



Survey of COVID-19 safety on transit Survey results highlights August 30, 2021



Edmonton

Background

On August 16, City Council directed Administration to prepare potential amendments to the Temporary Mandatory Face Coverings Bylaw for August 30, as it relates to COVID-19 safety on transit. To inform Council's discussion on August 30, Administration invited Edmontonians to complete a survey to share their input.

The online survey was distributed through the Edmonton Insight Community, social media, City of Edmonton website (edmonton.ca/surveys), a Public Service Announcement, among other channels. A total of **6,022** respondents completed the survey between August 23 and 26. Among the respondents, **4,842** are transit users* (*have used transit in the past three months, or are considering using transit between now and the end of 2021).

The survey focused on mask requirements on transit, anticipated transit use if public health measures are lifted, and perceived COVID-19 safety at different stages of the customer journey.

Survey results will be posted to data.edmonton.ca, the City's Open Data Portal, in roughly two weeks. Time is needed to meet our FOIP and legal requirements.

Survey results highlights

- Among the 4,842 transit users (have used transit in the past three months, or are considering using transit between now and the end of 2021):
 - 79% said they would feel safer on transit if masks are required until at least the end of this year
 - 73% said their feeling of safety on transit is impacted the most when others are not wearing a mask or face covering
 - If all COVID-19 public health restrictions are lifted, including mask requirements:
 - 56% said they would feel unsafe on transit
 - 65% said they would either decrease their transit usage, would no longer use transit, or would not start using transit
 - If all COVID-19 public health restrictions are lifted, except masks are still required on transit:
 - 57% said they would either decrease their transit usage, would no longer use transit, or would not start using transit
- Among current transit users (have used transit in the past three months):
 - 60% were concerned about COVID-19 safety while 'on-board' transit
 - 34% were not concerned about COVID-19 safety during any part of their trip
 - 74% would continue to wear a mask even if masks are no longer required on transit
- 1,180 survey respondents indicated they have not taken transit in the past three months and do not intend to take transit between now and the end of 2021.
- We received responses and feedback from a representative cross-section of Edmontonians including a variety of demographics and age ranges.