



Agenda

Brampton Transit Advisory Committee The Corporation of the City of Brampton

Date: Monday, March 1, 2021
Time: 7:00 p.m.
Location: Council Chambers - 4th Floor, City Hall - Webex Electronic Meeting
Members: Regional Councillor M. Palleschi (Co-Chair)
Regional Councillor P. Vicente (Co-Chair)
Rafiqul Islam
Sylvia Menezes Roberts
Akinade Oduntan
Sarbjee Sani
Ameek Singh
Myrna Adams, Representative, Age-Friendly Brampton Advisory Committee
Alina Grzejszczak, Representative, Cycling Advisory Committee
Todd Letts, Representative, Brampton Board of Trade
Franco Spadafora, Representative, Accessibility Advisory Committee

NOTICE: In consideration of the current COVID-19 public health orders prohibiting large public gatherings and requiring physical distancing, in-person attendance at Council and Committee meetings will be limited to Members of Council and essential City staff only. Public attendance at meetings is currently restricted. It is strongly recommended that all persons continue to observe meetings online or participate remotely.

For inquiries about this agenda, please contact: Shauna Danton, Legislative Coordinator, Telephone 905.874.2116, TTY 905.874.2130, or email cityclerksoffice@brampton.ca

1. Call to Order
2. Approval of Agenda
3. Declarations of Interest under the Municipal Conflict of Interest Act
4. Previous Minutes

The minutes were considered by Committee of Council on November 18, 2020, and approved by Council on November 25, 2020. The minutes are provided for Committee's information.

5. Presentations\Delegations
 - 5.1. Staff presentation by Alex Milojevic, General Manager, Transit, re: Transit Advisory Committee Presentation
 - 5.2. Staff presentation by Alex Milojevic, General Manager, Transit, re: Customer Satisfaction among Brampton Transit Riders
6. Reports/Updates
7. Other/New Business/Information Items
8. Correspondence
9. Question Period
10. Public Question Period

15 Minute Limit (regarding any decision made at this meeting)

During the meeting, the public may submit questions regarding recommendations made at the meeting via email to the City Clerk at cityclerksoffice@brampton.ca, to be introduced during the Public Question Period section of the meeting.

11. Closed Session

12. Adjournment

Next Meeting: Monday, May 3, 2021, at 7:00 p.m.



Minutes

Brampton Transit Advisory Committee The Corporation of the City of Brampton

Monday, November 2, 2020

Members Present:	Regional Councillor M. Palleschi (Co-Chair) Regional Councillor P. Vicente (Co-Chair) Sarbjee Sani Sylvia Menezes Roberts Todd Letts, Representative, Brampton Board of Trade Alina Grzejszczak, Representative, Cycling Advisory Committee Franco Spadafora, Representative, Accessibility Advisory Committee
Members Absent:	Rafiqul Islam Akinade Oduntan Ameek Singh Myrna Adams, Representative, Age-Friendly Brampton Advisory Committee
Staff Present:	Alex Milojevic, General Manager, Transit Vincent Rodo, Director, Transit Doug Rieger, Director, Transit Development Ivana Tomas, Director, Transit Services Peter Fay, City Clerk Shauna Danton, Legislative Coordinator

1. **Call to Order**

Note: In consideration of the current COVID-19 public health orders prohibiting large public gatherings of people and requirements for physical distancing between persons, in-person attendance at this Brampton Transit Advisory Committee meeting was limited and physical distancing was maintained in Council Chambers at all times during the meeting.

The meeting was called to order at 7:11 p.m., and adjourned at 8:25 p.m.

As this meeting of the Brampton Transit Advisory Committee was conducted with electronic participation by Members, the meeting started with the Chair calling the roll for attendance at the meeting, as follows:

Members present during roll call: Councillor Palleschi, Councillor Vicente, Sarbjeet Saini, Sylvia Menezes-Roberts, Todd Letts, Alina Grzejszczak, and Franco Spadafora

Members absent during roll call: Rafiqul Islam, Akinade Oduntan (regrets), Aameek Singh, Myrna Adams

2. Approval of Agenda

Committee consideration of the matter included consensus to delete Item 7.2, as it relates to Item 7.1, and defer Item 7.7 to staff for a report back at a later date.

The following motion was considered:

BTAC006-2020

That the Agenda for the Brampton Transit Advisory Committee Meeting of November 2, 2020, be approved as amended as follows:

1. To delete Item 7.2; and,
2. To refer Item 7.7 to staff to report back at a future meeting

Carried

3. Declarations of Interest under the Municipal Conflict of Interest Act

4. Previous Minutes

The minutes were considered by Committee of Council on February 19, 2020, and were approved by Council on February 26, 2020. The minutes were provided for Committee's information.

5. Presentations\Delegations

5.1 Presentation by Alex Milojevic, General Manager, Transit, re: Transit Advisory Committee Presentation

Alex Milojevic, General Manager, Transit, provided a presentation that highlighted the following:

- ebus Trial - Phase I and II

- Transit Fleet Electrification
- Third Maintenance and Storage Facility
- Hurontario LRT
 - Brampton Gateway HuLRT Stop
- Main Street LRT - Environmental Assessment
- Downtown Mobility Hub
- Queen Street/Highway 7 BRT
- Transit Business Plan Update
 - 2023-2027 Business Plan
 - Long Term Fare Policy
- Covid-19
 - Timeline
 - Impacts
 - Communications
 - Relief funding

Committee discussion included the following:

- electric buses
 - fleet size
 - timeline
- Steeles Avenue rapid transit corridor
- zero emissions
 - target date
 - funding and financing
- Accessibility with respect to the Downtown Mobility Hub
- LRT route plans
- Covid-19 impacts and recovery plans

- student ridership influx - accommodation and collaboration with academia partners

The following motion was considered:

BTAC007-2020

That the presentation by Alex Milojevic, General Manager, Transit, re: **Transit Advisory Committee Presentation**, to the Transit Advisory Committee Meeting of November 2, 2020, be received.

Carried

6. Reports/Updates

7. Other/New Business/Information Items

7.1 Brampton Transit Advisory Committee 2021 Schedule of Meetings

In response to a question from Committee, staff noted that the frequency of meetings will be reviewed to determine if more meetings can be accommodated, and report back at a later date.

7.2 Discussion at the request of Sylvia Menezes-Roberts, Member, re: Frequency of Brampton Transit Advisory Committee Meetings

Dealt with under Approval of Agenda - Recommendation BTAC006-2020

7.3 Discussion at the request of Sylvia Menezes-Roberts, Member, re: Collecting Transit Rider Information via a Rider Survey

In response to a question from Committee, staff noted that transit rider customer satisfaction surveys are conducted every 2-3 years, and the results include (non-personal) rider details. Information from the latest survey will be provided to Committee at the next regular meeting.

7.4 Discussion at the request of Sylvia Menezes-Roberts, Member, re: Improving Communication with Transit Riders - Adopting Transit App

Committee consideration of the matter included the following:

- Using transit apps, such as Triplinx, to provide real-time transit updates to riders
- Using transit apps to conduct customer satisfaction surveys and collect rider data

- Request for transit apps to be more user-friendly for elderly riders and provide schedules and real-time updates in multiple languages

In response to a question from Committee, staff noted that the City has launched the Magnusmode app, which assists riders with cognitive disabilities, and demonstrates how to board, pay and ride transit.

- 7.5 Discussion at the request of Sylvia Menezes-Roberts, Member, re: Transit User Comfort and Usability, i.e. longer and more straps on busses, and information for travelers with kids in strollers

Sylvia Menezes-Roberts, Member, noted the following :

- Shorter transit riders are unable to reach the straps
 - request for staff to review the length and increasing the number of holding straps
- Bus aisles are often blocked by strollers; communication on how to fold a seat to accommodate a stroller is needed

Staff noted that the comments and requests will be investigated, and information will be provided to Committee at a future date.

- 7.6 Discussion at the request of Sylvia Menezes-Roberts, Member, re: Carshare/Bikeshare Programs

Whereas residents of Brampton pay among the highest car insurance rates in Canada

Whereas the Term of Council Priorities include “Equalize all forms of transportation”

Whereas the TOCP seeks to plan for sustainable growth

Whereas the TOCP seek to lower Brampton’s Greenhouse Gas Emissions, and the 59% of Brampton’s emissions come from transportation

Therefore be it resolved that the Brampton Transit Advisory Committee recommends

1. That City Council considers implementing a bikesharing program in Brampton, with recommendations from the Brampton Cycle Advisory Committee as to location and implementation
2. That City Council considers implementing a carsharing program in Brampton, at locations including, but not limited to, by transit stations, community centres, other community centres, with a plan towards an electric fleet.

3. That carsharing and bikesharing in Brampton should be accessible through a shared platform with transit, as implemented in other cities like Montreal
4. That this motion be forwarded to the Brampton Cycle Advisory Committee

Committee consideration of the matter included the following:

- Logistics and details of car sharing programs
- Request for staff to investigate integration of car sharing locations in close proximity to major transit hubs and stops
- Bike and eScooter sharing; ability to pay with presto card

In response to suggestions from Committee, staff noted that the potential opportunities and logistics of implementing sharing modes into the transit system will be investigated and a report will be presented to Committee at the next meeting.

The following motion was considered:

BTAC008-2020

That the following be **referred** to staff for a report back at a future meeting:

"Whereas residents of Brampton pay among the highest car insurance rates in Canada

Whereas the Term of Council Priorities include "Equalize all forms of transportation"

Whereas the TOCP seeks to plan for sustainable growth

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3. That carsharing and bikesharing in Brampton should be accessible through a shared platform with transit, as implemented in other cities like Montreal
4. That this motion be forwarded to the Brampton Cycle Advisory Committee"

Carried

7.7 Discussion at the request of Sylvia Menezes-Roberts, Member, re: Bus Stop Statistics

Brampton Transit Advisory Committee requests:

1. The number of bus stops in Brampton
2. The number of bus stops in Brampton that are Accessible
3. How many bus stops Brampton is making Accessible per year
4. Brampton Transit to estimate the year that 95% of bus stops will be Accessible
5. This motion, and subsequent information, be forwarded to the Brampton Accessibility Advisory Committee

Dealt with under Approval of Agenda - Recommendation BTAC006-2020

8. Correspondence

- 8.1 Correspondence from Tammi Jackson, Legislative Coordinator, City Clerk's Office, dated October 28, 2020, re: Cycling Advisory Committee Representative on Brampton Transit Advisory Committee

The following motion was considered:

BTAC009-2020

That the correspondence from Tammi Jackson, Legislative Coordinator, City Clerk's Office, dated October 28, 2020, re: Cycling Advisory Committee Representative on Brampton Transit Advisory Committee, to the Brampton Transit Advisory Committee Meeting of November 2, 2020, be received.

Carried

9. Question Period

In response to a question from Committee, staff noted there is a generally high compliance rate with respect to transit riders wearing masks on busses.

10. Public Question Period

The public was given the opportunity to submit questions via e-mail to the City Clerk's Office regarding any decisions made under this section of the agenda.

P. Fay, City Clerk, read the following questions from Chris Drew, Co-founder, Fight Gridlock Brampton:

1. On February 20, 2020 there was a Metrolinx Board Meeting where there was a report on the agenda entitled "Advancing Transit Priorities". This report makes reference to future transit lines in Brampton, including Main LRT, Queen BRT, and several "priority bus routes" in Brampton. Can City staff please distribute this report to committee members so they are aware of its contents given the references to these routes in the presentation given by the GM of Brampton Transit? Also, there was a letter sent by the Mayor of Brampton to this February Metrolinx Board meeting and a letter sent by the CAO respecting the Advancing Transit Priorities Report. The letter from the CAO included a map of current and future transit routes in Brampton. Can these two letters please be distributed by City staff to Committee members so they are aware? Committee members might be interested in noting that there is an almost perfect alignment of routes in Brampton between the map in the CAO's letter and the map in the Advancing Transit Report.

2. Since it's not legible in the agenda package or on the livestream, on the "Brampton Gateway HuLRT Stop" slide what does the text say in the upper left image in the middle of the intersection? Was this image presented during the previous term of Council?

Staff noted that the report will be provided at the next meeting, and the details of the Brampton Gateway HuLRT Stop will be provided to committee and circulated to Mr. Drew.

11. Closed Session

12. Adjournment

The following motion was considered:

BTAC0010-2020

That the Brampton Transit Advisory Committee do now adjourn to meet again on Monday, March 1, 2021, at 7:00 p.m., or at the call of the Co-Chairs.

Carried

Regional Councillor P. Palleschi (Co-Chair)

Regional Councillor P. Vicente (Co-Chair)

Transit Advisory Committee

March 1, 2021



Agenda

01 **Deferral of 2020 Items**

02 **2021 Budget**

03 **ICIP Update**

04 **2020 Ridership**

05 **Follow-up: 2019 Customer
Satisfaction Survey**

06 **Transit Projects**

- Electric Bus Pilot Project
- Third Transit Facility
- Hurontario LRT
- Hurontario-Main LRT Extension Study
- Queen Street-Highway 7 Bus Rapid Transit
- Downtown Brampton Transit Hub
- Two-Way, All Day GO Train Service

07 **2021 Service Plan**

08 **Follow-up: Bike and Car Sharing in
Brampton**

Deferral of 2020 Items



- **Service Deferral**
 - 27,600 transit service hours (annual)
 - \$2,382K net cost of service
- **Fare Change Deferral**
 - Fare change (adult and cash fares)
 - Free Fares for Brampton seniors

2021 Budget

- **Operating Budget**

- Gross operating budget of \$180M
- Net budget adjustment of \$1.8M

- **Capital Budget**

- \$71.4M total budget approved
- \$45M for bus purchases (19 growth, 24 replacement)
- \$13.1M for bus refurbishments
- \$10M for replacement of Smartbus CAD/AVL system
- \$1.3M to support HuLRT project, fuel rate decrease, PRESTO commission fee increase.





ICIP Update

Federally Approved Projects:

- 2020-2024 Bus Refurbishments **(\$56M)**
- 2020-2021 Replacement Buses **(\$23M)**
- Transit Hub **(\$30M)**
- Smartbus Camera/DVR Replacement **(\$5M)**

Projects Pending Federal Approval:

- Smartbus CAD/AVL System Replacement **(\$10M)**
- New Transit Maintenance and Storage Facility **(\$175M)**
- 2020-2023 Growth Buses **(\$171M)**

Ridership

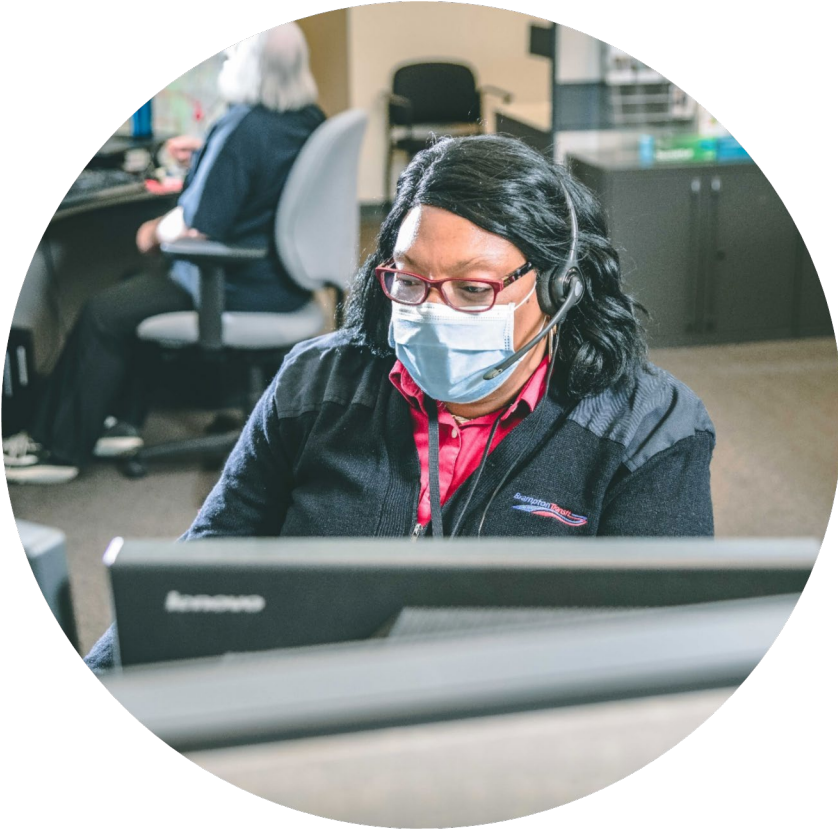
2020 Ridership – 18.1M

- **Pre-COVID:** Jan 1 - Mar 20: 13% increase over 2019
- **Ceased Fare Collection:** Mar 21 - Jul 1: approx. 30% of 2019
- **Resumed Fare Collection:** Jul 2 – year end: approx. 50% of 2019
- **Overall:** 57% of 2019 ridership (31.9M)

Ridership impacted by lockdown:
Approx. 40%



2019 Customer Satisfaction Survey



- Average satisfaction score is 7.7 out of 10.
- A strong majority of respondents (81%) say they are satisfied with Brampton Transit. While very few express dissatisfaction (6%).



Electric Bus Pilot Project

- The eight breakthrough battery electric buses with zero tailpipe emissions will be launched on two existing conventional routes in Brampton:
 - Route 23 Sandalwood
 - Route 26 Mount Pleasant
- New overhead high-powered charging stations will be launched at:
 - Mount Pleasant Village terminal (2 ABB on-route)
 - Queen Street/Highway 50 Züm station (1 ABB on-route)
 - Sandalwood Transit Facility (1 Siemens at facility)
- Electric buses to be launched in service Spring 2021

Third Transit Facility

On June 10, 2020, Brampton City Council approved plans for Brampton Transit’s fully electric transit maintenance and storage facility, a milestone in the City of Brampton’s commitment to being a Green City.



Location:

South West corner of Highway 50
and Cadetta Road

Phase I	250 bus capacity \$ 204 M
Phase II	Additional 188 buses (total 438) \$TBD
Electrification of Facility	\$ 150 M*

*A rough order of magnitude costing estimate, subject to further feasibility review and detailed design.

Hurontario Light Rail Transit (LRT)



Background

The Hurontario LRT will bring 18 kilometres of fast, reliable, rapid transit between the Brampton Gateway Terminal and the Port Credit GO Station in Mississauga.



19
Stops



18
Kilometers



2
Cities

Key Brampton Features

- Three LRT stops, including Ray Lawson, County Court and Brampton Gateway Terminal.
- The Operations, Maintenance and Storage Facility will be located within Brampton, on Kennedy Rd. south of Highway 407 ETR.

Current Status

- The design is in progress at various stages and some early works construction activities, such as utility relocations are in progress within the City.
- A tentative completion and commissioning of the system by fall of 2024.

Hurontario-Main LRT Extension Study



This study is examining and recommending a preferred Main Street alternative to extend light rail transit from Brampton Gateway Terminal to Brampton GO station in Downtown Brampton.

Brampton City Council has approved staff recommendations to update the Hurontario-Main LRT environmental assessment study to include three options:

- HMLRT approved route
- Main-George one-way loop, and
- Tunnel – to extend light rail transit

Queen Street- Highway 7 Bus Rapid Transit

Metrolinx, is leading the project for advancing rapid transit along the Queen Street-Highway 7 corridor with support from the City of Brampton, Peel Region, and York Region.

The following two scenarios are identified in the Initial Business Case as having the greatest transit benefits to be considered in the Preliminary Design Business Case:

- [Centre-Median BRT with Lane Conversion](#)
- [BRT with Lane Addition](#)

Next steps include developing the scope of work for the Preliminary Design Business Case.



Downtown Brampton Transit Hub



- A new transit hub will add capacity and quality to the transit system, enhance inter modal connectivity, and support active transportation.
- In conjunction with the potential future LRT terminal, the Transit Hub will support downtown revitalization, economic growth and development, and high quality public realm, and enable transit oriented communities.
- The project is in the planning phase with the feasibility study ongoing to identify preferred site from potential sites around the GO Transit station.

Two-Way, All Day GO Train Service



- A Metrolinx led and funded project for bidirectional and more frequent GO Train service along the Kitchener Rail corridor.
- In December 2020 Metrolinx published an environmental project report on New Track & Facilities TPAP that recommends infrastructure improvements along Kitchener corridor from east of Hwy 427 to Bramalea GO station.

2021 Service Plan

- Respond to COVID-19
- Extend Züm Service to Pearson Airport
- Local Area Service Reviews
- On-Demand Service Trial



Bike and Car Sharing in Brampton



Mobility as a Service (MaaS)

Thank you!



BRAMPTON TRANSIT

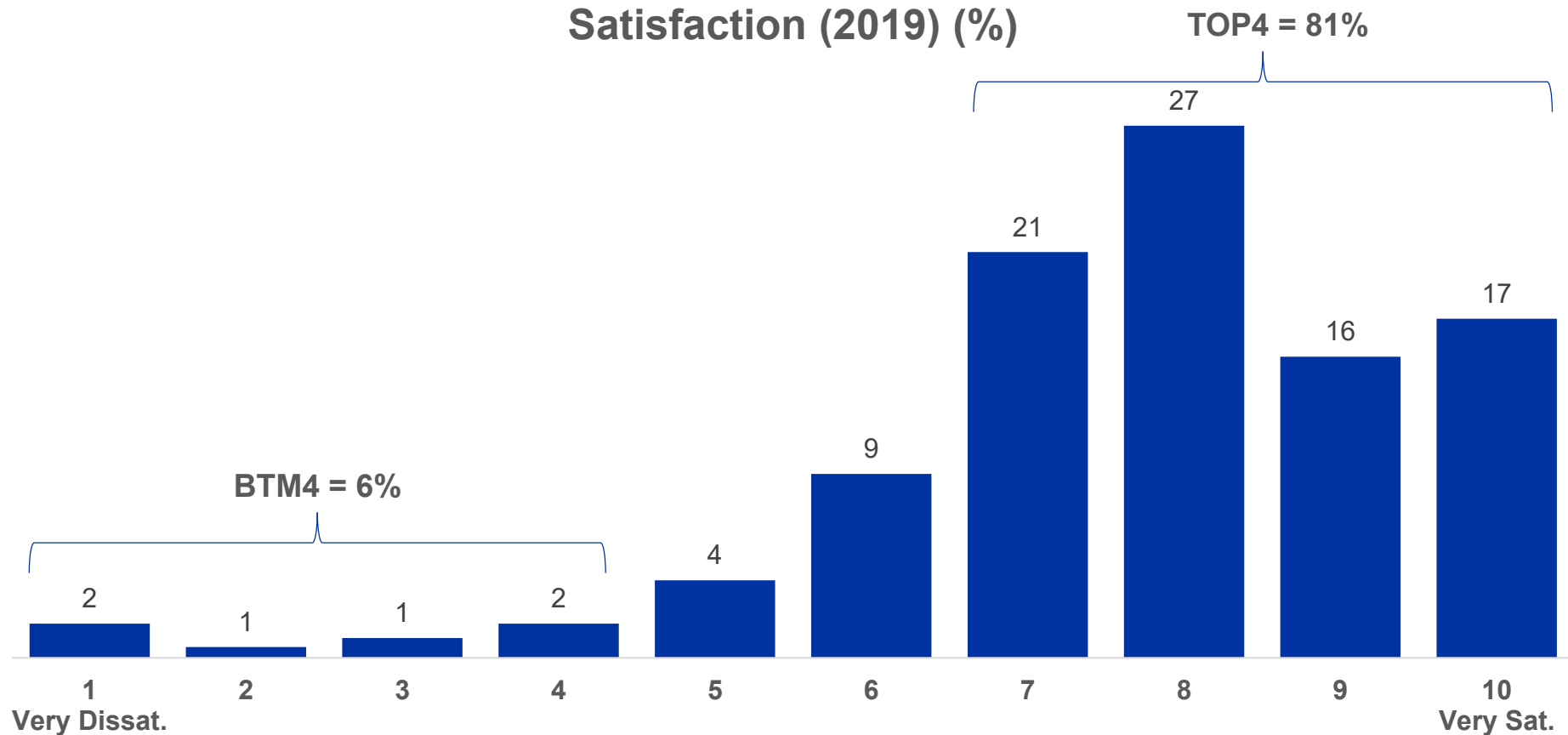
Customer Satisfaction among Brampton Transit Riders



January 24th, 2020



Overall Satisfaction



Respondents were asked to rate their satisfaction with BT over the past 3 months using a scale of 1 (not at all satisfied) to 10 (very satisfied).

Overall, the average satisfaction score is **7.7 out of 10**.

A strong majority of respondents (TOP4: 81%) say they are satisfied with Brampton Transit. While very few express dissatisfaction (BTM4: 6%).

Question:

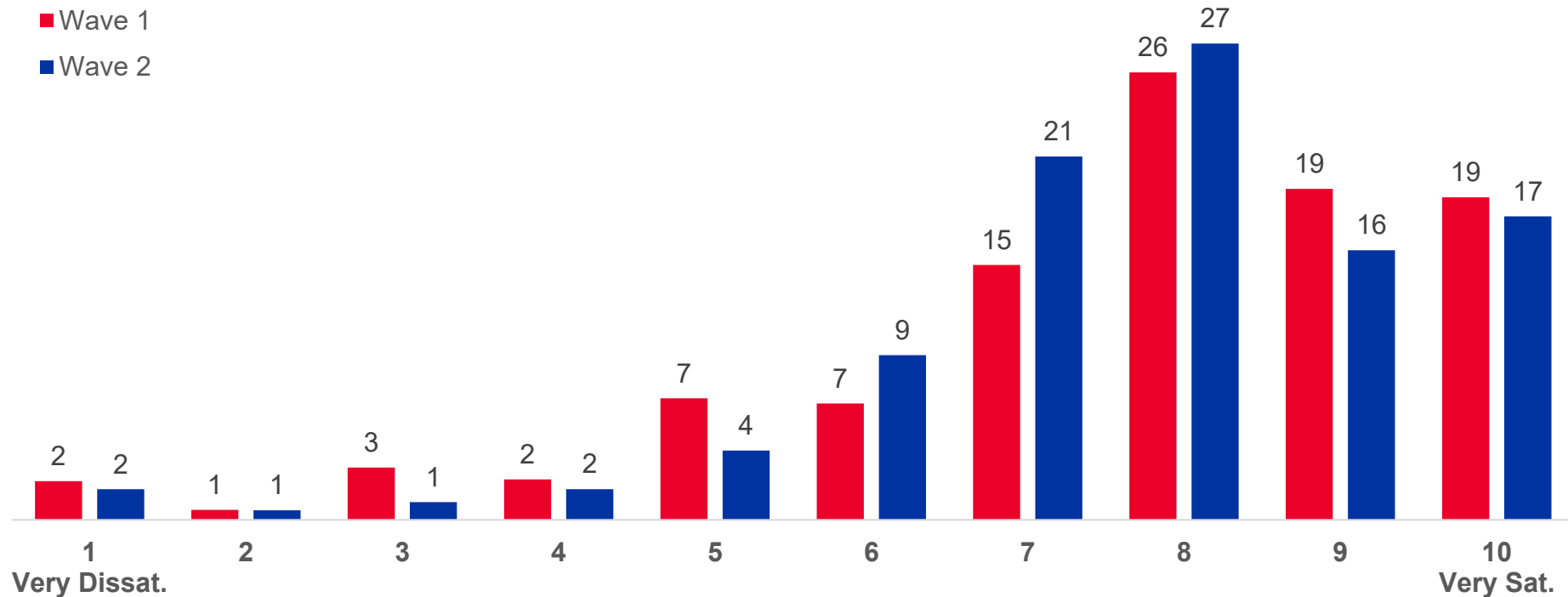
Q1. Taking into account all of your experiences with Brampton Transit, including Züm, over the past 3 months how would you rate your level of satisfaction with Brampton Transit overall? Please use a 10-point scale where 1 means very dissatisfied and 10 means very satisfied.

n = 1075

Framework: All respondents, excluding NA; **Note:** Percentages have been rounded, may not add up to 100%.

Overall Satisfaction

Satisfaction: Historical Trends (%)



Comparing the latest wave of responses with the previous wave, there are no clear changes. The most notable shift is the rise in the percentage of respondents rating their satisfaction a 7 out of 10.

The average score from Wave 1 (7.6) is virtually the same as Wave 2 (7.7).

Question:

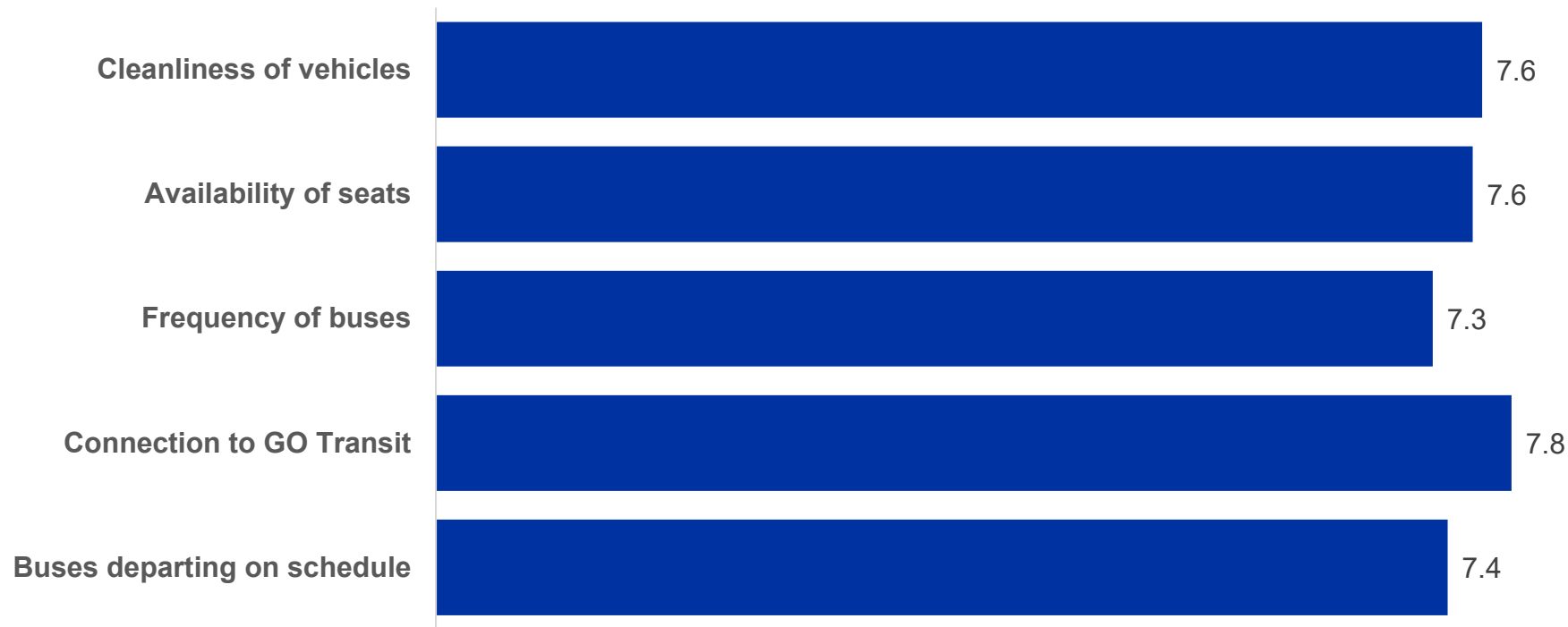
Q1. Taking into account all of your experiences with Brampton Transit, including Züm, over the past 3 months how would you rate your level of satisfaction with Brampton Transit overall? Please use a 10-point scale where 1 means very dissatisfied and 10 means very satisfied.

n = 1075

Framework: All respondents, excluding NA; **Note:** Percentages have been rounded, may not add up to 100%.

Satisfaction – Bus Services

Satisfaction: Bus Services (2019)



Overall, respondents are satisfied with BT's bus services. One area of higher satisfaction is BT's connection to GO Transit.

Areas which received lower satisfaction were related to the scheduling of buses, specifically frequency and timeliness. Both received slightly lower scores than the other areas.

Question:

Q4. Thinking about your experience over the past 3 months please rate your satisfaction with the following bus services...

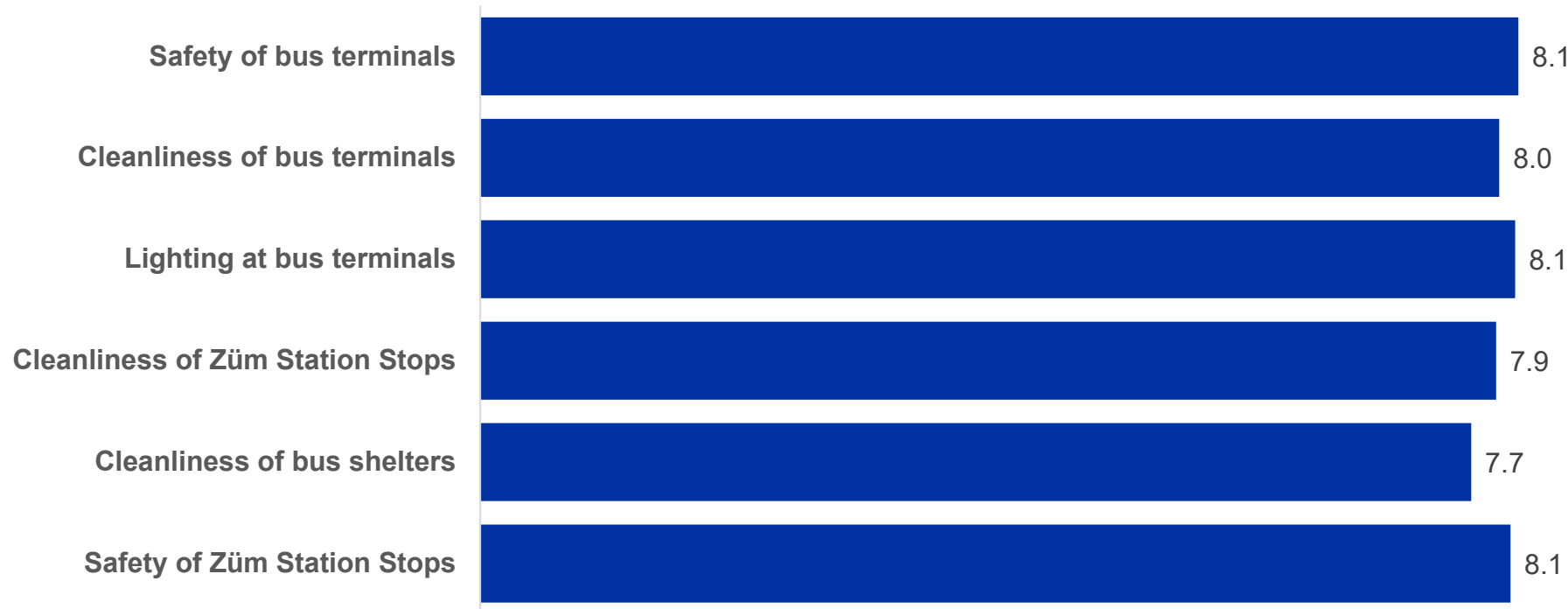
n = 1073 (a), 1071 (b), 1071 (c), 641 (d), 1067 (e)

Framework: All respondents, excluding NA

Note: Percentages have been rounded, may not add up to 100%.

Satisfaction – Terminals, Shelters, Stops

Satisfaction: Bus Terminals, Shelters, and Stops (2019)



Respondents are generally quite satisfied with BT's spaces. Terminals, shelters, and stops received positive ratings across the board.

One area that received a slightly lower average score than others is the cleanliness of bus shelters.

Question:

Q5. Thinking about your experience at Brampton Transit bus terminals, Züm stations, and bus shelters over the past 3 months or so, please indicate how satisfied you are with the...

n = 1068 (a), 1067 (b), 994 (c), 1044 (d), 1059 (e), 1045 (f)

Framework: All respondents, excluding NA; **Note:** Percentages have been rounded, may not add up to 100%.

Satisfaction – Customer Service

Satisfaction: Customer Service (2019)



Some of BT's customer service representatives receive high marks, while others fall a bit short.

Bus drivers and service staff at terminals receive solid average score >8 out of 10.

Call centre agents and staff at Clark and Sandalwood facilities receive only low 7s, much lower than the aforementioned two groups.

Question:

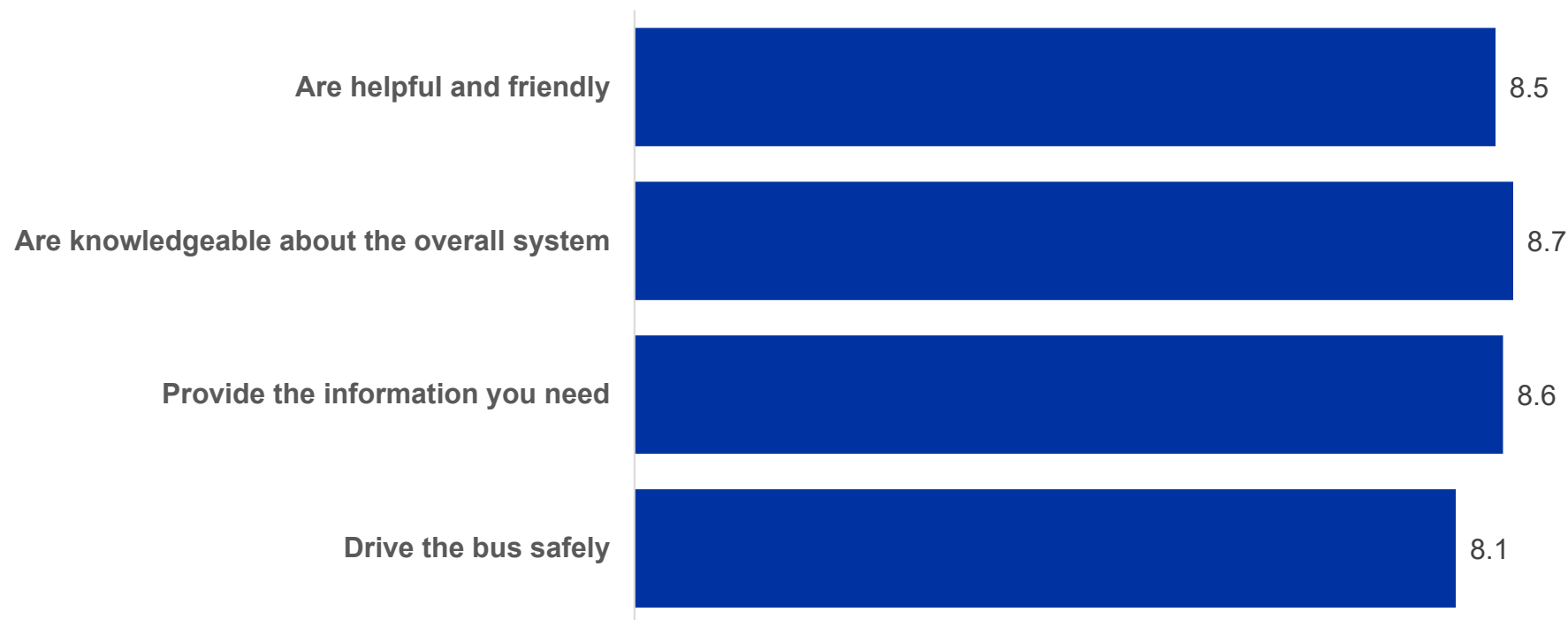
Q7. How satisfied are you with the customer service you've received over the past 3 months from...

n = 953 (a), 453 (b), 826 (c), 370 (d)

Framework: All respondents, excluding NA; **Note:** Percentages have been rounded and may not add up to 100%.

Satisfaction – Bus Drivers

Satisfaction: Bus Drivers (2019)



Bus drivers generally receive high marks in all areas of their performance, with every area surveyed receiving an average score >8.

The highest-scored area is drivers' knowledge about the overall BT system.

One area that is lower than the others is bus drivers' ability to drive the bus safely.

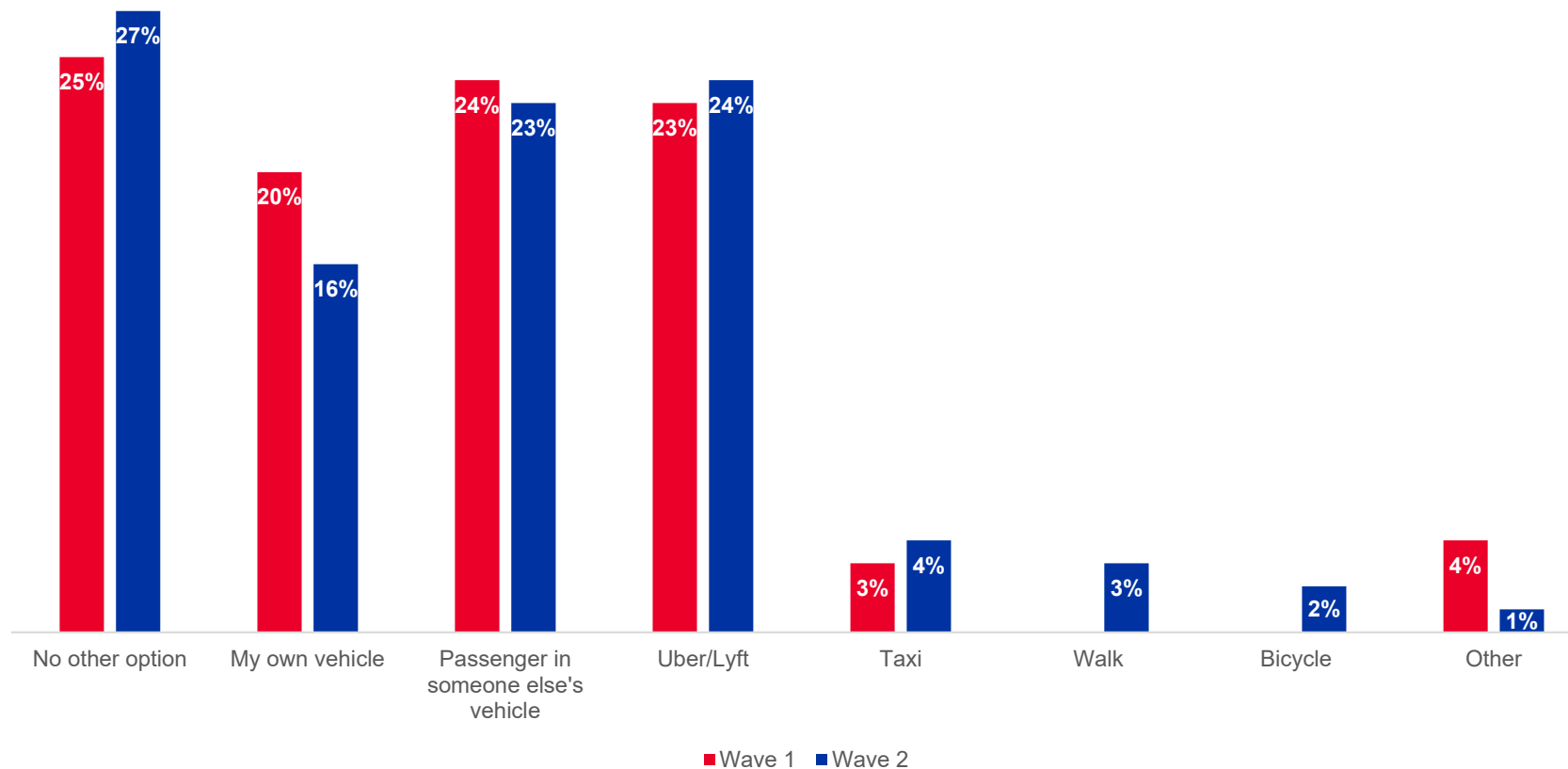
Question:

Q7. How satisfied are you with the customer service you've received over the past 3 months from...

n = 206 (a), 183 (b), 200 (c), 947 (d)

Framework: All respondents, excluding NA; **Note:** Percentages have been rounded and may not add up to 100%.

Alternative Modes of Transportation



One-quarter (27%) only use BT, another fourth (23%) are passengers in someone else's vehicle, and an additional fourth (24%) ride Uber/Lyft.

One-sixth (16%) have a car.

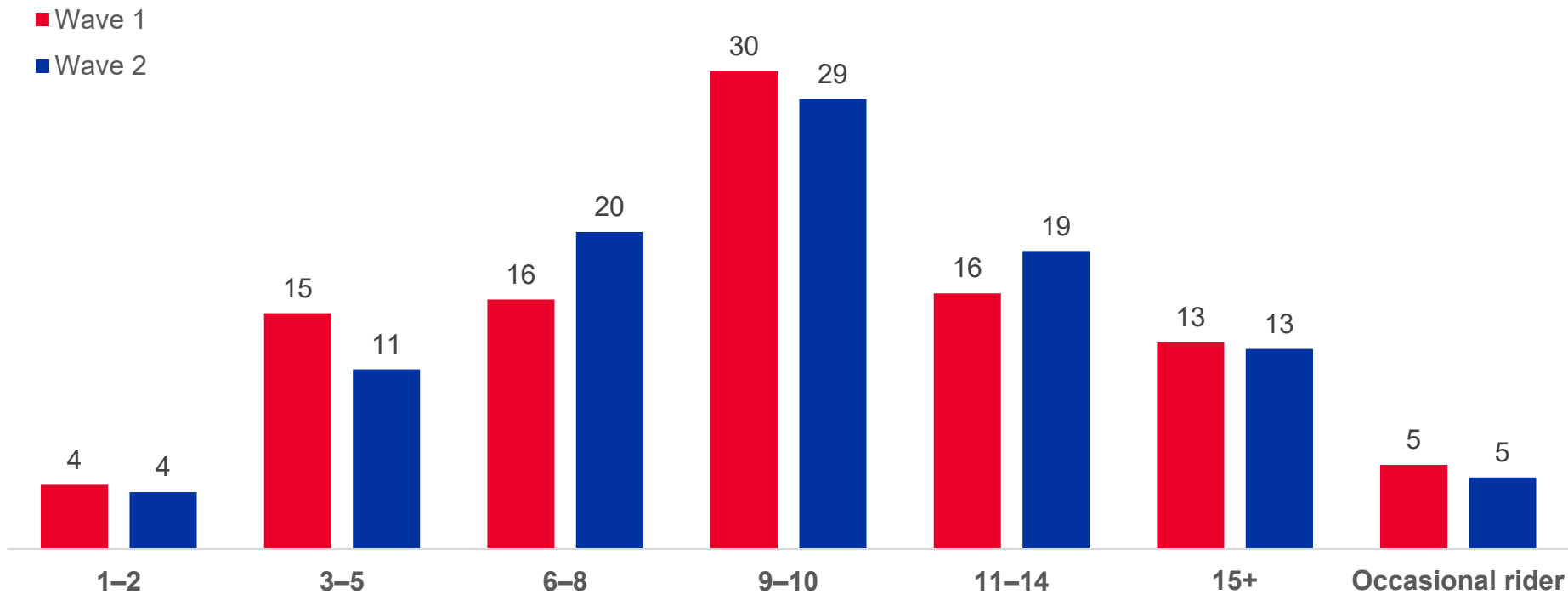
Question:

Q17. If you did not take Brampton Transit or Züm, what other modes of transportation are realistic options for you?
n=1084

Framework: all respondents; Note: Percentages have been rounded

Trip Overview – Trips per Week

Trips per Week: Historical Trends (%)



Across both waves in 2019, respondents are most likely to take 9–10 trips per week on BT.

Wave 2 respondents are more likely to report a higher number of trips per week. Between the two waves, there is a slight increase in respondents who choose 11–14 trips and 6–8 trips. There is also a slight decrease in the percentage of respondents taking 3–5 trips.

Question:

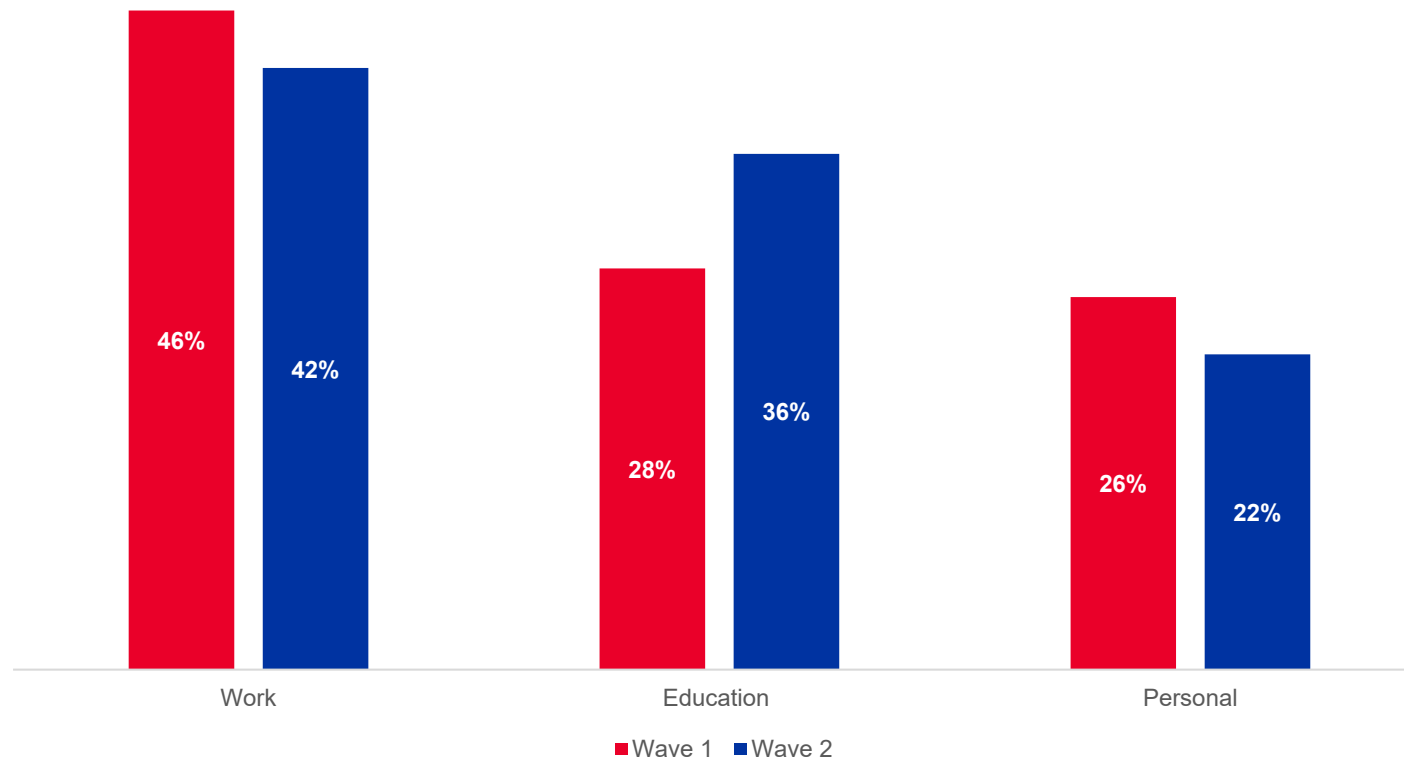
Q6. How many trips do you take in a usual week? Note that going to work and back would count as 2 trips.

n = 1077

Framework: All respondents, excluding “don’t know”

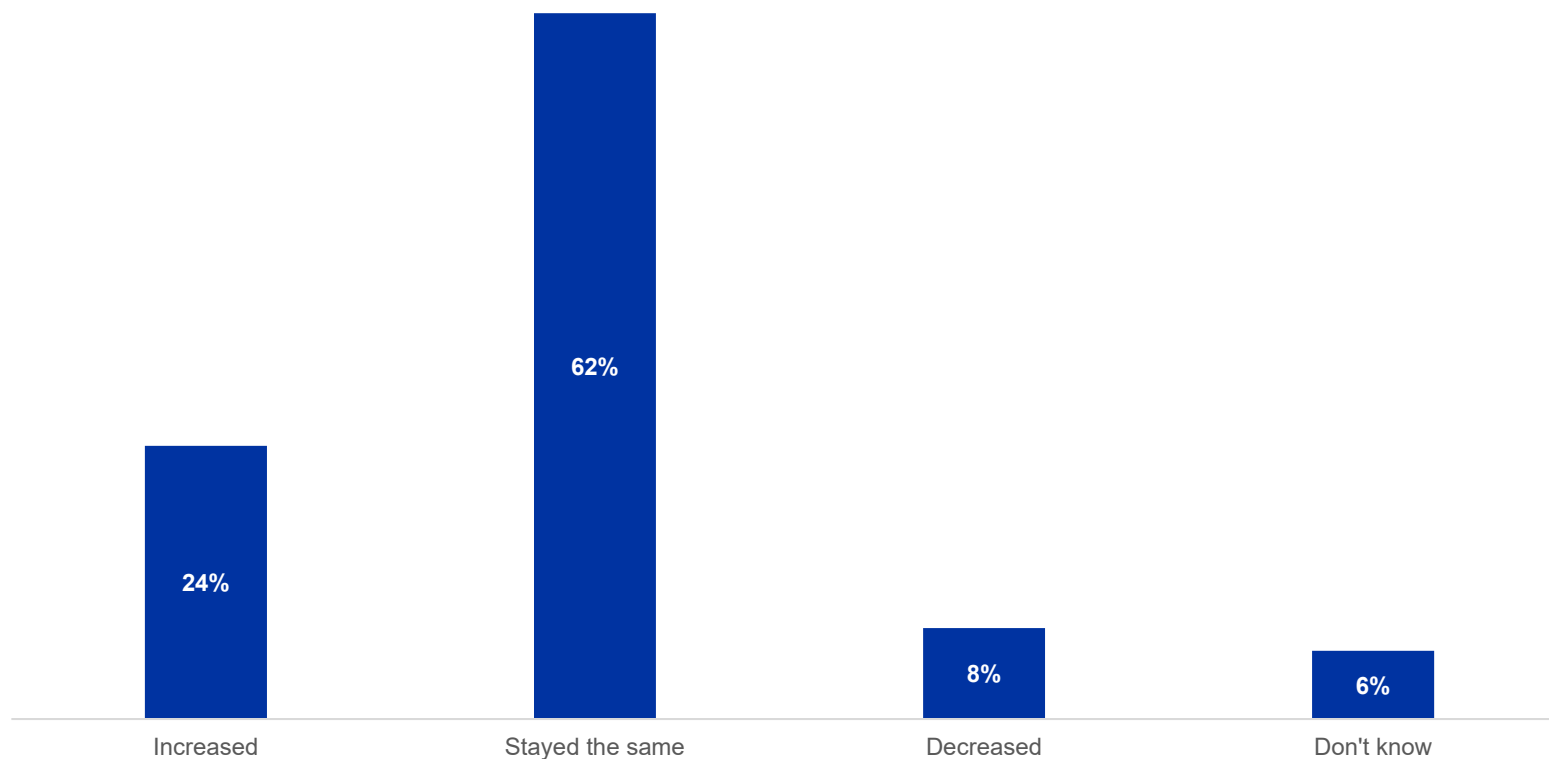
Note: Percentages have been rounded, may not add up to 100%

Reasons for using Brampton Transit



A fourth (42%) of respondents use Brampton Transit for work. More respondents are now using Brampton Transit for education than in Wave 1, which as noted previously, is not surprising given the timing of wave 1 and wave 2.

Number of Trips Over Time



For most respondents (62%) their number of trips over time has stayed the same.

Question:

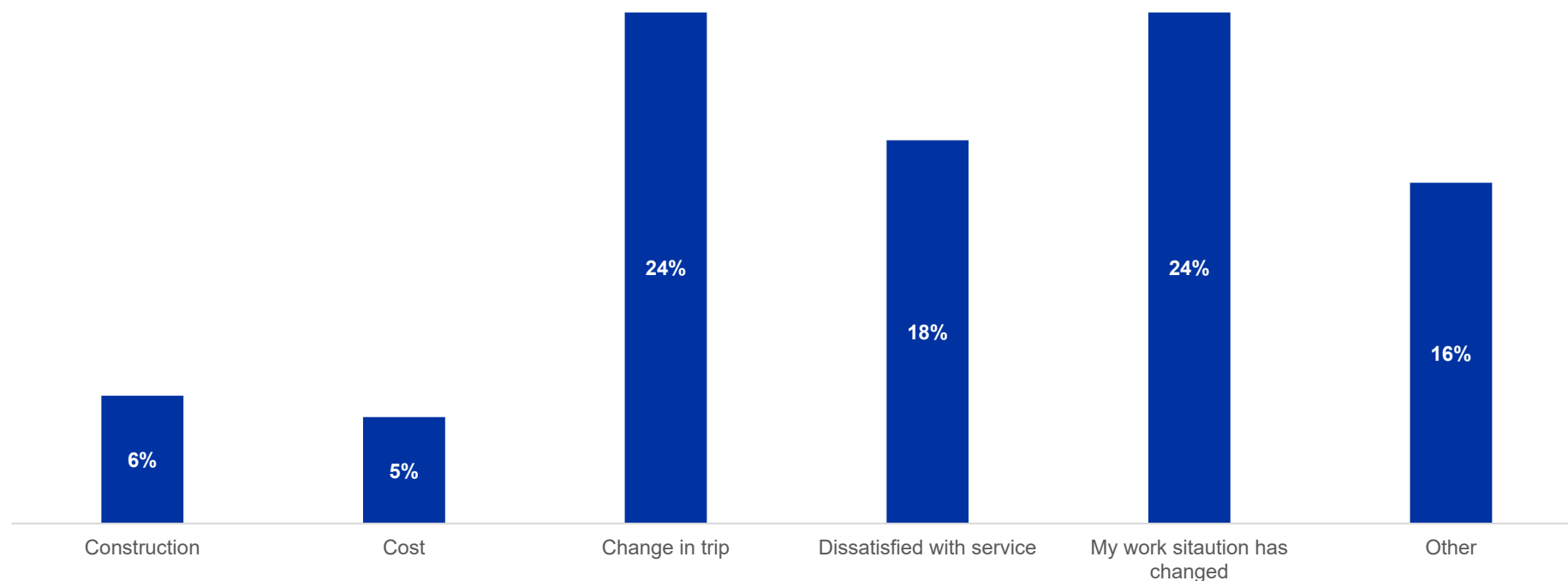
Q14. In the past 6 months, have your number of trips on Brampton Transit, including Züm, increased, stayed the same, or decreased?

n=1084

Framework: all respondents; **Note:** Percentages have been rounded

New Question in Wave 2

Number of Trips Over Time: Decreasing



Those who have decreased their number of trips over time were asked why. The most common responses include:

- Change in trip
- My work situation has changed
- Dissatisfied with service

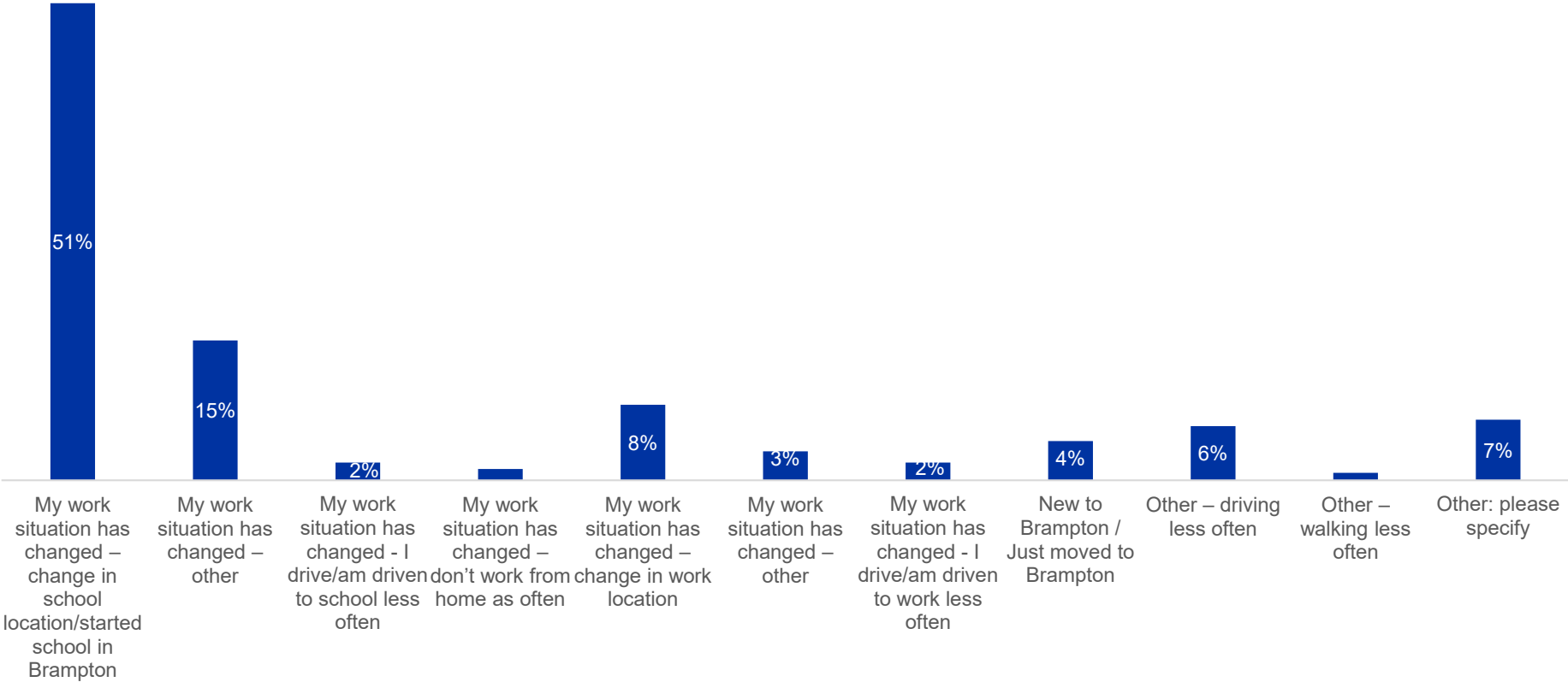
Question:

Q15. Why has the number of trips you have taken on Brampton Transit or Züm decreased in the last six months?

Framework: all respondents; **Note:** Percentages have been rounded

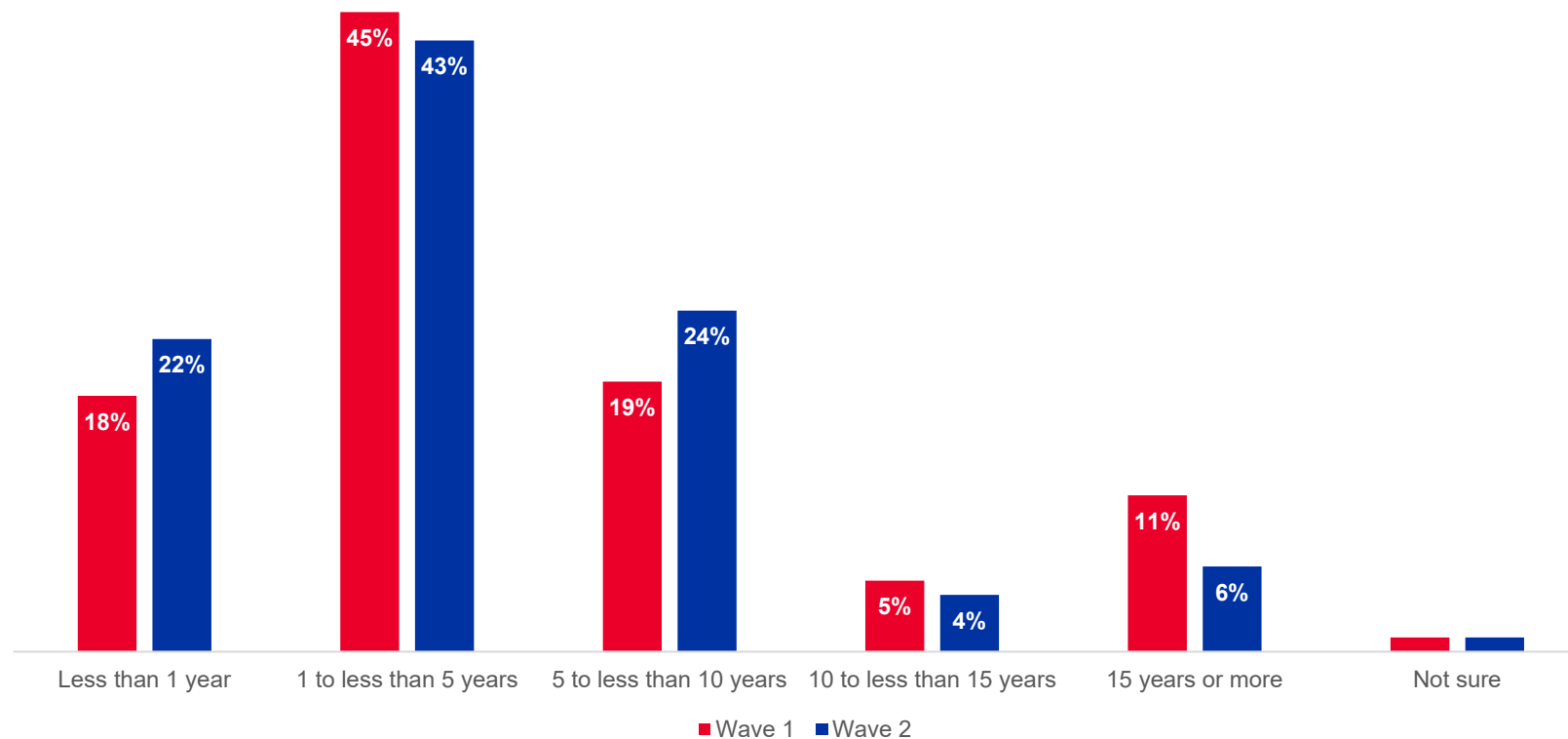
New Question in Wave 2

Number of Trips Over Time: Increasing



Those who have increased their number of trips over time were asked why. The most common response is “my work situation has changed (change in school, location, started school in Brampton).”

Longevity



Question:

Q19. How long have you been a Brampton Transit rider?

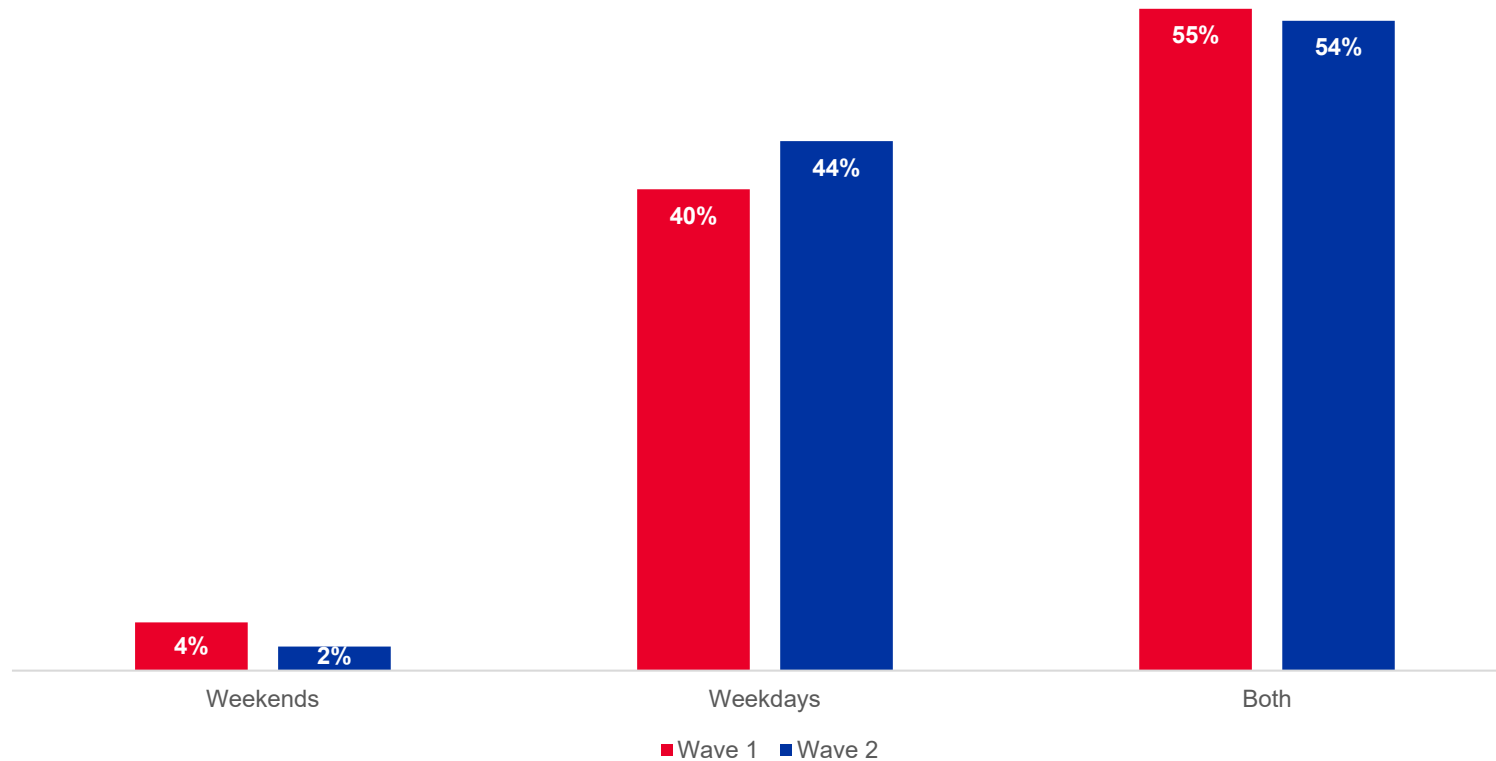
n=1084

Framework: all respondents; **Note:** Percentages have been rounded

4 in 10 (43%) respondents have been using BT for 1 to less than 5 years.

Younger respondents and low- earners are more likely to have been using BT for a shorter time. While, older respondents, and high- earners are more likely to have been using BT for a longer time.

Weekdays or Weekends



Over half (54%) of respondents use Brampton Transit both during the weekdays and weekends.

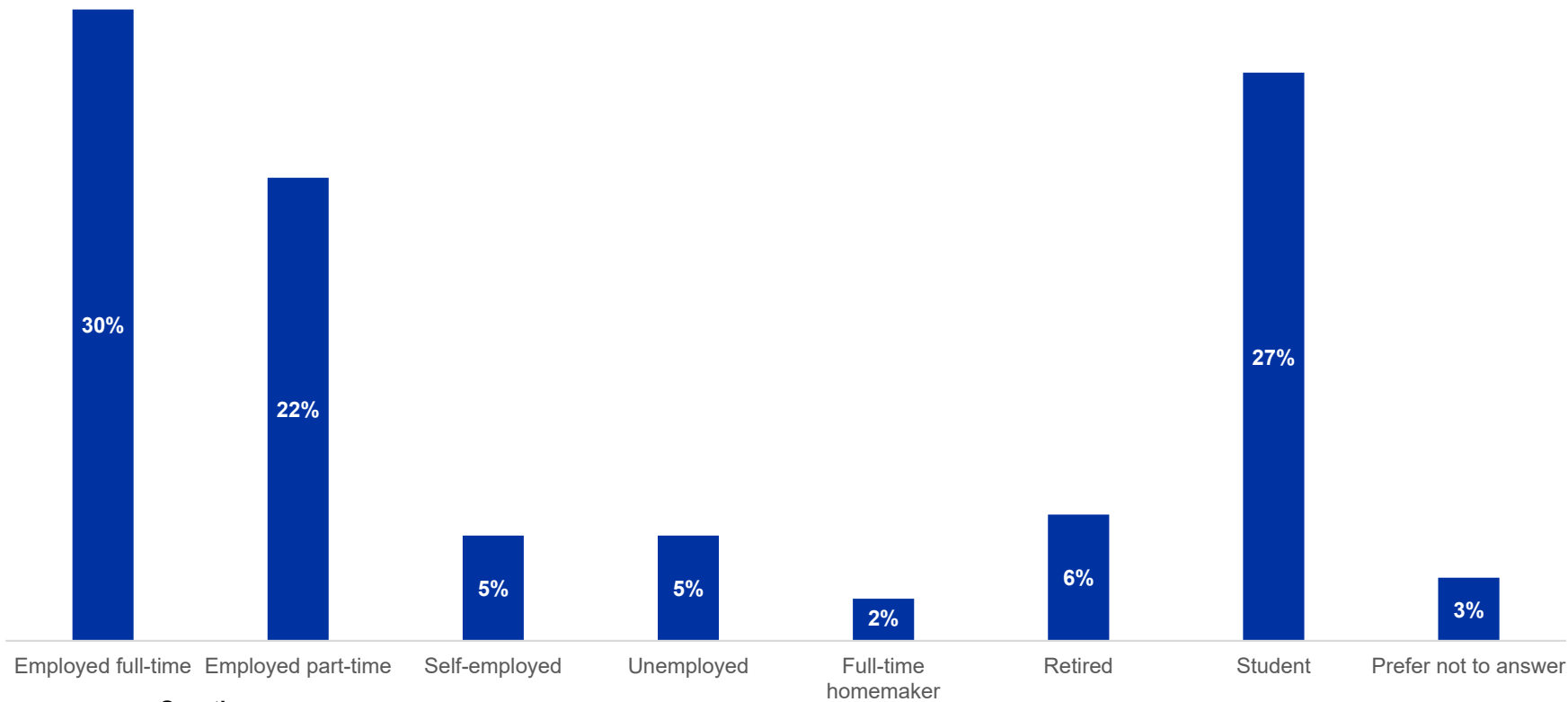
Question:

Q15. Do you typically travel on weekdays or weekends or both?

n=1084

Framework: all respondents; **Note:** Percentages have been rounded

Employment



Question:

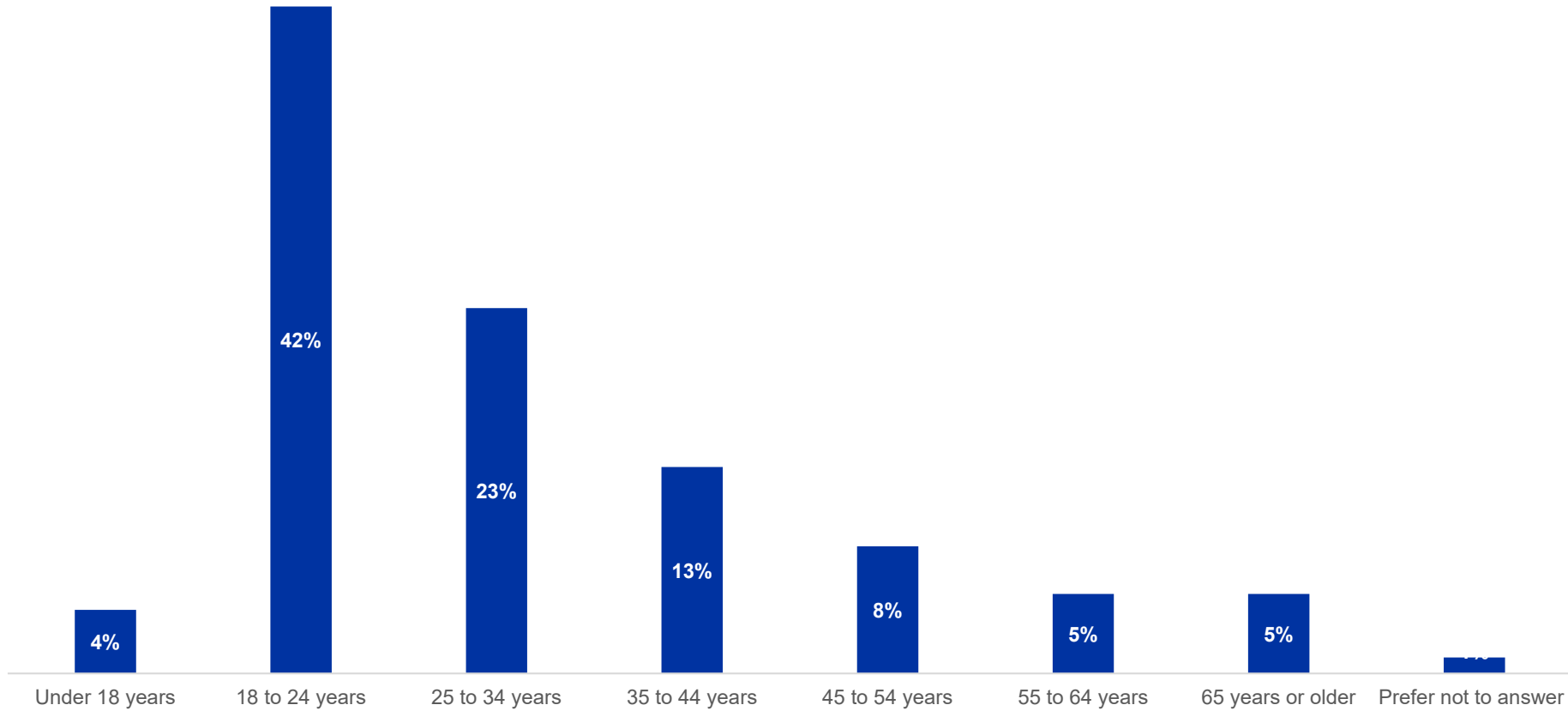
Q22. What is your current employment status?

n=1084

Framework: all respondents; **Note:** Percentages have been rounded

A third (30%) of the sample are full-time employees and another third (27%) are students.

Age



Question:
Q21. What is your age group?
n=1084

Framework: all respondents; **Note:** Percentages have been rounded

The sample has higher proportions of older respondents than younger respondents.