

EXECUTIVE SUMMARY REPORT

Reporting period: February 2025

FINANCE

- The average price of diesel fuel was \$1.7127 per litre compared to the budgeted price of \$1.80/L.
- The fuel burn rate for the month was 63.1 L/100KM which was down 4.1 L/100KM from last year.
- Ridership for February was 357,242. This was down 6.4% from Feb 2024 (381,728) and down 14.9% from budget (419,908).
- The new fareboxes continue to perform well. During the month there was \$58,000 in coins and \$3,675 in bills processed with a variance of 0.11%.

HUMAN RESOURCES

- Interviews for the March class of the Transit Operator Training Program were completed and 7 candidates accepted offers to participate.
- Interviews were completed for the Utility Maintenance position and the temporary Transit Supervisor positions. Rating and selection processes are on-going.
- Interviews started for the new Stock Handler position.
- Metrobus' application for the Youth Apprenticeship Summer Program (YASP) was approved for the hiring of a high school student to gain exposure to the mechanic trade during the summer.

MAINTENANCE

- Bus 1738 (on-demand bus) was removed from service and retired. Bus 1735 (a 2017 vehicle from old GoBus fleet) will replace it.

Unit #/Vehicle	Description of Work/Repairs	Status
0755, 0756, 0961, 1204, 1312, 1416	PM Repairs	Completed
1833, 2134	PM Repairs	On-going
0147	Repair transmission retarder	Completed
0753, 1207	Engine overhaul	On-going
0858	Engine overhaul, replace transmission	Completed
0859	Radiator leak	Completed

St. John's Transportation Commission
Regular Meeting – March 27, 2025

1206	Replace front air bags, repair ramp	Completed
1310	Accident repairs	Completed
1311	Repair ABS codes, accident repairs	Completed
1415	After treatment codes	Completed
1520	Replace engine mounts	On-going
1524	Replace rear engine oil seal	On-going
1831	Repair rear brakes	Completed
2445, 2446	Prep for service	Completed
Unit room	Rebuild spare transmission, rebuild spare generator	Completed
1736	Repair heating issue (thermostat)	Completed

OPERATIONS

- 100% of passengers were accommodated this month.
- Average on-time performance for the month across all routes and all stops was 90%.

ROUTE	DATA POINTS	OTP (%) Feb 2025	OTP (%) Jan 2025
1	59,560	91	91%
2	97,761	93	93%
3	67,062	87	90%
6	8,145	91	91%
9	12,066	84	85%
10	55,281	84	85%
11	12,723	90	94%
12	30,947	86	87%
13	1,008	93	93%
14	17,860	89	89%
15	32,600	81	80%
16	19,561	89	88%
18	32,003	92	94%
19	35,978	89	88%
20	1,573	99	100%
21	22,286	95	93%
22	6,349	85	85%
23	7,840	87	86%
24	47	87	97%
26	1049	75	78%

30	6,210	92	90%
33	669	85	88%
TOTAL	528,578	90%	90%

GOBUS

- Currently working with Tok and the software provider to investigate increasing the day-of acceptable rate for ride requests when there may be taxi availability.
- 91.7% of completed rides were provided by an online vehicle.
- The updated No Show policy comes into effect March 1, 2025. Communications were sent to customers electronically and posted in GoBus vehicles. Minimal feedback received, but mostly supportive comments. There were some questions about the policy, but unrelated to the actual changes.
- Met with Tok management to outline the Accessibility Plan and discuss how it may impact them and their responsibilities per the provincial legislation. Staff training was identified as a key area for focus and improvement.

Ridership:

- 80% of pre-pandemic levels
- Passengers per hour – 4.0
- Ride duration – 15.9 minutes
- Shared ride percentage – 49.7%
- Ridership on Metrobus – 2,030
- Self-serve (app/website) transactions – 29.3%
- Denied rides – 0

Eligibility Assessments:

- 26 completed including 16 approved unconditionally, 2 denied, and 8 conditional/temporary approvals
- 11 missed appointments

Total Trips for February 2025:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,296	35	1,003
St. John's	10,396	697	8,345
Eastern Health (recreation trips)	80	3	64
Out of Area	10	0	2
Eastern Health (medical trips)	2	1	0
Total	11,784	736	9,414

Trips by Vehicle for February 2025 (includes no-shows):

Funding Source	Bus	Taxi
Mount Pearl	1,004	327
St. John's	8,003	3,090
Eastern Health (recreation trips)	58	25
Out of Area	8	2
Eastern Health (medical trips)	3	0
Total	9,076	3,444

MARKETING & INFORMATION SERVICES

- Radio, television and digital ads continued to run in February announcing the new Route 33 Express.
- An email blast was sent to GoBus customers advising of the new No Show policy taking effect March 1st.
- Work schedules are being developed for summer and fall that will include service increases on a number of routes during evenings and weekends. These improvements can be made at this time as they do not require an extra bus.