CHAIR & MEMBERS
VICTORIA REGIONAL TRANSIT COMMISSION
June 16, 2020

#6

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
The Winter and Spring schedules encountered an unprecedented operating environment that significantly impacted performance measures. Prior to the impact of COVID-19, and not including the week impacted by snow and freezing temperatures, scheduled service reliability was averaging over 99.6%. In the early weeks of March, the uncertainty around the pandemic increasingly caused major shortfalls to the availability of operators and service reliability fell to 92% in one week.

With physical distancing becoming a necessary measure to protect operators from the potential spread of the virus, BC Transit was among the first to move to rear door boarding and no fare collection. To enable the physical distancing of passengers, the capacity of the bus was limited to approximately half the seating capacity. Maintaining a maximum level of service on the road that necessary in order mitigate significant pass-ups.

Working collaboratively with the union, BC Transit took additional measures to provide a safe work environment for operators. These actions significantly reduced the amount of lost service due to operator availability and increased service reliability to equal to, or better, than prior to the pandemic. In fact a high of 99.87% was realized in the most recent weeks.

The professionalism of BC Transit's operators during the recent months deserves recognition. Conditions have been challenging and, understandably, some respond differently in such an uncertain environment. The vast majority of operators performed their work with commitment, professionalism and a sense of duty to provide this essential service. BC Transit is truly grateful and proud.

CONVENTIONAL TRANSIT SERVICE

WINTER SERVICE – January 6 to April 5

- 98.42% of scheduled service delivered
- 74% of cancellations due to Operator Availability
- 13% of cancellations due to Bus Availability
- 8% of cancellations due to Change Offs (ie. mechanical, sick)
- 5% of cancellations due to Short Turns (ie. Congestion, weather)

SPRING SERVICE – April 5 to May 24

- 98.87% of scheduled service delivered
- 90.25% of cancellations due to Operator Availability
- 8.14 % of cancellations due to Change Offs (ie. mechanical, sick)

- 1.46 % of cancellations due to Short Turns (ie. Congestion, weather)
- 0.15 % of cancellations due to Bus Availability

SUMMER SERVICE – May 25 to September

- Introduces further reductions to Spring
- Maximizes the flexibility to respond to fluctuating demands as sectors open in phases

CUSTOM TRANSIT SERVICES

January 2020 – March 2020

- 21,243 average monthly trips vs 21,732 from same period last year
- 2.05 average monthly rides per service hour vs 2.17 from the same period last year
- January saw 4 significant snow days impact ridership numbers
- March ridership greatly affected by Covid-19

Other Statistics	January	February	March
Same Day Requests met	85%	80%	89%
Unmet Trips	1.40%	3.40%	2.40%
Trip by Taxi	5.11%	7.98%	5.25%

CUSTOMER SERVICE INFO

- **Jan 2020 – April 2020**
  - 1439 complaints vs 1012 last year
    - Jan 557 vs 416 for the same period last year
    - Feb 526 vs 266 for same period last year
    - March 356 vs 330 for the same period last year
  - 313 schedule adherence complaints
    - Average 104/month vs 115/month for the same period last year
  - 166 Lack of Service complaints vs 16 same period last year
  - 185 customer pass up complaints
    - Average 62/month vs 39/month for the same period last year
  - 24 overcrowding vs 24 again 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