

# Victoria Regional Transit Commission

Chair and Members

March 13, 2023

# #11

---

**PREPARED FOR:** Victoria Regional Transit Commission

## **PURPOSE**

To provide the Victoria Regional Transit Commission (“the Commission”) with a summary report regarding the delivery of service. This report is presented to the Commission for INFORMATION.

## **BACKGROUND**

Since the last report to the Commission, Victoria Transit has consistently met scheduled service targets with few exceptions. The fall schedule realized a year over year improvement because of enhanced workforce forecasting and progressive recruitment. Scheduled service delivered in the fall was 99.56% which is up from 99.23% in 2021.

The increase of ridership in the fall has noticeably challenge the capacity of our system. An additional 235 recorded pass-up events from 2021 impacted an estimated 18,548 customers; an increase of 57% from 2021. This correlates with the top category of complaints in the fall being pass-up related. Additional service was deployed to the full extent possible, equaling 1,350 hours of service, and carried nearly 14,500 customers.

Operations and maintenance collaborated with various departments to respond to one of the most significant snowfall events in over a decade. The challenge this year was the sheer volume of snow and the inconsistent road conditions throughout the system. Building on the strategies introduced over the last two years, there was an increased focus on proactive cancellation of service. This strategy prioritizes the safety of our employees and our customers, the ability to give customers sufficient notification, and considers the impact to recovery and future service by mitigating damage to buses. Practicing this strategy resulted in no injuries from the adverse weather event, virtually no damage to buses that impacted future service, and only a handful of customer complaints.

## **DISCUSSION**

Victoria Transit continues to focus on the recruitment of Operators and Mechanics. Victoria Transit welcomed 36 new operators over the fall, and into December, increasing our active operator count by 13. Recruitment incentives and employee referral bonuses continue to be promoted along with frequent Career Days open to interested applicants to attend.

**RECOMMENDATION**

It is recommended that the Victoria Regional Transit Commission receive the Victoria Transit update for INFORMATION.

Prepared by: Kevin Schubert

Phone:

Position: Director, Victoria Transit Operations

Date prepared: February 1, 2023