

## EXECUTIVE SUMMARY REPORT

Reporting period: June 2026

### FINANCE

- The average price of diesel fuel was \$1.7796 per litre compared to the budgeted price of \$1.50.
- The fuel burn rate was 54.8 L/100KM, down 4.4 L/100KM from last June and down 5.2 L/100KM from budget (60 L/100KM).
- There was an increase in ridership this month. Ridership was 416,485 which was 0.3% higher than last year (4150,201) but 2.0% below budget. 10-ride pass usage was over 10% higher than last June.
- Fareboxes: \$76,216 coins and \$6,390 bills processed with a variance of 0.52%.
- The transition to Microsoft Business Central is underway. It will require significant work for Finance staff between June and November, but things are going well at this time.

### HUMAN RESOURCES

- The 2026 Youth Apprentice Summer Program worker has begun.
- Metrobus is participating in a CUTA Working Group on the development of the new Transit Supervision Course.
- Annual DB Pension Statements were received and circulated to plan members.
- Interviews were conducted for the vacant Stockhandler position.
- The Casual Worker ad was posted for two student employment opportunity for summer.
- The policy for company owned technology, equipment and mobile devices was updated.
- The climate survey results for Maintenance were received from Equiforce.
- Quotes were received for work to evaluate noise levels within the driver's compartment of the hybrid buses due to reports from Operators.

### MAINTENANCE

| Unit #/Vehicle                                                                            | Description of Work/Repairs            | Status    |
|-------------------------------------------------------------------------------------------|----------------------------------------|-----------|
| 0753, 0858, 1206, 1210, 1211, 1525, 1625, 1627, 2440, 2499, 2535, 2536, 2570, 2574, Isuzu | PM Repairs                             | Completed |
| 1831                                                                                      | PM Repairs                             | On-going  |
| 0858                                                                                      | Install rebuilt engine                 | Completed |
| 0963, 1418                                                                                | Accident repairs                       | Completed |
| 0965                                                                                      | Accident repairs (major work required) | On-going  |

St. John's Transportation Commission  
Regular Meeting – July 30, 2026

|            |                                                  |           |
|------------|--------------------------------------------------|-----------|
| 1066       | Steering pump repairs (internal shaft)           | Completed |
| 1201, 1204 | High crank case pressure (needs engine overhaul) | On-going  |
| 1205       | Aftertreatment codes                             | Completed |
| 1310       | Seat cushion service                             | Completed |
| 1416       | Replace DEF pump                                 | Completed |
| 1523       | Replace EGR cooler                               | Completed |
| 2441       | Engine misfiring (warranty)                      | Completed |
| 2570       | A/C repairs                                      | Completed |
| Unit room  | Rebuild spare driver's seats                     | On-going  |

## OPERATIONS

- Average on-time performance for the month across all routes and all stops was 86%.
- Route 24 not operating until September.

| ROUTE | DATA POINTS | OTP (%)<br>Jun 2026 | OTP (%)<br>May 2026 |
|-------|-------------|---------------------|---------------------|
| 1     | 54,838      | 91                  | 93                  |
| 2     | 85,240      | 89                  | 92                  |
| 3     | 58,519      | 83                  | 87                  |
| 6     | 6,828       | 87                  | 90                  |
| 9     | 10,054      | 88                  | 90                  |
| 10    | 58,035      | 79                  | 86                  |
| 11    | 11,175      | 90                  | 95                  |
| 12    | 29,755      | 74                  | 81                  |
| 13    | 307         | 92                  | 94                  |
| 14    | 19,920      | 84                  | 93                  |
| 15    | 28,122      | 77                  | 86                  |
| 16    | 18,820      | 83                  | 88                  |
| 18    | 24,580      | 80                  | 83                  |
| 19    | 30,146      | 89                  | 91                  |
| 20    | 1,749       | 98                  | 99                  |
| 21    | 17,361      | 94                  | 96                  |
| 22    | 8,521       | 77                  | 84                  |
| 23    | 13,508      | 93                  | 91                  |
| 24    | na          | na                  | na                  |
| 26    | 385         | 86                  | 84                  |
| 29    | 10,060      | 94                  | 98                  |
| 30    | 9,599       | 87                  | 89                  |

|              |                |            |            |
|--------------|----------------|------------|------------|
| <b>33</b>    | <b>343</b>     | <b>92</b>  | <b>92</b>  |
| <b>TOTAL</b> | <b>497,865</b> | <b>86%</b> | <b>90%</b> |

## GOBUS

- Launched a customer satisfaction survey to collect feedback on the GoBus mobile app. The survey is available in multiple accessible formats and is open from June 18th until July 10th.
- Staff participated in City engagement sessions to provide GoBus-related input for the next 3-year accessibility plan.
- Delivered an in-person presentation on GoBus services to the Senior's Club at The Gathering Place.
- Planning is underway to test a new style accessible vehicle from Move Mobility for a two-week period in August or September. The vehicle will have capacity for up to three passengers who use wheelchairs and four ambulatory passengers. It will have a mechanical flip-out ramp rather than a hydraulic lift. The purpose of this trial is to assess fleet diversity and determine whether this vehicle type could be a suitable addition to the GoBus fleet.

### Ridership:

- 87% of pre-pandemic levels
- Passengers per hour – 3.4
- Ride duration – 18.4 minutes
- Shared ride percentage – 51.5%
- Ridership on Metrobus – 3,878
- Self-serve (app/website) transactions – 32%
- Denied rides – 0
- Trips completed via online vehicle – 91%

### Eligibility Assessments:

- 44 completed including 28 approved unconditionally, 1 denied, and 15 conditional/temporary approvals
- 11 missed appointments

Total Trips for June 2026:

| <b>Funding Source</b>             | <b>Completed</b> | <b>No-show</b> | <b>Cancelled</b> |
|-----------------------------------|------------------|----------------|------------------|
| Mount Pearl                       | 1,814            | 87             | 1,245            |
| St. John's                        | 12,191           | 807            | 9,021            |
| Eastern Health (recreation trips) | 124              | 24             | 67               |
| Out of Area                       | 8                | 2              | 3                |
| Eastern Health (medical trips)    | 3                | 0              | 1                |
| <b>Total</b>                      | <b>14,140</b>    | <b>920</b>     | <b>10,337</b>    |

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

| <b>Funding Source</b>             | <b>Bus</b>    | <b>Taxi</b>  |
|-----------------------------------|---------------|--------------|
| Mount Pearl                       | 1,495         | 406          |
| St. John's                        | 9,749         | 3,249        |
| Eastern Health (recreation trips) | 103           | 45           |
| Out of Area                       | 8             | 2            |
| Eastern Health (medical trips)    | 2             | 1            |
| <b>Total</b>                      | <b>11,357</b> | <b>3,703</b> |

## MARKETING & INFORMATION SERVICES

- All work related to the changeover to our summer schedule was completed in June. Email and SMS blasts were sent to our customer database advising of the change to our summer schedule along with service additions like route 29 servicing Signal Hill. Digital assets were produced and displayed announcing the changeover to summer schedule.
- GTFS Realtime feeds are now live for service alerts and vehicle positions. Riders can view real time information about our service, including arrivals/departures and service disruptions when planning a trip with Google.
- A training video related to the Quantum securement system was produced and will be shared with Transit Operators to familiarize them on the operation of the new system.