

EXECUTIVE SUMMARY REPORT – REGULAR OCTOBER 2022

GENERAL MANAGER

- On October 13th, staff met with representatives of TOK Transit, the new provider of the GoBus service effective January 1st, 2023, for a preliminary discussion on the transition and to meet their team.
- On the evening of October 18th, the General Manager attended a Youth Forum at City Hall. The forum covered three topics – Public Transit, Economic Development, and Sustainability. It was attended by approximately 40 youth who are members of the forum designed to get feedback from youth on City initiatives. Senior staff from each area and City Council representatives attended to provide information and answer questions on these three topics.
- The General Manager and three staff attended CUTA's Annual Conference and Transit Show in Montreal Oct 23rd - 26th. It was the first one since 2019. Staff attended the Board meeting, various committee meetings, educational sessions, trade show and networking events.
- On October 28th, the General Manager and Edmundo Fausto attended a virtual meeting with CUTRIC to discuss next steps to finalize the data collection phase of the electrification plan.
- On October 31st, staff and Transit Operators were invited to wear Halloween costumes to work.
- The Call for Expressions of Interest to serve on the Commission closed on October 14th. Eight applications were received for two positions. The Selection Committee will meet early November to prepare a recommendation for Council.

FINANCE

- The average price of diesel fuel was \$1.9567 per litre compared to the budgeted price of \$1.19.
- The fuel burn rate of 60.6 L/100KM was up 2.1 L/100KM from last year.
- The long-term interest rate was renewed at 5.15% (the 10th straight increase this year).
- Ridership of 381,913 was up 52% from the same month in 2021 (251,017), up 112% from 2020 (180,519) and up 17% from 2019 (326,677). It is the highest recorded month on file.
- This month, the farebox (GFI) system recorded \$98,561 in coin. The actual processed coin was \$98,014 which is a 0.5% variance. This does not include \$5,954 in bills received on buses during the month.

HUMAN RESOURCES

- A Transit Operator Training Program commenced on October 22nd with five candidates.
- Hearing tests were completed for Maintenance and Cashroom employees in accordance with the annual hearing test requirements.
- Noise level testing was completed on several buses to ensure within acceptable limits. The last testing was conducted in 2012.
- A Flu Shot and Covid Booster clinic was held for employees and dependents.

MAINTENANCE

Maintenance Work for August 2022		
Unit #/Vehicle	Description of Work/Repairs	Status
0150	Rough idle repairs/PMD/PM repairs	On-going
0147	Replace broken engine mount bolts/water pump	Completed
0756	Replace power steering box; replace broken bell housing bolts	On-going
0859	PMD/PMA/PM repairs	On-going
0962	PMD/PMA/PMB/PM repairs	Completed
0962, 1417	PMD/PMA/PMB/PM repairs	On-going
0964	Engine repairs/PMD/PM repairs	Completed
1201	Replace broken bell housing	Completed
1205, 1207	PMD/PM repairs	Completed
1209	Needs NOX sensor (parts on order from Europe)	On-going
1311	Brake repairs	Completed
1520	Install wiper linkages	Completed
1522	PMD/PM repairs	Completed
1630	Transmission rebuilt	Completed
1832	PMD/Rear axle needs rebuild	On-going
1833	A/C repairs at Reefer Repairs	Completed
Tennant sweeper	Vacuum and brushes not working	On-going

OPERATIONS

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

GOBUS

Transit Assessments:	Oct 2022	Totals to Date
Assessments completed	30	1094
New applicants	4	405
Existing customers	26	689
Approved (unconditional)	30	945
Denied	0	23
Conditional/Temporary approval	0	132
Accounts closed	0	237
Missed appointments (noshows/late cancels)	13	365

- Transit assessments resumed as of November 15th. Some changes have been introduced to information sharing processes between Metrobus and Telus, which now gives us the ability to

monitor the number of attempts made by clinic staff to contact applicants. This will give us an opportunity to contact them after two unsuccessful attempts. We feel this contact directly from the Accessible Transit Manager has the potential to reduce the number of no-shows. We also have access to view all scheduled appointments which provide another layer of transparency when it comes to the billing process.

On Demand Scheduling Software:

- Key performance indicators continue to reveal positive results. Shared ride percentage increased from 42.1 to 44.2%. Passengers per hour is down slightly to 3.6. The current driver shortage is having a significant impact here as more rides are being scheduled to off-line taxis. Additionally, two vehicles have been permanently removed from service after failing to pass inspection.
- Communication continues weekly with the software team. The original list of 60 outstanding issues that presented during the first few months after launch, has now been reduced to 18. None of these remaining items have a direct effect on operations; most are features that enhance our reporting capacity.

RFP for Service Provider:

- TOK Transit have concluded in-person interviews with existing MVT employees. They will begin external recruitment as soon as they have finalized their list of successful internal candidates. They have their facility secured on Clyde Avenue in Mount Pearl and are making great strides in preparation for the transition in January.

Ridership:

- 74.3% of pre-pandemic levels (Oct 2019 ridership jumped by approx. 3,000 trips over previous months)
- Passengers per hour – 3.6
- Trip duration – 16.2 minutes
- Shared ride percentage – 44.2 %
- Ridership on Metrobus – 2,292

Total Trips for October 2022:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,311	64	1,015
St. John's	10,904	520	5,695
Eastern Health (recreation trips)	355	15	92
Out of Area	2	0	4
Eastern Health (medical trips)	35	2	8
Portugal Cove-St. Philip's (temporary funding partner)	3	5	8
Total	12,610	606	6,822

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

Funding Source	Bus	Taxi
Mount Pearl	922	453
St. John's	6,465	4,959
Eastern Health (recreation trips)	231	139
Out of Area	0	2
Eastern Health (medical trips)	16	21
Portugal Cove-St. Philip's (temporary funding partner)	3	5
Total	7,637	5,579

MARKETING & INFORMATION SERVICES

- Metrobus Information Services Reps staffed a booth at the New Canadians Fair that took place at the St. John's Farmer's Market in October.
- Metrobus provided transportation for the Pumpkinfest event held at Lester's Farm, as well as transportation to Cape Spear for participants in the Cape to Cabot Road Race.
- The City of St. John's recognized October 3rd to 7th as Seniors' Week and Metrobus provided a special Senior's Day on Friday, October 7th where anyone aged 65 years or older could ride for free. A total of 450 free rides were provided on Metrobus.
- Metrobus participated in the 33rd annual Thanksgiving Food Drive in partnership with the VOCM Cares Foundation and the Community Food Sharing Association. A total of 26,000 lbs of food, worth more than \$86,000, was collected from local schools and participating Sobeys stores.