

Thrive - TSM demographic profile of survey completions (LCRA) Year to Date Apr 25 - Feb 26 2025-26

This document compares the demographic profile (LCRA) of customers who completed the TSM survey between April 2025 to February 2026, against Thrive demographic profile (as provided in February 2026). The demographic profile of customers completing the survey reflects the overall population profile of Thrive customer base.

Targets by LCRA / LCHO

	Thrive Population (February 2026)	Minimum survey sample size* required for TSM submission	Achieved counts so far for 25/26 (LCRA)	Valid base for Q1 ('don't know' responses removed)	Margin of error (96% Confidence level)
LCRA	5,219	586 (4% confidence level)	821	818	3.30%
LCHO*	963	Best effort up to 275 (5% confidence level)	281	271	
Leasehold	1025	N/A	0	0	
	7,207		1102	1089	

*LCHO target is on a best effort basis, as LCHO survey responses are not required to be submitted to the Regulator due to less than 1,000 LCHO properties.

LCRA population			Achieved counts APR - FEB 25/26 (LCRA)	
Age	Count	%	Count	%
Under 24	116	2%	19	2%
25-35	674	13%	101	12%
36-45	970	19%	146	18%
46-55	984	19%	142	17%
56-65	1,181	23%	182	22%
66-75	745	14%	140	17%
Over 75	537	10%	91	11%
UNKNOWN	12	0%	0	0%
Grand Total	5219	100%	821	100%

LCRA population			Achieved counts APR - FEB 25/26 (LCRA)	
Ethnic group	Count	%	Count	%
Asian	169	3%	29	4%
Black	223	4%	58	7%
Mixed	78	1%	9	1%
Other	52	1%	8	1%
Unknown	1,236	24%	175	21%
White	3,461	66%	542	66%
Grand Total	5219	100%	821	100%

LCRA population			Achieved counts APR - FEB 25/26 (LCRA)	
Disability	Count	%	Count	%
Yes	1125	22%	188	23%
No	4094	78%	633	77%
Grand Total	5219	100%	821	100%

LCRA population			Achieved counts APR - FEB 25/26 (LCRA)	
Gender	Count	%	Count	%
Female	3,258	62%	469	57%
Male	1,954	37%	352	43%
Transgender	6	0%	0	0%
Unknown	1	0%	0	0%
Grand Total	5219	100%	821	100%