



12.2 Victoria Regional Transit System – Operations Q4 Update

May 12, 2026

Purpose

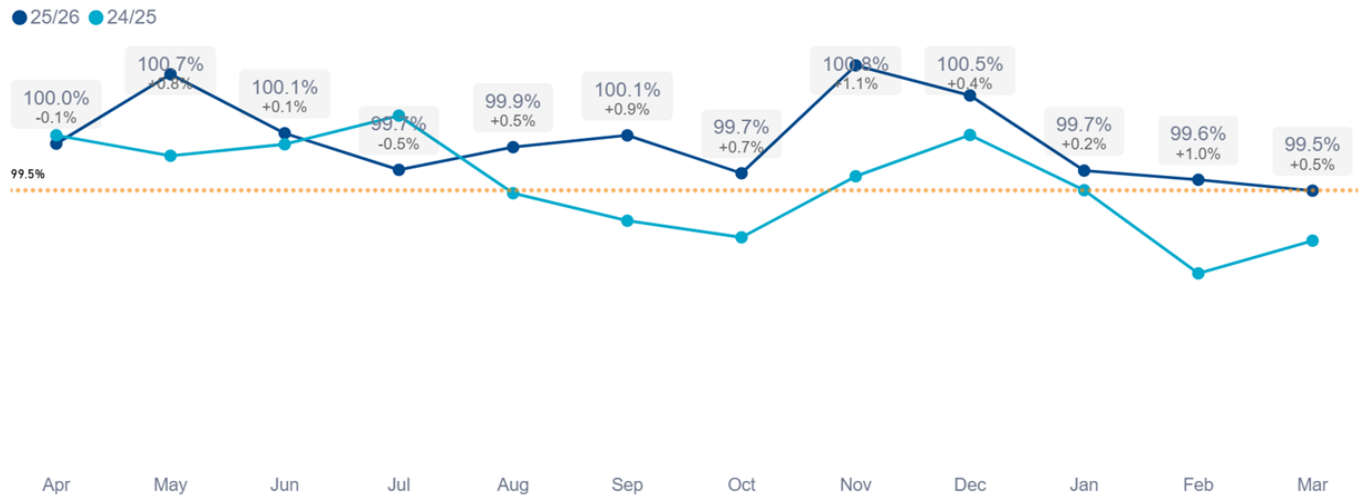
The Operations report provides an update on the actions taken in Q4 2025/26 (January 1 – March 31, 2026) and reports on key performance indicators (KPIs), service delivery and performance measures that relate to operations within the Victoria Regional Transit System.

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

Fixed Route System Performance

January 1 - March 31, 2026

FY 2025/26
100% (+0.4%)
 99.6% in 2024/25



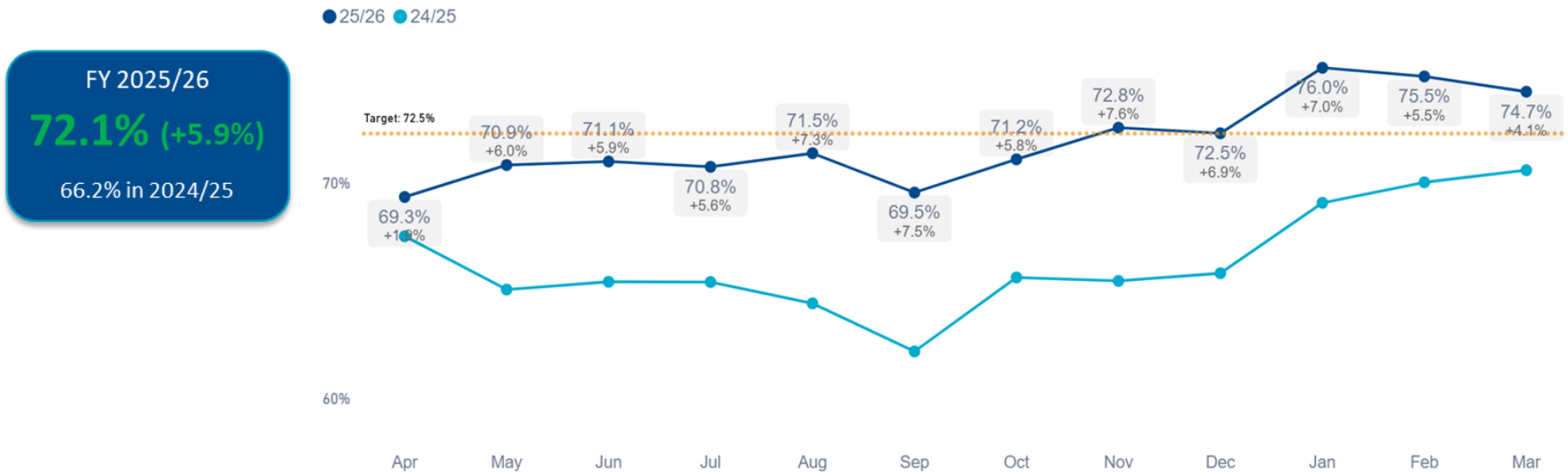
Scheduled Service Delivered: 99.6% (target 99.5%)

- 210,436 total hours delivered
- 202,518 total hours delivered for the same period last year (99.1%)
- A total of 503 operational flex hours were used to supplement service on the following routes: 4,70/72,95,30/75 (Douglas St Corridor)

Pass-Up Reduction Policy:

- The 60% reduction target was successfully achieved on February 11, 2026, with an **actual reduction of 63%** for fiscal year 2025/26

On-Time Performance January 1 – March 31, 2026



On Time Performance: 75.4% (target 72.5%)

- OTP improved by 3.3 percentage points, reaching a high of 75.4% in January, compared to the Q3 result of 72.1%. In Q4, VRTS recorded a 5.5 percentage point increase compared with the same period last year
- The January service launched with several routing changes:
 - Routes 38 and 39 (Route 39 now split into two separate routes): Route 38 achieved 72.7% on time performance. Route 39 achieved 81.5%, a significant improvement compared to 64.9% on time performance in Q4 2024/25
 - Route 40 recorded 73.3% on time performance

Customer Relations

January 1 - March 31, 2026

- 11,141 Customer Service Reports (CSRs) were recorded, down from 12,791 in Q4 2024/25, representing a 13% quarter-over-quarter decrease
- Complaints totaled 1,567 in Q4 this year compared to 1,430 last year, with an overall 8.7% decline in Q4 year over year
- 440 Service-related complaints compared to 474 last year, representing a 7% quarter-over-quarter decrease



Spring Service: Key Changes for April 1 to June 28

- **Improvements For Tourism Demand:**

- **Route 70/70X:** Additional regular trips on all service days to ensure alignment with ferries service. Additional Operational resources will be made available during FIFA World cup.
- **Route 75:** Service improvements on weekdays, reintroduced three seasonal southbound overload trips (Keating Cross to Downtown) and seasonal short turns reintroduced for Butchart Gardens on weekends to accommodate commuter and tourism demand
- **Routes 31:** operational overloads reintroduced to alleviate crowding on Route 70

- **Running Time And Service Reliability Improvements:**

- Proactive runtime adjustments to address speed limit reduction on Shelbourne St (Routes 27, 28) and in Central Saanich (Route 75)

- **Routing Changes:**

- Route 57 routing changes in the Thetis Heights area, running via Hansen Ave instead of Phelps Ave. This change was supported by the public through the 2022 Westshore Local Area Plan

Upcoming Special Events – Detours Required

April

- Esquimalt 5k & Fun Run
- Bazan Bay 5k (Sidney)
- Khalsa Parade
- Time Colonist 10k Run Parade

May

- Buccaneer Days
- Tartan Parade
- Victoria Day Parade
- Ironman Victoria

June

- Oak Bay Tea Party Parade
- Brentwood Days Parade
- Cook Street Block Party
- Esquimalt Navy Run
- Triathlon For Compassion

July – Canada Day

- Canada Day: Downtown
- Sidney Canada Day Parade

Victoria Custom (handyDART) Performance January 1 - March 31, 2026

Hours Delivered



FY 2025/26

99.2% (+5.7%)

93.5% in 2024/25

Scheduled Service Delivered:

- 32,963 total hours delivered
- 62,207 total trips delivered

New & Active users

- 208 new users added to the system
- 2,979 average active users

Trips Delivered



Unmets & Negotiated Trips

- 942 unmet trips – 1.7% of requested trips
- 464 negotiated trips – 0.8% of requested trips
- 1,154 late canceled – 1.9% of delivered trips
- 1,721 no shows – 2.8% of delivered trips