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**SUBJECT: OPERATIONS UPDATE**

**PURPOSE**

This update on operating activities in the Victoria Region is provided to the Victoria Regional Transit Commission (the "Commission") for **INFORMATION**.

**SUMMARY**

Since the introduction of the summer service schedule on May 25th, Victoria Operations has been able to maintain a very high standard of scheduled service reliability. A lower fleet requirement, the ongoing receipt of our new CNG fleet, and a slight reduction from the typical service level provided in Summer have all contributed to the exceptional level of scheduled service delivered during this period. We have managed the impact of reduced capacity on riders by closely monitoring passenger loads, reported pass-up events while deploying additional buses, to the best of our ability, to accommodate impacted, or potentially impacted, customers.

Victoria Operations has used this opportunity to refine processes and enhance our ability to respond to fluctuating demands in anticipation for an uncertain fall season. The nimbleness comes from shifting some scheduled service to flexible service that is deployed as required in response to fluctuating demand or to unanticipated events on the road. With the uncertainty of demand from post-secondary students and daily commuters, this strategy will be important during our recovery phase.

As noted in the previous report, BC Transit was among the first to move to rear door boarding and no fare collection as a necessary measure to protect our Operators. Similarly, we were also among the first to return to front door loading, the collection of fares, and to relax capacity constraints as part of our recovery plan.

Victoria Operations remain optimistic that a plan is in place to support the successful return of our customers to transit. As part of this plan, a customer etiquette campaign has been launched to increase the comfort of passengers returning to transit by encouraging the use of face coverings and to avoid using transit while sick.

**CONVENTIONAL TRANSIT SERVICE**

**SUMMER SERVICE – May 25 to September 6**

- 99.90% of scheduled service delivered (as of July 19)
- 27% of cancellations due to Operator Availability
- 19% of cancellations due to Bus Availability
- 37% of cancellations due to Change Offs (i.e. mechanical, sick)
- 17% of cancellations due to Short Turns (i.e. Congestion, weather)

**FALL SERVICE – September 7 to December**

- Continues to shift some scheduled service to flexible service to respond to fluctuating demands as sectors open in phases

**CUSTOM TRANSIT SERVICES**

**April 2020 – June 2020**

- 4,367 average monthly trips vs 26,596 from same period last year
- .49 average monthly rides per service hour vs 2.59 from the same period last year
- Ridership has nearly doubled from April to June (3,175 to 6,063)

<b>Other Statistics</b>	<b>April</b>	<b>May</b>	<b>June</b>
Same Day Requests met	98%	97.7%	97.8%
Unmet Trips	.40%	.50%	.40%
Trip by Taxi	.60%	0%	0%

**CUSTOMER SERVICE INFO**

- April 2020 – June 2020
  - 998 complaints vs 901 last year
    - April 237 vs 269 for the same period last year
    - May 340 vs 353 for same period last year
    - June 421 vs 279 for the same period last year
  - 99 schedule adherence complaints
    - Average 33/month vs 82/month for the same period last year
  - 62 Lack of Service complaints vs 27 same period last year
  - 136 customer pass up complaints
    - Average 45/month vs 40/month for the same period last year
  - 21 overcrowding vs 11 again for the same period last year

**RECOMMENDATION**

It is recommended that the Commission receive this report for **INFORMATION**.

Respectfully,



Kevin Schubert  
General Manager, Victoria Operations