

**Attachment: Victoria Regional Transit System
Fall 2021 Ridership Performance Report**

1.0 Introduction

This report compares the system-level ridership performance for the Victoria Regional Transit comparing 2019, 2020, and 2021. Further, this report provides more detailed ridership information at the route-type level for the Fall-2021 service period, occurring between September 6, 2021 and December 5, 2021.

1.1 Data

Ridership information is collected through Automated Passenger Counter (APC) units, which are in place on over 60 per cent of the buses assigned to the Victoria Region's conventional fleet. This system counts the number of persons boarding and disembarking from a vehicle. If a person boards multiple buses in a single journey or in a specific day, this is reflected as multiple boardings.

1.2 External Factors

In addition to service changes, there are a number of external factors that may affect transit ridership. Some of these include fare increases, changing fuel prices, changing community economics, land use changes and major interruptions, such as the COVID-19 pandemic.

2.0 Performance Trends

This report presents ridership performance information at the system and route level.

2.1 System Level Performance Trends

For the purposes of this report, overall system ridership has been presented weekly from since the beginning of 2019. As of March 12, 2020, when non-essential travel was discouraged, the transit system experienced a significant decline in ridership of about 75 per cent. During that time, BC Transit moved to enact measures that would support safe and reliable travel options – from the introduction of vinyl barriers to the phasing of physical distancing standards. Through the implementation of these measures and the reopening of the economy via the Province's Safe Restart Plan, BC Transit has since realized a gradual and steady return of ridership, recovering to 83 per cent in comparison to the same week in 2019 by the beginning of December 2021. The return of post-secondary institutions in September 2021 has contributed to the continued recovery of ridership as seen in Figure 1 from week 36 onwards. This constitutes a 58.3% increase on average compared to levels observed in the fall of 2020.

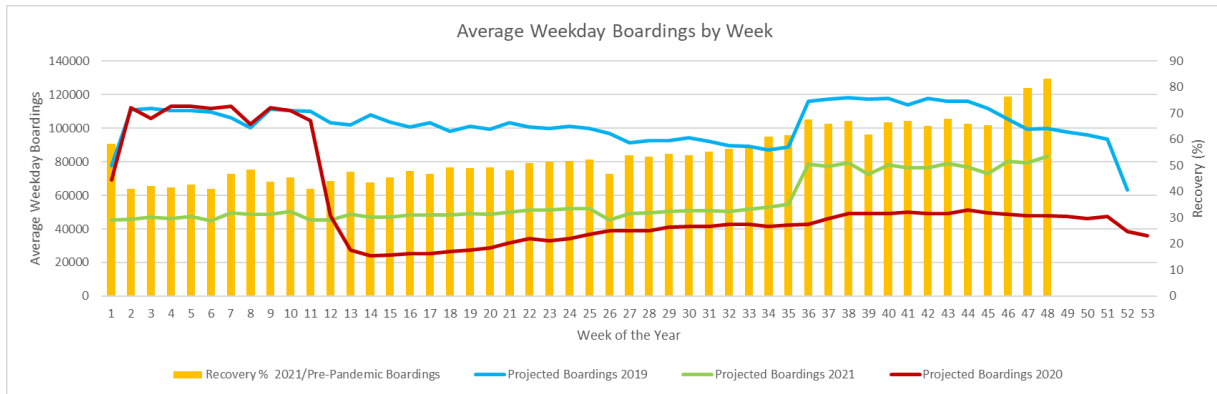


Figure 1: Victoria Average Weekday Boardings

2.2 Route Level Performance

For the purposes of this report, ridership has been aggregated and presented in five route-type categories for spring 2021, including Rapid Transit, Frequent Transit, Local Transit (Ridership), Local Transit (Coverage) and Targeted Transit. These route-type categories were developed originally in the [2013/14 Service Review](#), and included associated performance targets.

The orange line shown on the following graphs indicates a modification of the original performance guideline for that route class, and have been adjusted to reflect the overall decrease in performance due to the COVID-19 pandemic by route class. Routes exceeding or failing to meet the modified performance targets by +-25% have been flagged for monitoring, and may be considered for future corrective action.

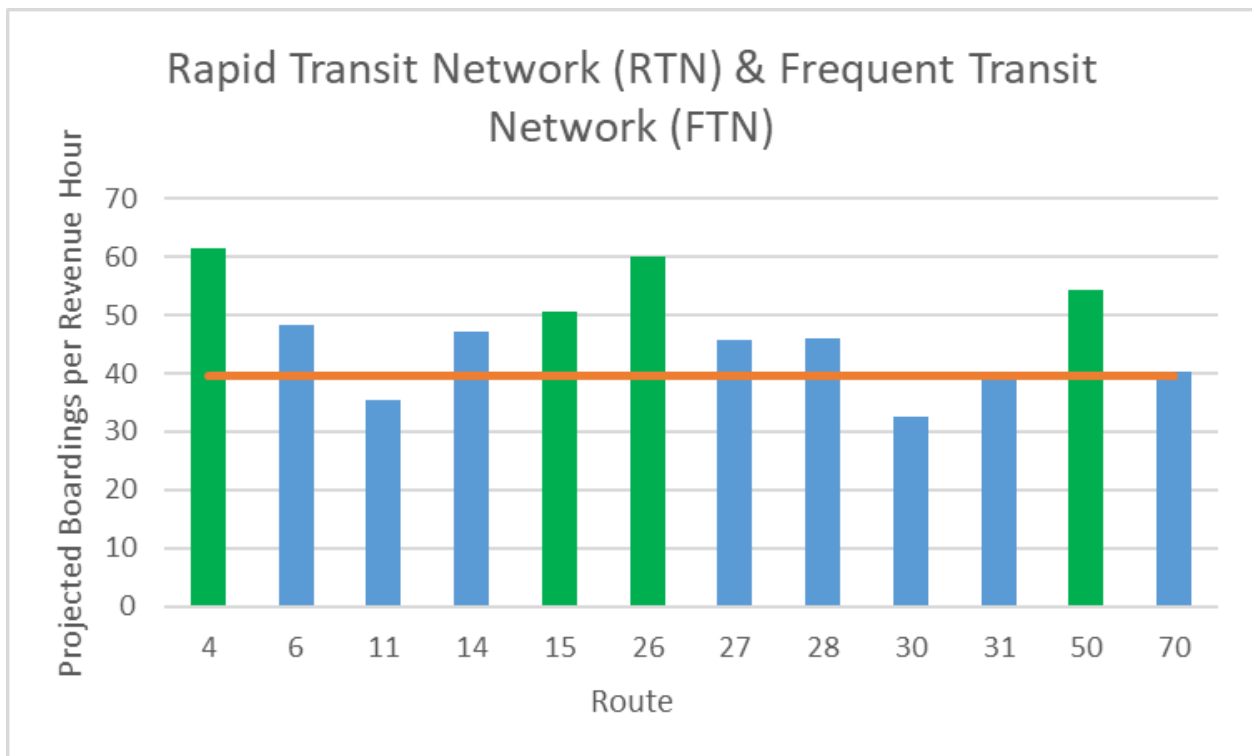


Figure 2: Projected Boardings per Revenue Hour for the Rapid Transit Network and Frequent Transit Network, Fall 2021 (Performance Guideline = 39.5, Pre-Covid = 50)

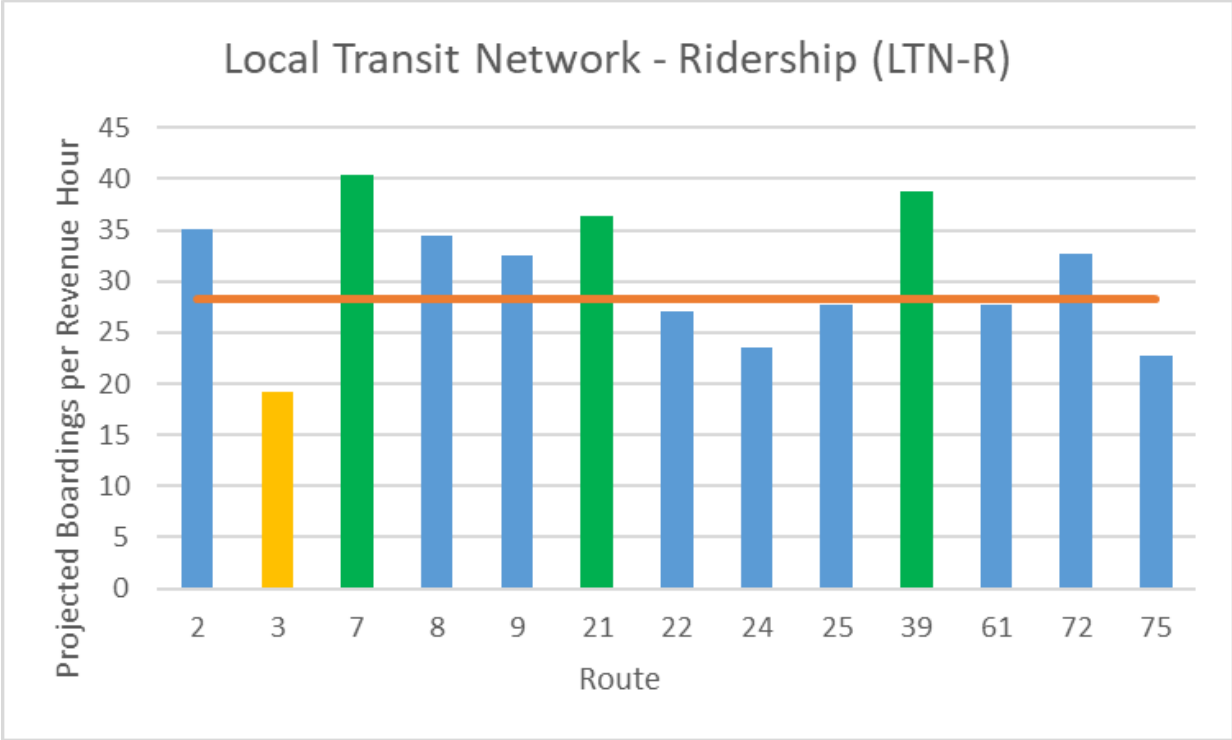


Figure 3: Projected Boardings per Revenue Hour for the Local Transit Network - Ridership, Fall 2021 (Performance Guideline = 28.2, Pre-Covid = 40)

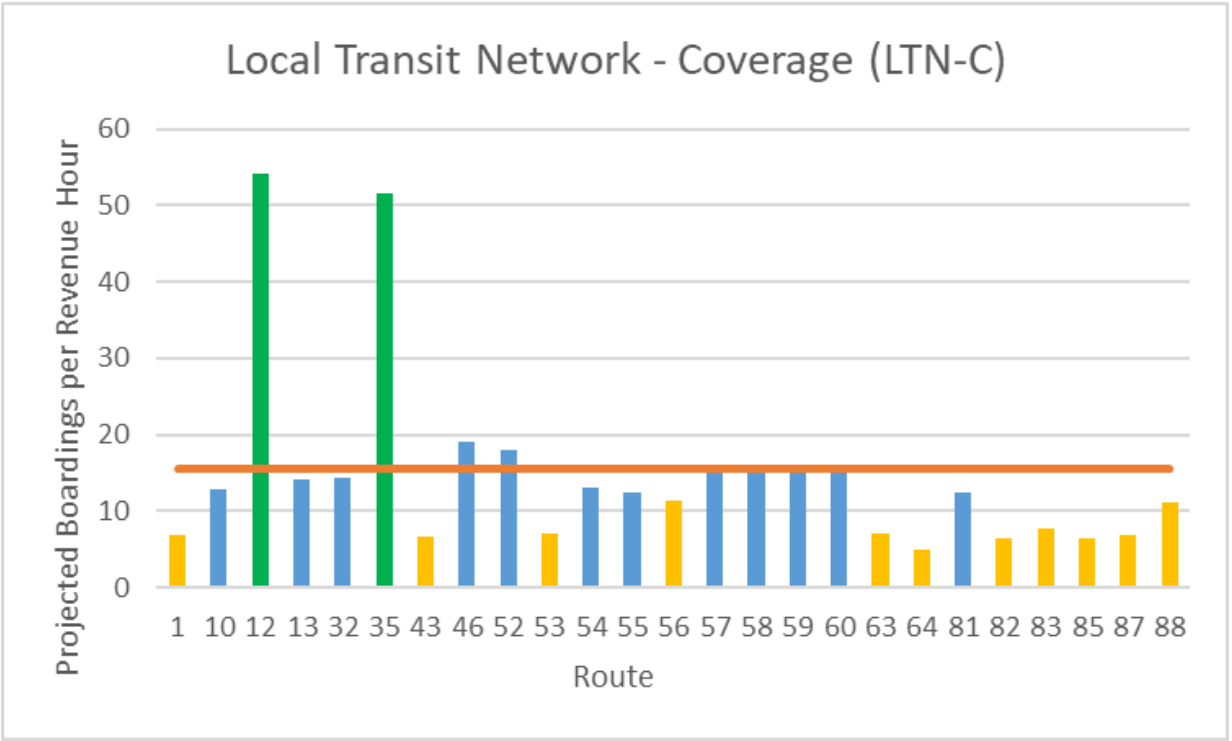


Figure 4: Projected Boardings per Revenue Hour for the Local Transit Network - Coverage, Fall 2021 (Performance Guideline = 15.6, Pre-Covid = 20)

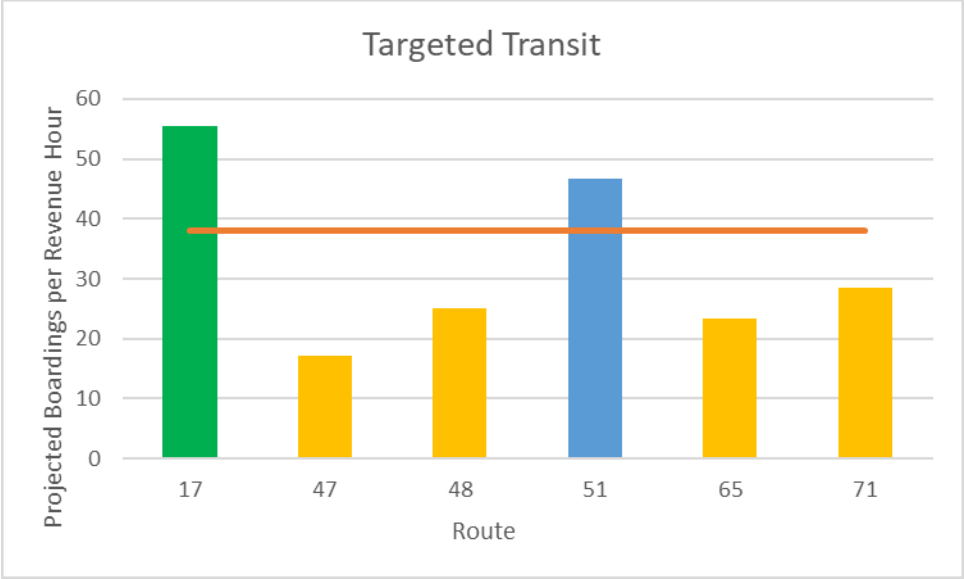


Figure 5: Projected Boardings per Revenue Hour for Targeted Transit, Fall 2021 (Performance Guideline = 37.9, Pre-Covid = 60)