Victoria Regional Transit Commission

Chair and Members

September 9, 2025

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Attachment: Victoria Regional Transit System Winter 2025 Ridership Performance Report

1.0 Introduction

This report compares system-level ridership performance for the Victoria Regional Transit System (VRTS) between 2023 and 2025. Further, this report provides more detailed ridership information at the route-level for the Winter 2025 service period, occurring January 6 and April 13, 2025.

1.1 Data

Ridership information is collected through Automated Passenger Counter (APC) units, which are in place on almost 100 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 external factors that may affect transit ridership. Some of these include fare increases, changing fuel prices, shifting 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 8.8 per cent more riders in the Winter 2025 service period in comparison to the previous Winter service period.

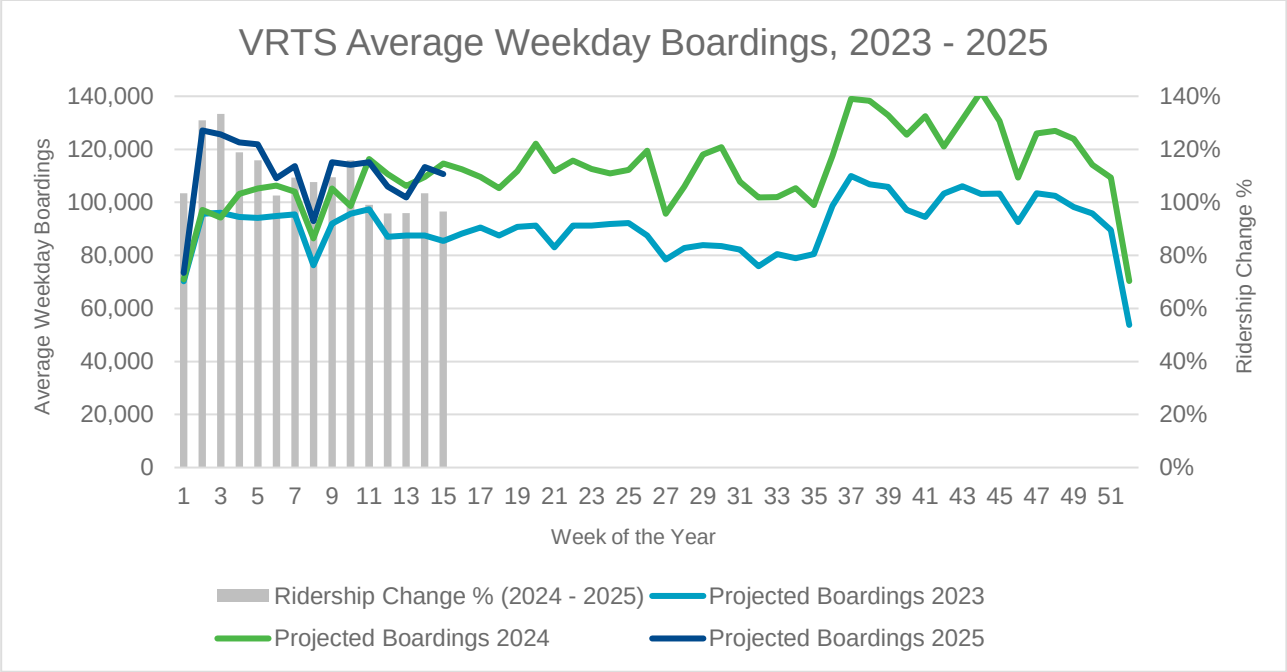

Figure 1: VRTS Average Weekday Boardings, 2023-2025.

2.2 Route Level Performance

For the purposes of this report, ridership has been aggregated and presented in five route-type categories for Winter 2025, 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 per cent 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.

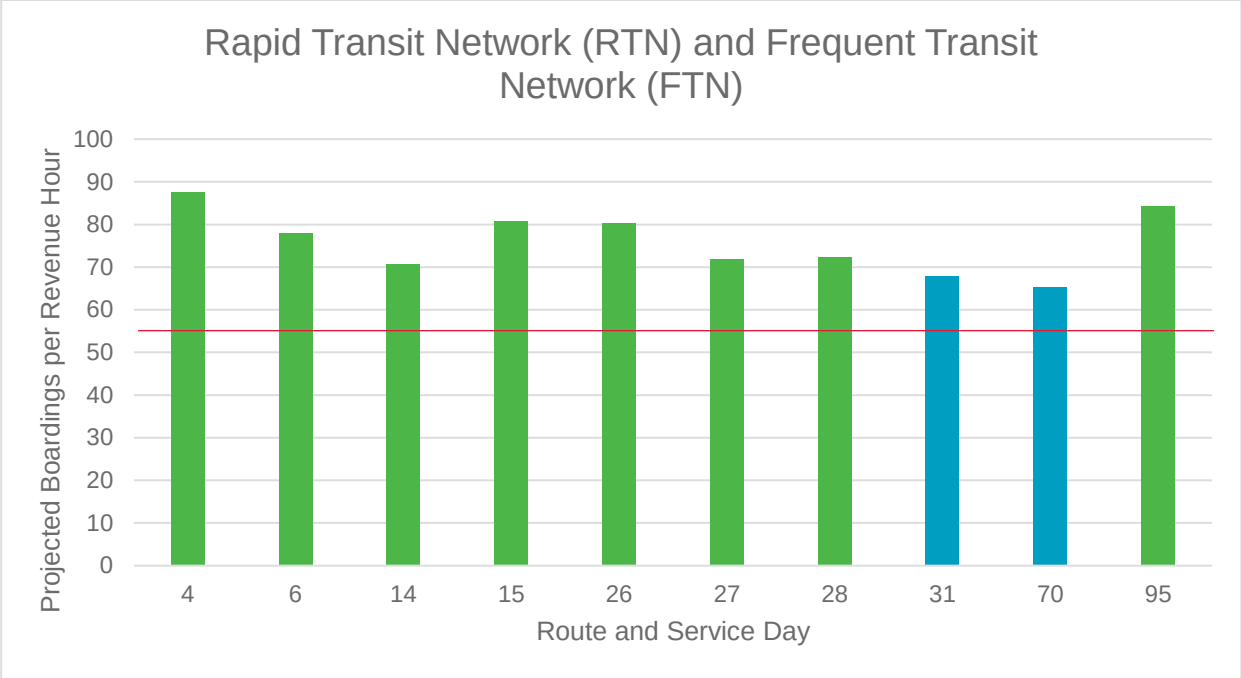

Figure 2: Projected Boardings per Revenue Hour for the Rapid Transit Network and Frequent Transit Network, Winter 2025 (Performance Guideline = 55); Exceeds target by 25%+, within 25% of target, below target by 25%+.

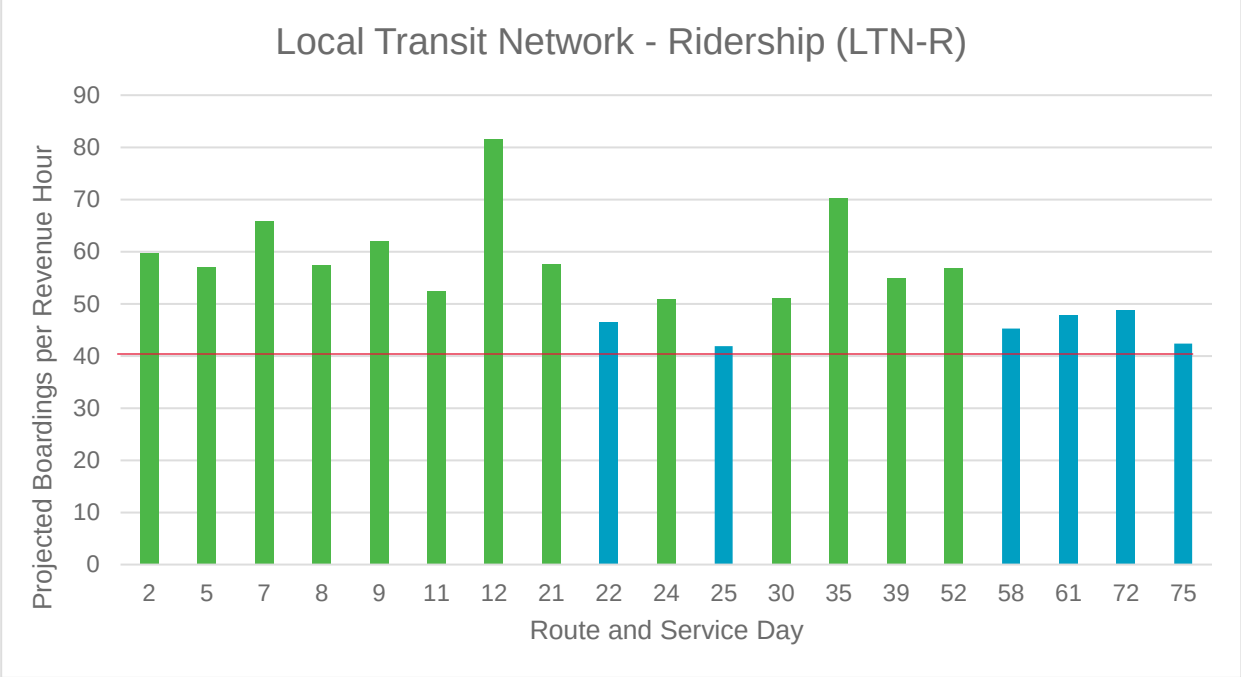

Figure 2: Projected Boardings per Revenue Hour for the Local Transit Network - Ridership, Winter 2025 (Performance Guideline = 40); Exceeds target by 25%+, within 25% of target, below target by 25%+.

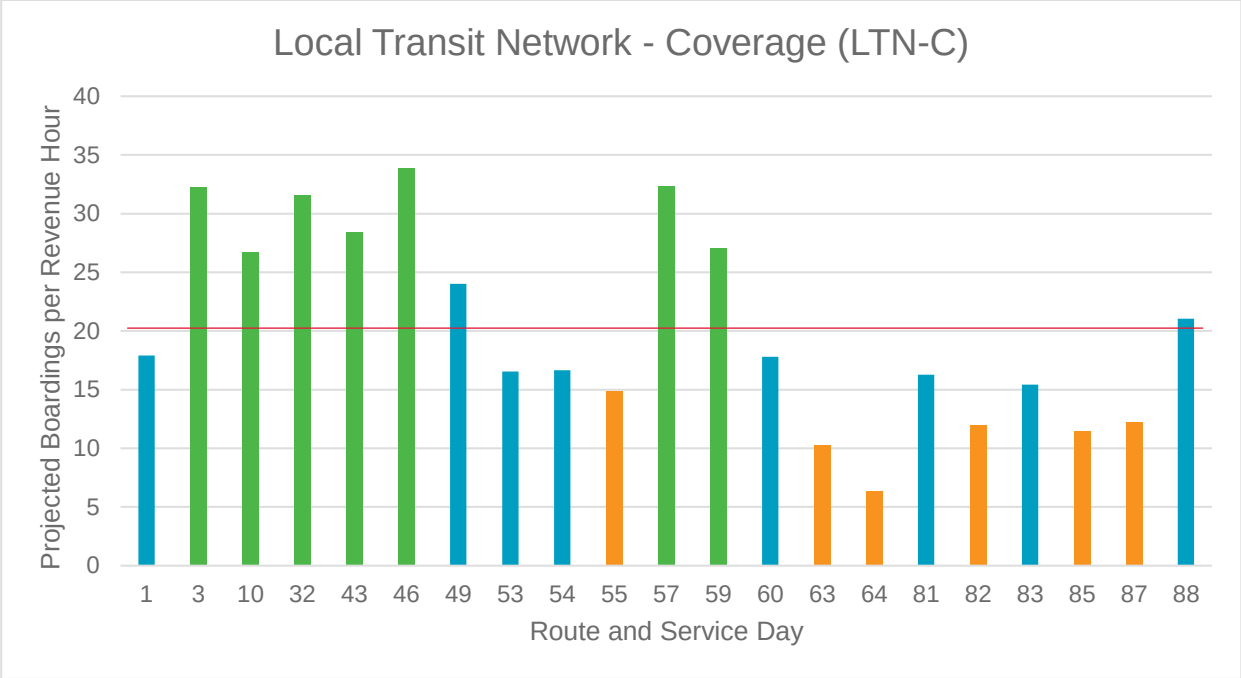

Figure 4: Projected Boardings per Revenue Hour for the Local Transit Network - Coverage, Winter 2025 (Performance Guideline = 20); Exceeds target by 25%+, within 25% of target, below target by 25%+.

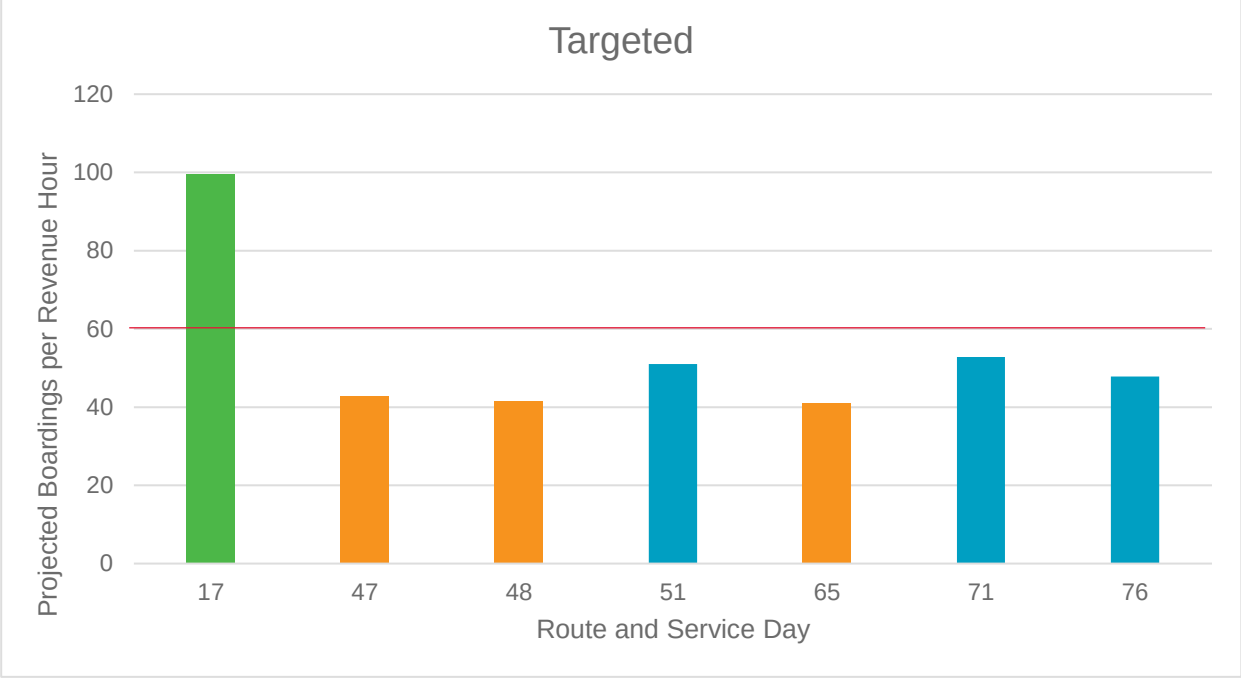

Figure 5: Projected Boardings per Revenue Hour for Targeted Transit, Winter 2025 (Performance Guideline = 60); Exceeds target by 25%+, within 25% of target, below target by 25%+.

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 Winter 2025 service period, system-level on time performance was slightly below the target of 70 per cent, coming in at 67 per cent. Routes 9, 47, 65, and 71 had some of the biggest service reliability challenges. Several ongoing roadway construction projects across Greater Victoria including Gorge Street (Routes 8, 9), Shelbourne Street (Routes 27, 28), and Island Hwy/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:

- Route 71 was rescheduled in Spring 2025
- Route 47 and 65 to be rescheduled in Fall 2025
- Route 9 to be rescheduled in Winter 2026

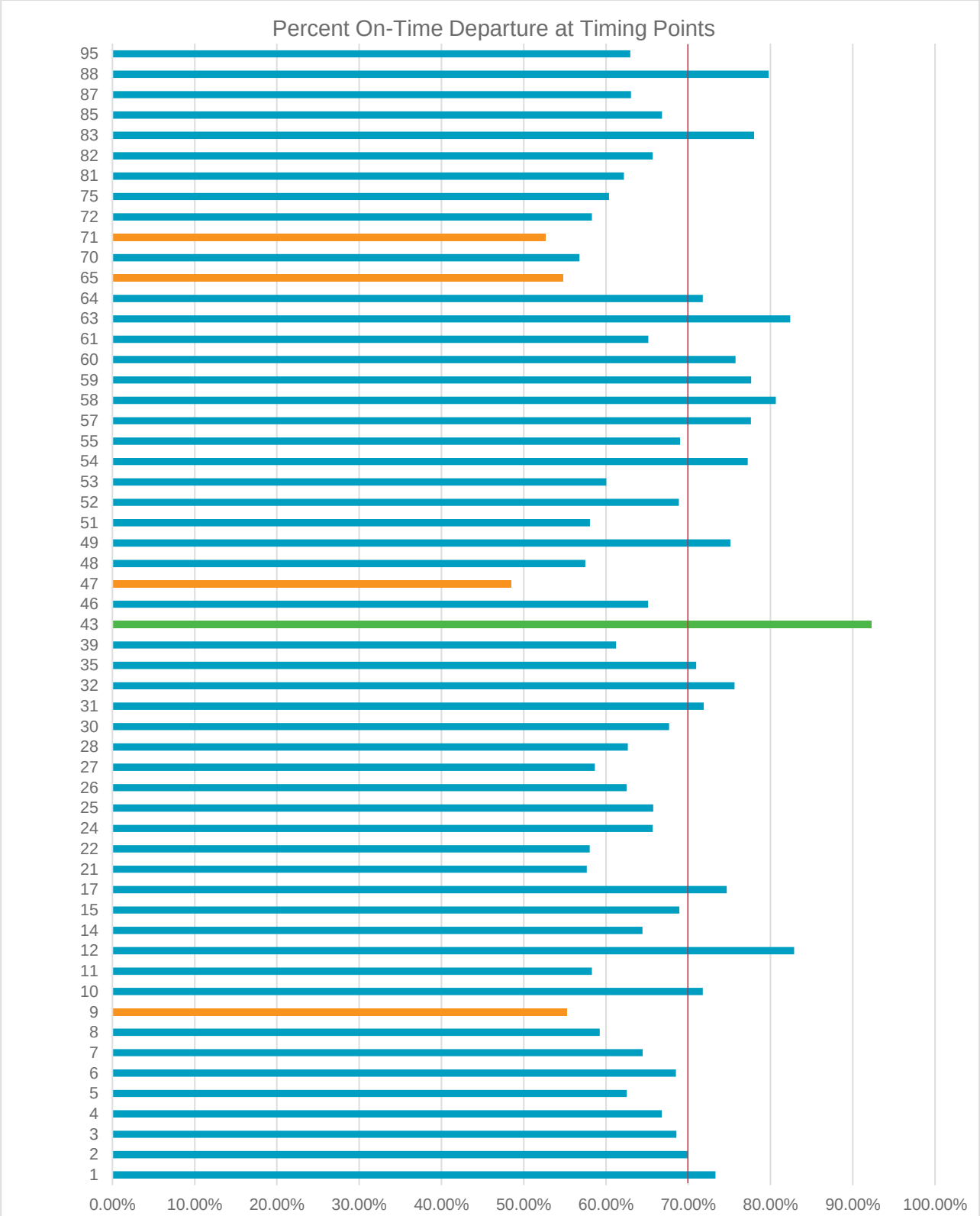

Figure 6: Per Cent On-Time Departures at Timing Points, Monday-Thursday Winter 2025 (-1, +3 minutes);
30%+ below target, 15-30% below target, within 15% of target, 15%+ above target