



EXECUTIVE REPORT—REGULAR MAY 2022

GENERAL MANAGER

- On May 9th, a media event was held at Metrobus to announce changes to the Free Bus Pass Program for Income Support Recipients. Effective June 1, 2022, the program is extended to include seniors in receipt of the Guaranteed Income Supplement and youth under Youth Services Agreements. The Honourable John Abbott, Minister, Children, Seniors and Social Development, made the announcement on behalf of the Province. Vice-Chair Ian Froude spoke on behalf of the Commission and Kelly Heisz spoke on behalf of Seniors NL.
- The required Non-Disclosure Agreement with CUTRIC (Canadian Urban Transit Research & Innovation Consortium), the consultant for our electrification plan, was signed. We are waiting for details on the data required by CUTRIC and next steps.
- The current radio system used by Metrobus and the City's Public Works Department uses two towers for coverage: one on Kenmount Hill and the CBC tower on Shea Heights. In 2021, CBC provided notification that their tower on Shea Heights will be de-commissioned in July, 2022. As a replacement, a contract with NTV for use of their tower on Shea Heights has been signed. The move of the radio system will take place June 17th – 22nd, 2022.
- Upon the Province's request, a preliminary capital plan for projects to be submitted for funding under the Investing in Capital Infrastructure Plan was provided to the Province. Funding applications will be required to be submitted later this year – the date is to be confirmed.
- The General Manager and Jason Hussey, Manager, Finance, attended a meeting along with City staff, with a representative of the Canada Infrastructure Bank. The representative outlined options for funding and grants available for electrification projects. As we plan these projects in the future, consideration will be given to the various programs available to determine the most advantageous approach for funding.
- On May 11th, a meeting was held with Crestline Coach, the vendor for the new GoBus fleet, to discuss final details of the bus order.
- On May 20th, a jeans and plaid shirt day was held as a Pink Days In Bloom fundraiser in support of Daffodil Place.

FINANCE

- The average price of diesel fuel was \$2.2232 per litre compared to the budgeted price of \$1.19.
- The fuel burn rate of 58.9 L/100KM was down 0.1 L/100KM.
- The long-term interest rate was renewed at 2.70%. This is the fourth consecutive month with rate increases (1.52% in January, 1.71% in February, 1.93% in March, and 2.43% in April).
- Ridership of 292,724 was up 63% from the same month in 2021 (179,561), up 298% from 2020 (73,659) and up 11% from 2019 (262,952). m-Card ridership was ahead of 2019 by 26% but cash was down by 30%.
- In May, the farebox (GFI) system recorded \$88,525 in coin. The actual processed coin was \$88,328, which is a 0.2% variance. This does not include \$3,170 in bills received on buses during the month.

MAINTENANCE

- Clean out of the separator tanks in storage by Pardy's Waste Management and Industrial Services Ltd. was completed.
- Quotes are being obtained for line painting replacement in the storage and maintenance areas.
- Maintenance on overhead electronic doors is ongoing.
- Maintenance continues for bus shelters and stops throughout the system.
- Major component rebuilding and maintenance of the fleet continues:

FLEET MAINTENANCE – MAY 2022 Engine Repairs, Transmission Overhauls, Spare Radiator Assemblies, Front/Rear Axle Overhauls, Etc.		
Unit #/Vehicle	Description of Work/Repairs	Status
0147	Preventive Maintenance (PM)	Completed
0148	Investigation of power loss	Completed
0149	Fuel pump replacement	Completed
0150	PMD, PM Repairs	Completed
0151	Transmission overhaul	Completed
0857	PMD, PMA, PM Repairs	Ongoing
0962	Cummins engine recall	Completed
0963	Engine, transmission overhaul	Completed
0965	Transmission repairs	Ongoing
1066	Engine overhaul	Ongoing
1201	Turbo install	Ongoing
1206	PMD, PMA, TFF, PM repairs	Ongoing
1208	Tune-up, PMD, PM repairs	Ongoing
1209	PMD, PMA, Wabastco, PM repairs	Completed
1314	PMD, PM repairs, ramp flooring	Completed
1416	Flooring repairs	Completed
1522	Flooring repairs, engine shut downs	Ongoing
1524	Check ramp function	Completed
1626	Flooring, two-way radio repairs	Completed
1831	Accident with city plow, inspection by adjustor	Ongoing
1832	Flooring repairs	Completed
1833	Defroster motor replacement	Completed
5500	Safety inspection/rust proofing	Ongoing
2015, 2016	Cummins engine recall (VGT Actuators)	Ongoing
2012-2016	Wheelchair ramp flooring replacement	Ongoing
2014, 2015, 2016	Recall #CR4225ER1 replacement off all PEX Lines	Ongoing

HUMAN RESOURCES

- An ad was placed for a First Year Apprentice Truck & Transport.
- Four candidates were selected to commence the Transit Operator Training Program on May 28.

OPERATIONS

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

GOBUS

On Demand Scheduling Software

- Continuing to work with software provider to correct technical issues as they arise. Some issues are still outstanding but are not having significant impacts on day-to-day operations.
- The solution for proper vehicle allocation for VAN only customers should be live within the next two weeks. As for the CAR only customers, Newfound is now able to use the front passenger seat in their taxis, which will allow us to remove this restriction from approximately 50% of these passengers which will reduce no show charges and service interruptions.
- We are providing Newfound Cabs with an additional tablet in preparation for them to possibly add a part-time dedicated vehicle. This is in response to complaints from will call passengers having extremely long wait times once medical appointments are over. We may not see this additional taxi added until September as ridership during the summer months may not warrant its use, but they will at least be prepared.

Transit Assessments:

- Continuing at a healthy pace with 85 assessments completed this month. The data for missed appointments has not yet been submitted by Telus Health Care. They are experiencing another staff transition at the moment.

Item Description	May 2022	Totals to Date
Assessments Completed	85	865
New Applicants	28	316
Existing Customers	56	548
Approved (Unconditional)	76	750
Denied	0	0
Conditional/Temporary Approval	9	92
Accounts Closed	0	124
Missed Appointments (No shows/late cancels)	Not verified for May	

GoBus Ridership

- Remains comparable to April but up slightly, approximately 69% – 70% compared to pre-pandemic levels. Notably up over 116% from May 2021.
- On time performance – unknown

EXECUTIVE REPORT

Regular
May 2022



- Passengers per hour – 3.2
- Trip duration – 15.5
- Shared ride percentage – 38.1% (up 1.7% from April)
- Ridership on Metrobus - 2492

TOTAL TRIPS - MAY 2022			
Funding Source	Completed	No-shows	Cancelled
Mount Pearl	1,362	53	862
St. John's	9,392	475	4,740
Eastern Health (Recreation)	373	20	80
Out of Area	78	1	50
Eastern Health (Medical)	87	12	30
Total	11,292	561	5,762

TRIPS BY VEHICLE – MAY 2022		
(Includes no-shows)		
Funding Source	Bus	Taxi
Mount Pearl	1,030	475
St. John's	5,922	3,945
Eastern Health (Recreation)	232	161
Out of Area	36	43
Eastern Health (Medical)	56	43
Total	7,276	4,667

MARKETING & INFORMATION SERVICES

- The new Automatic Vehicle Location (AVL) system went live in May and is now used by Dispatch and Call Centre employees.
- In May, staff started issuing free bus passes to eligible seniors as part of the expanded free bus pass program paid for by the provincial government.
- Creative assets were developed in May for a new marketing campaign - "Reduce the Squeeze" - positioning transit as one of several lower-cost travel alternatives, compared to a private vehicle, and recommending ways to reduce the squeeze of high gas prices. The campaign will begin in June.