

EXECUTIVE SUMMARY REPORT

Reporting period: May 2026

FINANCE

- The average price of diesel fuel was \$1.9457 per litre compared to the budgeted price of \$1.50.
- The fuel burn rate was 53.8 L/100KM, down 5.4 L/100KM from last May and down 6.1 L/100KM from budget (60 L/100KM).
- Ridership in May was 402,293 which was 5.3% lower than last year (426,236) and 3.4% below budget.
- Fareboxes: \$71,751 coins and \$4,320 bills processed with a variance of 0.49%.
- BDO concluded phase 1 – needs assessment – of their work to identify and implement a new accounting software, determining that Microsoft Business Central will meet our needs. A statement of work was presented for phase 2 – implementation – at a total cost of \$155,000. The work will take place between June and November.

HUMAN RESOURCES

- The Union has provided notice of intention to bargain. The current Collective Agreement expired May 31, 2026.
- The results of the Climate Survey for the maintenance department have been received and are being reviewed.
- Occupational Health & Safety Week was held during the first week of May.
- The current Employee Assistance Program provided was acquired by Greenshield. The transition and communication plans were implemented for the June 1st launch of the Greenshield program.
- An ad was placed for the vacant Stock Handler position, as well as for the next Transit Operator Training Program which is planned for July.

MAINTENANCE

Unit #/Vehicle	Description of Work/Repairs	Status
0963, 0964, 1066, 1207, 1208, 1209, 1314, 1419, 1523, 1525, 1626, 1629, 2446	PM Repairs	Completed
0858, 1831	PM Repairs	On-going
0753	Accident repairs	Completed
0858	Crankshaft repairs	Completed
0965	Accident repairs	On-going

St. John's Transportation Commission
Regular Meeting – June 25, 2026

1204	Engine oil relief valve	Completed
1205	Replace bell housing	Completed
1208, 1523, 2446	Seat cushion service	Completed
1310	Replace turbo charger	Completed
1311	Replace transmission % EGR coolers	Completed
1416	Replace DEF pump	Completed
1525	Replace injectors (warranty)	Completed
2440	Rear door issues (warranty)	Completed
2441	Engine misfiring (warranty)	On-going
2573	Rear door not working (warranty)	Completed
5500 truck	EGR motor (warranty)	Completed
Car #3	Needs new rack & pinion (parts on order)	On-going
Unit room	Rebuild spare drivers' seats	On-going

OPERATIONS

- Average on-time performance for the month across all routes and all stops was 90%.
- Route 24 not operating until September.

ROUTE	DATA POINTS	OTP (%) May 2026	OTP (%) Apr 2026
1	44,222	93	94
2	67,009	92	94
3	46,976	87	88
6	5,492	90	91
9	7,229	90	91
10	39,359	86	87
11	8,332	95	95
12	23,262	81	82
13	214	94	93
14	15,334	93	94
15	21,376	86	89
16	13,656	88	91
18	21,098	83	90
19	24,133	91	92
20	1,159	99	99
21	14,801	96	95
22	5,827	84	89
23	10,345	91	91
24	na	na	97

26	235	84	87
29	7,585	98	97
30	7,147	89	91
33	204	92	87
TOTAL	384,995	90%	92%

GOBUS

- Worked with CNIB to host a travel training session for a group of high school students from across the province who will be moving to St. John's for post-secondary education this fall. The interactive session included an overview of how to use Metrobus and information about GoBus, followed by a Q&A period and a ride on Metrobus.
- Finalizing a customer satisfaction survey to gather feedback on the *My GoBus* mobile app, with launch planned for June.
- Developing a formal contract management plan to support ongoing monitoring of GoBus performance measures.
- Researching alternative wheelchair accessible vehicle options to determine which may be suitable for consideration with the next fleet purchase.

Ridership:

- 86% of pre-pandemic levels
- Passengers per hour – 3.3
- Ride duration – 17.5 minutes
- Shared ride percentage – 48.9%
- Ridership on Metrobus – 3,518
- Self-serve (app/website) transactions – 32%
- Denied rides – 0
- Trips completed via online vehicle – 92%

Eligibility Assessments:

- 51 completed including 29 approved unconditionally, 1 denied, and 14 conditional/temporary approvals
- 7 missed appointments

Total Trips for May 2026:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,690	63	1,177
St. John's	11,860	702	7,972
Eastern Health (recreation trips)	155	11	104
Out of Area	15	1	1

Eastern Health (medical trips)	3	1	1
Total	13,723	778	9,255

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

Funding Source	Bus	Taxi
Mount Pearl	1,380	373
St. John's	9,524	3,038
Eastern Health (recreation trips)	121	45
Out of Area	15	1
Eastern Health (medical trips)	4	0
Total	11,044	3,457

MARKETING & INFORMATION SERVICES

- Work began in May removing Air Miles branding from our printed materials and digital assets. Our partnership with Air Miles ended on May 31st.
- GTFS Realtime feeds have been developed for trip updates, service alerts and vehicle positions. The feeds are currently being tested by Google and once published, riders will be able to see real time information about our service, including arrivals/departures and service disruptions in apps like Google Maps, Transit and Apple Maps.
- Summer and fall driver schedules were developed in May. Additional shifts were added to both the summer and fall sign-ups as part of our growth plan to reduce 60-minute frequencies on most routes that operate hourly. Additional service will be added to routes 14 and 16 this summer and service will be added to a number of routes in the fall. With the additional service being added, route 33 will not be operating starting in September.
- Automatic reloads are being tested and once implemented, customers will be able to set up their mCards to reload automatically once a card balance or dated pass threshold has been reached. For example, a customer can create a rule that reloads 10 rides to an mCard anytime the card balance goes below 2 rides or add 30 days to a card anytime the days remaining on a pass goes below 3.