

Update on Transit

Please provide information on Administration's current plans to advise Council of possible changes needed to Transit for fiscal and rider usage.

Transit administration has continued to monitor all routes and subsequent ridership numbers throughout the pandemic. We are currently operating with an 18% service level reduction compared to pre-pandemic operations. This reduction in service was approved by the Emergency Advisory Committee on March 20, 2020 and achieved by having all services run every 30 minutes instead of the usual 15 minutes during peak hours. At that time, Transit also discontinued the collection of fares to allow for rear-door passenger boarding. As a reminder, fare collection resumed on July 1, 2020 following the installation of temporary operator shields, which allowed Transit to safely resume front-door boarding and fare collection. Please note that local school service has continued throughout the pandemic while in-person classes were being offered, and that although daytime ridership has dropped significantly, evening and weekend services have experienced less significant reductions in ridership.

Transit administration continues to explore options related to service delivery changes and are in the final stages of developing a Dynamic Transit pilot program. Dynamic Transit is an on-demand style system, which we believe can provide a more effective and efficient service. More detailed information about the Dynamic Transit pilot program will be ready to present to Mayor and Council for their consideration in late spring or early summer.

We continue to keep a close eye on our budget and are being extra vigilant with expenses. Currently there are five vacant full-time operator positions that will not be filled at this time. This will help create a better balance between the number of full-time permanent operators and part-time hourly operators, while also providing a decrease in staff costs.