

GENERAL MANAGER'S REPORT

Date submitted: January 23, 2025

Hybrid Buses

Three buses arrived in November and were introduced into service on December 3rd. Three buses arrived on January 8th and are expected to be ready for service by tomorrow. The final two are expected to arrive by the end of January.

Daffodil Place

Linda Ryan, an employee of Metrobus (now retired), started a fundraising initiative "Pink Days in Bloom" in support of the Canadian Cancer Society. Her fundraising events have surpassed \$260,000 to date. Metrobus employees support fundraising by holding Pink Jeans Days, 50/50 draws, volunteering at her fundraising events and other initiatives. In the past few years, the fundraisers have directly supported Daffodil Place. On January 10th, representatives from Metrobus and the Amalgamated Transit Union, Local 1462, joined Linda in presenting Daffodil Place with a cheque for \$26,000 from this past year's fundraisers. Every \$100 raised covers the cost of one night of accommodations at Daffodil Place. The amount raised this year translates to 260 nights – in total "Pink Days in Bloom" initiatives have raised funds to cover 1,000 nights.

Metrobus together with Linda and her husband Majella co-sponsor a "Spirit of Kindness Award". A donation is made to Daffodil Place on behalf of employees who receive the award during the year.

Maintenance Audit

As outlined in the attached letter, as part of the audit risk assessment process, an audit will be conducted of the Metrobus Maintenance Department by the Office of the City Internal Auditor. The report will be presented to the Commission upon completion of the audit.

Fleet Insurance Requirement

The requirement of our fleet insurance carrier for Transit Operators to have at least 5 years of driving in Canada has now been reduced to three years of driving in Canada.

Route 33

Feedback on the new Express Route 33 has been positive. Currently, daily ridership is approximately 200 (or 21/hour).

MEMORANDUM

Date: January 21, 2025

To: Judy Powell – Metrobus General Manager

From: Sean Janes – City Internal Auditor

Re: **Engagement Letter - #25-01 Metrobus Maintenance**

As part of the audit risk assessment process, an annual audit plan is developed by the Office of the City Internal Auditor and approved by Council (SJMC-R-2024-04-30/197). The audit plan includes a review of Metrobus Maintenance. The review is scheduled to begin soon with the overall objectives being an assessment of:

- 1) Risk management processes - core service is managed with due diligence to significant risks that can have a negative impact on the service in meeting its objectives.
- 2) Control processes - core service is delivered with due regard to policies, procedures, and council (Board) directives.
- 3) Governance processes - processes and structures are implemented to inform, direct, manage, and monitor activities that are intended to move the City toward the achievement of our strategic goals.

The first step of the review will be an introductory meeting where the goal will be to further explain the audit process, gather a preliminary understanding of Metrobus maintenance operations, and answer any questions or concerns you may have. From this meeting a more detailed plan of audit procedures will be developed. Sean McGrath will be the lead auditor on this review, and he will contact you within the next few weeks to set a time for the introductory meeting.

We appreciate your support and the cooperation of your staff as we work together on this engagement. If you have any questions or concerns, please call me at 576-8682.

Sean Janes

Sean Janes, CPA, CIA, CFE
City Internal Auditor

ST. JOHN'S

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- cc. Boyd Chislett – Chair, Audit Committee
- James Greey - Chair, St. John's Transportation Commission (Metrobus)
- Tom Davis – Council Lead, Audit Standing Committee
- Derek Coffey – Acting City Manager
- Sean McGrath – Senior Internal Auditor