
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

Spring Schedule

Service reliability fell below target for much of the Spring schedule. While still sustaining a high level of service throughout, a correlation was observed in the increased number of complaints related to “Lack of Service” when scheduled service delivery dropped below 99.4%. Nearly half of the missed service was as a result of Operator availability due to the increased operator requirement for the Spring schedule, combined with attrition exceeding recruitment. This was only amplified by other factors including an increase of time lost during vaccinations.

Despite this, the average number of reported pass-ups declined from the Winter schedule. The average number of pass-up occurrences per month was 110 with an average of 34 passengers impacted per day; down 34%. Less than 5% of trips reached capacity during the Spring schedule; only a slight increase from the winter schedule.

On-time performance continues to outperform the previous two years hovering at around 60%. The increased volume of traffic on the road has seen a slight shift in the number of buses running beyond the three minute parameter for late arrivals.

Summer Schedule

Over the last three weeks we have experienced a steady improvement in performance indicators. Scheduled service delivery returned to above target in the last week. This correlated with a steady decline in complaints related to lack of service. On-time performance continues to hover around 60% but has been noticeably impacted by the increased volume of traffic.

On July 1st, in alignment with the Province’s move to Step 3, BC Transit increased capacity on board our buses to a full seated load with standees up to the retreated redline and masks are now recommended. Our team of Transit Operators and Supervisors have handled the transition to Step 3 with professionalism and minimal incident.

Fall Schedule

Our focus remains on preparing for the Fall schedule and the return of post-secondary schools in full session. New running times have been incorporated into the Fall schedule in support of improving schedule reliability. With retirements most prevalent in June and August, we are working with our team in People & Culture to support recruitment efforts to support service reliability. While recruitment is posing a challenge across the industry, finding a way to increase our numbers throughout the Fall schedule will be important to not only maximize the availability of flexible service, but also meet the required support for any expansion initiatives in January. Recruitment campaigns will continue throughout the Summer and Fall in support of this objective.

RECOMMENDATION

It is recommended that the Commission receive this report for **INFORMATION**.

Respectfully,

A handwritten signature in blue ink, appearing to read 'K Schubert', is written in a cursive style.

Kevin Schubert
General Manager, Victoria Operations

SPRING SERVICE SUMMARY

Conventional Transit Service April 6 to July 4, 2021

- 99.40% of scheduled service delivered
 - 0.47% of cancellations due to Operator Availability
 - 0.10% of cancellations due to Bus Availability
 - 0.03% of cancellations due to On Road Conditions (ie. Congestion, Construction)

Custom Transit Service April 1 – June 30 2021

- 43,782 Total trips delivered
 - Prior year 17,750
- 99.1% Requested trips delivered
 - Prior year 98%
- 0.12% Unmet trips (Total of 52 trip)
 - Prior year 0.43%
- 1.5 Rides per hour
 - Prior year .49
- 0.31% Taxi Supplement (142 total trips)
 - Prior year 0.002% (19 total trips)

Customer Service April 2021 – June 2021

- 987 complaints vs 1,009 last year
 - April 321 vs 239 for the same period last year
 - May 320 vs 341 for same period last year
 - June 346 vs 429 for the same period last year
- 111 schedule adherence complaints
 - Average 37/month vs 33/month for the same period last year
- 70 Lack of Service complaints vs 50 for the same period last year
- 159 customer pass up complaints
 - Average 53/month vs 45/month for the same period last year
- 8 overcrowding vs 21 for the same period last year