
SUBJECT: Victoria Regional Transit System Custom Transit Service Area

PURPOSE

This report provides the Victoria Regional Transit Commission (the “Commission”) with a revised Custom transit service area for **APPROVAL**.

BACKGROUND

The Victoria Regional Transit System (VRTS) provides handyDART service to individuals who require accessible transportation. Service delivery is guided by a defined geographic area map that determines where trips can be scheduled within the region. This map is drawn using a 1.5-kilometre buffer around the fixed-route transit network, ensuring that handyDART coverage aligns closely with conventional transit corridors. The VRTS custom operating partner uses this map as a key reference for planning and providing service. The current service area map in use was approved in 2011 and has remained the basis for handyDART operations since that time.

DISCUSSION

The proposed 2025 service area represents a shift from the 2011 model, moving from a corridor-based approach to a more inclusive, region-wide boundary. In 2011, the green service area was defined by a 1.5 km buffer around fixed transit routes and currently leaves gaps in rural and less dense regions. By contrast, the 2025 map consolidates the service area into a continuous zone outlined in red, encompassing entire municipalities and extending further west and north, including areas like Sooke and the northern tip of the peninsula. The new boundary smooths out irregularities, eliminates the “corridor-only” approach, and ensures broader regional inclusion, signaling a more comprehensive and community-oriented service philosophy.

Updates to the coverage map incorporate changes such as the addition of Route 64 in East Sooke, ensuring that new transit corridors are fully integrated into the proposed service area. The operating company has confirmed that all current handyDART clients remain within the revised boundary, with no outliers identified. This digital mapping update is timely as VRTS prepares for the implementation of the Custom Transit Solution for handyDART anticipated next year. Establishing this revised service area now will support a smooth transition and operational alignment for the upcoming project, reinforcing the system’s commitment to accessibility and service continuity.

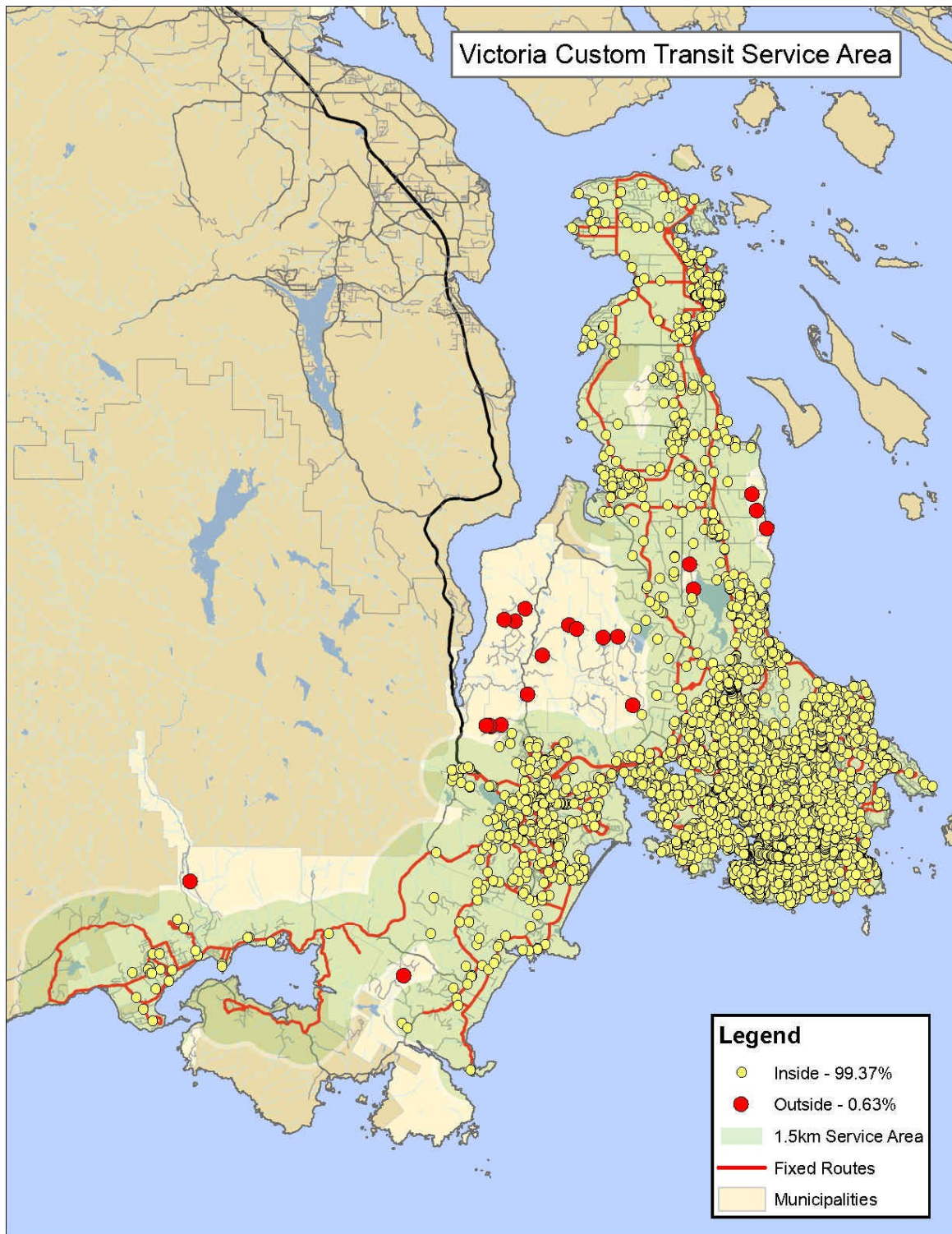


Fig 1: Current VRTS Custom Transit Service Area (approved 2011).

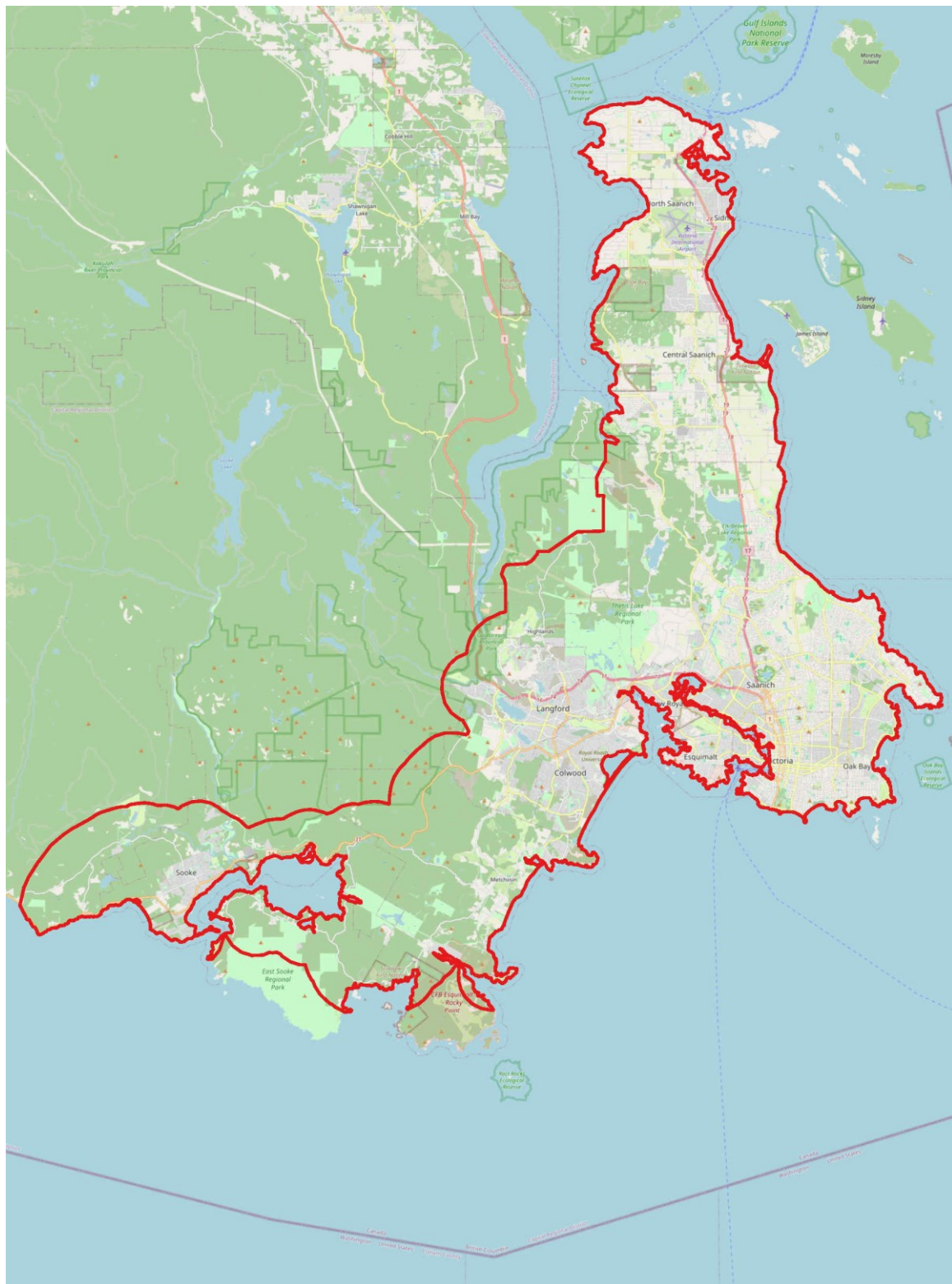


Figure 2: Proposed VRTS Custom Transit Service Area

RECOMMENDATION

It is recommended that the Commission **APPROVE** the proposed revised VRTS Custom Transit Service Area.

Prepared by:	<u>Elise Wren</u>		
Position:	<u>Government Relations Manager</u>	Date prepared:	<u>November 2, 2025</u>
Approved by:	<u>Christy Harrold</u>		
Position:	<u>VP, Strategy, Planning & Public Affairs</u>	Date reviewed:	<u>November 6, 2025</u>