

## GENERAL MANAGER'S REPORT Regular

July 14<sup>th</sup>, 2022

### 1. COVID Update

In June, ridership was the highest on record, exceeding June 2019 by 21.1%. GoBus ridership is approximately 80% of 2019.

### 2. Radio System

The radio system was moved from the CBC tower to the NTV tower July 4<sup>th</sup> – 6<sup>th</sup>. The move went smoothly and was coordinated by our consultant, Norm Cook, working with staff and our service providers Westover Communications, NTV, Bell Aliant and Mackay Marine. It was well executed with minimal service interruption.

### 3. Electrification Plan

The detailed Implementation Plan Scope has been received from CUTRIC (Canadian Urban Transit Research & Innovation Consortium) and has been reviewed. Some feedback was provided and we are waiting for direction on next steps.

### 4. RFP – GoBus Service

The closing date for the RFP has been extended from June 30 to July 8<sup>th</sup>. Due to the Rogers outage on July 8<sup>th</sup>, the closing date was extended to July 12<sup>th</sup> with a subsequent extension to July 14<sup>th</sup> related to an error in a recently released addendum. A meeting of the RFP Evaluation Committee is scheduled for Monday, July 18<sup>th</sup>. It is anticipated that a recommendation on the successful bidder will be presented to the Commission at its July 21<sup>st</sup> meeting.

### 5. Third Party Assessments for GoBus Eligibility

As at the end of June, 383 existing customers remain to be assessed by September 30, 2022, as required by the contract with Telus.

### 6. Status of ICIP Funding Applications

1. Replacement of Paratransit Fleet	Tender awarded
2. Ten Accessible Bus Shelters	Tender awarded
3. Replacement Community Bus	Application submitted April 21 <sup>st</sup> , 2022
4. Hybrid buses (8) 40-foot	Application submitted May 25 <sup>th</sup> , 2022
5. Stop Announcement System	Application submitted July 12 <sup>th</sup> , 2022
6. Radio System Upgrade	To be submitted

## 7. Mid-Year Report on Status of 2022 Goals

Implement select Recommendations from Public Transit Review	Status Update
Implementation of an automated onboard stop announcement system to improve accessibility on all Metrobus routes by December 31, 2022	Application for funding submitted
Improve transit accessibility through installing bus shelters at ten new locations by October 31, 2022	Tender awarded – awaiting delivery of shelters
Evaluate effectiveness of on demand software for paratransit and identify opportunities for a pilot of on demand service on Metrobus service by September 30, 2022	Ongoing
GoBus – introduce use of Go-Cards on taxis when providing rides under contract by May 31 <sup>st</sup> , 2022	Complete. Table with details of fare collection in taxis since January is provided on the next page.
Other initiatives	Status Update
Completion and adoption of an electrification plan for public transit by September 30, 2022	Agreement on scope of plan nearly complete. Completion date may be extended to first quarter 2023
Commence the development of an accessibility plan for transit by September 30, 2022	Waiting on additional direction from the Province on plan requirements
Improve the customer experience through the introduction of new smart card features (mCard and Go-Card) for customers including instant reloading of passes, save my days feature and automatic reloads by March 31, 2022	60% complete (delay caused by intermittent connectivity issues with readers on board – solution to address problem being tested)

# ST. JOHN'S TRANSPORTATION COMMISSION

m-CARD USAGE IN TAXIS - FARES COLLECTED  
YEAR 2022



Month	TAXIS Reporting	PASS					10-RIDE				INSUFFICIENT
		CHILD	ADULT	SENIOR	LIF	REVENUE	CHILD	ADULT	SENIOR	REVENUE	
January	1	1	0	0		\$0.00	0	1	0	\$2.00	0
February	2	2	27	14	51	\$0.00	9	44	34	\$165.40	8
March	4	2	153	106	412	\$0.00	15	251	202	\$892.60	27
April	4	2	324	236	951	\$0.00	18	492	366	\$1,675.20	44
May	4	2	550	457	1663	\$0.00	19	810	603	\$2,739.60	75
June	4	2	768	543	2441	\$0.00	20	1156	799	\$3,786.20	104
July											
August											
September											
October											
November											
December											
	<b>19</b>	<b>11</b>	<b>1822</b>	<b>1356</b>	<b>5518</b>	<b>\$0.00</b>	<b>81</b>	<b>2754</b>	<b>2004</b>	<b>\$9,261.00</b>	<b>258</b>