



## **STAFF REPORT**

**Title:** Transit Services - COVID-19 Impact

**Meeting Date:** April 28, 2020

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**Executive Summary:**

Attached in an update with respect to the impact on Cold Lake Transit Services due to the COVID-19 pandemic and a recommendation for a reduction in service hours.

**Background:**

**Alternatives:**

**Recommended Action:**

That Council accept the Transit Services - COVID-19 Impact update as information, and authorize Administration to reduce the operating hours from 7:00 a.m. to 6:00 p.m., Monday through Friday.

**Budget Implications (Yes or No):**

**Submitted by:**

Kevin Nagoya, Chief Administrative Officer



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**Date:** April 22, 2020  
**To:** Mayor and Council  
**From:** Kevin Nagoya, CAO  
**Re:** Transit Services – COVID-19 Impact

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The intent of the memo is to provide an update of the impact on Cold Lake Transit Services due to COVID-19 pandemic and recommendation for reduction in service hours.

The ridership is slowly on decline since the pandemic hit Alberta resulting in school closure on March 16, 2020. Since then and up to April 20, 2020, there is an overall 73% reduction in ridership compared to last year within the same time period.

Currently, we are holding steady at an average of 122 riders per day since April 1<sup>st</sup> compared to last year of 549 riders per day.

Our regular schedule is as follows:

1. Monday to Friday – 7 am to 9 pm (service ends at 9 pm) – 14 hours per day
2. Saturday – 9am to 9pm (Accelerated schedule, service ends at 9 pm) – 12 hours per day

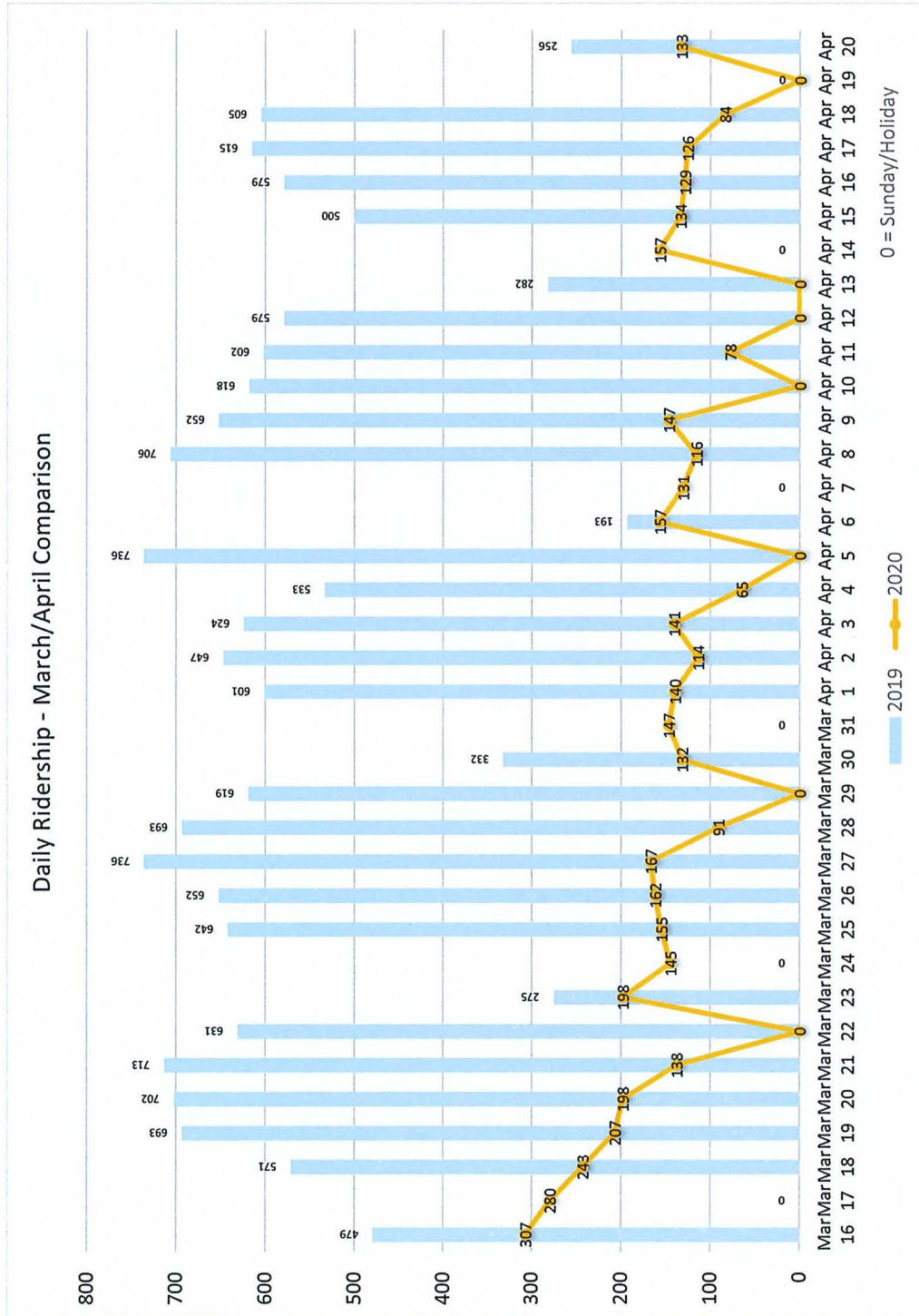
Based on the ridership data available (presented below is several graphs/table), administration is of the opinion that there is a strong case for reduction in service hours as suggested below.

1. Monday to Friday – Operate 7am to 6pm (service ends at 6pm) – 3 hours reduction in service hours
2. No Bus Service on Saturday – There is no demand for two buses but as this service follows the accelerated schedule, running only one bus would involve a heavy administrative workload to change routing information on the Transloc online App, Google Maps and schedule boards on bus stops.

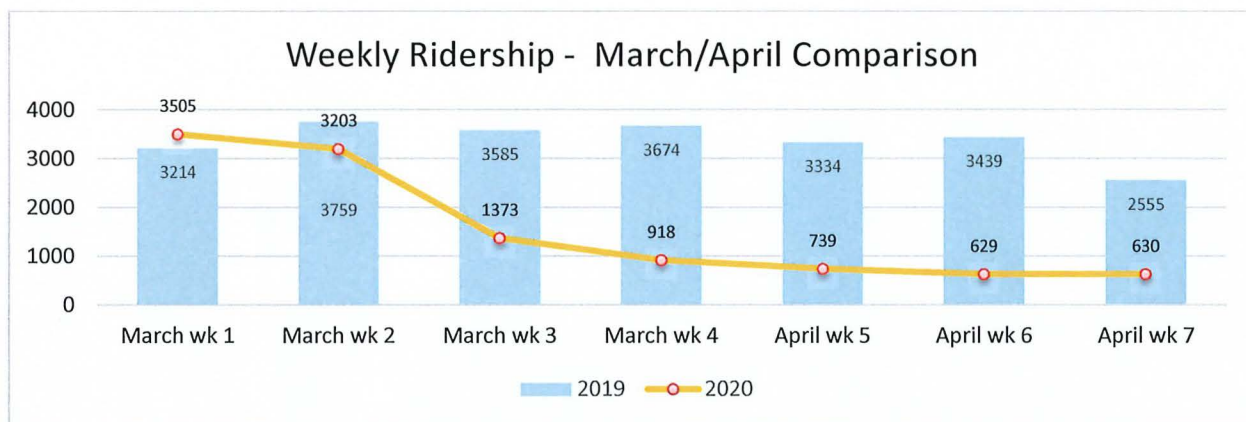
The proposed reduction in service level will result in approx. \$5000 per week savings.

The potential reduction in service level was discussed with the contractor and they seem to be onboard but were concerned with the potential loss of revenue and staff retention. However, they have expressed that they understand the complexity of the situation and will work with the City to address the issue.

Administration is seeking Council support to implement the proposed reduction in level of service and will continue to monitor the ridership as the COVID-19 pandemic continues.

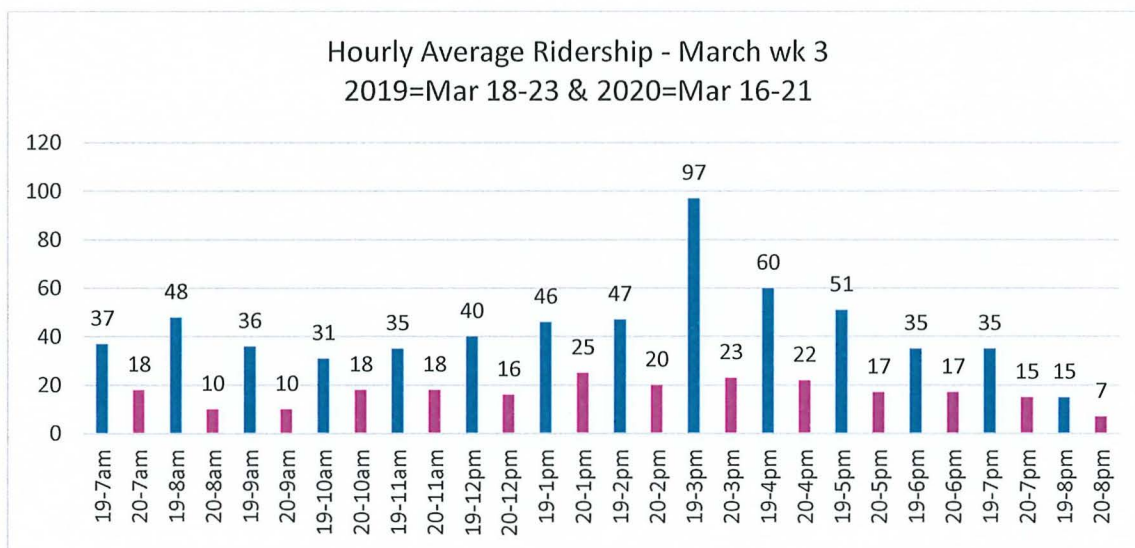


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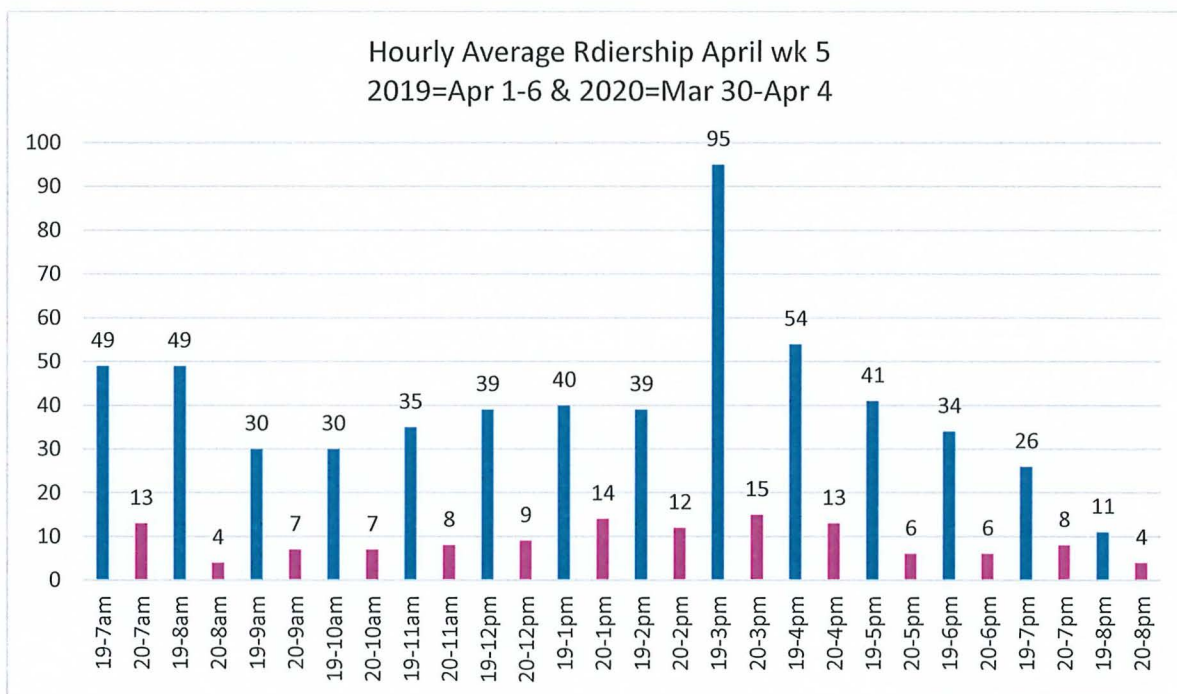
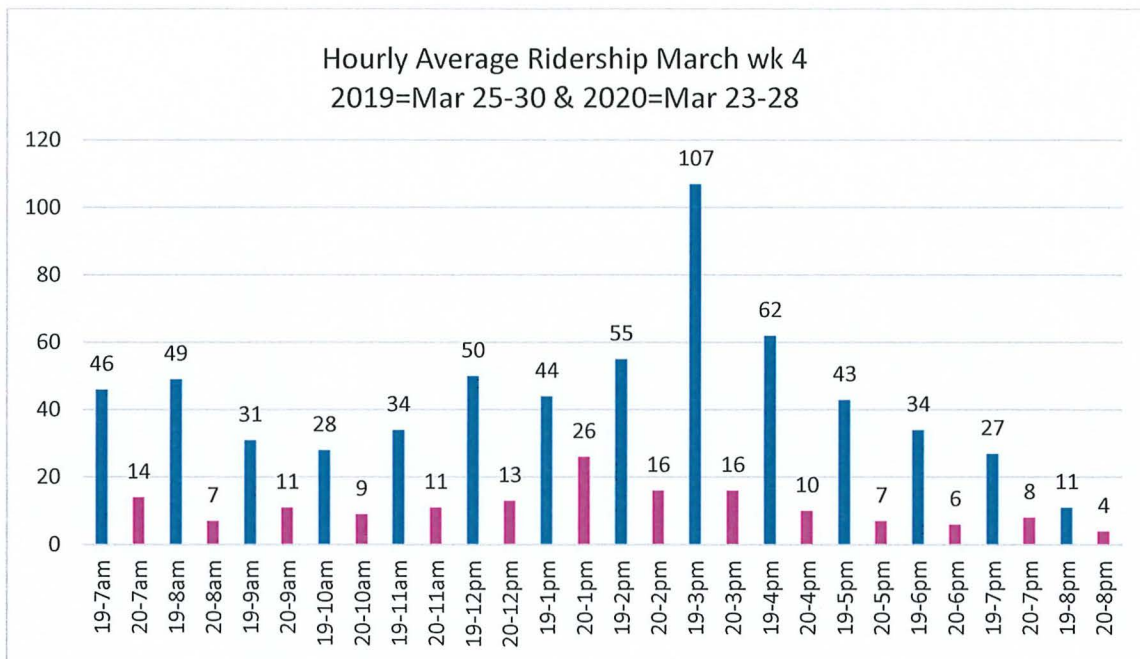


**Data Table for Weekly Ridership - March/April Comparison**

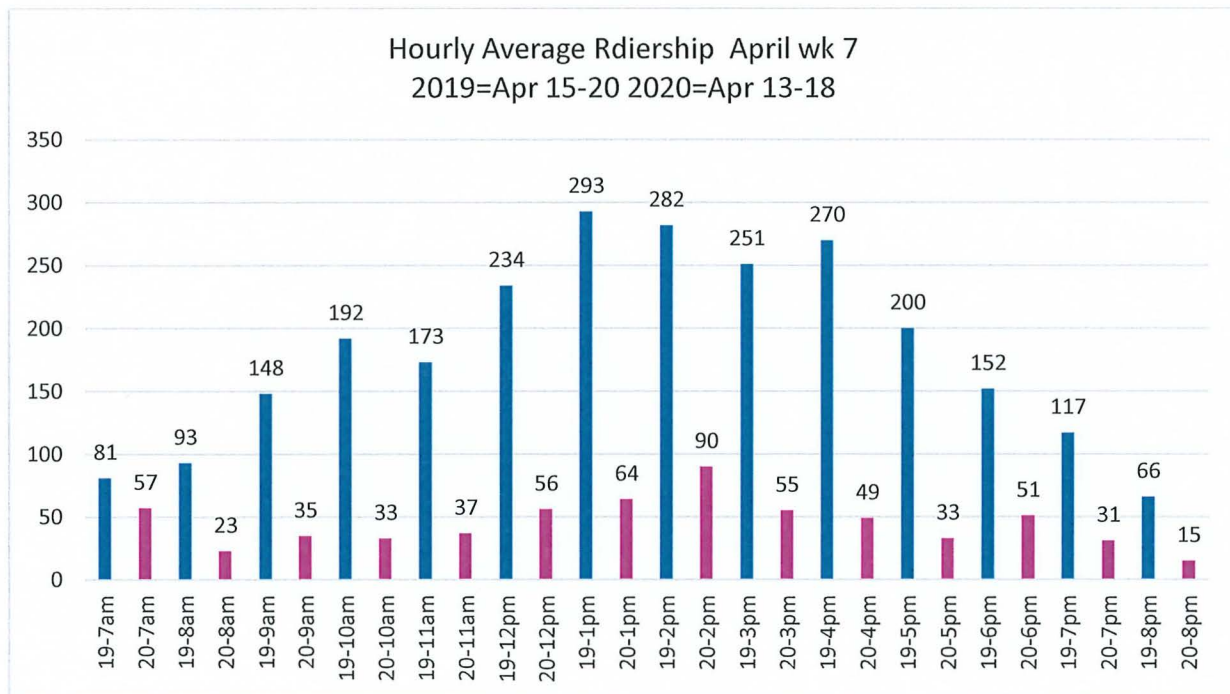
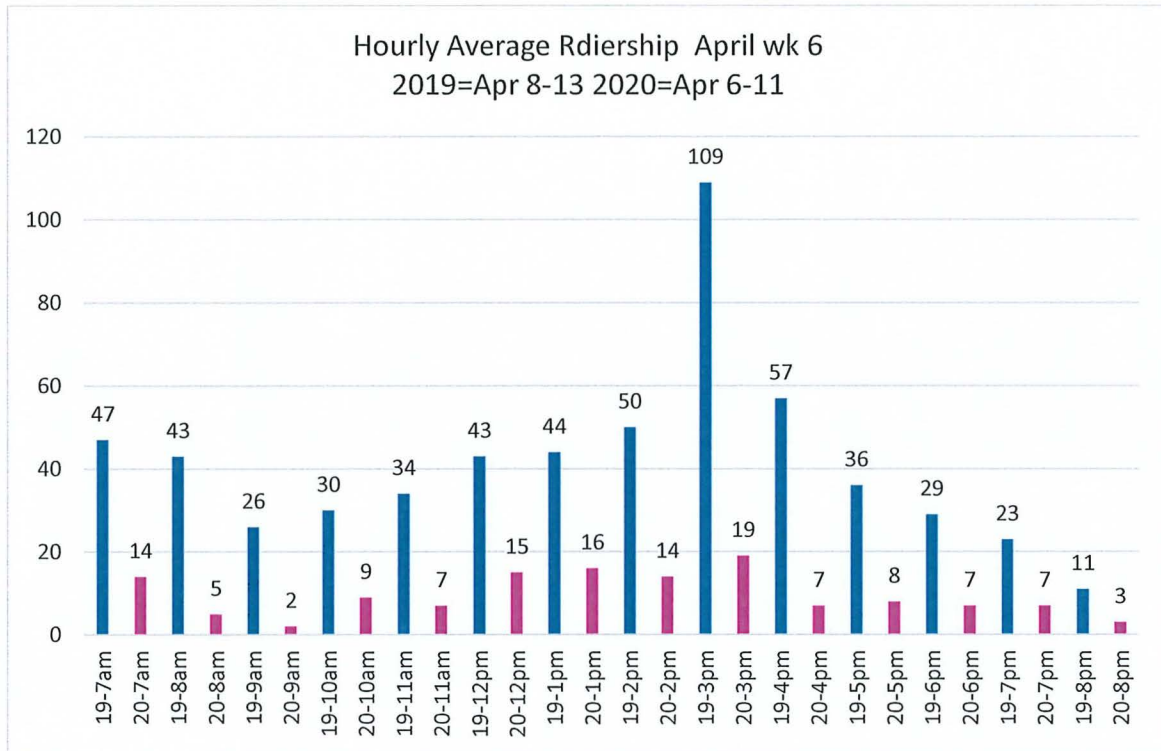
2019	2020	Week No	2019 Ridership	2020 Ridership	Reduction in Ridership
Mar 4-9	Mar 2-7	March week 1	3214	3505	
Mar 11-16	Mar 9-14	March week 2	3759	3203	15%
Mar 18-23	Mar 16-21	March week 3	3585	1373	62%
Mar 25-30	Mar 23-28	March week 4	3674	918	75%
Apr 1-6	Mar 30-Apr 4	April week 5	3334	739	78%
Apr 8-13	Apr 6-11	April week 6	3439	629	82%
Apr 15-20	Apr 13-18	April week 7	2555	630	75%



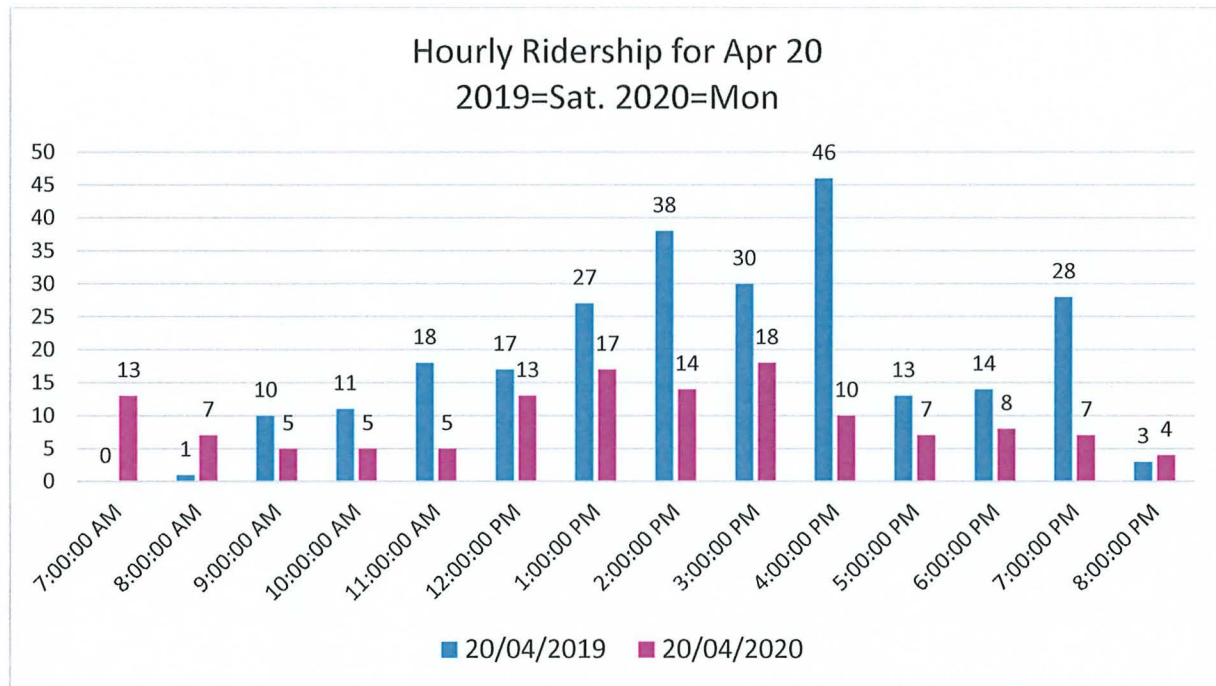
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**Submitted by:**

Respectfully

Azam Khan, P. Eng.  
General Manager Infrastructure Services

Kevin Nagoya, CET  
Chief Administrative Officer