

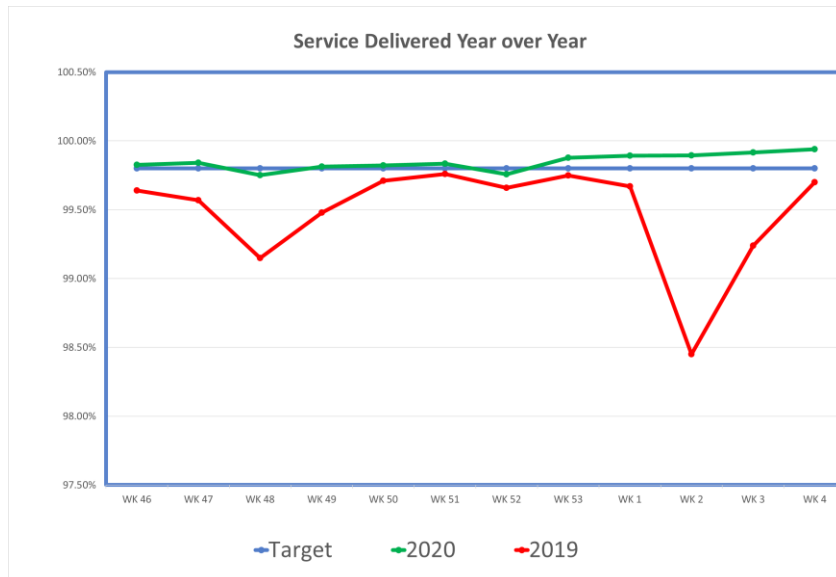
SUBJECT: OPERATIONS UPDATE

PURPOSE

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

SUMMARY

The delivery of scheduled service remains very high at an average rate of 99.85% throughout September to December. While we remain committed to sustaining this very high level of service reliability, our focus has shifted towards schedule reliability. The industry standard for “on time” is the actual time of departure within -1 to +3 minutes of the scheduled time. During the fall and December schedules, an average of 57.8% of all stops were departed within these parameters.

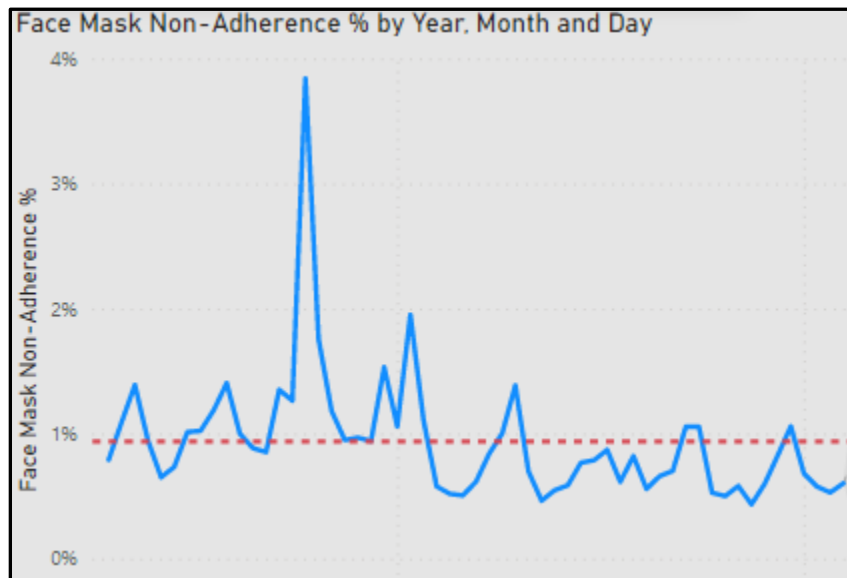


NOTE: Last 12 weeks with WK 4 representing the week ending January 31, 2021

Sustaining and improving schedule performance is reliant upon several variables not least being the scheduled running time for each route. Reduced traffic during peak periods, combined with less congestion following the completion of the McKenzie overpass, shortened running times. While this reduced the number of buses running late, inversely, it also caused some others to run early. Running time adjustments were made to the winter schedule in support of this. Since the start of the new winter schedule, we have experienced four of our best weeks for on-time performance for the fiscal year with three weeks exceeding 60% for the first time.

During the fall and December schedules, an average compliance to our mandatory face covering policy was observed through random audits to be 97%. Since the week of November 23rd, compliance has remained consistently at 99%. To support a much broader observation of compliance throughout the system at all times, we implemented a process in the middle of December whereby Transit Operators could easily record a passenger boarding

without wearing a face covering. Since the implementation of this program, passengers recorded as not wearing a face covering represented less than 1% of passenger boardings with the outlier of 4% occurring on Christmas Day.



NOTE: Daily recording of passengers without face coverings as a % of total boardings

Customer complaints have overall seen a reduction since the beginning of October. A more significant reduction in complaints reflective of lower ridership is somewhat offset by COVID-19 related complaints. While significant year over year decreases are evident in schedule adherence complaints and the availability of service, pass-up complaints are slightly up from the same period last year.

We continue to maintain a capacity aboard our buses at the equivalent of a seating load to a maximum of 66% of normal capacity. Despite this reduction in capacity, a little over 4% of trips reach this threshold and the number of pass-ups remains relatively low. An average of just under 5 pass-up events occur per day impacting an estimated 42 passengers on average per day. In many cases, we have been able to deploy overload service to mitigate the impact to our customers at known times and locations of systemic pass-up occurrences.

CONVENTIONAL TRANSIT SERVICE

FALL SERVICE – September 7 to December 6

- 99.85% of scheduled service delivered
- 21.11% of cancellations due to Operator Availability
- 0.21% of cancellations due to Bus Availability
- 57.79% of cancellations due to Mechanical (ie. On road/in yard Change offs, on road/in yard repairs)
- 20.89% of cancellations due to Short Turns (ie. Congestion, weather, sick)

DECEMBER SERVICE –December 7 to January 6

- 99.82% of scheduled service delivered
- 26.33% of cancellations due to Operator Availability
- 1.34% of cancellations due to Bus Availability
- 57.73% of cancellations due to Mechanical (ie. On road/in yard Change offs, on road/in yard repairs)
- 14.59% of cancellations due to Short Turns (ie. Congestion, weather, sick)

CUSTOM TRANSIT SERVICES

October 2020 – December 2020

- 11,701 average monthly trips vs 25,220 from same period last year
- 1.21 average monthly rides per service hour vs 2.39 from the same period last year

Other Statistics	July	August	September
Same Day Requests met	99.2%	99.2%	99.4%
Unmet Trips	0.1%	0.1%	0.1%
Trip by Taxi	0.0%	0.0%	0.01%

CUSTOMER SERVICE INFO

- October 2020 – December 2020
 - 1,078 complaints vs 1,150 last year
 - Oct 382 vs 391 for the same period last year
 - Nov 367 vs 378 for same period last year
 - Dec 329 vs 381 for the same period last year
 - 186 during this period were related to COVID-19
 - 126 schedule adherence complaints
 - Average 42 /month vs 104 /month for the same period last year
 - 43 Lack of Service complaints vs 107 for the same period last year
 - 166 customer pass up complaints
 - Average 55 /month vs 49 /month for the same period last year
 - 17 overcrowding vs 33 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