



#18 Victoria Regional Transit System – Operations Update

November 2025

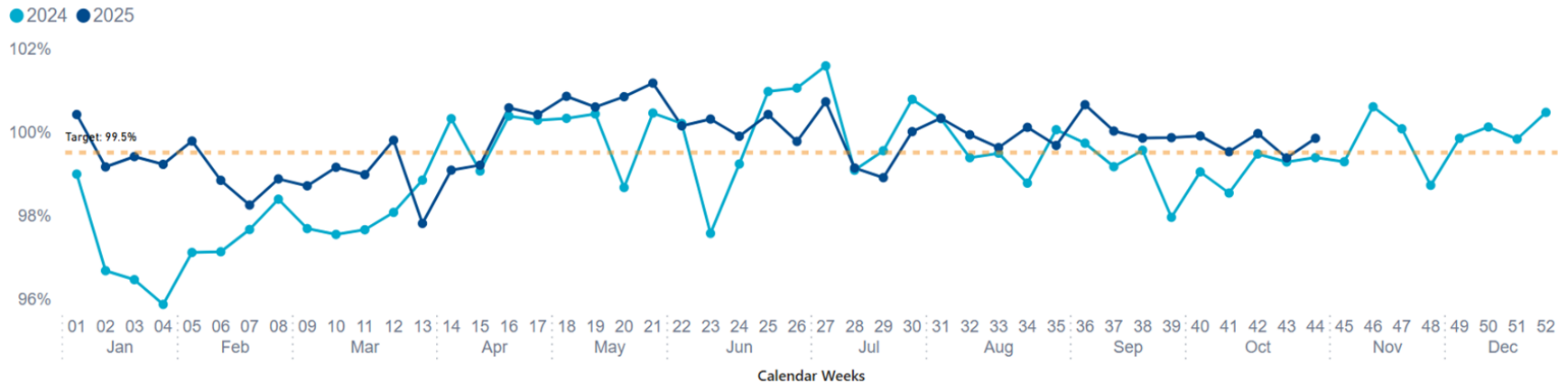
Purpose

The Operations report provides an update on the actions taken in Q2 2025/26 and reports on KPIs, service delivery and performance measures that relate to operations within the Victoria Regional Transit System.

This report is presented to the Victoria Regional Transit Commission for INFORMATION.

Fixed Route System Performance

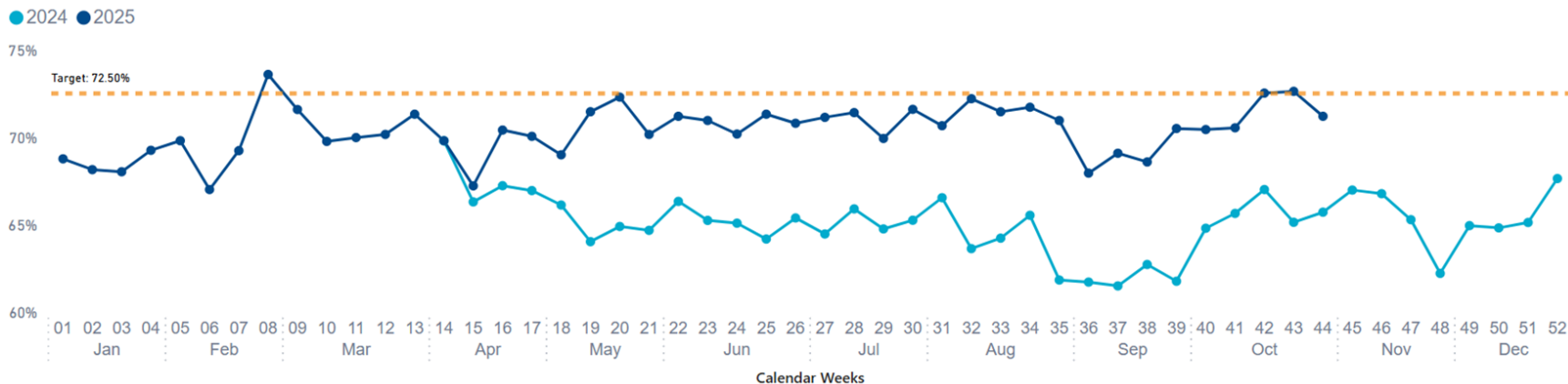
Aug 15th to November 2025



Scheduled Service Delivered: 99.9% (target 99.5%)

- 136,778 total hours delivered
- 99.2% for the same period last year
- 133,755 total hours delivered for the same period last year

On-Time Performance



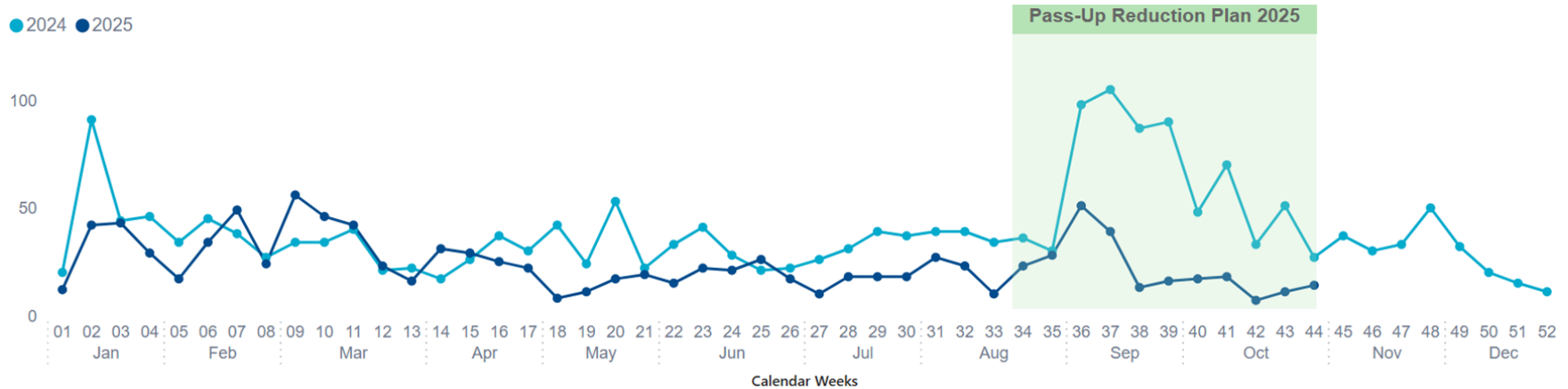
On Time Performance: 70.2% (target 72.5%)

- 6.5% Early Departures
- 23.3% Late Departures
- Performance improved by 6.8% year-over-year for the same period

OTP continues to be challenged by variability, frequent construction activities and persistent road congestion within the city

	On Time ($\geq 72.5\%$)	On the Cusp (62.5% - 72.5%)	Not-On-Time ($< 62.5\%$)	Construction *More than 30 days
Routes (67)	27	16	7	17

Pass-Up Reduction Policy



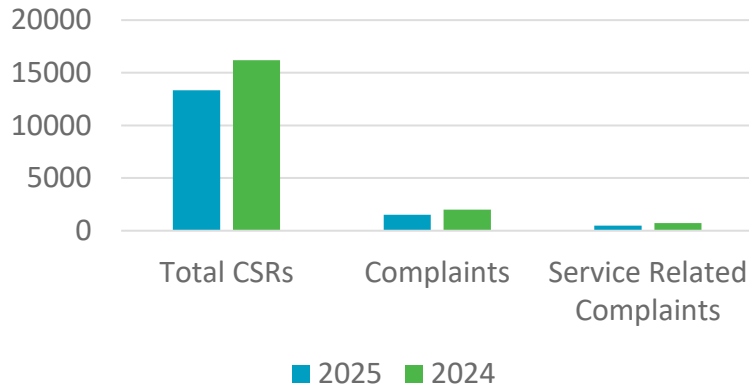
A pass-up reduction policy was introduced in August 2025

Pass-up Reduction Results:

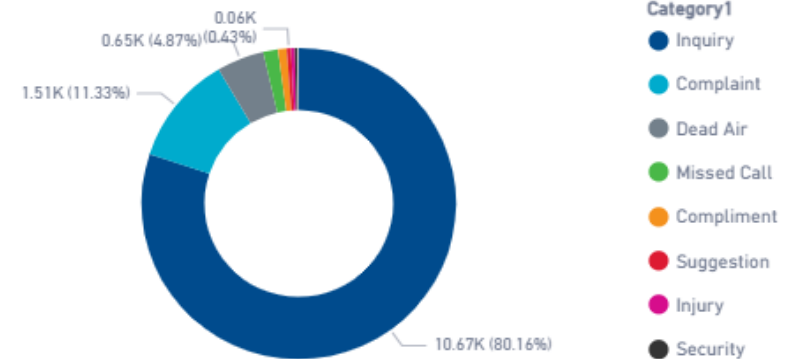
- Pass-up events have reduced 41.8% YTD in comparison to 2024
- Pass-ups saw a 72% reduction in October 2025 compared to October 2024
- 36% decrease in customer complaints related to pass-ups
- Operational flex hours were used to supplement service on the following routes: 4,52,70,95,30/75

Customer Relations Q2 Update

Q2 SUMMARY



CSRs BY CATEGORY



- Call volume and overall complaints for Q2 have decreased by 21% compared to Q1
- **Service-Related complaints specifically have decreased by 56%**, driven largely by an 82% reduction in Cancelled Service complaints, a 72% decrease in Schedule Adherence complaints, and a 36% decrease in Pass Up complaints.

Victoria Custom (handyDART) Performance

Q2 - July to September 2025

Scheduled Service Delivered: 96.6% (target 99.5%)

- 30,689 total hours delivered
- 58,285 total trips delivered

New & Active users

- 236 new users added to the system
- 2,994 average active users

Unmets & Negotiated Trips

- 673 unmet trips - 1% of requested trips
- 691 negotiated trips – 3% of requested trips
- 1,268 late cancellations – 2% of delivered trips
- 1,578 no shows – 3% of delivered trips

Call Center Stats

- 25,606 calls, 89% answered
- 8.56 minutes average wait time at 8am
- 3.4 minutes average wait time at 9am