

# Transit Statistics 2019 and 2020

(A. Paquette)

## Recommendation

That the April 12, 2021, City Operations report CO00410, be received for information.

## Previous Council/Committee Action

At the February 3, 2021, Community and Public Services Committee meeting, Councillor Paquette made the following inquiry:

Can Administration please provide a brief report to Committee, in advance of the Spring 2021 Supplemental Operating Budget Adjustment, outlining a summary of:

1. Transit ridership data for 2019 and 2020
2. ETS sales revenue for 2020, including cash fares, tickets, adult pass, youth pass, and seniors pass.

## Executive Summary

Edmonton Transit Service (ETS) provides safe, fast, convenient and reliable transit service throughout Edmonton and the region. Public transit supports the four strategic goals of The City Plan and ConnectEdmonton Strategic Plan 2019-2028: healthy city, urban places, regional prosperity, and climate resilience. Reduced daily travel has led to a decline in transit ridership - a trend that continues to impact transit agencies across North America and beyond. As a result, ETS' revenues from fare collection have been impacted, both from the reduction in ridership and when fares were temporarily suspended between March and June 2020.

## Report

### Transit Ridership

Public transit has long connected Edmontonians to places of employment, recreation, commerce, and social outings. The pandemic has changed the way we interact with many of these locations and, as result, there has been a reduction in transit ridership which started in March 2020 and has persisted through to the present. The table below outlines the monthly ridership totals compared to 2019. Historically, transit ridership in Edmonton is somewhat seasonal, with ridership highest between

September and April to coincide with primary and post-secondary school schedules, and colder temperatures. For this reason, a year-over-year comparison is most effective in understanding the impact of COVID-19 on transit ridership.

MONTH	2019 Ridership	2020 Ridership	Year Over Year % Change
January	7,879,478	8,093,532	2.7%
February	7,773,662	7,794,958	0.3%
March	7,787,312	4,636,999	-40.5%
April	7,945,074	2,453,037	-69.1%
May	5,957,866	1,984,313	-66.7%
June	6,020,062	2,485,008	-58.7%
July	5,451,139	2,811,472	-48.4%
August	5,224,082	2,829,859	-45.8%
September	7,994,130	3,988,943	-50.1%
October	8,384,847	4,163,496	-50.3%
November	8,405,438	3,907,567	-53.5%
December	7,892,451	3,126,378	-60.4%
<b>TOTAL</b>	<b>86,715,541</b>	<b>48,275,563</b>	<b>-44.3%</b>

During the early onset of the pandemic in April 2020, ridership fell to its lowest point at 31 percent of year-over-year ridership. Since then, ridership has returned to approximately 40-50 percent year-over-year with some fluctuation. For instance, during the public health restrictions in December 2020, ridership dropped to 40 percent versus 2019.

### ETS Sales Revenue

The reduction in transit ridership during the pandemic, and the time between March 20, 2020 and June 15, 2020 when fare collection was temporarily suspended, has reduced ETS revenues in nearly all fare categories. In total, 2020 fare product sales revenue is down approximately \$66 million, which is 44 percent of 2019 revenue (57 percent reduction).

Across the fare categories, the year-over-year sales figures show a pronounced reduction in a number of key areas. The fares categories listed below represent over 80 percent of ETS' 2020 revenue.

Fare Product	2019	2020	Revenue Change (%)
UPASS / Post-Secondary Pass	\$23,231,280	\$10,111,936	-56.5%
Adult Monthly Pass	\$23,726,580	\$9,440,769	-60.2%
Adult Tickets (10's)	\$17,988,169	\$7,883,156	-56.2%
Youth Monthly Pass (Public and Catholic Schools)	\$19,992,923	\$8,468,583	-57.6%
Cash	\$12,767,363	\$6,054,911	-52.6%

Sales growth, on the other hand, has occurred for the Youth Monthly Pass - General (+169.8 percent) due to the suspension of the U-Pass program and the shift of post-secondary students to the Youth Monthly Pass. Senior product sales, such as the Seniors Regular Annual Pass (-36.6 percent) and the Senior Monthly Pass (-27.1 percent) have not seen as dramatic a decrease compared to other fare products, which indicates a level of reliance on transit for many of these riders.

### Corporate Outcomes and Performance Management

Corporate Outcome(s): Edmontonians use public transit and active modes of transportation			
Outcome(s)	Measure(s)	Result(s)	Target(s)
Mode shift to transit	Transit ridership	48,275,563 (2020)	85,640,000
Customer Satisfaction	Customer Satisfaction of ETS	66% (December 2020)	TBD

### Others Reviewing this Report

- M. Persson, Chief Financial Officer and Deputy City Manager, Financial and Corporate Services
- C. Owen, Deputy City Manager, Communications and Engagement
- K. Fallis-Howell, Acting City Solicitor