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**SUBJECT: Victoria Regional Transit Service Review**

**1.0 PURPOSE**

The Victoria Regional Transit Service Review is provided to the Commission for **APPROVAL**.

**2.0 BACKGROUND**

The Victoria Regional Transit Service Review is a comprehensive analysis of the existing conventional transit system. Guided by the long term (25-year) system goals, vision and transit network developed in the approved Transit Future Plan, the Service Review presents the priority changes that can be made over the next five to seven years to align the system's network and service levels to those outlined in the long term plan.

Through a detailed review of ridership, service levels, and feedback from customers and front line staff, the Service Review's suggested service changes also aim to improve the overall effectiveness, efficiency and ease of use of the system.

**3.0 DISCUSSION**

The attached document presents the final results of the Service Review process. It includes an outline of the service review activities and public consultation undertaken, evaluations of existing system performance and areas not served by transit, transit service design standards that will guide future decision making, and proposed service and infrastructure priorities.

An update to the Commission in December 2013 presented the results of fall 2013 public consultation and the draft Service Review findings. This final Service Review document encompasses all feedback to date, as well as a report on the system's fall 2013 performance against the approved Performance Guidelines.

The Service Review guided development of the 2014/15 Annual Service Plan and therefore it also acts as a complementing document to that Plan.

**4.0 RECOMMENDATIONS**

It is recommended that the Victoria Regional Transit Commission receive this report for **APPROVAL** so that the Service Standards, Performance Guidelines, and service and infrastructure priorities presented in the Review may be used to guide future development of the Victoria Regional Transit System.

Respectfully,



Manuel Achadinha  
President and Chief Executive Officer

**APPENDIX**

VICTORIA REGIONAL TRANSIT SYSTEM 2013/14 SERVICE REVIEW AND APPENDICES