

EXECUTIVE SUMMARY REPORT – REGULAR JUNE 2022

GENERAL MANAGER

- The annual Spring Cleaning Day was held on June 14th. On these days, staff clean and tidy their offices/cubicles and office area as well as discard old files and paper. The shredding truck was scheduled for the following day and shredded nearly 70 boxes of paper.
- On June 21st, the General Manager attended a meeting with delegates from the City of Braga, Portugal being hosted by the City. This study visit is part of the European Union's International Urban and Regional Cooperation (IURC) program in North America. IURC is the world's largest city-to-city cooperation program and an international network of reference for urban innovation and sustainable urban development.
- Bargaining sessions were held with the Executive of ATU, Local 1462 on June 22-23, 2022 for the renewal of the collective agreement which expired on May 31st, 2022. A tentative deal was reached on June 23rd. It was approved by the Commission on the same date and subsequently ratified by the union membership on June 26th. The settlement included a financial offer of 9% over 4 years (2%, 2%, 2% and 3% - June of each year) as well as a \$1,000 signing bonus.

FINANCE

- The average price of diesel fuel was \$1.9819 per litre compared to the budgeted price of \$1.19.
- The fuel burn rate of 59.2 L/100KM was up 0.1 L/100KM from last June.
- The long-term interest rate was renewed at 2.70%.
- Ridership of 305,174 was up 61% from the same month in 2021 (190,113), up 181% from 2020 (108,719) and up 21% from 2019 (252,025). It is the highest recorded June on file!
- In June, the farebox (GFI) system recorded \$93,812 in coin. The actual processed coin was \$93,677 which is a 0.1% variance. This does not include \$6,105 in bills received on buses during the month.

HUMAN RESOURCES

- *This item is reported in the June 2022 In Camera Executive Report.*

MAINTENANCE

- Maintenance work continues in support of the entire Metrobus fleet, transit depot and bus shelters throughout the system
- Work continues to address long-standing issues including:
 - o Cummins engine recall for 2015-2016 buses
 - o Replacement of wheelchair ramp flooring on 2012-2016 buses
 - o Line painting in storage and maintenance areas.
 - o Resolution of insurance claim for bus 1831 (involved in accident with a city plow)

Maintenance Work for June 2022		
Unit #/Vehicle	Description of Work/Repairs	Status
0753	PMD/Rad repairs	Completed
0756, 0857	PMD/PMA/PM repairs	Completed
0861	Overheating	On-going
1066	Engine overhaul	Completed
1202	Left front brake repairs/replaced right front wheel bearing	Completed
1206	PMD/PMA/TFF/PM repairs	Completed
1208	PMD/PM repairs/Tune up	Completed
1310	PMD/PMA/PM repairs/TFF	Completed
1312	Engine/loss of power	On-going
1313	Engine/coolant in engine	On-going
1415	PMD/Pm repairs	On-going
1416	Diesel particulate filter cleaning	Completed
1417	Body shop/Seat bracket repairs	On-going
1520	Fuel issues	On-going
1522	Flooring repair/Engine shutting down	Completed
1525	PMD/PM repairs/PMA/PMB	Completed
1626	PMD/PM repairs/PMA	Completed
1627	PMD/PM repairs/PMA/TFF	Completed
1629	PMD/PMB/Pm repairs	Completed
1630	PMD/PMA/PM repairs/Wabasco	On-going
1833	PMD/PM repairs/Ramp flooring	Completed
2134	PMD/PMA/PM repairs	On-going

OPERATIONS

- Operators continue to experience conflict with teenagers falsely claiming to be under 12 years old so they can avoid paying fare.
- There continue to be many instances of passengers being abusive and threatening towards operators, often requiring RNC intervention.

GOBUS

Transit Assessments:

- We are experiencing delays in receiving information from Telus on completed assessments. Staffing issues are again creating problems, with the lead kinesiologist having to complete assessments and cover administrative tasks in the absence of a team leader (who left the

company in May). Additionally, there was a covid outbreak amongst the administrative staff. The 48 assessments reported in the table above reflect assessments that have been completed and verified (assessment reports have been received by Metrobus.) There are still 19 assessments pending verification. The July report will be amended to account for these.

	Jun 2022	Totals to Date
Assessments completed	48	921
New applicants	12	328
Existing customers	36	593
Approved (unconditional)	44	798
Denied	0	19
Conditional/Temporary approval	4	99
Accounts closed	2	126
Missed appointments (noshows/late cancels)	16	295

On Demand Scheduling Software:

- We are discovering some challenges in relation to billing around trips that are booked with short notice. With the capabilities of the new software customers can make and cancel bookings with very short notice. Based on the data being analyzed, most of these short booking requests are invalid. However, they are being captured as part of the reporting on late-cancelled trips, which impacts billing. We are working with VIA to identify a way to isolate valid vs. invalid late-cancels/no-shows.
- MVT has been asked to provide further information on any reporting requirements they have that remain outstanding or problematic.
- Another reporting issue we are working to solve is the fact that customers can cancel their rides (using the mobile app) after the ride has been completed. VIA is aware of the issue and the number of instances is declining.

- Ridership in June has increased to approximately 80% of pre-pandemic levels.
- On time performance – unknown
- Passengers per hour – 3.3
- Trip duration – 15.7 minutes
- Shared ride percentage – 39.9% (up 1.8% from May)
- Ridership on Metrobus – 2,458

Total Trips for June 2022:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,490	67	940
St. John's	9,554	532	4,773
Eastern Health (recreation trips)	336	32	76
Out of Area	52	0	33
Eastern Health (medical trips)	92	6	30
Total	11,524	637	5,852

Trips by Vehicle for June 2022 (includes no-shows):

Funding Source	Bus	Taxi
Mount Pearl	1,151	406
St. John's	6,305	3,781
Eastern Health (recreation trips)	240	128
Out of Area	27	25
Eastern Health (medical trips)	58	40
Total	7,781	4,380

MARKETING & INFORMATION SERVICES

- All work related to the changeover to our summer schedule was completed in June. The summer schedule comes into effect June 27.
- The "Reduce the Squeeze" campaign began in June. The marketing campaign positions transit as one of several lower-cost travel alternatives, compared to a private vehicle and recommends ways to reduce the squeeze of high gas prices.
- The bus pass program partnership with the City's recreation department is on again for this year after having to be cancelled for the past two years. The program allows day camps to purchase a pass for \$78.00 to use our service to get to different events/locations throughout the summer. The pass is good all summer and covers everyone in the group to a maximum of 20 children and 3 counsellors per trip. Groups can travel on weekdays, between 8:30a and 5:00p, subject to available space on board.