

EXECUTIVE SUMMARY REPORT

Reporting period: February 2026

FINANCE

- The average price of diesel fuel was \$1.5525 per litre compared to the budgeted price of \$1.50. This will likely spike further due to the ongoing conflict in Iran.
- Fuel burn rate this month was 60.0 L/100KM which is down 3.1 L/100KM from last year and down 2.0 L/100KM from budget (62.0).
- Ridership in February was 309,806, down 13% from last year (357,242) and 13% below budget. There were four (4) days without service this month due to weather/road conditions. It is worth noting that the average ridership on weekdays this month was 14,804 which is on budget and this is positive.
- Fareboxes: \$50,502 of coins and \$2,515 of bills processed with a variance of 0.9%.
- Funding claim for the last hybrid bus was submitted in February and should be received in March.

HUMAN RESOURCES

- Job ad was posted for an Accountant position (pending retirement).
- Employees were provided with a reminder of the expectations under our Respectful Workplace Policy in follow-up to last year's training.
- A follow-up meeting was held with Equiforce regarding the results of the Transit Operator Climate Survey and next steps. A series of result summaries will be prepared and posted for the information of operators.
- The maintenance climate survey was finalized for release in early March.
- An ad was posted for the Manager of Marketing & Information Services (pending retirement).
- Online complaint forms are being designed for access through the employee intranet for complaints related to harassment and bullying.
- Training certificates for First Aid, Powerline Hazards and Fall Arrest have been updated for employees in Maintenance and Operations.
- The Access Control Policy was updated to reflect the introduction of PPE and shop tool vending machines in Maintenance.
- Thin seat cushions were purchased and installed for all hybrid buses to address concerns about seat discomfort. Efforts continue to accommodate a work who continues to experience regular pain and discomfort from the seats.
- Our EFAP provider, Kii Health, advised they have merged with Green Shield and will be migrating to the Green Shield brand later this year.

MAINTENANCE

Unit #/Vehicle	Description of Work/Repairs	Status
0754, 1204, 1312, 1416, 1417, 1521, 1524,	PM Repairs	Completed
0756, 2568, 2571, 2573	PM Repairs	On-going
0858	Engine overhaul (parts on order)	On-going
0859	Transmission issues	On-going
0965	Accident repairs	On-going
1202	Charging failure	Completed
1521, 1525, 1628	Pex recall	Completed
1523	Loss of power, engine codes, accident repairs	Completed
1525	Transmission issues	Completed
1831	Ramp broken	Completed
2440, 2443, 2444, 2445	Recall CR5821E	Completed
2499	Ramp broken	On-going
2568, 2571, 2573	Prep for service	On-going
Service truck 5500	Plow repairs	On-going
Isuzu	Replace bumper stops	On-going
Forklift	Out of service (needs new data plate)	On-going
Unit room	Rebuild spare drivers' seats and generators	Completed

OPERATIONS

- Average on-time performance for the month across all routes and all stops was 87%.

ROUTE	DATA POINTS	OTP (%) Feb 2026	OTP (%) Jan 2025
1	56,461	89	91
2	84,029	91	94
3	60,779	83	89
6	6,540	89	91
9	9,916	83	84
10	54,133	81	83
11	10,704	93	95
12	29,266	74	79
13	869	90	91
14	19,734	87	91
15	27,542	82	82

16	16,645	83	87
18	26,421	83	92
19	30,382	86	91
20	1,383	98	99
21	18,785	93	95
22	8,601	87	90
23	12,861	87	89
24	156	95	97
26	1,037	75	76
29	9,487	95	96
30	8,851	85	88
33	334	88	83
TOTAL	494,916	87%	90%

GOBUS

- Low ridership this month is attributable to weather-related closures – four full days and two delayed openings.
- A new welcome package has been completed and ready to present to the Metrobus Accessibility Committee for approval. This contains information that all new riders need to know about the service. The revision is meant to create a more user friendly document. It also includes a newly added section on how to use the *My GoBus* mobile app.

Ridership:

- 70.6% of pre-pandemic levels
- Passengers per hour – 3.1
- Ride duration – 17.7 minutes
- Shared ride percentage – 48.6%
- Ridership on Metrobus – 2,327
- Self-serve (app/website) transactions – 31.3%
- Denied rides – 0
- Trips completed via online vehicle – 89%

Eligibility Assessments:

- 21 completed including 15 approved unconditionally, 1 denied, and 5 conditional/temporary approvals
- 6 missed appointments

Total Trips for February 2026:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,307	16	1,110
St. John's	9,133	462	6,981
Eastern Health (recreation trips)	66	3	278
Out of Area	11	3	6
Eastern Health (medical trips)	1	0	3
Total	10,518	484	8,378

Trips by Vehicle for February 2026 (includes no-shows):

Funding Source	Bus	Taxi
Mount Pearl	992	331
St. John's	6,863	2,732
Eastern Health (recreation trips)	50	19
Out of Area	10	4
Eastern Health (medical trips)	1	0
Total	7,916	3,086

MARKETING & INFORMATION SERVICES

- Brier service, including the availability of a Brier Transit Pass, was communicated to ticket holders through Mary Brown's Centre in February. Extra service was added to route 3 to accommodate fans and volunteers and a dedicated website hosting the information was created. Brier service signage was produced and installed at downtown bus stops. In total, 362 Brier Transit Passes were sold and about 4,000 rides were taken using those passes.
- A "service initiatives" document was prepared under the theme "Keeping up with a Growing City". Web ads and transit ads were produced announcing service improvements that have been implemented as recommended in the 2019 City of St. John's Transit Review. Full details can be found at www.metrobus.com/HereWeGrow.