

## GENERAL MANAGER'S REPORT

Date submitted: June 20, 2024

### Community Bus

The Community Bus arrived this week and is currently being prepared for service.

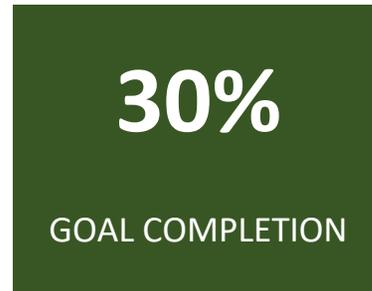
### Bus Stop #2745 – Top of Long's Hill

Due to a number of concerns, the bus stop on the top of Long's Hill will be removed effective June 24<sup>th</sup>, 2024.

- The bus stop is in close proximity to the intersection and Operators have brought forward safety concerns regarding people who are late arriving to the bus stop and enter into traffic and knock on the door of the bus while it is waiting at the red light. Occurrences have increased and they refuse to listen to the safety warnings from the Operator.
- During the winter in slippery conditions, the bus is unable to stop at the bus stop due to the incline at the stop as the bus will have trouble starting off again.
- Good transit planning principles recommend that bus stops should be on the far side of an intersection rather than the near side. On the near side where this stop is located, if the light is green and the bus pulls into the stop, it misses the green light and has to wait another cycle. Due to the complexity of this intersection, the City has made changes to the light configuration which cannot be adjusted and or accommodate our transit priority system. This red light is particularly long and missing the green light causes the bus to be delayed a few minutes. With the current ridership levels, buses are struggling to maintain schedule and adjustments to save time are very important.
- Customers currently using this stop have three other stops they can use in close proximity to this stop that are safer.
- With respect to accessibility, the Route 10 will be designated as an accessible route later this year. This bus stop would not be deemed as an accessible stop due to its location.

### 2024 Goals – Quarterly Update

Details on next page.



METROBUS PLAN  
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| Goal  | Progress Update  | Current Completion                     |
|---|--|--|
| Implement select recommendations from the Public Transit Review   | <p>Progress: Several initiatives are being undertaken as part of the recommendations from the Public Transit Review:</p> <ul style="list-style-type: none"> <li>• Improve transit accessibility by installing shelters at ten new locations – Seven of the ten new shelters have been installed. Three shelters are waiting for final permits and/or legal agreements to be completed. Once all necessary permits and agreements are completed, the remaining bus shelters will be installed.</li> <li>• Implementation of automated onboard stop announcement system to improve accessibility on all routes – Funding is approved. RFP is designed and expected to be issued in March 2024.</li> </ul> <p><i>Updated 2024/02/28</i></p> | <p><b>92%</b><br/><b>(overdue)</b></p> |
| ➤ Implement an automated onboard stop announcement system to improve accessibility on all Metrobus routes | <p>Progress: RFP is nearly complete and is expected to be released by end of June 2024.</p> <p><i>Updated 2024/06/05</i></p>   | <p><b>25%</b><br/><b>(overdue)</b></p> |

| Goal  | Progress Update  | Current Completion                      |
|---|--|---|
| Improve the customer experience through the introduction of new smart card features (mCard and Go-Card) including automatic reloads and customer communications designed to make the system user friendly | <p>Progress: Due to new security features that need to be added to allow automatic reloads of smart cards, additional work is required. Goal is to have it completed by September 2024.</p> <p><i>Updated 2024/06/14</i></p>   | <p><b>95%</b><br/><b>(overdue)</b></p>  |
| Develop a service growth strategy for public transit to respond to increased demand and help attract new customers  | <p>Progress: Draft service plan has been approved by the Commission and is being reviewed internally.</p> <p><i>Updated 2024/06/14</i></p>   | <p><b>75%</b><br/><b>(overdue)</b></p>  |
| Implement Route 10 as a wheelchair accessible service route   | <p>Progress: This route will be designated as a wheelchair accessible route when the new hybrid buses (8) are received and put in service. The buses are due to be delivered by the end of September and ready for service by the end of October.</p> <p><i>Updated 2024/06/14</i></p> | <p><b>0%</b><br/><b>(on track)</b></p>  |
| Introduce eight (8) hybrid buses to Metrobus fleet  | <p>Progress: Buses are scheduled to be delivered by the end of September and ready for service by the end of October 2024.</p> <p><i>Updated 2024/06/14</i></p>  | <p><b>50%</b><br/><b>(on track)</b></p> |
| Improve reliability of the public transit system by upgrading the fare collection and smart card systems  | <p>Progress: Delivery of the fare collection equipment is expected by end of June 2024 and delivery of smart card readers is expected by October 2024.</p> <p><i>Updated 2024/06/14</i></p>  | <p><b>0%</b><br/><b>(on track)</b></p>  |
| <ul style="list-style-type: none"> <li>➤ Delivery of fare collection equipment</li> </ul>   | <p>Progress: Equipment is scheduled to be delivered by the end of June.</p> <p><i>Updated 2024/06/07</i></p>   | <p><b>0%</b><br/><b>(on track)</b></p>  |
| <ul style="list-style-type: none"> <li>➤ Delivery of smart card readers</li> </ul>  | <p>Progress: Equipment delivery is expected in October 2024.</p> <p><i>Updated 2024/06/07</i></p>  | <p><b>0%</b><br/><b>(on track)</b></p>  |

| Goal  | Progress Update   | Current Completion  |
|---|---|---------------------|
| ➤ Installation of fare collection equipment     |   | 0%<br>(not started) |
| ➤ Installation of smart card readers            |   | 0%<br>(not started) |
| Increase the number of bus shelters in the City | <p>Progress: In May 2024, a new shelter was installed at Cowan Heights United Church. There is a total of 71 bus shelters within St. John's.</p> <p><i>Updated 2024/06/14</i></p> | 17%<br>(on track)   |