



#15 - Victoria Regional Transit System Operations Update

March 11, 2025



Purpose

- This report provides an update on operations in the Victoria Regional Transit System. This is presented to the Victoria Regional Transit Commission **FOR INFORMATION**.

Outline

- Victoria Conventional System Performance – November 1, 2024 to January 31, 2025
- On-time Performance – November 1, 2024 to January 31, 2025
- Q3 Victoria (Custom) handyDART Performance

Victoria Conventional System Performance

November 1 to January 31, 2025

- Scheduled Service Delivered: 99.43% (target 99.5%)
 - 221,143 total hours delivered
 - 98.47% for the same period last year
 - 192,814 total hours delivered for the same period last year
- First Stop Departure: 90.10% (target 95%)
 - 87.82% for the same period last year
- Pass-Ups: ~ 378 events impacting 7,556 customers
 - 430 events impacting 9,212 customers for the previous year
 - 708 hours additional flex service was dispatched on the routes 70/72, 27/28 and 95
 - 6,559 passengers benefited from the added service
- Customer Service Reports Received: 12.74K (15.83K previous year)
 - 563 Service-related complaints regarding next bus, trip planning
 - Top three service-related complaints: Passenger Pass-ups (247)
 - Schedule Adherence (187), Cancelled Service (103)

On Time Performance - November 1 to January 31, 2025

- 66.6% On-time (Target 70%)
 - 13.77% Early
 - 19.57% Late
- Improvements to service reliability:
 - Due to operational focus, schedule changes, and construction projects ending, Routes 4, 6, 12, 14, 15, 26, 30, 31, 39, 75, and 95 saw a notable increase in On-Time Performance (OTP) during January 2025
 - OTP rose from 65.42% in the period from November and December to 68.99% in January, reflecting the positive impact of these enhancements on service reliability

Q3 Victoria Custom (handyDART) Performance

