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**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 introduction of the Fall service included refining processes to enhance our ability to respond to fluctuating demands throughout an uncertain Fall season. This included shifting some scheduled service to flexible service that can be deployed as required to supplement service. This, in part, has contributed to our ability to maintain a very high standard of scheduled service reliability from the Summer into the Fall. The percentage of scheduled service delivered since September 7<sup>th</sup> has averaged 99.85% versus 99.52% for the same period last year. In fact, for the last 25 weeks, this measure of service reliability has remained at 99.79% or better.

Reduced traffic during peak periods, combined with improved running times from bus lanes and the completion of the McKenzie overpass, has reduced the number of buses running late. Inversely, this has caused some challenges with buses running early. To mitigate the impact of this, some changes were made on November 2<sup>nd</sup> to the morning inbound trips from the West Shore which experienced the most significant challenges. Further running time changes are being implemented with the Winter schedule in January.

Since the introduction of the mandatory use of face coverings policy, an average compliance of 93% has been observed through random audits of the system with the most recent being 94%. Prior to the introduction of this policy, the highest compliance observed was 56%. The positive response by our customers is also reflective in the low number of incidents related to face coverings. Since the start of the Fall schedule, our Transit Supervisors have been called to resolve twelve conflicts related to face coverings.

The capacity aboard our buses remains at the equivalent of a seating load to a maximum of 66% of normal capacity. Despite the reduction in capacity, the number of pass-up events remains very low at an average of 5 per day. However, we have experienced a small increase in the number of complaints related to pass-ups.

Customer complaints saw a significant increase from the same quarter last year. This increase can virtually all be attributed to the 263 enquiries received related to COVID-19 in July and August. Such enquiries have significantly diminished as seen in the reduction of complaints in September.

## CONVENTIONAL TRANSIT SERVICE

### FALL SERVICE – September 7 to December 6

- 99.85% of scheduled service delivered (as of November 8)
- 26% of cancellations due to Operator Availability
- 0% of cancellations due to Bus Availability
- 55% of cancellations due to Change Offs (ie. mechanical, sick)
- 19% of cancellations due to Short Turns (ie. Congestion, weather)

### DECEMBER SERVICE –December 7 to January 6

- Carries forward the same schedule from Fall Service into December with only minor changes to the inbound West Shore trips during morning peak.

## CUSTOM TRANSIT SERVICES

### July 2020 – September 2020

- 10,234 average monthly trips vs 24,267 from same period last year
- 1.03 average monthly rides per service hour vs 2.41 from the same period last year

Other Statistics	July	August	September
Same Day Requests met	97.9%	98.5%	99.5%
Unmet Trips	.3%	.3%	.10
Trip by Taxi	.0%	0.03%	0%

## CUSTOMER SERVICE INFO

- July 2020 – September 2020
  - 1,251 complaints vs 1,074 last year
    - July 411 vs 268 for the same period last year
    - August 411 vs 251 for same period last year
    - September 429 vs 555 for the same period last year
    - 263 during this period were related to COVID-19
  - 121 schedule adherence complaints
    - Average 40/month vs 74/month for the same period last year
  - 48 Lack of Service complaints vs 59 for the same period last year
  - 147 customer pass up complaints
    - Average 49/month vs 42/month for the same period last year
  - 23 overcrowding vs 26 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