

# Victoria Regional Transit Commission

BC Transit 520 Gorge Road East  
February 10, 2026 | 10:00 a.m. to 11:30 a.m.

## DRAFT MINUTES

*The Victoria Regional Transit Commission conducts its business on the homelands of the Songhees and Esquimalt First Nations.*

### **Present:**

Commissioner Ryan Windsor, Chair; Commissioner Marianne Alto, Vice Chair; Commissioner Marie-Terese Little; Commissioner Dean Murdock; Commissioner Colin Plant; Commissioner Maja Tait; Commissioner Barbara Desjardins; Commissioner Jeremy Caradonna

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### BC Transit Staff:

Elise Wren, Government Relations Manager; Christy Harrold, Vice-President, Strategy, Planning, and Public Affairs; Greg Hill, Director, Financial Planning & Analysis; Ryan Campbell, Manager, Financial Planning and Analysis; Stephen Anderson, General Manager, Victoria Regional Transit; Adam Bishop, Manager, Accessible Transit; Christine Lewis, Executive Assistant and Divisional Coordinator (Recorder)

### **1. CALL TO ORDER AND APPROVAL OF AGENDA**

Chair Ryan Windsor called the meeting to order at 10:00 a.m.

**Motion MOVED by Commissioner Jeremy Caradonna and SECONDED by Commissioner Barbara Desjardins to amend the agenda and remove 8.1 and replace it with CRD Governance engagement.**

**CARRIED**

**Motion MOVED by Commissioner Jeremy Caradonna and SECONDED by Commissioner Barbara Desjardins to approve the rest of the agenda as written.**

**CARRIED**

### **2. APPROVAL OF MINUTES FROM NOVEMBER 18, 2025**

**Motion MOVED by Commissioner Jeremy Caradonna and SECONDED by Commissioner Maja Tait to approve Minutes as written.**

**CARRIED**

### **3. CHAIR'S REMARKS**

Good morning, everyone. I'd like to begin by acknowledging that we're meeting on the unceded traditional territories of the Lekwungen peoples, including the Esquimalt and Songhees Nations.

I'd like to start with some positive news about the service expansion that was implemented at the start of January, which included the introduction of new routes:

The new Route 40, travelling between UVic Exchange and the HMC Dockyard via McKenzie and Admirals, is carrying roughly 800 daily boardings and averaging 40 boardings per service hour on weekdays, which means it is effectively meeting its route-class performance target.

The Route 51X, running between Uvic Exchange and Langford Exchange via McKenzie Avenue, is also showing strong demand, achieving approximately 1,400 daily boardings and averaging 50 boardings per service hour. The new midday and early evening trips are performing particularly well and are seeing strong utilization.

And the Route 95 Blink RapidBus from Downtown Victoria to Langford continues to perform extremely well, with average weekday ridership now approaching 11,000 daily boardings. This is an increase of about 4% overall in ridership compared to 2024.

And we recently received a short note from a rider with positive feedback regarding the improvements to bus services along McKenzie that came with the latest Winter 2026 service change:

The customer wrote in:

*Re: Change in 51x & 40 routes:*

*I just wanted to reply on behalf of myself and so many families in the Glanford/MacKenzie and beyond neighbourhoods for updating the service along Mackenzie. It has been a LONG time coming with such a busy road.*

*Personally I can now walk only a short distance from my house and catch the 51x which takes me to my place of work (Belmont Secondary) in <45min. I have heard a number of others pleased by the extension of this bus but also so happy with the # 40 which now means French immersion kids can easily get to Shoreline (their catchment from this neighbourhood) and Reynolds and Cedar hill. I have also heard from families that have Uvic students (or tenants) and this is also a gamechanger for them as it saves 20-30 mins getting to school without having to transfer at uptown.*

*Just thought you really should know that we all saw the change and are on the bus around here!*

I also need to mention that we also received handyDART expansion, which was implemented on January 4<sup>th</sup>. This included an additional 7,500 hours of service and seven new buses for handyDART service to help address unmet trips during peak times.

I will now turn it over to Elise Wren, Government Relations Manager, to give the staff update before we start today's meeting.

Thank you.

#### **4. STAFF REMARKS**

Good morning, Commissioners.

I'll touch on progress with the Regional Transit Plan and the current engagement initiative related to the Victoria International Airport.

I'll start with a quick update on the Victoria Regional Transit Plan.

Public engagement wrapped up in October 2025, with strong participation. We heard from over 1,800 survey respondents, hosted nine open houses with about 350 attendees, and engaged with 23 stakeholder groups. Engagement has given us valuable input on priorities, challenges, and expectations across the region.

We're continuing targeted engagement with First Nations and key stakeholders. A Westshore Transit Network workshop was held last week on February 5. The next Local Government workshop is planned for March, with the exact date still to be confirmed. BC Transit will also be offering update presentations to Councils this spring. Overall, the project remains on track for approval in July 2026.

I also wanted to provide a brief update on work related to transit connections to Victoria International Airport. As part of the Victoria Regional Transit Plan engagement, we heard clear interest from the public in improving transit access to YYJ. In response, planning staff have been developing options to improve service within existing resources. This includes a series of scenarios for a potential direct route between Downtown and the airport, which will be brought forward to the Commission.

Public engagement is underway, including a survey running from February 3 to 15. Survey responses have been incredibly strong to date. Open houses are scheduled for February 11 and 12. Stakeholder engagement is also ongoing. This work is focused on network optimization, recognizing current resource constraints.

#### **5. CORRESPONDENCE**

None

#### **6. DELEGATIONS**

None

#### **7. MOTIONS WITH NOTICE**

None

8. *REPORTS FOR APPROVAL*

8.1 WEST SHORE REPRESENTATION (AMENDMENT MADE TO AGENDA TO REMOVE THIS ITEM)

8.1 CRD Governance Engagement

**MOTION by Commission Jeremy Caradonna SECONDED by Commissioner Barbara Desjardins that the Victoria Regional Transit Commission signal its openness to a conversation with the Capital Regional District about potential future transportation governance, and that the Chair of the Victoria Regional Transit Commission convey this message in writing to Chair and Vice-Chair of CRD Transportation Committee.**

**CARRIED**

9. *REPORTS FOR INFORMATION*

9.1 FINANCIAL PERFORMANCE SUMMARY Q3 -  
*RYAN CAMPBELL*

The Commission heard that service hours and ridership are below budget, but operating costs are well under budget because of lower fuel prices and labour savings, while passenger revenue is above budget following the April 2025 fare increase. As a result, local and provincial contributions are lower than planned and the Transit Fund is projected to finish the year above budget.

**The Financial Performance Summary Q3 was RECEIVED by unanimous consent FOR INFORMATION.**

9.2 OPERATIONS UPDATE – *STEPHEN ANDERSON*

The Commission heard that core operations showed measurable improvement in Q3, with scheduled fixed route service exceeding targets, on time performance trending upward, and significant reductions in pass-ups and service related customer complaints following targeted operational interventions. Performance in Victoria Custom (handyDART) also strengthened, with higher service delivery, substantially fewer unmet trips, and improved call answer rates. route service exceeding targets, on-time performance trending upward, and significant reductions in pass-ups and service-related customer complaints following targeted operational interventions. -route service exceeding targets, on-time performance trending upward, and significant reductions in pass-ups and service-related customer complaints following targeted operational interventions. Performance in Victoria Custom (

**The Operations update was RECEIVED by unanimous consent FOR INFORMATION.**

### **9.3 CUSTOM TRANSIT SOLUTION UPDATE – ADAM BISHOP**

The Commission heard that BC Transit has selected and contracted with Vancouver company Spare to implement a standardized, province-wide technology platform to modernize handyDART service, improving digital booking, real-time visibility, and data quality. The Victoria Regional Transit System will not be the pilot site but is expected to be among the first systems to adopt the solution after pilot testing, with no changes to previously approved funding assumptions.

**The Custom Transit Solution update was RECEIVED by unanimous consent FOR INFORMATION.**

### **9.4 ATAC UPDATE – FOR INFORMATION ELISE WREN**

The Commission heard that the ATAC Committee was presented at their last meeting on the recent Victoria Regional Transit Plan engagement that included specific opportunities to engage with handyDART clients. The Committee was also informed about feedback on ways to increase accessibility on fixed routes that includes better signage and clearer network design that will be taken into consideration when developing the Victoria Regional Transit Plan. An update on the Custom transit solution was also provided.

**The ATAC update was RECEIVED by unanimous consent FOR INFORMATION.**

**CARRIED**

**MOTION made by Commissioner Barbara Desjardins and seconded by Commissioner Maja Tait to adjourn the meeting at 11:30 a.m.**

**NEXT SCHEDULED MEETING**  
March 10, 2026