



# INFORMATION UPDATE

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| <b>TO:</b>               | Mayor and Members<br>City Council  |
| <b>DATE:</b>             | February 2, 2021   |
| <b>SUBJECT:</b>          | Follow up Questions from Transit Day Budget Presentation (TRN2101) (City Wide) |
| <b>WARD(S) AFFECTED:</b> | City Wide  |
| <b>SUBMITTED BY:</b>     | Debbie Dalle Vedove<br>Director, Transit<br>Public Works Department            |
| <b>SIGNATURE:</b>        |  |

Below you will find answers to a number of questions that were submitted to Transit in follow up to the Transit Day budget presentation on January 22, 2021.

What were the demographics of HSR customers before the pandemic and who has relied on transit the most during the pandemic? What was the reference to 30% essential workers about?

At this time, we do not have a means by which to track the demographics of our customers. PRESTO is currently working on a way to capture ridership demographics and is hoping to roll this out to transit agencies in the future.

Below I have provided a breakdown based on the (Re)envision survey respondents who indicated that they currently ride with us;

- **Pre-COVID customer demographics:** This data comes from the (Re)envision survey response, which is a large and statistically relevant sample size:
  - 61% female (36% male and 3% other)
  - 78% age 20 to 59 years (11% age 19 years and under, 11% age 60+ years)
  - 42% work full-time (13% work part-time, 26% students, 7% retired)
  - 60% have a household income greater than \$50k (of those who answered the question)

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

**SUBJECT: Follow up Questions from Transit Day Budget Presentation  
(TRN2101) (City Wide) - Page 2 of 2**

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- As a point of clarification, the 30% reference during the Transit Day budget presentation was purely based on the fact that in the early days of the pandemic, we were operating at 30% capacity and asking only those who needed to take essential trips to use transit.

How much of a financial impact would it be to not implement the 5 cent increase in September and extend the rate freeze to December 31, 2021? What implications, if any does this have on the 10 year transit strategy?

Based on direction given at GIC on January 26th, we are currently completing the analysis of the impact a rate freeze will have in 2021/2022 and will be reporting back on February 5th with that analysis.

Is the loss of revenue via fares considered a COVID Restart Funds eligible expense?

The Safe Restart Agreement is funding provided specifically to make up for lost revenue transit agencies have experienced as a result of reduced ridership and the incremental costs related to COVID-19. These costs are meant to be net of COVID-related avoided cost savings for the period covering April 1, 2020 through to end of March 31, 2021.

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