

EXECUTIVE REPORT – March 2022

GENERAL MANAGER

- On March 9th, a meeting was held with the City’s internal auditors to begin an audit of the GoBus service. Metrobus audit was completed in 2019.
- Transit Operator and Worker Appreciation Day was celebrated across the country on March 18th. Recognition of this day was shared through social media. An appreciation email and a \$5 Tim Horton’s card was given to employees.
- Meetings continued regarding plans to move the radio system from the CBC tower in Shea Heights to a nearby NTV tower.

FINANCE

- The average price of diesel fuel was \$1.7028 per litre compared to the budgeted price of \$1.19.
- The fuel burn rate of 61.5 L/100KM was up 3.5 L/100KM from last year but down 1.3 L/100 from 2019.
- The long-term interest rate was renewed at 1.93%.
- Ridership of 263,211 was up 119% from the same month in 2021 (120,402), up 31% from 2020 (200,818) but down 7% from 2019 (284,309). m-Card ridership was ahead of 2019 by 2% but cash was down by 61%.
- Audit field work was completed by BDO during March. Financial statements and auditor report will be presented to the Finance Committee during April.
- In March, the farebox (GFI) system recorded \$74,908 in coin. The actual processed coin was \$75,832, which is a 1% variance. This does not include \$3,470 in bills received on buses during the month.

HUMAN RESOURCES

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

MAINTENANCE

Maintenance Work for March 2022		
Unit #/Vehicle	Description of Work/Repairs	Status
0149	Replace engine	On-going
0150, 1524, 1626	Replace windshield	Completed
0152, 0962, 0964, 1066, 1201, 1202, 1417, 1418, 1419, 1520, 1523, 1832	Safety inspection, PM repairs	Complete

Unit #/Vehicle	Description of Work/Repairs con't	Status
0858, 1205	Safety inspection, PM repairs	On-going
0151, 0963	Transmission overhaul	On-going
1311	Transmission overhaul	Complete
1313	Replace rear engine oil seal, replace EGR cooler	Complete
0859	Replace rear main oil seal	Complete
1206	Replace generator	Complete
1833	Replace R/F upper control arm bushings and bearings	On-going

OPERATIONS

- On March 30, Metrobus provided a bus to assist the RNC with evacuating residents of an apartment complex on Pasadena Crescent due to a building fire. The Operations Manager and a transit operator responded and transported residents to safety at the Fairfield Inn.

GOBUS

- Eligibility Assessments:

	Mar 2022	Totals to Date
Assessments completed	37	706
New applicants	9	271
Existing customers	28	235
Approved (unconditional)	36	603
Denied	0	19
Conditional/Temporary approval	1	80
Accounts closed	9	109
Missed appointments (noshows/late cancels)	18	236

- The large number of missed appointments were mainly due to COVID exposures and related illness.
- Several accounts were closed after many failed attempts by Telus and the Manager, Accessible Transit Services to reach customers for their assessment appointment. Most were phone numbers currently out of service with no other contact information available.
- On Demand Scheduling Software:
 - Continuing to work with software provider to correct technical issues as they arise
 - Newfound Cabs has successfully completed their trial period using GoBus scheduling technology. There are currently 5 taxis with onboard devices, dedicated to GoBus service Monday to Friday. Increased ridership and familiarity with tablet usage has allowed for the increase from 2 to 5 tablets.
- Ridership on GoBus in March was at approximately 65 – 70% of pre-pandemic levels but has been steadily increasing since the lifting of restrictions on March 14.
- The Paratransit Working Group met on March 8. An update was provided on the on-demand software as well as eligibility assessments. There was also discussion about GoBus’ carry-on

policy in response to recent complaints. It was agreed that an education campaign would be helpful to clarify how items should be safely and securely transported.

- Ridership on Metrobus – 2,222
- On time performance – unknown
- Passengers per hour – 3.2
- Trip duration – 15.4 minutes
- Shared ride percentage – 38.4%

Total Trips for March 2022:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,180	41	623
St. John’s	8,607	393	3,364
Eastern Health (recreation trips)	238	21	91
Out of Area	39	2	22
Eastern Health (medical trips)	77	12	24
Total	10,141	469	4,124

Trips by Vehicle (includes no-shows):

Funding Source	Bus	Taxi
Mount Pearl	798	423
St. John’s	5,251	3,749
Eastern Health (recreation trips)	163	96
Out of Area	23	18
Eastern Health (medical trips)	36	53
Total	6,271	4,339

MARKETING & INFORMATION SERVICES

- A new Driver Schedule was developed in March for the schedule changes taking effect on April 25th. The schedule will be picked in early April.
- Information sessions were held with employees to introduce the redeveloped AVL system that will be tested over the next couple of months. The system combines real-time location data of buses along with next bus schedule data improving work flow/efficiency for employees working in the call centre and dispatch, as well as for IT and planning staff.
- Tablets were deployed for use in 4 taxi vehicles allowing us to collect payment from GoBus customers paying the fare with a GoCard.