



9.4 Victoria Regional Transit System – Operations Update

September 8, 2026

Purpose

The Operations report provides an update from April 1 – July 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

April 1, 2026 to 31 July 31, 2026



Scheduled Service Delivered: 100% (target 99.5%)

- 278,843 total hours delivered, in comparison to 269,455 total hours delivered during the same period last year
- A total of 854 Operational flex hours were used to supplement service on the following routes:
2,4,70/72,95,30/75 (Douglas St Corridor)

Pass-Up Reduction Policy:

- The fiscal year pass-up reduction KPI remains well above the 25% target
- April 1 to Jul 31 pass-up events have been reduced by 71.5%, continuing a strong positive trend

On-Time Performance

April 1, 2026 to July 31, 2026



On Time Performance (OTP): 72.4% (target 72.5%)

- OTP improved by 1.9 per cent compared to the same period last year
- May and June were the most challenging months for transit operations, as overlapping major construction projects, traffic collisions, and bridge restrictions created delays
- Simultaneous construction on key corridors including Blanshard Street, Cook Street, and Quadra Street reduced roadway capacity, increased congestion, and generated detours that affected OTP across multiple routes
- The Construction Tracker received positive feedback from Transit Control, with improved visibility of planned roadwork enabling more proactive detour planning, better operational awareness, and enhanced communication across teams

Fall Service Change – September 8, 2026

Seasonal Changes:

- Service levels across multiple post-secondary serving routes will be increased for the school season
- Trips across various routes meeting K-12 school times reintroduced for the school season
- Routes 17 & 76: Seasonally reintroduced for school season
- Route 70: Service seasonally reduced to reflect demand. Early AM trips to service 6am ferries retained

Running Time And Service Reliability Improvements:

The following routes have seen a change in running/trip times to improve service reliability and/ or to reflect current traffic conditions: Routes 21, 27/27X, 28/28X, 38, 40, 47, 48, 51X, 61, 65, 70/70X

Routing Changes:

New Route 72A Swartz Bay/YYJ/Downtown will provide early morning and late night direct airport service outside of scheduled Route 88 trip times

Looking Ahead: Upcoming changes for December 2026

Seasonal Service Reductions: In December, service will be reduced on the following routes to better align with the lower ridership demand from Post-Secondary Education institutions: Routes 4/9, 7, 8, 12, 14, 15, 21, 26, 38, 39, 51X, 52 (Royal Roads University deviation)

Customer Relations 1 April 2026 to 31 July 2026



- 15,790 Customer Service Reports (CSRs) were recorded, down from 16,470 from the same period in 2025, representing a 4% decrease
- Complaints totaled 1,971 compared to 1,819 the same timeframe last year, with an overall 8.4% increase year over year
- There was an increase in Umo related complaints, which was largely in part due to Umo freezing accounts that it identified as fraudulent (due to excessive sharing)
 - 278 were recorded from April 1 to July 31, 2026, compared to 130 complaints during the same period in 2025
- 406 Service-related complaints compared to 559 last year, representing a 27% decrease driven by:
 - Cancelled Service: 31.1% decrease
 - Pass Up: 33.3% decrease

Victoria Custom (handyDART) Performance

April 1, 2026 to July 31 2026



April 1 to Jul 31 2026

99.7%

100.9% in April to July 2025

Scheduled Service Delivered: 99.7%
(target 99.5%)

- 45,188 total hours delivered
- 100.9% service delivered for the same period last year
- 88,264 total trips delivered



New & Active Users

- 383 new users added to the system
- 3,021 average active users

Unmet & Negotiated Trips

- 1,677 unmet trips – 2.1% of requested trips
- 257 negotiated trips – 0.3% of requested trips
- 1,705 late cancellations – 3.8% of delivered trips
- 2,179 no shows – 2.5% of delivered trips