



## STAFF REPORT

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

**Meeting Date:** June 16, 2020

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### **Executive Summary:**

Council approved reduction in services levels of Cold Lake Transit Services due to COVID-19 pandemic impact on ridership. The services were reduced to operate Monday to Friday only from 7am to 6pm.

The intent of this report is to provide an update on Transit ridership during the current service reduction.

### **Background:**

At the April, 28 2020 regular Council meeting Administration presented an update on impacts to Cold Lake Transit Services due to COVID-19 with a recommendation for the reduction in service hours. The report from the April 28, 2020 meeting is attached for reference.

In April 2020, ridership was reduced by 73% (average 122 riders per day) in comparison to 2019 (average 549 riders per day). In the month of May 2020, average ridership although increased to 142 per day but in comparison to 2019 data, it dropped by 77% (average 631 riders per day).

Adhering to the Provincial Government's physical distancing protocol of 2 meters restricts the maximum passenger capacity to 12 per bus at any one time. With this limitation it is inevitable that passengers will be denied service at some point. To date, there 5 instances of where the bus reached the modified capacity and had to turn away 16 passengers.

Since the implementation of reduced service, as was suggested in the report there is a approx. \$5000 per week of reduction in expenses with \$18,177 in billable per hour charge and the rest in fuel and other overheads.

Below are few graphs/table that summarizes the data from April 20, 2020 to Jun 5, 2020 in comparison to corresponding weeks of 2019.



Daily Ridership - March/April Comparison

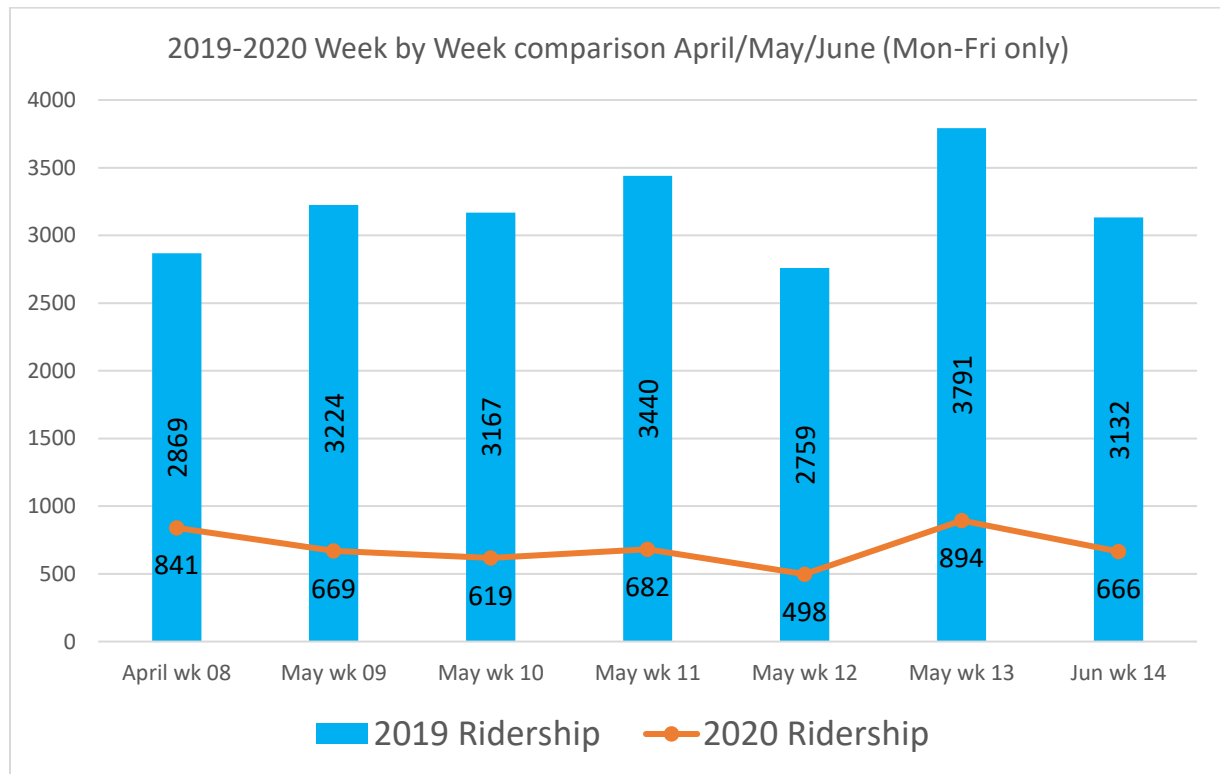




**Data Table for Weekly Ridership - April/May/June Comparison  
Monday to Friday**

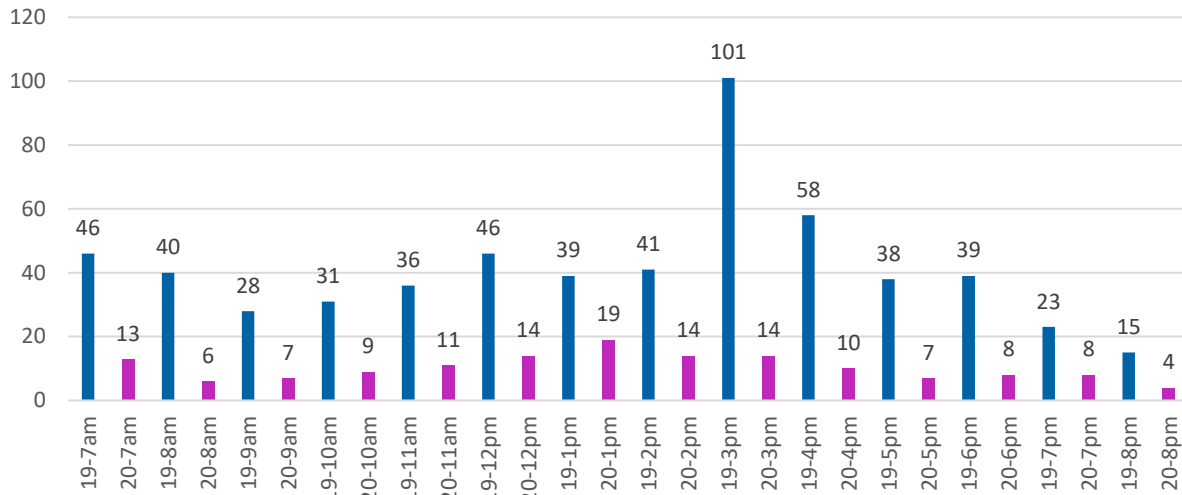
2019	2020	Week No	2019 Ridership	2020 Ridership	Reduction in Ridership
Apr 22-26	Apr 20-24	April week 08	2869	841	71%
Apr 29-May 3	Apr 27-May 1	May week 09	3224	669	79%
May 6-10	May 4-8	May week 10	3167	619	80%
May 13-17	May 11-15	May week 11	3440	682	80%
May 20-24	May 18-22	May week 12	2759	498	82%
May 27-31	May 25-29	May week 13	3791	894	76%
Jun 3-7	Jun 1-5	Jun week 14	3132	666	79%

Week numbers mentioned in above table are for internal use that starts at Week 1 being March 2 -7, 2020.

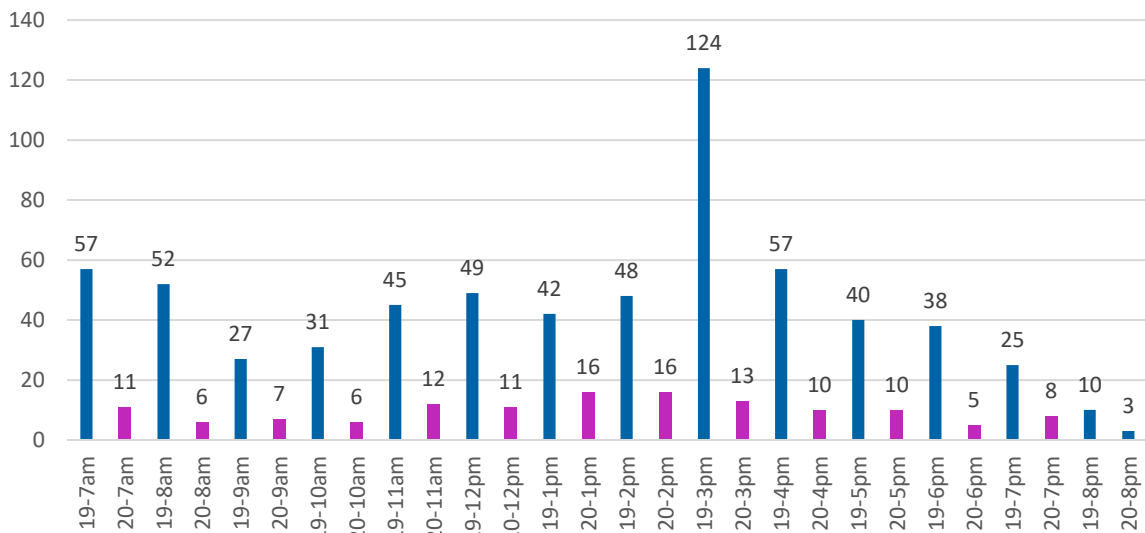


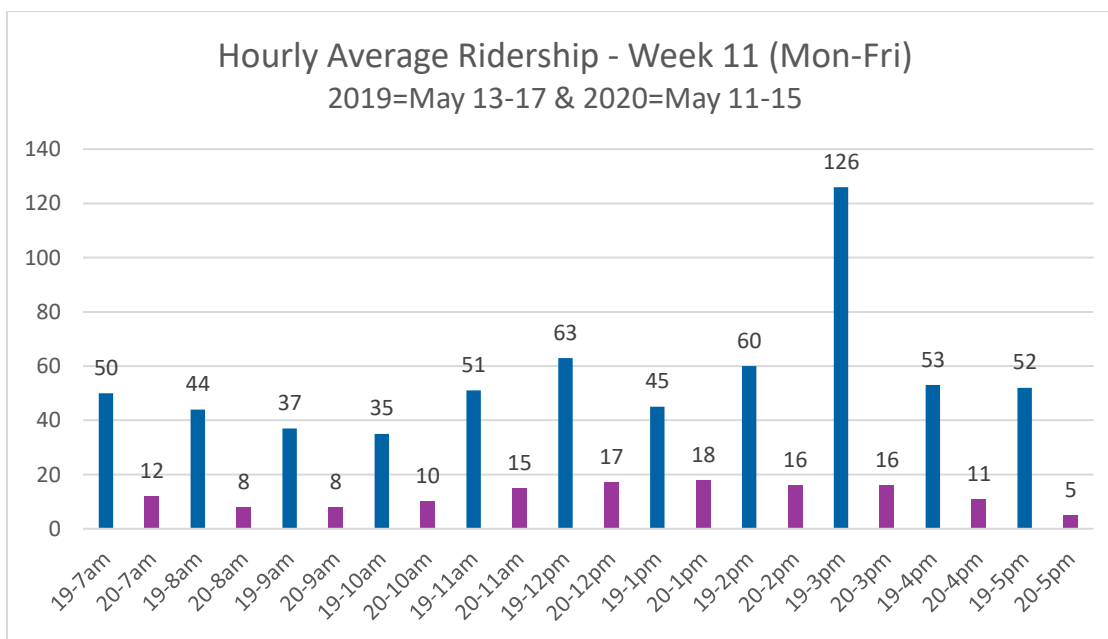
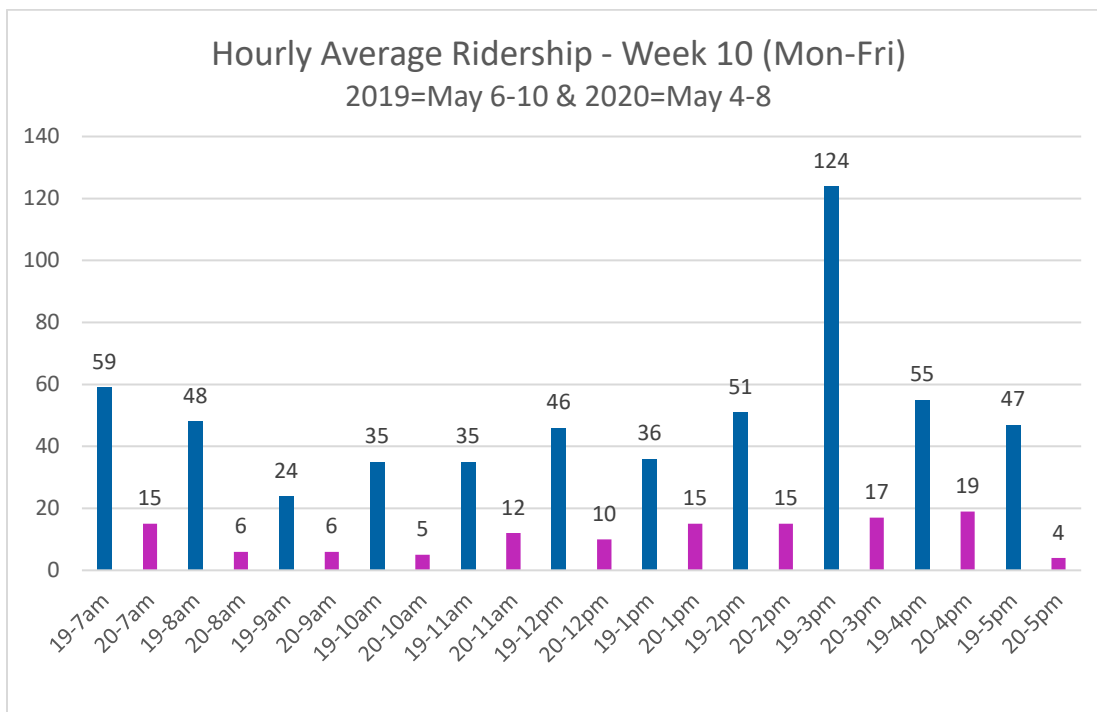


Hourly Average Ridership - April week 8  
2019=Apr 22-27 & 2020=Apr 20-25



Hourly Average Ridership - Week 9 (Mon-Sat)  
2019=Apr 29-May 3 & 2020 Apr 27-May 1

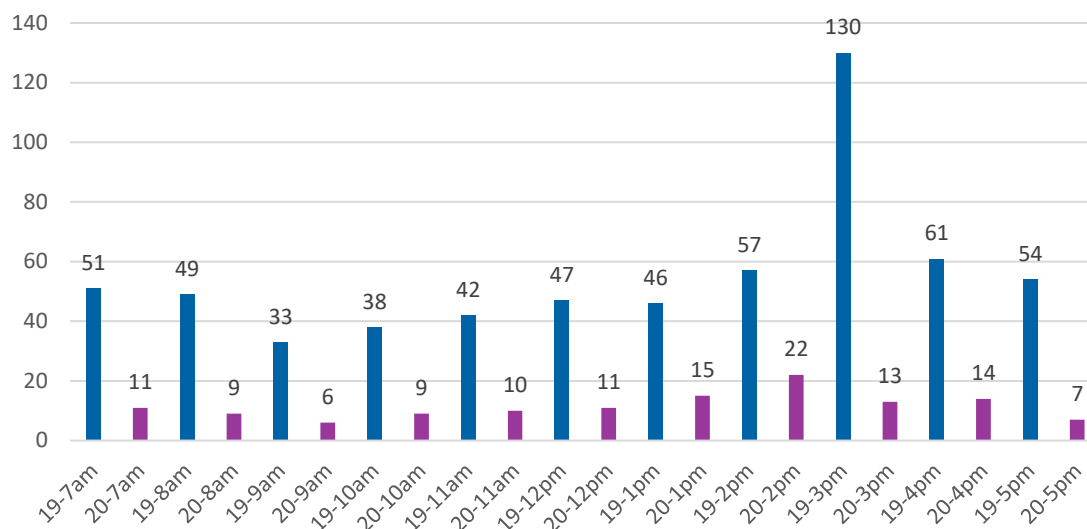






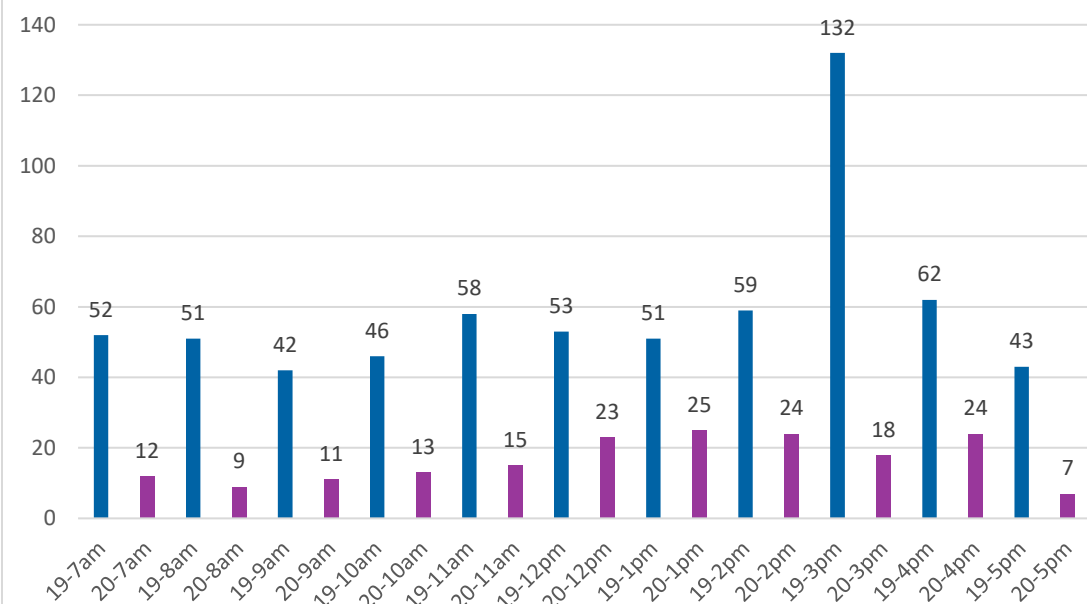
### Hourly Average Ridership - Week 12 (Mon-Fri)

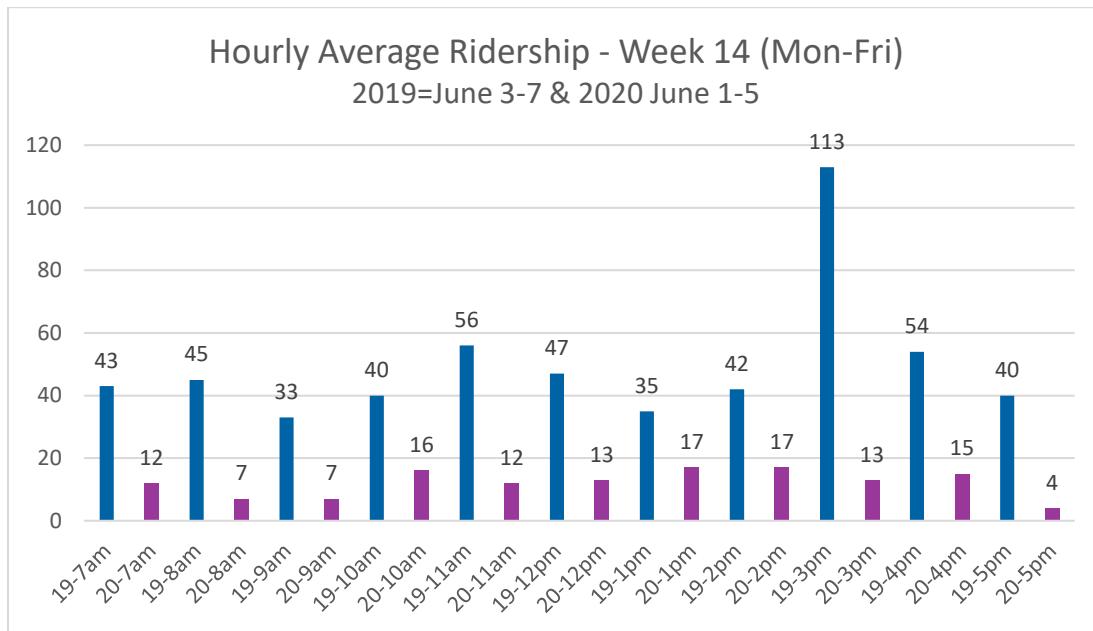
2019=May 21-24 & 2020=May 18-22



### Hourly Average Ridership - Week 13 (Mon-Fri)

2019=May 27-31 & 2020=May 25-29





Based on the data available, transit service is still experiencing reduction in ridership in comparison to the last year data and therefore the service can still continue on reduced service levels. Administration have not received any complaint or concern regarding the reduction in service hours.

However, as Alberta Government has announced that Phase II of relaunch in on June 12, 2020 which allow and relax several services and activities, Council may want to consider the resumption of regular transit service which will be Monday to Friday 7am to 9pm and Saturday 9am to 9pm.

The service will still run at reduced bus capacity to 12 passengers per bus to adhere to the Government guideline of physical distancing. Another option is the mandatory wearing of mask while using transit which will become enforcement issue. It should be noted that wearing of mask is not mandatory under Alberta Government guidelines.

Further to the above, we understand that AUMA has commenced discussions with the both the provincial and federal government in regards to lost revenue (to transit systems) due to the COVID-19, and opportunities for the financial assistance. The City's input has been that Cold Lake has seen a significant impact to the user ship however revenues are not impacted do the service having no charge.

Administration is looking to reinstate the hours of operations for the Transit Service in the coming weeks of which administration seeking for any comments.



**Alternatives:**

Council may consider

1. Maintain status quo with reduced hours of operation:  
Monday to Friday 7am to 6pm - 3 hours reduction in service hours  
Saturday - no service
2. Revert back to regular Transit Service schedule:  
Monday to Friday 7 am to 9pm  
Saturday 9am to 9pm accelerated schedule

**Recommended Action:**

This report has been generate to solicit feedback from Council's Corporate Priorities Committee. The CPC can make a recommendation to City Council relating to any alternatives.

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

Yes

**Submitted by:**

Kevin Nagoya, Chief Administrative Officer