

## EXECUTIVE SUMMARY REPORT

Reporting period: October 2024

### FINANCE

- The average price of diesel fuel was \$1.4738 per litre compared to the budgeted price of \$2.25.
- This month's fuel burn rate - 63.7 L/100KM - was down 0.7 L/100KM from last year.
- Ridership for October was 476,812, the highest month on file. This was up 3.3% from Oct 2023 (461,502) and up 14% from budget (417,900).
- October was the second full month with the new fareboxes in service. During the month, there was \$80,360 in coins and \$8,641 in bills processed with a variance of 0.2%.
- A new Toyota Sienna was leased. This introduces a new hybrid van to our fleet of support vehicles.

### HUMAN RESOURCES

- Three mechanic positions were filled. A third year Apprentice started in October, and a Trade qualifier will start work in November. A journeyman who is moving from out-of-province will be starting in January. Recruitment continues for two vacant mechanic positions.
- Ten candidates were selected for the Transit Operator Training Program to commence November 9<sup>th</sup>; however, three withdrew.
- Interviews were conducted and a candidate was selected for the Utility Wash position to start work in November.
- Fall Protection training certification was updated for Maintenance employees and First Aid re-certification was completed by supervisors.
- A draft De-escalation Training Program was developed for transit operators for review by Operations. It is expected to be introduced in January 2025.
- New safe work practices were developed for cleaning drug litter from shelters, as well as bus parking at the Village.
- Mercer was notified that the upgrading of the eIPE systems for job evaluation would be proceeding. Training on the use of their new platform will commence in the coming weeks.

**MAINTENANCE**

| Unit #/Vehicle  | Description of Work/Repairs                             | Status    |
|---|---|-----------|
| 0858, 0962, 0964, 0965, 1066, 1418, 1520, 1521, 1522, 1831, 1737 (OD bus) | PM Repairs  | Completed |
| 1205, Loader #2, Dodge 2500 pickup  | PM Repairs  | On-going  |
| 0963  | Replace starting motor                                  | Completed |
| 1202  | Transmission stuck in 2 <sup>nd</sup> gear              | Completed |
| 1205  | Turbo warranty work by Cummins                          | On-going  |
| 1208  | Engine codes, intermittent issues                       | On-going  |
| 1311  | Engine bell housing cracked, replaced fuel pump         | Completed |
| 1312  | Check for bad vibration (tire issue)                    | Completed |
| 1314  | Engine overhaul   | Completed |
| 1416  | EMC update  | Completed |
| 1417  | Engine issues   | On-going  |
| 1418  | Replace rear main oil seal                              | Completed |
| 1525  | Replace Turbo   | Completed |
| 1630  | Broken bolts in bell housing                            | Completed |
| 1833  | Replace drive axle; transmission sent to Halifax dealer | On-going  |
| 2440, 2441  | Prep for service  | On-going  |

**OPERATIONS**

- 100% of passengers were accommodated this month.
- Average on-time performance for the month across all routes and all stops was 86%.  
 Much of the construction that impacted OTP throughout Summer/Fall has concluded.

| ROUTE     | DATA POINTS | LATE   | AVG DELAY | OTP (%)<br>Oct 2024 | OTP (%)<br>Sep 2024 |
|-----------|-------------|--------|-----------|---------------------|---------------------|
| <b>1</b>  | 65,123      | 10,306 | 6 mins    | 83%                 | 69%                 |
| <b>2</b>  | 111,087     | 10,056 | 5 mins    | 90%                 | 82%                 |
| <b>3</b>  | 74,453      | 11,624 | 5 mins    | 83%                 | 75%                 |
| <b>6</b>  | 9,117       | 706    | 9 mins    | 90%                 | 90%                 |
| <b>9</b>  | 13,850      | 1,566  | 5 mins    | 88%                 | 83%                 |
| <b>10</b> | 62,635      | 9,101  | 5 mins    | 84%                 | 78%                 |
| <b>11</b> | 14,500      | 987    | 4 mins    | 93%                 | 89%                 |
| <b>12</b> | 35,265      | 6,257  | 5 mins    | 82%                 | 78%                 |

St. John's Transportation Commission  
Regular Meeting – November 28, 2024

|              |                |               |               |            |            |
|--------------|----------------|---------------|---------------|------------|------------|
| <b>13</b>    | 864            | 8             | 4 mins        | 96%        | na         |
| <b>14</b>    | 16,241         | 4,602         | 8 mins        | 71%        | 67%        |
| <b>15</b>    | 36,494         | 6,519         | 6 mins        | 82%        | 77%        |
| <b>16</b>    | 21,902         | 2,677         | 6 mins        | 86%        | 84%        |
| <b>18</b>    | 36,502         | 3,404         | 5 mins        | 90%        | 89%        |
| <b>19</b>    | 40,809         | 5,598         | 6 mins        | 86%        | 85%        |
| <b>20</b>    | 1721           | 19            | 6 mins        | 99%        | 99%        |
| <b>21</b>    | 25,050         | 2,176         | 5 mins        | 90%        | 93%        |
| <b>22</b>    | 7,132          | 1,924         | 6 mins        | 73%        | 86%        |
| <b>23</b>    | 8,908          | 1,484         | 5 mins        | 83%        | 83%        |
| <b>24</b>    | 128            | 4             | 4 mins        | 94%        | na         |
| <b>26</b>    | 972            | 316           | 5 mins        | 67%        | 46%        |
| <b>30</b>    | 5,019          | 829           | 6 mins        | 83%        | 83%        |
| <b>TOTAL</b> | <b>587,772</b> | <b>80,163</b> | <b>5 mins</b> | <b>86%</b> | <b>80%</b> |

#### GOBUS

- Service was impacted due to temporary driver vacancies as well as an increase in demand, resulting in 34 denied trips. Mainly evenings and weekends were impacted. Taxi availability was maximized on these days. Taxi usage for the month was higher than usual, at 35%.
- One driver position was replaced bringing the full-time complement back up to 23. Processing time for Vulnerable Sector Checks is delaying the deployment of a second trained, full-time driver. Driver recruitment was interrupted by the absence of a general manager at Tok Transit.
- A new General Manager is now in place at Tok Transit, along with a new Operations Manager.
- The number of completed eligibility assessments was down this month due to staff turnover. This is expected to return to normal in November.

#### Ridership:

- 81% of pre-pandemic levels
- Passengers per hour – 3.8
- Ride duration – 15.8 minutes
- Shared ride percentage – 67%
- Ridership on Metrobus – 3,075
- Self-serve (app/website) transactions – 31.7%
- Denied rides - 34

Eligibility Assessments:

- 14 completed including 8 approved unconditionally, 0 denied, and 6 conditional/temporary approvals.
- 6 missed appointments.

Total Trips for October 2024:

| Funding Source                    | Completed     | No-show    | Cancelled    |
|-----------------------------------|---------------|------------|--------------|
| Mount Pearl                       | 1,414         | 61         | 1,021        |
| St. John's                        | 11,976        | 776        | 8,530        |
| Eastern Health (recreation trips) | 92            | 13         | 58           |
| Out of Area                       | 5             | 1          | 1            |
| Eastern Health (medical trips)    | 0             | 0          | 3            |
| <b>Total</b>                      | <b>13,487</b> | <b>851</b> | <b>9,613</b> |

Trips by Vehicle for October 2024 (includes no-shows):

| Funding Source                    | Bus          | Taxi         |
|-----------------------------------|--------------|--------------|
| Mount Pearl                       | 1,060        | 415          |
| St. John's                        | 8,111        | 4,641        |
| Eastern Health (recreation trips) | 79           | 26           |
| Out of Area                       | 4            | 2            |
| Eastern Health (medical trips)    | 0            | 0            |
| <b>Total</b>                      | <b>9,254</b> | <b>5,084</b> |

**MARKETING & INFORMATION SERVICES**

- Metrobus hosted a booth at the My New St. John's Expo which took place in October at the Farmer's Market.
- Metrobus participated in Seniors' Day on October 3<sup>rd</sup> by offering free transportation on Metrobus and GoBus for anyone aged 65 or older.
- Metrobus staff collected food from participating local schools and Sobey's stores and delivered over 9,000 pounds of food to the Community Food Sharing Association during our annual Metrobus/VOCM Cares Thanksgiving Food Drive.