



EXECUTIVE REPORT—REGULAR APRIL 2022

GENERAL MANAGER

- On April 7th, a meeting was held of all service providers involved in moving the radio system from the CBC tower to the NTV tower in Shea Heights. The move is scheduled to take place mid-June.
- Metrobus representatives attended a presentation at Daffodil Place on April 11th to recognize a significant donation from Pink Days In Bloom, a breast cancer awareness and fundraising initiative in support of the Canadian Cancer Society, founded by retired employee Linda Ryan. Linda's goal of one year (365) of accommodations at Daffodil Place for cancer patients and their companions was recently achieved. Since the initiative began in 2011, over \$195,000 has been raised for the Canadian Cancer Society to fund breast cancer research and community programs.
- On April 20th, the General Manager and Edmundo Fausto, the City's Sustainability Coordinator, held a virtual meeting with CUTRIC (Canadian Urban Research & Innovation Consortium), the consultant hired by Infrastructure Canada, to assist transit systems with the development of electrification plans. After the agreement is signed, the next steps are to complete the scoping exercise and data collection.

FINANCE

- The average price of diesel fuel was \$1.8021 per litre compared to the budgeted price of \$1.19.
- The fuel burn rate of 59.7 L/100KM was up 1.2 L/100KM from last year but the exact same as 2019.
- The long-term interest rate was renewed at 2.34%. This is the third consecutive month with rate increases (1.52% in Jan, 1.71% in Feb, and 1.93% in Mar).
- Ridership of 251,554 was up 63% from the same month in 2021 (153,926), up 300% from 2020 (62,868) and only 0.8% lower than 2019 (253,668). m-Card ridership was ahead of 2019 by 11% but cash was down by 67%.
- The LIFT program continued, and the total rides of 71,029 represented 28% of all rides for the month, which is right on budget.
- The audit report was presented to the Finance Committee by BDO on April 28th. As well, financial statements were presented at this meeting by the Finance Manager. The statements were then brought forward to the Commission meeting on the same day and approved.
- In April, the farebox (GFI) system recorded \$78,648 in coin. The actual processed coin was \$78,679, which is a 0% variance. This does not include \$3,145 in bills received on buses during the month.

HUMAN RESOURCES

- A training session on worker's compensation reporting and injury investigation was conducted for the supervisors in Operations.
- Applicants for an apprentice mechanic position were interviewed. The candidate selected declined the offer so the position remains unfilled. The College of the North Atlantic has been contacted to request referrals from the program ending in June.
- Interviews were conducted for the third Transit Operator Training program to commence May 28, 2020.

EXECUTIVE REPORT

Regular
April 2022

HUMAN RESOURCES (Continued)

- The Metrobus pension plans have been granted solvency relief until December 31, 2023. The Superintendent of Pensions advised that the Department of Municipal Affairs may seek additional information at some point on how Metrobus intends to pay off the Solvency deficit; but for now, it is status quo.
- Our WPNL claims experience to the end of April was \$59,371.58 which is within our Experience Range of \$43,441.78 to 65,162.66. This is related to a late claim that was retroactively approved to June 2021 (\$27,195), a PFI award for a 2020 claim of \$12,076, and a current lost-time claim from 2020 (\$13,320).

OPERATIONS

- This item is reported in the April, 2022 (Internal) Executive Summary.

MARKETING & INFORMATION SERVICES

- Testing of the new AVL system began in mid-April. Once completed, we expect to switch to the new system in early May.
- A rack card was produced and distributed on board, and an email blast was sent out announcing the removal of routes 13 and 24 for the spring/summer and the installation of bike racks on all buses by May 1st.
- Work began in April designing and developing the systems to facilitate the expansion of the provincial bus pass program to include eligible seniors.
- Negotiations began in April with RMG Loyalty, the company that looks after the AIR MILES program, regarding a new contract to be able to issue reward miles to our customers. RMG has proposed some significant price increases, and if they are not willing to come down from those, we would likely need to end our agreement and no longer be an AIR MILES sponsor.

MAINTENANCE

- Two (2) 2001 Nova Buses were purchased for \$1.00 each for parts for the Community Bus from Moncton Transit.
- Quotes are being obtained for line painting replacement in the storage and maintenance areas.
- The installation of bike racks was completed.
- Maintenance on overhead doors (replacement of springs, sensors, etc.) is ongoing.
- Spring landscaping cleanup was completed.
- Maintenance continues for bus shelters and stops throughout the system.
- Major component rebuilding and maintenance of the fleet continues

MAINTENANCE (Continued)

FLEET MAINTENANCE, APRIL 2022 Engine Repairs, Transmission Overhauls, Spare Radiator Assemblies, Front/Rear Axle Overhauls, Etc.		
Unit #/Vehicle	Description of Work/Repairs	Status
0147, 0150	Preventive Maintenance (PM)	Ongoing
0148	Investigation of power loss	Ongoing
0149	Engine replacement	Completed
0151	Transmission overhaul	Ongoing
0756	Starter ring gear replacement	Completed
0857	Steering box drag link replacement	Completed
0858	Safety inspection and PM	Completed
0859	Rear main oil seal replacement	Completed
0860	Rear axle assembly replacement	Completed
0962	Cummins engine recall	Ongoing
0963	Engine and transmission overhaul	Ongoing
0964	Training seat repair	Completed
1066	Engine overhaul	Ongoing
1201	Exhaust Gas Recirculation (EGR) replacement	Completed
1203	PM repairs	Completed
1205, 1207	PM repairs	Completed
1314	Diesel Exhaust Fluid (DEF) tank sensor replacement	Completed
1415	Ramp flooring repairs	Completed
1521, 1522	PM repairs	Completed
1831	Accident with city plow	Awaiting parts, labour quote
1833	Right front (R/F) control bushings, bearing replacement	Completed
5500	Rear flatbed lights checked	Completed
Car 2	Collision clinic for repairs	Completed
Shelter Van	Front-end brakes	Completed
2015-2016 Buses	Cummins engine recall (VGT Actuators)	Ongoing
2012-2016 Buses	Wheelchair ramp flooring replacement	Ongoing
Ramp # 6	New cassette rack and pin required	Ongoing
2014, 2015, 2016 Buses	Recall #CR4225ER1 replacement off all PEX Lines	Ongoing

EXECUTIVE REPORT

Regular
April 2022

GOBUS

On Demand Scheduling Software

- Work is continuing with the software provider to correct technical issues as they arise.
- Accommodating vehicle-specific ambulatory customers on taxi's (those who can only ride in mini-van only/car only) is becoming a significant challenge. VIA is unable to isolate these trips to ensure they are placed on the correct vehicle type. Customers are consistently being scheduled to an incorrect vehicle resulting in no-show charges for GoBus and service interruptions. A solution is in the works for VAN only, but they don't see a fix for CAR only without significantly compromising scheduling efficiency. Right now, there are approximately 30 CAR-only customers who travel frequently.
- Newfound Cabs has added two (2) dedicated wheelchair accessible vehicles using GoBus scheduling technology. There are concerns that too many ambulatory riders are scheduling to the wheelchair vans, while an excessive number of chairs are being sent on the offline printed manifest. The software provider has been made aware, and is working on a solution to try and reduce the number of ambulatory rides scheduling to these vehicles. Part of this issue is the number of wheelchairs booked during peak times versus the number of buses and wheelchair taxis available at those times.

Transit Assessments

- The pace of these has picked up significantly thanks to increased staffing levels at Telus Health Care, and the increased comfort level of riders who are now less reluctant to travel and visit public settings.

GoBus Ridership

- Ridership remains comparable to March at approximately 65–70% pre-pandemic levels.
- On time performance – Unknown
- Passengers per hour – 3.1
- Trip duration – 15.4 minutes
- Shared ride percentage – 36.4%

EXECUTIVE REPORTRegular
April 2022**GOBUS (Continued)**

ELIGIBILITY ASSESSMENTS APRIL 2022 TO DATE		
Item Description	April 2022	Totals to Date
Assessments Completed	74	780
New Applicants	17	288
Existing Customers	57	492
Approved (Unconditional)	71	674
Denied	0	0
Conditional/Temporary Approval	3	83
Accounts Closed	15	124
Missed Appointments (No shows/late cancels)	27	263

TOTAL TRIPS APRIL 2022			
Funding Source	Completed	No-shows	Cancelled
Mount Pearl	1,114	64	942
St. John's	8,503	449	4,384
Eastern Health (Recreation)	283	12	82
Out of Area	68	4	35
Eastern Health (Medical)	83	12	26
Total	10,051	541	5,469

TRIPS BY VEHICLE (INCLUDES NO-SHOWS) APRIL 2022		
Funding Source	Bus	Taxi
Mount Pearl	742	436
St. John's	5,216	3,736
Eastern Health (Recreation)	171	124
Out of Area	30	42
Eastern Health (Medical)	46	49
Total	6,205	4,387