



9.2 Victoria Regional Transit System – Operations Update

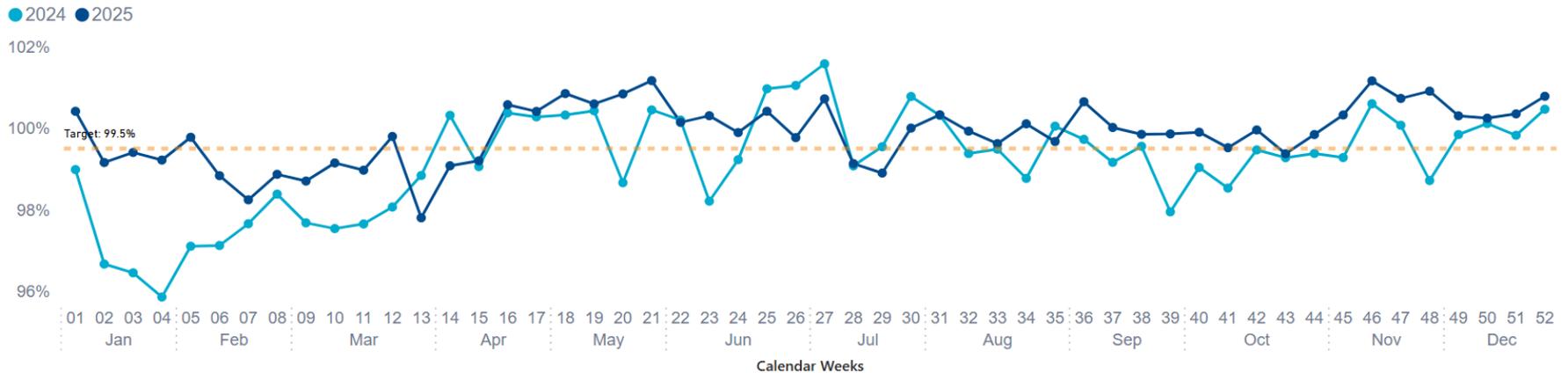
February 2026

Purpose

The Operations report provides an update on the actions taken in Q3 2025/26 and reports on key performance indicators (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**.

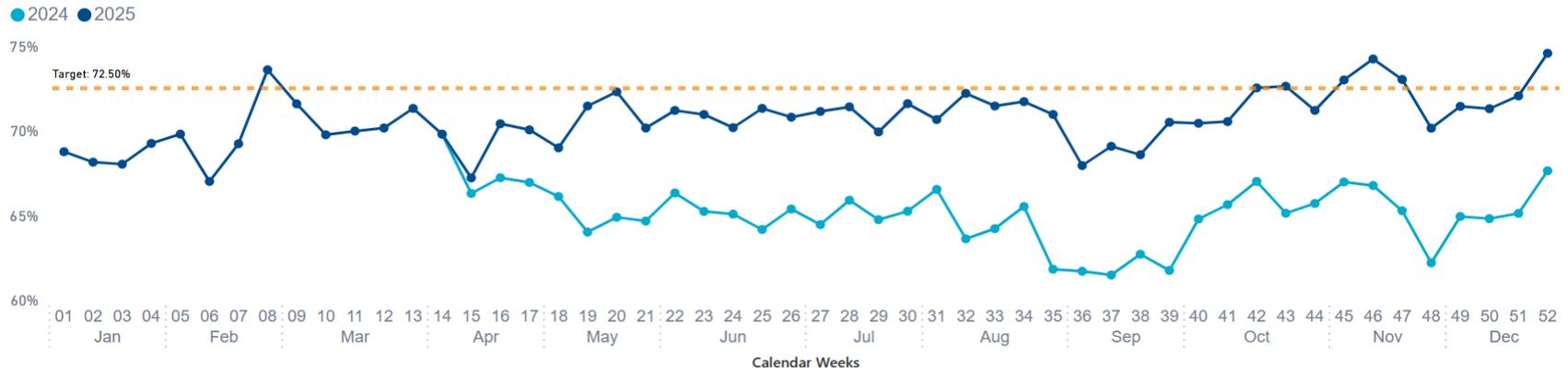
Fixed Route System Performance October 1 to December 2025



Scheduled Service Delivered: 100.3% (target 99.5%)

- 205,085 total hours delivered
- 99.6% for the same period last year
- 201,797 total hours delivered for the same period last year

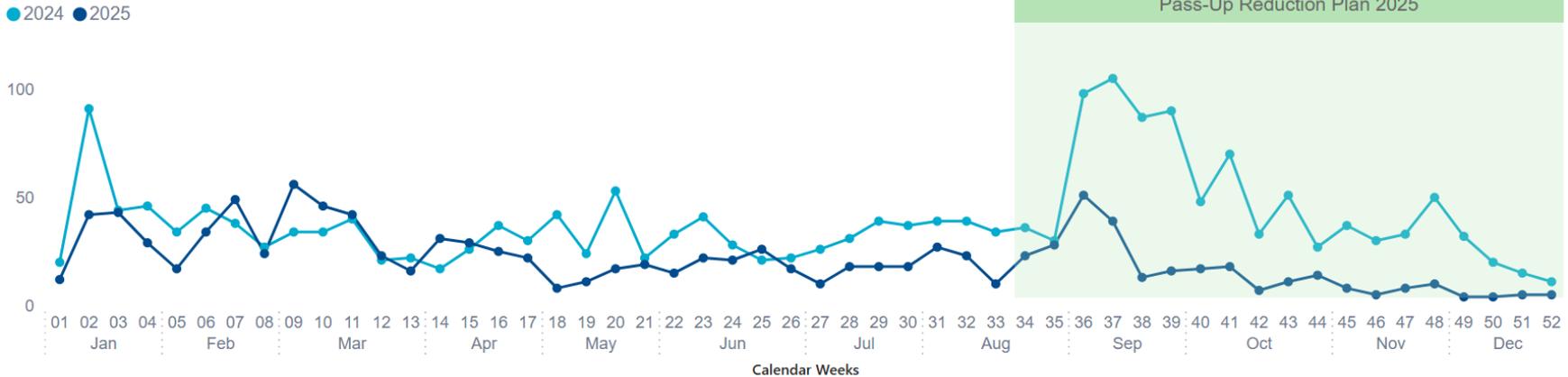
On-Time Performance October 1 to December 2025



On Time Performance (OTP): 72.1% (target 72.5%)

- OTP improved by 1.5 percentage points, reaching a high of 72.8% in November, compared to the Q2 result of 70.6%. In Q3, VRTS recorded a 6.8 percentage point increase compared with the same period last year
- “Very Early” departures showed substantial improvement, averaging 0.73% from April to December 2025, down from 2.09% year over year, representing a 1.36 percentage-point reduction
- Early results from the January service changes indicate that on-time performance has risen to more than 76%

Pass-Up Reduction Policy

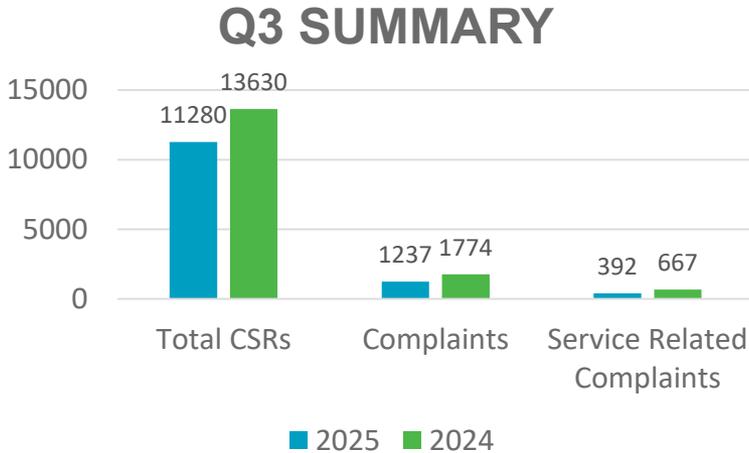


A policy was introduced in August 2025 to reduce riders at bus stops being not picked up by at capacity buses (pass-up events).

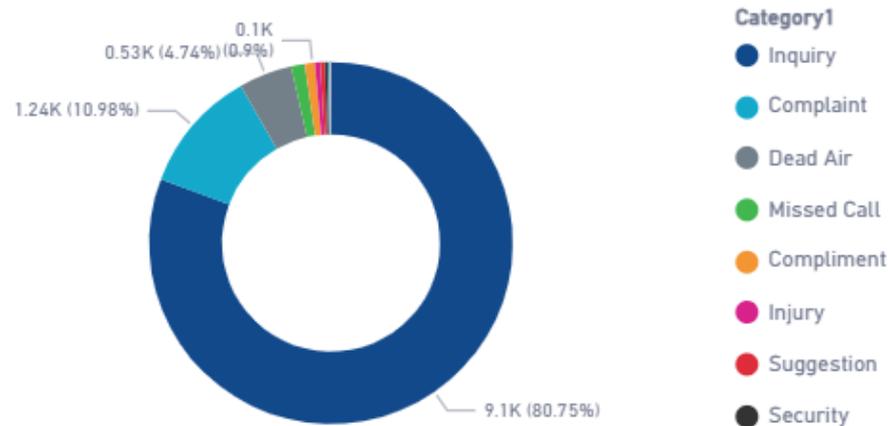
Pass-up Reduction Results:

- Pass-up events have reduced 46% YTD in comparison to 2024
- Pass-ups were reduced by 75.3% from October to December compared to the same period in 2024
- Customer complaints related to pass-ups decreased by 42% overall from October to December
- A total of 1,241 operational flex hours were used to supplement service on the following routes: Route 4, Route 52, Route 70, Route 95, Route 30 and Route 75
- Extra service hours were deployed along Douglas Street routes to manage peak holiday pressures, particularly from shopping activity and increased ferry-related passenger volumes. Transit Ambassadors reported positive feedback highlighting improving capacity, comfort, and reliability through the urban core

Customer Relations Q3 Update



CSRs BY CATEGORY



- Total Customer Service Responses (CSRs) decreased by 17% in Q3 compared to last year
- Overall complaints fell by 30% in Q3 year over year
- Service-related complaints dropped 41.2% compared to Q3 2024/25, driven by:
 - Cancelled Service: – 64%↓
 - Pass-ups: – 42%↓
 - Schedule Adherence: –32.5%↓
 - Umo: –64.5%↓

Victoria Custom (handyDART) Performance

Q3 Update – October to December 2025



Scheduled Service Delivered: 101.6%
(vs. 99.6% last year)

- 31,966 total hours delivered
- 61,223 total trips delivered

New & Active users

- 244 new users added to the system
- 2,984 average active users



Unmets & Negotiated Trips

- 981 unmet trips – 1.8% of requested trips
- 623 negotiated trips – 1.2% of requested trips
- 1,456 late cancellations – 4.6% of delivered trips
- 1,728 no shows – 2.8% of delivered trips

Call Center Stats

- 33,462 calls, 97% answered
- 8.62 minutes average wait time at 8am
- 4.14 minutes average wait time at 9am