



#14 Victoria Regional Transit System – Operations Update

Sept 2025

Victoria Conventional System Performance May 15th to Aug 15th, 2025

Scheduled Service Delivered: 100.04% (target 99.5%)

- 201,429 total hours delivered
- 99.9% for the same period last year
- 196,505 total hours delivered for the same period last year

Pass-Ups Events: ~ 251 events impacting 5,656 customers

- 430 events, 8,315 customers impacted for the previous year
- 1,118 hours additional flex service was dispatched on the routes 70/72, 27/28, 4 and 95, 31/75 (Douglas St corridor)
 - At least 8,358 passengers benefited from the added service
 - 34 Extra buses deployed on Canada Day
- The Pass-Up reduction plan came into effect August 18th, 2025

On Time Performance

May 15th to Aug 15th, 2025

On Time Performance: 71% (target 72.5%)

- 6.6% Early Departures
- 22.4% Late Departures
- Route 53 performance increased from 69.5% in June to 80.1% in July thanks to a route analysis and collaboration between Scheduling and Operations.

Special Events over the weekends in July and August, including the Pride Parade, Deuce Days, and the Canadian Cycling Championship, led to significant service disruptions. As a result, OTP dropped to as low as 63.7% and 64% on the affected days

The Heat Stress Prevention Safe Work Protocol came into effect on July 15

- Since its implementation, there have been 10 on-road change-offs due to A/C malfunction, compared to 22 during the same period in 2024 (July 15 to August 15)

Victoria Custom (handyDART) Performance

Q1 - April to June 2025

Scheduled Service Delivered: 95.5% (target 99.5%)

- 32,359 total hours delivered
- 59,899 total trips delivered

New & Active users

- 266 new users added to the system
- 2,999 average active users

Unmets & Negotiated Trips

- 2,796 unmet trips - 4% of requested trips
- 1,662 negotiated trips – 3% of requested trips
- 1,220 late cancellations – 2% of delivered trips
- 1,439 no shows – 2% of delivered trips

Call Center Stats

- 28,128 calls, 87% answered
- 10.39 minutes average wait time at 8am
- 8.5 minutes average wait time at 9am