# INFORMATION REPORT

**TO:** Mayor and Members  
General Issues Committee  

**COMMITTEE DATE:** March 2, 2020  

**SUBJECT/REPORT NO:** Under-Performing HSR Routes (PW20015) (City Wide)  
*(Outstanding Business List Item)*  

**WARD(S) AFFECTED:** City Wide  

**PREPARED BY:** Debbie Dalle Vedove  
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**SUBMITTED BY:** Debbie Dalle Vedove  
Director, Transit  
Public Works Department  

**SIGNATURE:**  

## COUNCIL DIRECTION  

At the February 24, 2020 General Issues Committee Budget meeting a motion was passed that staff be directed to report back during the 2020 budget process with a list of under-performing HSR routes.

## INFORMATION  

Detailed information regarding under-performing HSR routes is attached as Appendix “A” to Report PW20015 and also includes the Council approved service standards in the local 10-year strategy. Appendix “B” attached to Report PW20015 includes measures relative to how identified underperforming routes are performing against the approved service standards. Finally, Appendix “C” attached to Report PW20015 outlines a breakdown of possible service reductions on the low performing routes and other adjustments that could be made to reduce operating costs.

## APPENDICES AND SCHEDULES ATTACHED  

Appendix “A” to Report PW20015 – Council Approved Service Standards  
Appendix “B” to Report PW20015 – Service Standards Application  
Appendix “C” to Report PW20015 – Budget Mitigation Options