

EXECUTIVE SUMMARY REPORT

Reporting period: July 2026

FINANCE

- The average price of diesel fuel was \$1.9345 per litre compared to the budgeted price of \$1.50.
- Fuel burn rate was 55.3 L/100KM which was down 4.7 L/100KM from last year and down 4.7 L/100KM from budget (60.0 L/100KM).
- Ridership for July was 398,016 which was 4.8% lower than last year (418,098) and 6.0% lower than budget. It should be noted that last year Regatta Day was in July (due to Summer Games) which would account for an increase last July.
- Fareboxes: There was \$73,311 of coins and \$7,145 of bills processed with a variance of 0.18%.
- Work continues to implement the new accounting software, and the project remains on schedule for a November launch.

HUMAN RESOURCES

- A meeting was held with Equiforce to discuss results of the Maintenance Climate Survey. Results are being posted for employees to review.
- Two students were hired as Casual Workers for the summer.
- The vacant Stock Handler position was filled.
- New ads have been produced for Transit Operator recruitment to be placed on bus backs and shelters.
- Four candidates started the Transit Operator Training Program on August 9th.
- A Business Intern student has been hired for the Fall to assist in revamping the recruitment process for front line staff.
- An ad was posted for a Utility Wash Worker.

MAINTENANCE

- Stop announcements system hardware has been installed on all buses. Work continues to resolve outstanding issues related to speakers on some buses.

Unit #/Vehicle	Description of Work/Repairs	Status
0755, 1206, 2134, 2439, 2441, 2444, 2445, 2568, 2569	PM Repairs	Completed
1833	PM Repairs	On-going
0756, 0858, 1627, 2445	Accident repairs	Completed
1202, 1521	Replace EGR cooler	Completed

St. John's Transportation Commission
Regular Meeting – August 27, 2026

1201, 1204	High crank case pressure (needs engine overhaul)	On-going
1206, 2439	Seat cushion	Completed
1417	Replace transmission	Completed
1418	Replace rear driver axle	Completed
1520, 1524	Replace cracked bell housing	Completed
1833	AC compressor on order	On-going
2499	Transmission issues (warranty)	Completed
Forklift	3-month service check	Completed
LWL trailer	Annual inspection	Completed
Unit room	Rebuild spare driver's seats, transmissions, t-drive axle	On-going

OPERATIONS

- Average on-time performance for the month across all routes and all stops was 84%.
- Route 24 not operating until September.
- Route 13 data is captured as part of route 18. Route 13 performs a single morning trip then becomes Route 18.

ROUTE	DATA POINTS	OTP (%) July 2026	OTP (%) Jun 2026
1	35,305	88	91
2	84,602	86	89
3	51,252	82	83
6	7,026	86	87
9	10,209	92	88
10	47,431	74	79
11	11,005	92	90
12	30,635	76	74
13	na	na	92
14	20,721	84	84
15	24,941	83	77
16	16,620	84	83
18	25,283	87	80
19	25,994	89	89
20	1,720	98	98
21	18,101	92	94

22	8,886	77	77
23	12,891	89	93
24	na	na	na
26	443	89	86
29	10,747	80	94
30	10,034	83	87
33	347	96	92
TOTAL	454,193	84%	86%

GOBUS

- Results have been received from the customer satisfaction survey conducted to gather feedback on the GoBus mobile app. A total of 143 responses were submitted. Overall, feedback from app users was very positive, with several suggested improvements. The results will be shared with Via, our software provider, for consideration as product enhancements. Suggestions related to matters within GoBus' operational control will also be evaluated for implementation.
- The Metrobus Accessibility Committee met with the City's Engagement and Accessibility teams to provide input on the next three-year phase of the Accessibility Plan. Further engagement will be conducted throughout the fall, including customer engagement.
- GoBus statistics were completed and submitted for inclusion in CUTA's annual national Transit Stats publication.
- Late cancellations have increased, contributing to higher overall no-show figures despite the policy enhancements and strengthened customer accountability measures implemented last year. While actual no-shows have shown improvement, the increase in late cancellations has offset some of these gains. GoBus will work with Tok Transit to further investigate contributing factors and identify additional options to better manage and reduce late cancellations. GoBus will also explore the development of a customer information campaign to reinforce cancellation expectations and support improved compliance.

Ridership:

- 98% of pre-pandemic levels
- Passengers per hour – 3.4
- Ride duration – 18.2 minutes
- Shared ride percentage – 52.6%
- Ridership on Metrobus – 3,908
- Self-serve (app/website) transactions – 33%
- Denied rides – 0
- Trips completed via online vehicle – 92%

Eligibility Assessments:

- 29 completed including 15 approved unconditionally, 1 denied, and 13 conditional/temporary approvals
- 5 missed appointments

Total Trips for July 2026:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,719	84	1,200
St. John's	12,168	766	10,000
Eastern Health (recreation trips)	161	8	77
Out of Area	12	0	0
Eastern Health (medical trips)	0	0	0
Total	14,060	858	11,277

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

Funding Source	Bus	Taxi
Mount Pearl	1,481	322
St. John's	10,096	2,838
Eastern Health (recreation trips)	142	27
Out of Area	10	2
Eastern Health (medical trips)	0	0
Total	11,729	3,189

MARKETING & INFORMATION SERVICES

- Television, radio and digital display ads were produced announcing service on Regatta Day.
- Metrobus provided shuttle services for the Sunrise Ceremony on Signal Hill on Canada Day.
- Work began planning a fall campaign to announce and promote the additional services starting in September.