



St. John's Transportation Commission

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<p>St. John's Transportation Commission</p> <p>Monthly Executive Summary Report</p>	<p>REGULAR</p> <p>January 2022</p>
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GENERAL MANAGER

- On January 3rd, Metrobus moved to a reduced service schedule due to the rising number of cases and the Province moving to modified Level 4 at 12:01 am on January 4th. Maintenance and supervisory staff moved to an adjusted work schedule to create two separate shifts or “bubbles”, and staff moved to rotating shifts and working from home where possible. The service reduction and shift adjustments enhanced our ability to respond and maintain service levels in the event of Covid related employee absences.
- Staff continued to work with Via Mobility and partners MVT and Newfound Cabs to address issues with the on-demand software. Progress is being made on software fixes and Newfound has committed to coming “online” to use the software for ride bookings when ridership begins to recover.
- On January 25th, Eastern Health increased passenger capacity from 19 passengers to a full seated load. This is in advance of Memorial University students returning to campus on January 31st for all classes with fewer than 100 students.
- On January 25th, a call was held with Edmundo Fausto, Sustainability Coordinator with the City, to discuss placement of four charging stations at Metrobus for electric vehicles. This is part of a city-wide project to install chargers at City facilities.
- The General Manager, as a member of CUTA’s Nominating Committee, met with CUTA’s Governance Committee on January 28th, to discuss and make recommendations for changes to the by-laws related to composition, terms and recruitment of board members.

FINANCE

- The average price of diesel fuel was \$1.3673 per litre compared to the budgeted price of \$1.19
- The fuel burn rate of 59.8 L/100km was up 1.9 L/100km from last year but down 3.4 L/100km from 2019
- The long-term interest rate was renewed at 1.52%
- Ridership of 145,730 was down 11% from the same month in 2021 (163,498), down 36% from 2020 (228,072) and down 46% from 2019 (271,038)
- Work began to prepare for the audit for 2021 which will happen during March
- In January, the farebox (GFI) system recorded \$59,498 in coin. The actual processed coin was \$59,659, which is a 0.27% variance. This does not include \$2,325 in bills received on buses during the month.

HUMAN RESOURCES

- Five grievances related to the Mandatory Vaccination Program were heard at Step 2 and denied.
- Interviews were conducted for the Manager, Accessible Transit Services and an offer is pending.
- An ad was placed for the Transit Operator Training Program for 2 back-to-back programs in March and April.
- In 2021, there were 12 retirements in total. Six Union and six non-union. There are 11 people eligible to retire without penalty in 2022.
- Two desks in the admin area were re-configured for better ergonomic fit.
- A meeting was held to review potential change to EFAP provider for cost savings and efficiency.

MAINTENANCE

- Implemented the Covid work schedule on January 4, 2022
- Returned to regular work schedule on January 25, 2022

Maintenance Work for January 2022		
Unit #	Description of Work/Repairs	Status
0147	Safety inspection, PM repairs	ongoing
0151	Transmission overhaul	ongoing
0753	Safety inspection, PM repairs, Replace radiator	ongoing
0756	Safety inspection, PM repairs	complete
0861	Safety inspection, PM repairs	complete
0963	Replace #3 and #5 fuel injectors	ongoing
0965	Safety inspection, PM repairs	complete
1204	Safety inspection, PM repairs	complete
1208	Safety inspection, PM repairs	complete
1311	Replace windshield	complete
1312	Replace engine control module	complete
1415	Safety inspection, PM repairs, Pex recall	complete
1416	Safety inspection, PM repairs	complete
1419	Replace steering box, replace front brake calipers	complete
1521	Replace radiator	complete
1524	Safety inspection, PM repairs	complete
1628	Safety inspection, PM repairs	complete

Maintenance Work for January 2022 con't		
1628	Transmission repairs	ongoing
1630	Replace radiator	complete
2134	Safety inspection	complete

OPERATIONS

- Several staff have been impacted by Covid
- Effective January 25, 2022, passenger capacity increased to a full seated load

GOBUS

- Eligibility Assessments:

	Jan 2022	Totals to Date
Assessments completed	7	659
New applicants	7	252
Existing customers	0	407
Approved (unconditional)	5	558
Denied	1	19
Conditional/Temporary approval	1	78
Accounts closed	0	100
Missed appointments (noshows/late cancels)	4	216

- Met with Telus staff to share concerns about the low volume of assessments being completed. They advised that changes are pending to improve this, including hiring of administrative staff dedicated to the GoBus contract. It is expected this position will be in place early February.
- Continuing to work with MVT and VIA (software provider) to resolve issues as they arise. We have seen progress on longstanding issues which were at the root of many customer complaints. Ridership has been down and consequently so too has customer feedback.
- Working with the provider to develop more robust reporting tools to ensure accuracy and timeliness of data access.
- A working group has been formed to monitor GoBus service as provided by Newfound Cabs, particularly as it relates to ability to meet demand and communications processes.
- Annual reporting was submitted to Disability Policy Office (CSSD) in support of the paratransit program grant (\$94,500) for 2021.
- Ridership on Metrobus – 1,177
- On time performance – unknown (Software provider working to develop a report)

- Passengers per hour – 2.5
- Trip duration – 14 minutes
- Shared ride percentage – 30.6% (Reduced ridership and Covid precautions)

Total Trips for January 2022:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	540	10	443
St. John’s	4,691	240	2,848
Eastern Health (recreation trips)	0	10	103
Out of Area	26	0	20
Eastern Health (medical trips)	17	4	13
Total	5,274	264	3,427

Trips by Vehicle (includes no-shows):

Funding Source	Bus	Taxi
Mount Pearl	483	67
St. John’s	4,282	649
Eastern Health (recreation trips)	10	0
Out of Area	18	8
Eastern Health (medical trips)	20	1
Total	4,813	725

MARKETING & INFORMATION SERVICES

- Promotion of the new ZIP Network was paused in late December and resumed in late January with a new start date of January 31, 2022
- All work related to the change to our full-service schedule was completed in time for the schedule implementation date of January 31, 2022. We had been operating on a reduced service schedule since January 3rd.
- A media release was issued along with social media posts and an email blast to advise customers of the change to a full-service schedule effective January 31, 2022.
- A meeting was held with MVT employees to demonstrate the taxi manifest utility that was developed to allow them an easier way to create a daily taxi manifest and forward it to the taxi company. MVT will test the utility over the next few weeks and we will make any requested changes or address any bugs that may be discovered.