

# Victoria Regional Transit Commission

Chair and Members

November 9, 2021

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## **SUBJECT: OPERATIONS UPDATE**

### **PURPOSE**

To provide the Commission with a summary report regarding the operation of the system. This report is presented to the Commission for **INFORMATION**.

### **BACKGROUND**

In first month of Fall service, we saw an improvement on the average scheduled service delivered from 99.12% to 99.42%. This improvement was as a result of the hard work of our dispatch team.

Although scheduled service delivery remained below our set target, complaints related to lack of service are significantly lower than in the summer months. Complaints related to pass ups have naturally grown with the return of school. We have experienced nearly a 20% increase in pass-up events from the same period in 2019 accounting for 294 occurrences. Despite this, the estimated number of customers impacted in September decreased by 26% to just over 200 a day. A significant percentage of these customers were able to board trips shortly after due to the great work of our operations control team who monitor and deploy non-scheduled, or flexible, service options. Their success is reflected in the noticeable decline in pass-up complaints in the last two weeks of service.

On-time performance continues to decline at a slow rate. The increase in ridership, traffic congestion, and road construction have each had a negative impact on schedule reliability, particularly at peak times, despite best efforts to improve running times.

### **DISCUSSION**

We are focused on preparing a winter schedule that will enhance the reliability of service to our customers. From an operational perspective, the focus will be on increasing the level of unscheduled service to enable a more nimble respond to ridership demand, congestion, and unforeseen challenges.

**RECOMMENDATION**

It is recommended that the Victoria Regional Transit Commission receive the Operations Update for **INFORMATION**.

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