



St. John's Transportation Commission

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Monthly Executive
Summary Report

REGULAR

February 2022

GENERAL MANAGER

- Meetings continued throughout the month with Via Mobility, MVT and Newfound Cabs to address outstanding issues with the on-demand software and other service issues impacting GoBus. Progress is being made and discussions will continue on outstanding issues that remain.
- On February 7th, the Province moved to a modified Alert Level 3. This did not impact our service. Passenger capacity remained at full seated load.
- Virtual meetings were held with two suppliers of automated onboard stop announcement systems to gather information to assist in the planning of this onboard service to increase accessibility.
- On February 21st, the General Manager attended a St. John's City Council meeting to request that all intersections with transit priority equipment be returned to normal operation. This was approved by Council. For the winter months, the City turned on automatic pedestrian recall such that pedestrian signals are active at all times at many intersections throughout the city. This was causing delays in our service and prohibiting use of transit priority features.

FINANCE

- The average price of diesel fuel was \$1.4699 per litre compared to the budgeted price of \$1.19.
- The fuel burn rate of 60.8 L/100KM was up 2.0 L/100KM from last year but down 1.0 L/100 from 2019.
- The long-term interest rate was renewed at 1.71%.
- Ridership of 208,544 was up 93% from the same month in 2021 (107,645), down 29% from 2020 (293,617) and down 15% from 2019 (245,122).
- Work continued on preparing for the audit for 2021 which will happen during March.
- In February, the farebox (GFI) system recorded \$64,920 in coin. The actual processed coin was \$65,269, which is a 0.5% variance. This does not include \$2,110 in bills received on buses during the month.

HUMAN RESOURCES

- Interviews were conducted for the Transit Operator Training Program commencing in March. Five candidates were selected for the training.

MAINTENANCE

- Replacement of glycol within the Geo-thermal system has been completed.
- Overtime was approved for the period of February 22-26, 2022 to address a heavy workload.
- Tender for lubricants was published on Friday, February 28, 2022.
- Leaks in the chillers for the Geo-thermal system were repaired.

Maintenance Work for February 2022		
Unit #/Vehicle	Description of Work/Repairs	Status
0753	Safety inspection, PM repairs, Replace radiator	Complete
0147,0754,0755, 0860,1311,1312	Safety inspection, PM repairs	Complete
0963	Replace no.3 and no.5 fuel injectors	Complete
0152,1202,1520	Safety inspection, PM repairs	On-going
1313	Safety inspection, PM repairs, replace EGR cooler	On-going
1417	PM repairs, replace brakes	Complete
1626	Replace EGR cooler	Complete
1628	Transmission repairs	Complete
1630	Replace radiator	Complete
2134	Safety inspection	Complete
1832	Replace windshield and fuel lines	Complete
1833	Repairs to front suspension	Complete
Community Bus	Replace front and rear brakes	Complete
Loader #2	Replace hydraulic lines	Complete

OPERATIONS

- This item is reported in the February 2022 Executive Summary – In-Camera report.

GOBUS

- Eligibility Assessments:

	Feb 2022	Totals to Date
Assessments completed	10	669
New applicants	10	262
Existing customers	0	407
Approved (unconditional)	9	567
Denied	0	19
Conditional/Temporary approval	1	79
Accounts closed	0	100
Missed appointments (noshows/late cancels)	2	218

- On Demand Scheduling Software:
 - Continuing to work with software provider to correct technical issues as they arise
 - Newfound Cabs has agreed to a trial period to test usage of the GoBus scheduling technology in a single dedicated taxi each day. Results have been positive so far and we anticipate expanding this to 2-3 taxis within March, pending increase in ridership.
- Ridership on GoBus remains low – approximately 50% compared to Feb 2020

- Participated in a meeting of the Inclusion Advisory Committee where information was presented on the new NL Accessibility Act. Development of a formalized accessibility plan for Metrobus will begin this year.
- Ridership on Metrobus – 1,701
- On time performance – unknown
- Passengers per hour – 3.0
- Trip duration – 13.5 minutes
- Shared ride percentage – 35.8%

Total Trips for February 2022:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	772	25	399
St. John’s	6,228	270	2,429
Eastern Health (recreation trips)	129	14	61
Out of Area	26	0	18
Eastern Health (medical trips)	65	8	18
Total	7,220	317	2,925

Trips by Vehicle (includes no-shows):

Funding Source	Bus	Taxi
Mount Pearl	584	213
St. John’s	4,662	1,836
Eastern Health (recreation trips)	98	45
Out of Area	22	4
Eastern Health (medical trips)	46	27
Total	5,412	2,125

MARKETING & INFORMATION SERVICES

- The first two new features (“Instant Online Reloads” and “Save My Days”) for mCard users as a result of the system upgrade last November were promoted through an email blast to registered mCard users as well as through signage on board our fleet. The “Save My Days” feature allows users to save any days remaining on a pass and reload them again at a later date.
- GEOTAB units were installed on two buses in February and will be used to gather telematic data that is part of the City’s electrification study.
- The AVL system used in the call centre is being redeveloped to make use of GTFS data that comes out of the scheduling software and to prepare for an eventual change in the way we receive location data from the fleet. This will eliminate the duplicate and labour-intensive task of developing AVL schedules with each schedule changeover and will provide more details/features for call centre employees.