

**Date June 14, 2022**

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May 27, 2022

**PREPARED FOR:** the Victoria Regional Transit Commission Committee

**PURPOSE**

**Operations Update**

To provide the Commission with a summary report regarding the operation of the system. This report is presented to the Commission for **INFORMATION**.

**BACKGROUND**

From January to March, customers experienced a high level of service reliability apart from those days impacted by severe weather. Despite weather conditions heavily impacting service in January, our scheduled service exceeded our target of 99.5% during the months February and March. Reported pass-up events continue to be stable despite a significant increase in ridership. Customer complaints related to pass-ups and no service/lack of service also remained low with an average of less than eight and five per week, respectively.

Customers experienced reliable scheduled service throughout the winter with 57% of trips departing within the parameters of -1/+3 minutes of the scheduled departure time. This is slightly down from the same period last year due to the increase in both ridership and traffic on the road.

**DISCUSSION**

This spring we have experienced some challenges in achieving service level targets due to an increase in operator sick time and continued challenges with recruiting new operators into the labour pool. A significant spike in illness in the latter part of April and early May, forced us to cancel a significant amount of service. This resulted in service levels falling to an average of 97.7% over these three weeks. Despite these challenges, scheduled service for the month of April averaged out to 98.85%.

As a result of the impacts of lower service levels in April we saw an increase in the number of customer complaints related to pass-ups. This coincided with the number of pass-ups reported by Operators which was slightly higher than pre-pandemic levels. However, over the last two weeks of May we have experienced increased service stability. Absenteeism has normalized and we have exceeded our scheduled service target of 99.5%. This is in part due to new Operators completing training. On May 18<sup>th</sup>, nine new operators graduated with another 18 actively in training.

BC Transit remains focused on recruiting more Transit Operators. A hiring fair was held at our Victoria Operations Centre on May 7<sup>th</sup> generating more interest and new recruits. As an incentive, BC Transit continues to offer a Career Transition Allowance of \$1,500 to all new hires which has resulted in a healthy stream of new applicants. Since the start of the calendar year, we have received well over 350 applications. In addition, we recently completed an optimization review of our recruitment process and will be implementing improvements over the next month that will significantly reduce the time from application to start of work date.

**RECOMMENDATION**

It is recommended that the Victoria Regional Transit Commission **RECEIVE** the Operations Update for **INFORMATION**.

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Date prepared: May 27, 2022