

Victoria Regional Transit Commission

Chair and Members

March 11, 2025

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**Attachment: Victoria Regional Transit System
Fall 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 Fall 2024 service period, occurring between September 2 and December 8, 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 continues to grow, with the transit system carrying an average of 3.1 per cent more riders in the Fall 2024 service period in comparison to the previous Fall service period.

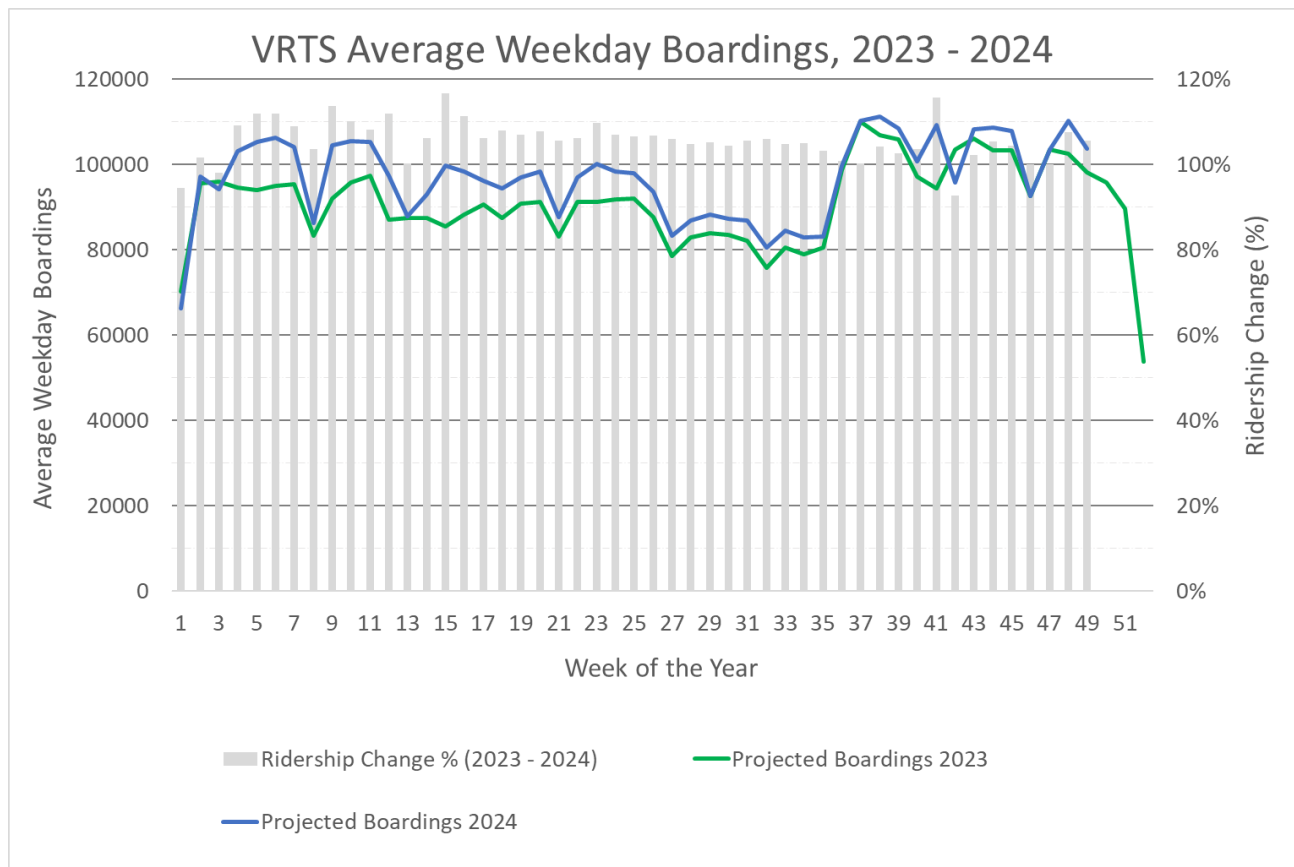


Figure 1: VRTS Average Weekday Boardings, 2023-2024.

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 (RTN), Frequent Transit (FTN), Local Transit Ridership (LTN-R), Local Transit Coverage (LTN-C) 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 $\pm 25\%$ have been flagged for monitoring and may be considered for future corrective action. Information on routes flagged for monitoring or corrective action are detailed below.

Routes with Planned Reclassification in 25/26 Annual Service Plan

- Route 58: Recommended upgrade from LTN-C to LTN-R due to overperformance. Saturday service improvements have been added to the expansion list for future consideration to meet upgraded LTN-R standards.
- Route 30: Recommended reclassification from FTN to LTN-R due to consistent underperformance and alignment with future strategic plans.
- Route 3: Recommended reclassification from LTN-R to LTN-C due to consistent underperformance.

Overperforming Routes

- Routes 4/9: Hillside corridor is on the expansion list and is prioritized for investment within the next three years.
- Route 26: Strong performance supports prioritization of the McKenzie RapidBus Line launch, planned for 2026/27 as part of Phase 2 of the Tillicum-McKenzie Corridor Transit Plan.
- Route 6: Route 6 is on the expansion list and is prioritized for investment within the next three years.
- Routes 27/28: Weekend service investments planned within next three years.
- Route 35: Introductory weekend service planned within the next three years.
- Routes 12/39: Monitoring continues, with potential adjustments through a future planning process.
- Routes 7/21: Nearing FTN service expectations; these routes have been added to the expansion list for future consideration.

Underperforming Routes

- Routes 43, 54, 55, 63, 64, 82, 83, 85, and 87: Underperforming but already operating at minimum service levels.

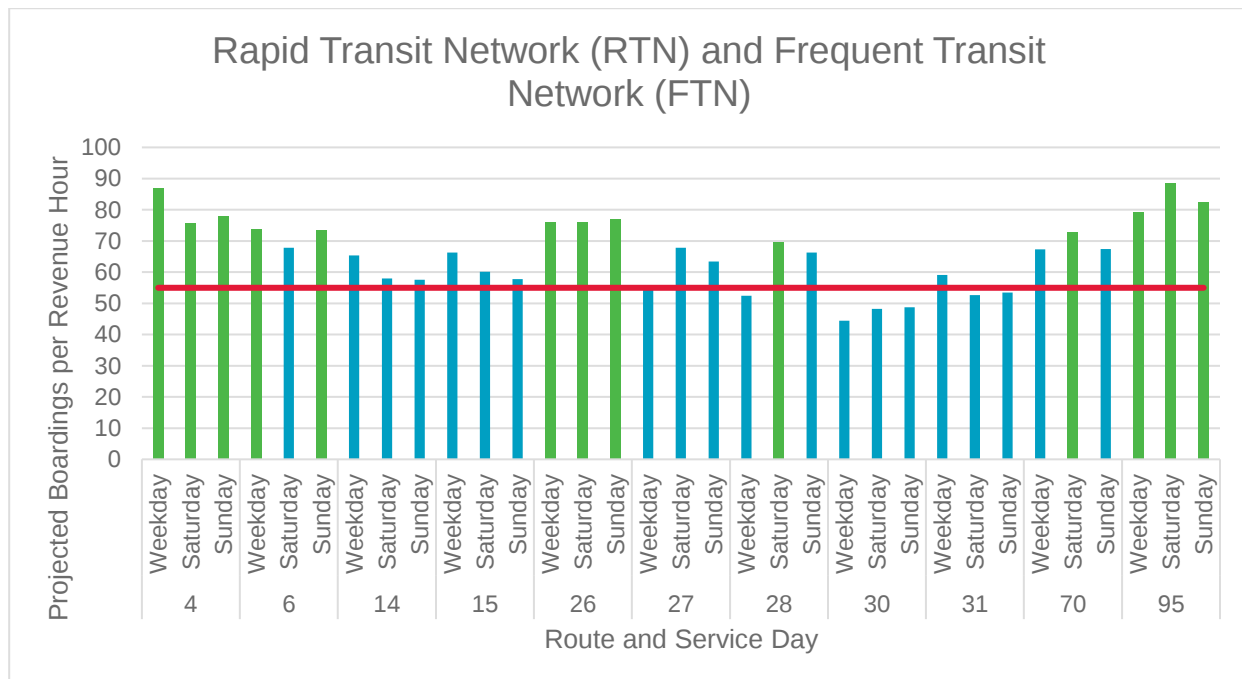


Figure 2: Projected Boardings per Revenue Hour for the Rapid Transit Network and Frequent Transit Network, Fall 2024 (Performance Guideline = 55); Exceeds target by 25%+, within 25% of target, below target by 25%+.

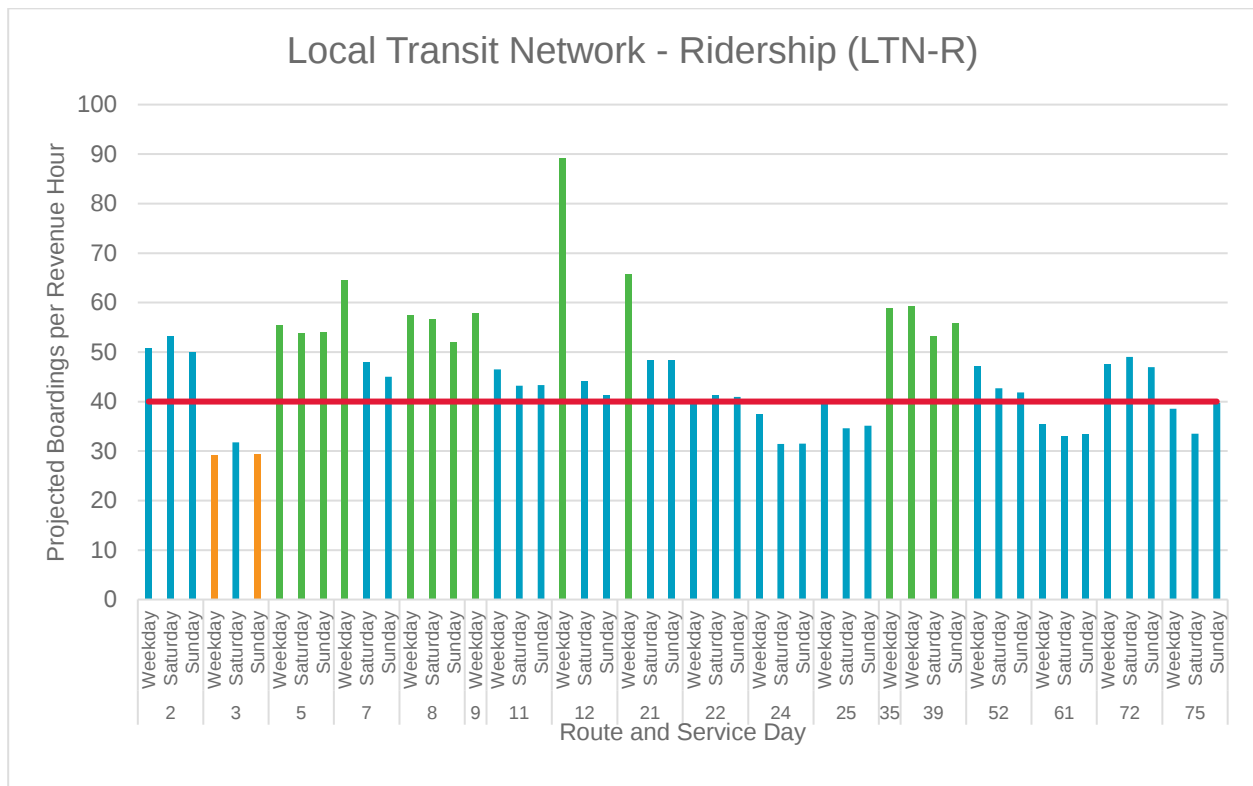


Figure 3: Projected Boardings per Revenue Hour for the Local Transit Network - Ridership, Fall 2024 (Performance Guideline = 40); Exceeds target by 25%+, within 25% of target, below target by 25%+.

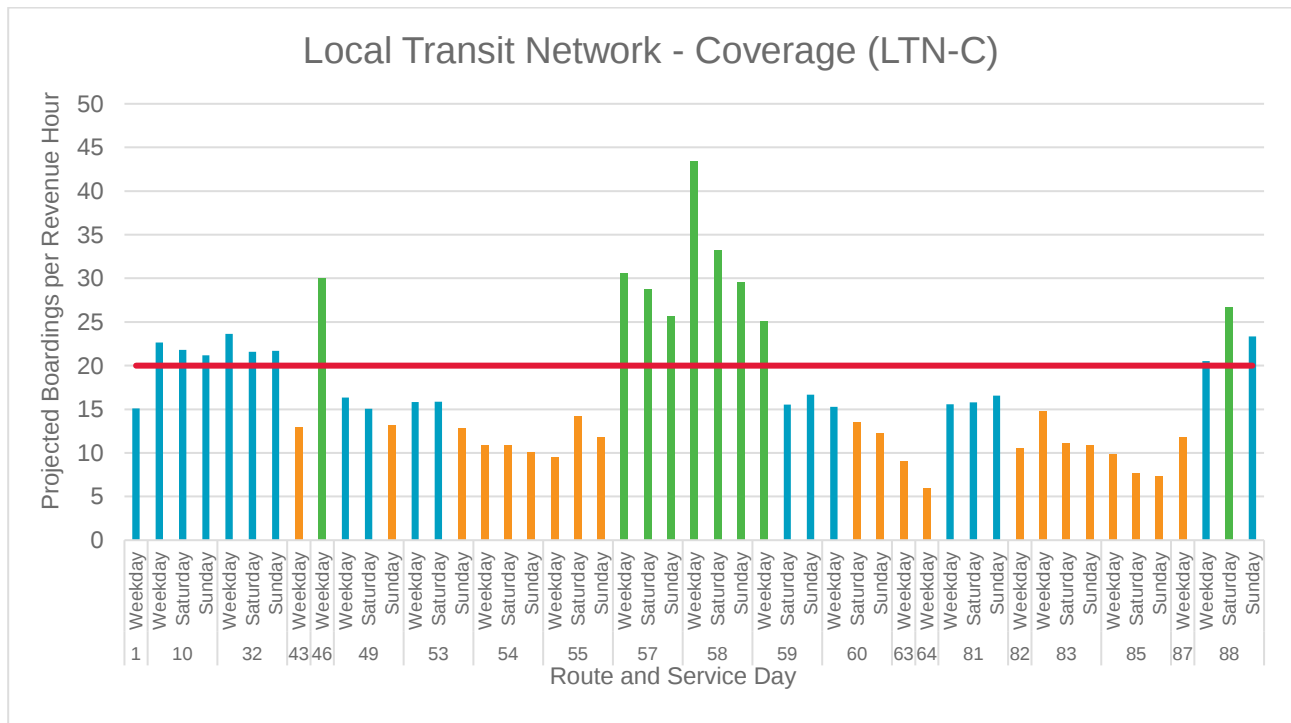


Figure 4: Projected Boardings per Revenue Hour for the Local Transit Network - Coverage, Fall 2024 (Performance Guideline = 20); Exceeds target by 25%+, within 25% of target, below target by 25%+.

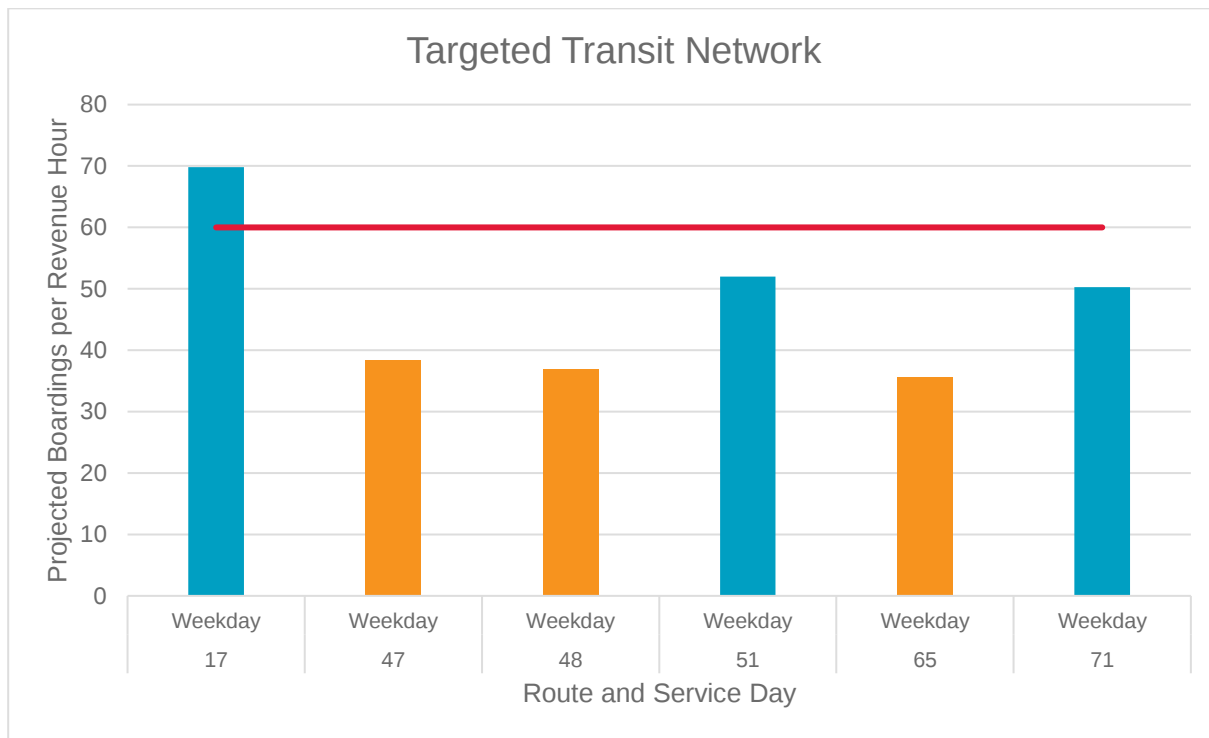


Figure 5: Projected Boardings per Revenue Hour for Targeted Transit, Fall 2024 (Performance Guideline = 60); Exceeds target by 25%+, within 25% of target, below target by 25%+.

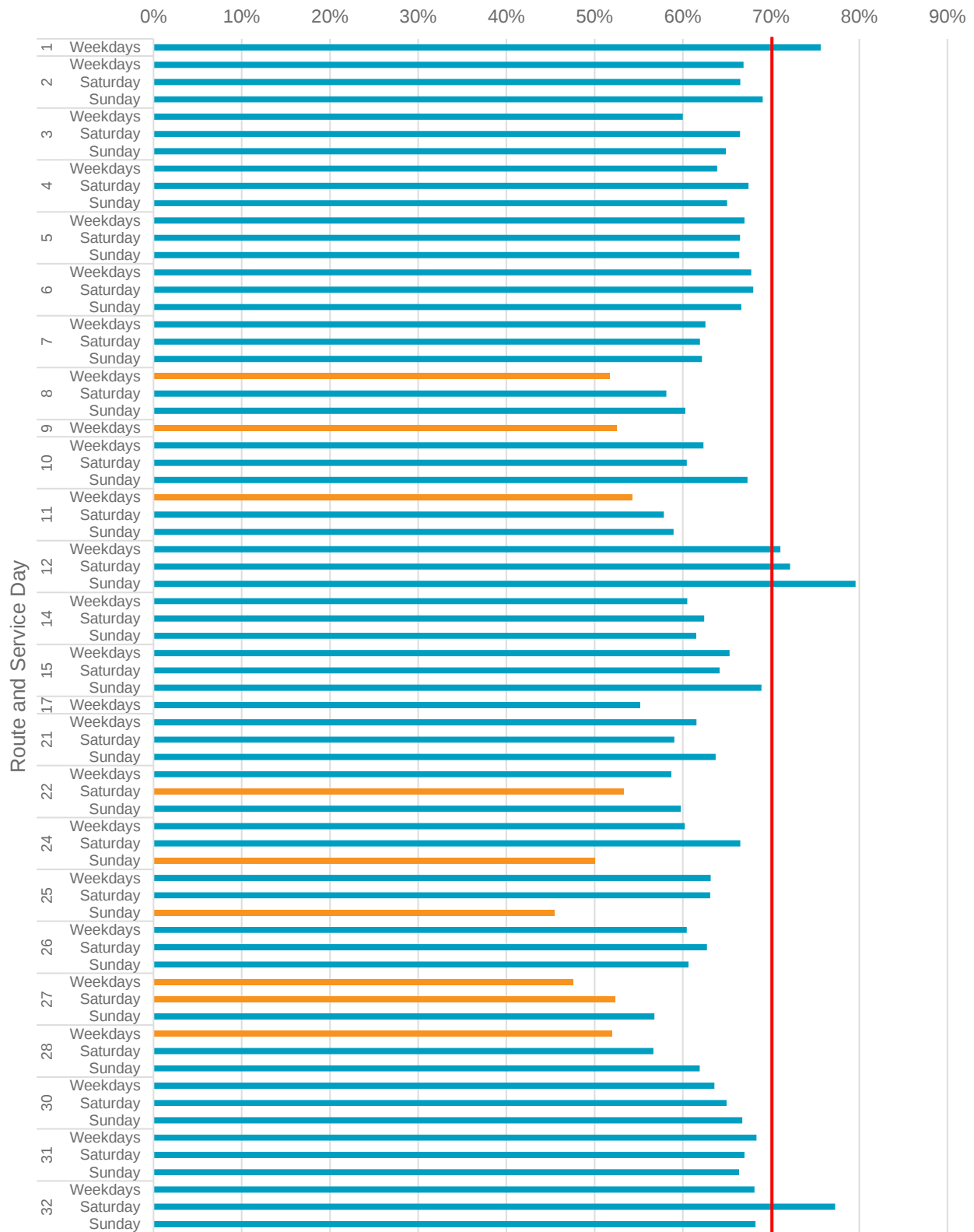
2.2 Service Reliability

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 Fall 2024 service period, system-level on time performance was below the target of 70 per cent, coming in at 62.4 per cent. Routes 8, 9, 11, 27, 28, 47, 48, 51, 65, 72, and 75 had some of the biggest service reliability challenges. To address these challenges:

- Routes 72 and 75 were rescheduled in Winter 2025
- Route 11 will be rescheduled in Spring 2025
- Several ongoing roadway construction projects across Greater Victoria including Gorge Road (Routes 8, 9), Shelbourne Street (Routes 27, 28), and Island Highway/Trans-Canada Highway (Routes 47, 48, 51, 65) are still 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 wrapped up, with many of the routes planned for reschedule in Fall 2025.

Percent On-Time Departure at Timing Points



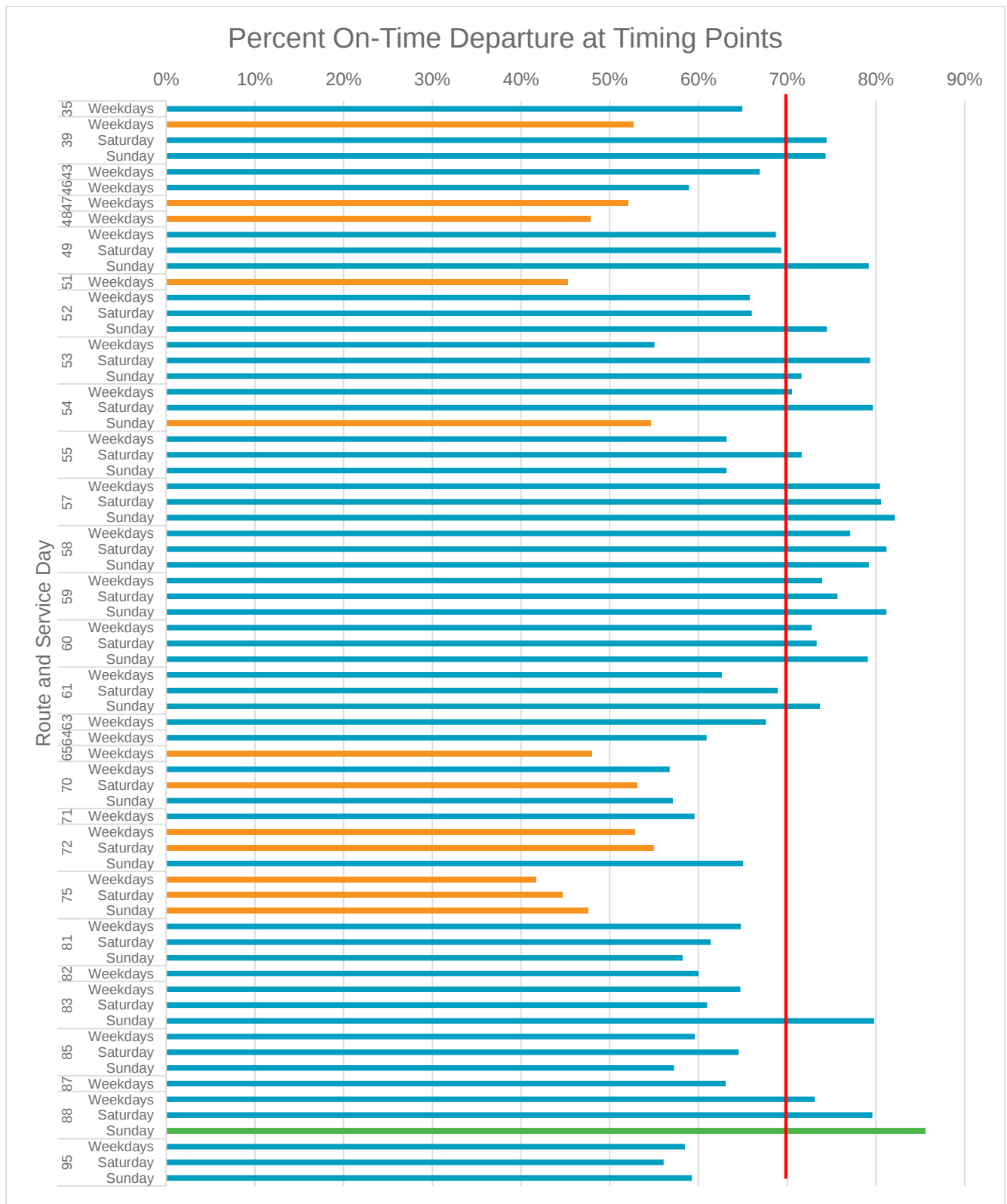


Figure 6: Per Cent On-Time Departures at Timing Points, Monday-Thursday Fall 2024 (-1, +3 minutes);
 30%+ below target, 15-30% below target, within 15% of target, 15%+ above target.