

# General Manager's Report - Regular

May 18<sup>th</sup>, 2023

## 1. Zero Emission Plan

The Zero Emission Plan is on schedule to be completed in June.

## 2. Ad – Commissioner

Council has approved the appointment of Mr. Barry Fleming to the Commission. Welcome Barry!

## 3. Accessibility Plan

The first meeting of the Metrobus Accessibility Advisory Committee was held on May 1<sup>st</sup>. The Committee reviewed the Terms of Reference for the Committee, an outline of the plan and a rider survey to gather information on rider experience and barriers people face when using public transit or preventing them from using transit. The survey has been released with a closing date of May 31, 2023. It was distributed to Metrobus and GoBus customers, disability organizations, on board GoBus and through social media and our website.

## 4. GoBus TV Commercial – Recruitment of Drivers

A commercial was internally produced to assist with the recruitment of drivers and is airing on NTV on May 5 – June 5.

## 5. GoBus

To address issues with overbooking during certain periods, a waitlist feature in Via software was implemented on April 30<sup>th</sup>. This feature ensures that customers will only receive a confirmation of their ride if a seat is available. This feature is inherent in the design of the software and was turned off in the early days of implementation of Via to manage the transition period. During the time that ridership was very low during the pandemic, having the feature turned off did not have negative impact. As the ridership returns and capacity issues arise, turning it on is necessary to efficiently manage demand. Customer communication and meeting with stakeholders about the change was distributed and to date the change has been effective in managing ride bookings and improving dependability of the service. Via staff was on site for support for the first few days of the change.

## 6. Community Bus

A new replacement bus has been ordered from Crestline for the Community Bus service. We are waiting for a delivery date to be confirmed.