

EXECUTIVE SUMMARY REPORT – REGULAR MARCH 2023

GENERAL MANAGER

- On March 1, Deputy Mayor Sheilagh O’Leary was joined by Joanne Thompson, Member of Parliament for St. John’s East, and Sue Connor, Project Lead, Fleet Electrification for the City of Burlington and member of the Board of Directors at the Canadian Urban Transit Research & Innovation Consortium (CUTRIC), on behalf of Josipa Petrunic, President & CEO of the CUTRIC, at metrobus to announce an investment of \$200,000 to plan for the electrification of St. John’s bus fleet.
- The National Transit Operator and Worker Appreciation day was held on March 18th. Each year, transit systems, businesses, riders, and elected officials recognize and thank Canada’s dedicated public transit staff who keep our cities running.
- Due to snowstorm and poor road conditions, service terminated at 9:30 pm on March 24th and was delayed the following day with service commencing at 2:30pm.
- The RFP for a replacement bus for the Community Bus service was released on March 24th. Bids are due April 14th.

FINANCE

- The average price of diesel fuel was \$1.5956 per litre compared to the budgeted price of \$2.50.
- The fuel burn rate of 64.2 L/100KM was up 2.7 L/100KM from last year.
- The long-term interest rate was renewed at 5.94%. In March 2022 the rate was 1.93%.
- Ridership of 396,109 was up 51% from the same month in 2022 (263,211), up 229% from 2021 (120,402), up 39% from 2019 (284,309), and up 22% from budget (322,842).
- Work for the 2022 financial audit began on March 6 by our auditors – BDO. Financial statements should be ready for presentation to the Finance Committee and Commission in late April.
- In March, the farebox (GFI) system recorded \$86,809 in coin. The actual processed coin was \$87,720 which is a 1.0% variance. This does not include \$6,122 in bills received on buses during the month.

HUMAN RESOURCES

- An ad was posted for two temporary Transit Supervisors.
- Interviews were conducted and positions offered for 2 Truck & Transport Apprentices.
- Four candidates completed the Transit Operator Training program.
- A noise assessment was conducted on 6 buses – 5 Novas and 1 Vicinity. Preliminary results indicate that the noise level of buses falls below the maximum threshold.
- A recent OHS survey of employees indicated that awareness of the Early & Safe Return to Work program has increased since last conducted.

MAINTENANCE

Maintenance Work for March 2023		
Unit #/Vehicle	Description of Work/Repairs	Status
0964, 1418	PM Repairs	On-going
0755, 0962, 1066, 1201, 1202, 1417, 1419, Community Bus	PM Repairs	Completed
0148	Oil leaks, electrical issues, Air pressure repairs	Completed
0149	Replaced transmission cooler, cleaned valve body, replaced brake valves	Completed
0753	Rear brake repairs	Completed
0755	Replaced generator bearings	Completed
0857	Engine knock	On-going
0858	Fuel pressure codes	Completed
0859	VGT and EGR codes	Completed
0960	Repaired fuel pump and leaks	Completed
0961	Fuel leaks	Completed
0962	Generator bearing repairs	Completed
1208	Replaced rear brake relay valves	Completed
1209	Replaced steering box	Completed
1310	Turbo and engine codes	On-going
1413	Rear brake repairs	Completed
1629	Replaced tie rods, repaired starting problem	Completed

OPERATIONS

- This item is reported in the March 2023 In Camera Executive Report.

GOBUS

- Eligibility Assessments:

	Mar 2023
Assessments completed	29
Approved (unconditional)	23
Denied	0
Conditional/Temporary approval	6
Accounts closed*	38
Missed appointments (noshows/late cancels)	8

(*closures related to updating inactive rider accounts)

- Tok is continuing to experience challenges with meeting demand due to the lack of available drivers (bus and taxi). Work is ongoing to explore options and solutions.
- Vehicles continue to sit at Avalon Ford awaiting warranty repair work. There is currently no firm date for completion.
- Adjustments to the left side passenger handrails are ongoing.

Ridership:

- 81.3% of pre-pandemic levels
- Passengers per hour – 3.1
- Trip duration – 17.5 minutes
- Shared ride percentage – 46.5%
- Ridership on Metrobus – 2,427

Total Trips for March 2023:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,421	64	1,143
St. John's	11,085	864	7,616
Eastern Health (recreation trips)	272	12	22
Out of Area	66	1	22
Eastern Health (medical trips)	79	5	77
Total	12,923	946	8,880

Trips by Vehicle for March 2023 (includes no-shows):

Funding Source	Bus	Taxi
Mount Pearl	903	582
St. John's	6,475	5,474
Eastern Health (recreation trips)	173	111
Out of Area	37	30
Eastern Health (medical trips)	55	29
Total	7,643	6,226

MARKETING & INFORMATION SERVICES

- A new feature was implemented on the mCard system whereby a ride credit is extended, and an email/SMS alert is sent to a registered mCard holder who uses the card with no rides available. The email reminds the customer to reload before next use or bring along the correct cash fare. The ride credit that is extended is reimbursed when the customer reloads the card. This feature will help Transit Operators when dealing with customers boarding with mCards that do not have any rides available to pay the fare.
- An email blast was sent to customers seeking volunteers to join our Accessibility Advisory Committee.
- A television ad seeking applicants for the position of Heavy Equipment Mechanic aired on NTV during the month of March. Plans are underway to produce a similar ad seeking drivers for Metrobus and GoBus.