

EXECUTIVE SUMMARY REPORT

Reporting period: March 2026

FINANCE

- The average price of diesel fuel was \$1.8641 per litre compared to the budgeted price of \$1.50.
- Fuel burn rate this month was 59.5 L/100KM which is down 2.3 L/100KM from last year and down 2.5 L/100KM from budget (62.0).
- Ridership in March was 405,338, down 6.5% from last year (433,022) and 7.8% below budget.
- Fareboxes: \$66,014 of coins and \$4,060 of bills processed with a variance of 1.2%.
- ICIP payment for the last Hybrid bus was received in March.

HUMAN RESOURCES

- Received approval for a summer apprentice under the YASP program again this year.
- Employee Climate Survey was conducted for Maintenance employees during the month of March. Participation rates were lower than expected with only 53% of workers completing the survey.
- Results of the Operations climate survey are being communicated to Operators through the posting of weekly updates.
- Employees in Maintenance and Operations were sent summaries of their attendance for the last year to help raise awareness regarding the impact of unexpected absences.
- An ad was placed for the Transit Operator Training Program with a planned start date of April 25th.
- Interviews were conducted for the Accountant position, and an offer was made for the candidate to start work on April 27th.
- The renewal for supplemental LTD included an increase of 6.4% effective April 1st.
- An ad was posted for the Manager, Marketing and Information Services position.
- An ad was posted for a Utility Wash position due to a resignation.

MAINTENANCE

Unit #/Vehicle	Description of Work/Repairs	Status
0962, 1202, 1522, 1628, 2537	PM Repairs	Completed
1066, 1205, 1418, 1831, 2573	PM Repairs	On-going

0753	Replace radiator, replace pinion seal	Completed
0859	Transmission issues	Completed
0860	Accident repairs	Completed
0965	Accident – major repairs required	On-going
1204	Engine issues (overhaul needed)	On-going
1314	Replace radiator	Completed
1418	Replace transmission	On-going
1522	After-treatment issues, engine tune-up	Completed
1626	Replace EGR cooler, crank case codes	On-going
1831	Ramp broken	On-going
2499	ABS issues (warranty)	Completed
2569	Hybrid codes (warranty)	Completed
2572	Electrical codes (warranty)	Completed
2573	Prep for service	On-going
Service truck 5500	Plow repairs	Completed
Isuzu	Replace both front leaf springs	Completed

OPERATIONS

- Average on-time performance for the month across all routes and all stops was 90%.

ROUTE	DATA POINTS	OTP (%) Mar 2026	OTP (%) Feb 2026
1	69,076	93	89
2	103,396	93	91
3	75,550	87	83
6	8,401	90	89
9	12,182	88	83
10	67,173	85	81
11	12,788	93	93
12	35,198	83	74
13	1,024	91	90
14	24,546	92	87
15	34,807	83	82
16	20,606	87	83
18	33,399	91	83
19	37,063	91	86
20	1,668	99	98
21	22,870	96	93
22	10,575	90	87

23	15,785	93	87
24	191	93	95
26	1,378	85	75
29	11,595	95	95
30	10,391	91	85
33	403	90	88
TOTAL	610,065	90%	87%

GOBUS

- The Metrobus Accessibility Committee met on March 4th. Accessibility Plan progress was reviewed and the updated welcome package for new riders as approved. Final layout and design are being completed by Marketing. The GoBus no-show policy was also amended to reflect a status reset for customers who have six consecutive months with no policy violations.
- VIA scheduling software continues to improve with upgrades to the internal capabilities of the program. New features offer increased efficiency in scheduling and time savings for staff.
- Commercial inspections and bus maintenance led to a reduction in GoBus fleet on the road this month, increasing reliance on taxis.
- A presentation was arranged for Metrobus managers and supervisors to learn about 211NL. 211 offers connection services to individuals in need who may not know where to turn. Metrobus supervisors can share that information with passengers as appropriate.

Ridership:

- 83% of pre-pandemic levels
- Passengers per hour – 3.2
- Ride duration – 17.8 minutes
- Shared ride percentage – 49.2%
- Ridership on Metrobus – 3,138
- Self-serve (app/website) transactions – 33%
- Denied rides – 0
- Trips completed via online vehicle – 90%

Eligibility Assessments:

- 46 completed including 33 approved unconditionally, 10 denied, and 5 conditional/temporary approvals
- 16 missed appointments

Total Trips for March 2026:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,648	41	1,264
St. John's	11,809	571	8,295
Eastern Health (recreation trips)	84	8	91
Out of Area	1	0	7
Eastern Health (medical trips)	7	0	1
Total	13,549	620	9,658

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

Funding Source	Bus	Taxi
Mount Pearl	1,292	397
St. John's	9,006	3,374
Eastern Health (recreation trips)	76	16
Out of Area	1	0
Eastern Health (medical trips)	3	4
Total	10,378	3,791

MARKETING & INFORMATION SERVICES

- Communications were prepared and distributed to customers regarding the end of our partnership with Air Miles. The last day to earn reward miles onboard will be May 31, 2026.
- A meeting was held with Destination St. John's and Jehovah's Witnesses to discuss transit service during an international conference scheduled to be held in St. John's late June/early July this year. More than 5,000 delegates are expected to attend the conference.
- An information booklet is being designed for GoBus customers. The booklet will be distributed to new customers and will emphasize important policies, provide helpful information and also include instructions on how to use the mobile app.
- Screen layouts for the onboard stop announcement system were reviewed and requested changes were sent back to the developer. Work is also underway updating stop names to be more descriptive, where possible.