
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

While the fall schedule experienced impacts to scheduled service, BC Transit was still able to deliver well over 99 per cent of the 3,200+ daily scheduled trips. The most significant impacts to service came from bus availability and on-road disruptions. A significant improvement in scheduled service delivered was realized during the December period due to lower fleet requirements, the opening of the Bay Street Bridge, and the opening of the McKenzie overpass.

We expect that service reliability will continuously improve throughout the year on account of several initiatives coming to fruition in 2020. These initiatives include the completion of the CNG fueling station, maintenance bay upgrades to accommodate the CNG fleet, the arrival of new replacement and expansion buses, and the completion of bus priority lanes.

CONVENTIONAL TRANSIT SERVICE

FALL SERVICE - September 2 to December 8

- Expansion implemented
- 99.39% of scheduled service delivered
- 32% of cancellations due to Bus Availability
- 27% of cancellations due to Short Turns (i.e. congestion)
- 12% of cancellations due to Operator Availability
- 11% of cancellations due to Change Offs (i.e. mechanical, sick)

DECEMBER SERVICE - December 9 to January 5

- Seasonal service reduction implemented
- 99.72% of scheduled service delivered
- 23.5% of cancellations due to Bus Availability
- 23.8% of cancellations due to Short Turns (i.e. congestion)
- 7% of cancellations due to Operator Availability
- 25.2% of cancellations due to Change Offs (i.e. mechanical, sick)

WINTER SERVICE – January 6 to April 5

- Enhancement from Fall Schedule includes reallocation of some pull-out trips to:
 - Increase reliability of schedule service
 - Enable flexibility to respond to service demands

CUSTOM TRANSIT SERVICES

October 2019 – December 2019

- 25,822 average monthly trips vs 24,270 from same period last year
- 2.39 average monthly rides per service hour vs 2.45 from the same period last year

Other Statistics	October	November	December
Same Day Requests met	72%	77%	77%
Unmet Trips	2.20%	1.90%	2.60%
Trip by Taxi	8.60%	7.70%	7.10%

CUSTOMER SERVICE INFORMATION

- **October 2019 – December 2019**
 - 1151 complaints vs 1587 last year
 - Oct 391 vs 560 for the same period last year
 - Nov 378 vs 568 for same period last year
 - Dec 382 vs 459 for the same period last year
 - 503 schedule adherence complaints
 - Average 167/month vs 182/month for the same period last year
 - 106 Lack of Service complaints vs 24 same period last year
 - 146 customer pass up complaints
 - Average 49/month vs 58/month for the same period last year
 - 33 overcrowding vs 37 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