

**EXECUTIVE SUMMARY REPORT – REGULAR
NOVEMBER 2022**

GENERAL MANAGER

- On November 10th, staff met with City staff in the Affordable Housing Division to discuss and take steps to ensure closer collaboration on future planning of affordable housing initiatives.
- A service awards luncheon was held on November 16th to recognize 18 employees for service from 10 years to 35 years with Metrobus.
- The General Manager participated in meetings with CUTA to assist in matching applicants to mentors under CUTA’s new mentorship program.

FINANCE

- The average price of diesel fuel was \$2.0628 per litre compared to the budgeted price of \$1.19.
- The fuel burn rate of 61.7 L/100KM was up 1.2 L/100KM from last year.
- The long-term interest rate was renewed at 5.40%; the 11th straight increase this year.
- Ridership of 375,257 was up 46% from the same month in 2021 (257,773), up 118% from 2020 (172,153) and up 24% from 2019 (301,765). It is the 2nd highest recorded month on file behind October 2022.
- The month, the farebox (GFI) system recorded \$93,223 in coin. The actual processed coin was \$93,714 which is a 0.5% variance. This does not include \$5,140 in bills received on buses during the month.

HUMAN RESOURCES

- The October Transit Operator Training Program was completed with 4 candidates being hired. A new program commenced on November 19 with 3 candidates.
- Notice was given to the Covid cleaner advising that the contract would end December 31, 2022.
- A WHSCRD hearing was held to review a worker’s injury claim that was denied by WPNL.
- A 4th Year Truck & Transport Apprentice was hired and will commence work in late December.
- Ads were posted for two upcoming vacancies in Maintenance – a Day and Evening Supervisor.

MAINTENANCE

Maintenance Work for November 2022		
Unit #/Vehicle	Description of Work/Repairs	Status
0149	Replace rear axle	Completed
0150	Rough idle repairs/PMD/PM repairs	Completed
0147, 1203	Engine repairs	On-going
0151	Engine/rear end/transmission/PM repairs	On-going
0755	Transmission overhaul	Completed
0857, 0963, 1629	PMD/PM repairs	Completed

Maintenance Work for November 2022 (con't)		
Unit #/Vehicle	Description of Work/Repairs	Status
0858	PM repairs	Completed
0859	PMD/PMA/PM repairs	Completed
1208, 1627	PMD/PM repairs	On-going
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)	Completed
1312	Engine overhaul, transmission overhaul	Completed
1314	PMA/PMD/PM repairs	On-going
1415	Replace transmission cooler	Completed
1416	Replace windshield	Completed
1630	Needs engine bell housing replaces	On-going
1831	Accident repairs	On-going
1832	PMD/Rear axle needs rebuild	Completed
Community Bus	PMA/PM repairs	Completed
Forklift	Radiator reports	On-going
Loader #2	Snowplow repairs	On-going

OPERATIONS

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

GOBUS

Transit Assessments:

- The number of missed appointments has not yet been verified.
- The back log of new applications from September and October has now been cleared. (These applicants had been granted temporary eligibility pending assessment.)
- Communication with Telus staff has been excellent and assessment reports are consistently being received within the prescribed 2 days.

	Nov 2022	Totals to Date
Assessments completed	23	1094
Approved (unconditional)	23	945
Denied	0	23
Conditional/Temporary approval	2	132
Accounts closed	1	237
Missed appointments (noshows/late cancels)	Unk.	365

Service Provider Transition:

- TOK has concluded their internal hiring process and external recruitment has commenced to fill outstanding positions.
- Staff training will begin in December.
- The Manager – Accessible Transit Services is in communication with the TOK team several times per week and things are progressing smoothly.

On-Demand Software:

- An unusually high number of no-shows is being reported this month, many of them related to cancellations within the 45-minute no-show window. The tech team at VIA is investigating.

Ridership:

- 77% of pre-pandemic levels
- Passengers per hour – 4.0
- Trip duration – 17.4 minutes
- Shared ride percentage – 44.1%
- Ridership on Metrobus – 2,404

Total Trips for November 2022:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,395	68	1,068
St. John's	10,786	741	5,977
Eastern Health (recreation trips)	314	25	91
Out of Area	11	4	6
Eastern Health (medical trips)	23	2	6
Portugal Cove-St. Philip's (temporary funding partner)	8	0	29
Total	12,537	840	7,177

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

Funding Source	Bus	Taxi
Mount Pearl	951	512
St. John's	6,417	5,110
Eastern Health (recreation trips)	193	146
Out of Area	8	7
Eastern Health (medical trips)	17	8
Portugal Cove-St. Philip's (temporary funding partner)	4	4
Total	7,590	5,787

MARKETING & INFORMATION SERVICES

- Work was completed in our online stores to facilitate the move to a new payment processor – Moneris. Moneris' rates are lower than our current payment processor and allows the ability to provide Apple and Google Pay options during the checkout process. Online purchases of mCards and reloads have increased dramatically over the past couple of years.
- Prices were obtained from three suppliers to produce and install graphics on the new GoBus fleet when it arrives. FastSigns provided the lowest price.