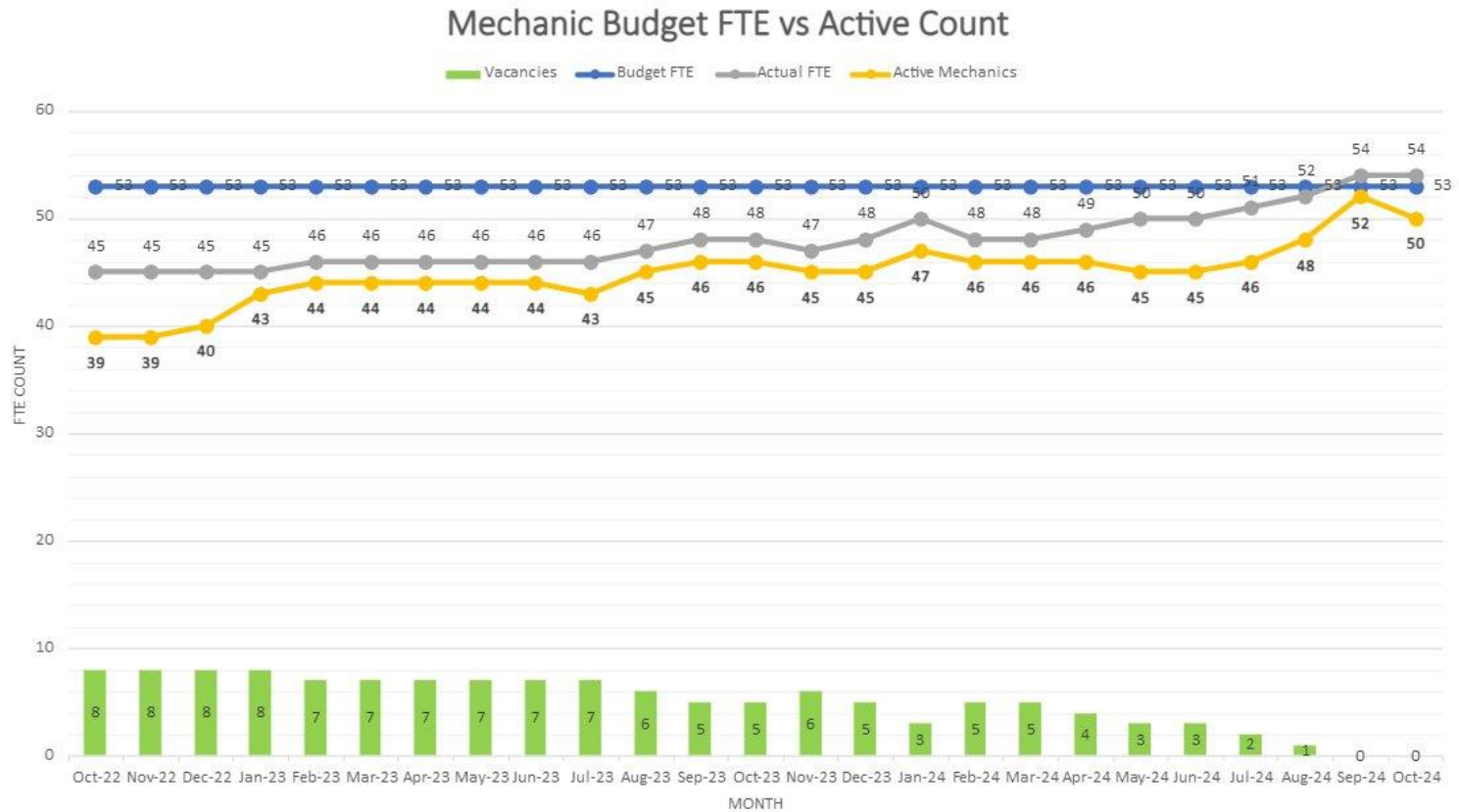
*OTP target is 70%. Analysis considers a window of -1 to +3 to published schedule

Operator Recruitment Update



- 572 active Operators + 11 inactive Operators currently on a graduated return to work program
- Budget increased to 595 for January expansion

Mechanic Recruitment Update - November



- 50 active Mechanics
- 4 on extended leave

Victoria Custom (handyDART) Performance

