

## EXECUTIVE SUMMARY REPORT

Reporting period: June 2025

### FINANCE

- The average price of diesel fuel was \$1.2793 per litre compared to the budgeted price of \$1.80 per litre.
- The overall fuel burn rate was 59.2 L/100KM which was down 4.3 L/100KM from last year. The eight new hybrid buses had a burn rate of 42.2 L/100km.
- Ridership for June was 415,201 – the second highest June on record. This was down 3.3% from June 2024 (429,326) which was the highest.
- The fareboxes recorded \$77,475 of coins and \$6,105 of bills processed with a variance of 0.13%.

### HUMAN RESOURCES

- The Respectful Workplace Training was completed with 98% of workers over the course of 11 sessions in May and June. Feedback from the sessions was positive.
- Two Casual Workers and a Youth Apprentice were hired for the summer.
- A market review of the group insurance plan was completed.
- The draft Climate Survey was received for Operations from WRDC. The intent is to conduct the survey in September.
- An MOU was signed to waive a section of the Overtime Clause (10.1) for coverage for the Canada Games.

### MAINTENANCE

- Vicinity buses (1831, 1832, 1833) are still parked because of parts supply issues.
- Work continued on new On-Demand buses to prepare them for service. Some warranty work was also required due to air conditioning not working.

Unit #/Vehicle	Description of Work/Repairs	Status
0963, 1314, 1415, 1630	PM Repairs	Completed
1626	PM Repairs	On-going
0859	Replace fuel pump, repairs to front brakes	Completed
0861	Replace EGR cooler, replace Turbo (warranty)	Completed
0964	Replace fuel injectors	Completed
1201	Replace fuel pump	Completed
1202, 1204	Accident repairs	Completed

1208	Engine overhaul (excessive crankcase pressure)	On-going
1209	Engine overhaul	Completed
1416	Multiplexing issues	Completed
1520	Replace injector pass-through harness	Completed
1522	Replace engine base pan / gasket	Completed
1629	Replace engine mounts	Completed
Hybrid buses	Warranty work required on all 8 buses (Recall CR5671ER (coolant sensor), engine base pan leaking from factory, rear drive axles need to be taken out 1 at a time and sent back to Serafin)	On-going
New pick-up	Prep for service	Completed

## OPERATIONS

- 100% of passengers were accommodated this month.
- Average on-time performance for the month across all routes and all stops was 83%.
- Routes 13 and 24 are not operating until September.
- Construction is causing delays on several routes:
  - Routes 10, 15 and 33 – Prince Philip Parkway
  - Route 22 – Farrell Drive
  - Route 2, 12 and 19 – Freshwater Rd / Kenmount Rd

ROUTE	DATA POINTS	OTP (%) June 2025	OTP (%) May 2025
1	58,324	89	93
2	106,501	84	89
3	68,537	81	87
6	8,720	88	90
9	13,346	83	86
10	57,377	78	85
11	13,720	88	92
12	34,580	77	85
13	-	-	-
14	18,684	90	92
15	33,771	78	82
16	19,309	85	89

<b>18</b>	34,481	88	92
<b>19</b>	36,926	84	88
<b>20</b>	1,691	98	99
<b>21</b>	24,664	87	90
<b>22</b>	6,074	60	61
<b>23</b>	8,766	89	88
<b>24</b>	-	-	-
<b>26</b>	388	83	82
<b>30</b>	6,626	82	85
<b>33</b>	705	67	86
<b>TOTAL</b>	<b>553,190</b>	<b>83%</b>	<b>89%</b>

## GOBUS

- The addition of the minivan to the GoBus fleet is yielding positive results, both from a customer feedback standpoint and productivity. Numbers have been consistently high on the van, and more booking space is now available on buses to accommodate customers using mobility devices. The second minivan is currently being prepared for service.
- Metrobus Accessibility Committee met in June to discuss elements of the accessibility plan. Work has begun to redesign a welcome package that is more user-friendly and concise. Testing is also being conducted with some customers who have vehicle restrictions to determine if adding a SUV to the fleet would be appropriate. If so, this would help open up more evening/weekend availability for those customers.
- Education continues to make customers aware of the no-show policy and minimize their impacts. No-shows for June were 5% of booked rides.
- A representative from Braun (lift manufacturer) was onsite to provide training to the company (Wrench Pit) that provides maintenance on the GoBus fleet. They are now certified in Braun lift maintenance. The Braun representative did analyze and attempt to fix the issue, but the fix was unreliable and the lifts did not work consistently. His recommendation is to move away from these types of lifts for future purchases.

## Ridership:

- 90% of pre-pandemic levels
- Passengers per hour – 3.7
- Ride duration – 16.4 minutes
- Shared ride percentage – 44.5%
- Ridership on Metrobus – 3,736
- Self-serve (app/website) transactions – 31.5%
- Denied rides – 0

- Trips completed via online vehicle – 88%

Eligibility Assessments:

- 23 completed including 12 approved unconditionally, 4 denied, and 7 conditional/temporary approvals
- 13 missed appointments

Total Trips for June 2025:

<b>Funding Source</b>	<b>Completed</b>	<b>No-show</b>	<b>Cancelled</b>
Mount Pearl	1,414	64	1,126
St. John's	11,466	616	7,506
Eastern Health (recreation trips)	129	10	55
Out of Area	12	0	8
Eastern Health (medical trips)	9	1	2
<b>Total</b>	<b>13,030</b>	<b>691</b>	<b>8,697</b>

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

<b>Funding Source</b>	<b>Bus</b>	<b>Taxi</b>
Mount Pearl	1,045	433
St. John's	8,230	3,852
Eastern Health (recreation trips)	97	42
Out of Area	11	1
Eastern Health (medical trips)	8	2
<b>Total</b>	<b>9,391</b>	<b>4,330</b>

**MARKETING & INFORMATION SERVICES**

- Meetings were held with Canada Games staff to discuss the impact of the Games on traffic and Metrobus service. Work began preparing plans to communicate service and service impacts for transit users during the Games.
- New validators have been installed on all buses and we anticipate receiving the certified Visa/MC/Debit readers in late August or early September with installations and configuration taking place soon after they arrive.
- A meeting was held with Memorial University to review the On Demand service. Memorial will be surveying its students living at the Signal Hill Campus about the On Demand service.

St. John's Transportation Commission  
Regular Meeting – July 31, 2025

- A meeting was held with City staff to convey some issues we have been experiencing when operating on Water Street from the time the parklet program begins until the full Pedestrian Mall opens.
- Email blasts were sent to customers in June announcing the changeover to our Summer schedule and the updated stroller policy on Hybrid-Electric buses.