

## EXECUTIVE SUMMARY REPORT – REGULAR AUGUST 2022

### GENERAL MANAGER

- On August 11<sup>th</sup>, staff attended a CUTRIC webinar on hydrogen cell buses which provided an update on the current status of hydrogen production in Canada, as well as pilot projects currently underway in Canada.
- Meetings continued with the City's Internal Auditor with respect to audit of the paratransit service.
- On August 17<sup>th</sup>, the General Manager attended a virtual meeting organized by CUTA with Infrastructure Canada to provide input and feedback on the design of the Permanent Transit Infrastructure Fund.

### FINANCE

- The average price of diesel fuel was \$1.6924 per litre compared to the budgeted price of \$1.19.
- The fuel burn rate of 61.8 L/100KM was up 3.4 L/100KM from last year. There are a few buses with higher-than-normal burns which continue to be investigated for issues to correct.
- The long-term interest rate was renewed at 4.22%; the 8<sup>th</sup> straight increase in renewal rates this year.
- Ridership of 314, 573 was up 52% from the same month in 2021 (206,098), up 111% from 2020 (149,188) and up 18% from 2019 (265,350). It is the highest recorded August on file.
- In August, the farebox (GFI) system recorded \$107,520 in coin. The actual processed coin was \$106,332, which is a 1.1% variance. This does not include \$7,965 in bills received on buses during the month.

### HUMAN RESOURCES

- The arbitration hearing on the mandatory vaccination policy and related employee terminations has been scheduled for November 29<sup>th</sup> and 30<sup>th</sup>.
- A letter was received from the Department of Municipal and Provincial Affairs in relation to the solvency relief granted by the Superintendent of Pensions to December 31, 2023. The department requires that a plan to address the Solvency Deficit be provided by December 31, 2023.

### MAINTENANCE

- Bus 1313 is currently out of service awaiting a new engine (currently on order).

	Maintenance Work for August 2022	
Unit #/Vehicle	Description of Work/Repairs	Status
0147	PMD, PMA, PMB, PM repairs, Replacing ICV valve	Completed
0150	Network failure/replace inverter	Completed
1524, 0753	PMD, PMA, PM repairs	Completed
0754	PMD, PMA, PM repairs, Webasco	Completed
0755	PMD, PMA, PM repairs, Webasco	On-going
0860, 1311	PMD, PM repairs	Completed
1312	PMD, PMA, REF, PM repairs	Completed
0965	PMD, PMA, PMB, PM repairs, Webasco	Completed
1066	PMA, PMB, PM repairs, shock plate repairs	On-going
1203	Low oil pressure	On-going
1204	PMD, Engine repairs, PM repairs	Completed
1416, 1417, 1418, 1522, 1523	Pex recall RC 4226ER3, engine problems	Completed
Community Bus	PMD, mCard issues	Completed
0964	Warranty work by Cummins – EGR cooler	On-going
0861	Checked for over heating	Completed

## OPERATIONS

- The Regatta Day park-and-ride service provided 12,900 rides.
- *The remainder of this item is reported in the August 2022 In Camera Executive Report.*

## GOBUS

Transit Assessments:

	Aug 2022	Totals to Date
Assessments completed	37	1007
New applicants	19	377
Existing customers	18	630
Approved (unconditional)	34	858
Denied	0	23
Conditional/Temporary approval	3	132
Accounts closed	110	237
Missed appointments (noshows/late cancels)	10	316

- There are 231 assessments remaining for existing customers. Telus Health Care has been provided with the list of closed accounts so they can remove those names from their contact list. They also have the list of remaining accounts, with updated contact information and are

working hard to schedule appointments. One hundred ten (110) accounts were closed due to inactivity.

On Demand Scheduling Software:

- Communication with the software team remains strong and work is continuing in effort to improve and/or add features to enhance the user experience for both customers and employees.
- No new technical issues were reported this month.

General Data:

- Ridership – 76% of pre-pandemic levels
- Passengers per hour – 3.3
- Trip duration – 16.2 minutes
- Shared ride percentage – 41.1%
- Ridership on Metrobus – 2,437

**Total Trips for August 2022:**

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,284	53	813
St. John's	9,618	413	5,081
Eastern Health (recreation trips)	374	12	118
Out of Area	26	1	42
Eastern Health (medical trips)	49	6	9
<b>Total</b>	<b>11,351</b>	<b>485</b>	<b>6,063</b>

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

Funding Source	Bus	Taxi
Mount Pearl	928	356
St. John's	7,653	3,343
Eastern Health (recreation trips)	244	130
Out of Area	13	13
Eastern Health (medical trips)	37	12
<b>Total</b>	<b>8,875</b>	<b>3,854</b>

## MARKETING & INFORMATION SERVICES

- King posters were produced and installed on our buses in late August promoting our “2x the Miles” promotion. mCard users will earn double AIR MILES® Reward Miles™ on all rides taken during the month of September.
- A customer newsletter was emailed to our customer database announcing the fall schedule, “2x the Miles”, and other service-related issues.
- Radio ads were produced and aired in August reminding people of the requirement for children aged 9 to 11 years to present an mCard when boarding starting September 5<sup>th</sup>.

- Data was provided to Via Transportation Inc. in order for them to be able to model different on-demand service options for the Community Bus service. We anticipated having some modelling results in September.