

EXECUTIVE SUMMARY REPORT – REGULAR JULY 2022

GENERAL MANAGER

- Due to the decommissioning of the CBC tower on Shea Heights, the radio system shared by Metrobus and the City's Public Works Department had to be moved to an alternate site. After evaluating all the options, the NTV tower on Shea Heights was chosen as the alternate site. The move was completed July 4 – 6th with very little disruption to our service. It was well coordinated and executed by staff and partners.
- A meeting of the Marketing Sub-Committee was held on July 6th to discuss the Air Miles Program and the Community Bus service. Options to improve the Community Bus service were discussed and a follow up meeting will be held early Fall.
- The contract with MV Transportation Canada, the operator of the para-transit service ends on December 31, 2022. The Request for Proposals (RFP) for Para-Transit Service Delivery closed on July 14th. Proposals were received from four bidders. After all bids were evaluated, the Evaluation Committee recommended that the contract be awarded to PW Transit Canada which was subsequently approved by the Commission. Discussions are ongoing to finalize the contract after which a transition team will be established to ensure a smooth transition to the new operator effective January 1st, 2023.
- On July 21st, the Union Executive and Employer representatives signed the collective agreement for four years to expire on May 31st, 2026.
- On July 22nd, a BBQ was held in honour of Jessica Powell, a Heavy Equipment Mechanic who was killed in a car accident on her way to work in 2017 at the age of 23. This BBQ is held each year with proceeds donated to the SPCA in her memory.

FINANCE

- The average price of diesel fuel was \$1.7873 per litre compared to the budgeted price of \$1.19.
- The fuel burn rate of 61.1 L/100KM was up 3.6 L/100KM from last year. There are a few buses with higher-than-normal burn rates and they are being investigated for issues to correct.
- The long-term interest rate was renewed at 3.90%; the 7th straight increase in renewal rates to start the year.
- Ridership of 298,585 was up 55% from the same month in 2021 (192,649), up 111% from 2020 (141,670) and up 16% from 2019 (256,666). It is the highest recorded July on file!
- In July, the farebox (GFI) system recorded \$96,385 in coin. The actual processed coin was \$97,720, which is a 1.3% variance. This does not include \$6,384 in bills received on buses during the month.

HUMAN RESOURCES

- The new Collective Agreement was signed and will be prepared for printing.
- An ad was placed for a vacant Truck & Transport Mechanic position.
- Screening has started for the Truck & Transport Apprentice.

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 July 2022		
Unit #/Vehicle	Description of Work/Repairs	Status
0147	PMD, PMA, PMB, PM repairs, Replacing ICV valve	On-going
0149, 1630, 2134	PMD, PMA, PM repairs	Completed
1524, 0753	PMD, PMA, PM repairs	On-going
0754	Repaired engine mount bolts (broken off)	Completed
0756	Repaired telescopic steering, replaced windshield	Completed
0860	Replaced rear ABS valve, Relay valve	Completed
0861, 0965	PMD, PMA, PMB, PM repairs, Webasco	Completed
0962	Replacing TPS wiring, repairing broken transit window	On-going
1066	Checked restarter problems, transmission light on	Completed
1202	Repairing rear brakes, fixing coolant leaks	On-going
1204	Engine repairs (cylinder head), PM repairs	On-going
1209	Replaced VGT actuator	Completed
1310	Replaced turbo	Completed
1312	Pex recall RC 4226ER3	Completed
1313	Pex recall RC 4226ER3, engine problems	On-going
1415	PMD, PM Repairs	Completed
1416	Replaced radiator	Completed
1417	Replaced ramp flooring	Completed
1520	Engine code #559, Pex recall 4157ER1	On-going
Shelter van	A/C repaired	Completed
Unit room	Rebuilt spare generator, rebuilt spare driver seat	Completed

OPERATIONS

- *This item is reported in the July 2022 Executive Summary Report.*

GOBUS

Transit Assessments:

- The number of scheduled assessments this month was very low. Another full-time member of the assessment team at Telus has moved on and with trying to honour vacation time for remaining staff they had very limited resources with which to complete assessments.

	Additional Jun 2022	Jul 2022	Totals to Date
Assessments completed	15	34	970
New applicants	6	24	358
Existing customers	9	10	612
Approved (unconditional)	6	20	824
Denied	3	1	23
Conditional/Temporary approval	6	13	118
Accounts closed	0	1	127
Missed appointments (noshows/late cancels)	0	11	306

On Demand Scheduling Software:

- VIA is continuing to work closely with us to improve areas where there have been some shortcomings. Two issues related to billing for on demand rides have been resolved.
- Met with Mike Vaccarino, Partnership Lead with VIA, and the General Manager of MVT, for a product feedback session, where we discussed what is working for us as well as areas that can still be improved.

General Data:

- Ridership decreased this month, down to 73.6% compared to pre-pandemic levels. (80% last month)
- Passengers per hour – 3.3
- Trip duration – 16.4 minutes
- Shared ride percentage – 41%
- Ridership on Metrobus – 2,582

Total Trips for July 2022:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,301	34	999
St. John's	8,920	463	5,157
Eastern Health (recreation trips)	323	28	106
Out of Area	46	1	139
Eastern Health (medical trips)	42	5	21
Total	10,632	531	6,422

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

Funding Source	Bus	Taxi
Mount Pearl	991	345
St. John's	5,993	3,390
Eastern Health (recreation trips)	235	116
Out of Area	27	20
Eastern Health (medical trips)	25	22
Total	7,271	3,893

MARKETING & INFORMATION SERVICES

- Metrobus provided shuttles on July 1st for those wishing to attend the Sunrise Ceremony on Signal Hill.
- The first leg of the "Reduce the Squeeze" campaign concluded in July. 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.
- Information cards were produced and began being distributed on board advising that starting in September, children aged 9 to 11 will require an mCard when boarding. The cards also contain information on how people can go about obtaining the free mCard for children.
- Our 60 second Regatta Ad began airing on NTV in late July. The ad will also be tweeted closer to Regatta Day encouraging people to ride with us to the lake.