

## GENERAL MANAGER'S REPORT

Date submitted: October 23, 2025

### Canadian Urban Transit Innovation and Research Consortium (CUTRIC)

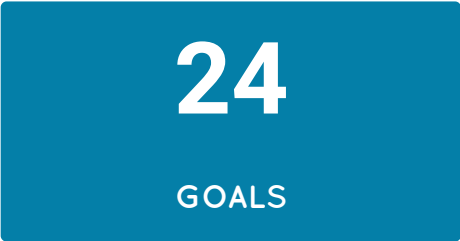
This month I was appointed to the Board of Directors for the Canadian Urban Transit Research and Innovation Consortium ([CUTRIC](#)). CUTRIC is Canada's non-profit leader in technological and financial knowledge, innovation, and consulting with regards to decarbonized and autonomous public transit systems.









CUTRIC supports the design, development and commercialization of technologies through industry-led collaborative research, development, demonstration and integration (RDD&I) projects. It brings innovative design concepts to Canada's low-carbon smart mobility ecosystem, including zero and low emissions propulsion technologies and systems integration, smart vehicles and smart infrastructure technologies, big data for mobility analytics and cybersecurity to advance mobility applications.

As a member-owned, non-profit technology consortium, CUTRIC has supported dozens of Canadian and American public transit agencies in preparing their systems for electrification. CUTRIC is the agency that completed our Zero Emissions Implementation and Rollout Plan.

### Update – 2025 Goals

See details on page 2.



 Draft  Not started  Behind  On Track  Overdue  Complete  Direct Alignment  Indirect Alignment

METROBUS PLAN

(MET) A CITY THAT MOVES

Goal	Progress Update	Current Completion
Implement select recommendations from the Public Transit Review	Progress: The only outstanding goal in this Section is "Implement an automated onboard stop announcement system to improve accessibility on all Metrobus routes". The Supplier is waiting for delivery of final equipment. Latest update from supplier is that the system should be installed and operational by the end of 2025. (Show history) 2025/10/28	97%
→ Implement an automated onboard stop announcement system to improve accessibility on all Metrobus routes	Progress: Supplier is waiting for delivery of final equipment. Latest update is that the system should be installed and operational by the end of 2025. 2025/10/28	75%
Improve the customer experience through the introduction of new smart card features (mCard and Go-Card) including automatic reloads and customer communications designed to make the system user friendly	Progress: The automatic reload of passes is the only outstanding feature. Due to new security requirements, implementation is a more difficult and lengthy process. This feature is now postponed and will be reviewed at a later date. 2024/11/27	95%
Implement Route 10 as a wheelchair accessible service route	Progress: Route 10 will be designated as a wheelchair accessible route with the introduction of the summer schedule on Monday, June 23rd, 2025. 2025/06/06	100%

Goal	Progress Update	Current Completion
<b>Complete Metrobus Depot Upgrades to accommodate Zero Emission Buses</b> <div> → Detailed Design - Retrofit + New Infrastructure </div>	<p>Progress: This project was awarded and started two months later than originally anticipated. The team has currently completed concept design and is 90% complete schematic design. Final decisions regarding the use of solar panels and architectural fire ratings have slowed progress and the ability to advance to detailed design. The Consultant is aware of the schedule timelines tied to the funding application, and adjustments have been made accordingly to make up time during the detailed design.</p> <p>2025/06/12</p>	40%
<div> → Issued for Tender - Construction </div>		0%
<div> → Procurement &amp; Contract Award Construction </div>		0%
<div> → Construction Phase </div>		0%
<b>Improve reliability of the public transit system by upgrading the fare collection and smart card systems</b> <div> → Installation of smart card readers </div>	<p>Progress: New smart card readers are installed and in service.</p> <p>2025/10/28</p>	100%
<div> → Installation of smart card readers </div>	<p>Progress: Smart card readers are installed and in service.</p> <p>2025/10/28</p>	100%
<b>Increase the number of bus shelters in the City</b>	<p>Progress: To date, one new shelter has been installed in 2025 on Elizabeth Avenue opposite Keegan Court.</p> <p>A number of other planned shelters are in varying stages of approval. Maintenance crew has also removed and reinstalled several shelters at existing locations due to accident damage, sidewalk construction and upgrades, and upgrade of a shelter for wheelchair accessibility.</p> <p>2025/10/28</p>	17%
<b>Improve the customer experience through the introduction of fare payment by Visa, Mastercard tap</b>	<p>Progress: Programming nearly complete and testing is scheduled for December 2025.</p> <p>2025/10/28</p>	80%
<b>Improve the customer experience by introducing service improvements on summer schedule</b>	<p>Progress: Planned service Improvements for summer schedule are implemented effective Monday, June 23rd, 2025.</p> <p>2025/06/17</p>	100%

Goal	Progress Update	Current Completion
Improve the customer experience by introducing service improvements on fall schedule	Progress: All planned service improvements for fall 2025 have been implemented. 2025/10/28	100%
Increase transit sustainability by converting twenty (20) additional bus shelters from electrical to solar power	Progress: Solar panel systems have been installed in thirty seven (37) shelters. The lighting system in these shelters are now powered by solar energy. 2025/10/28	100%
Improve operational efficiency by introducing new accounting and human resource software	Progress: RFP is currently being prepared. Goal is to release RFP by the end of 2025. 2025/10/28	8%
→ Prepare and issue RFP	Progress: RFP is currently being prepared. Goal is to release the RFP by end of 2025. 2025/10/28	25%
→ Award RFP and finalize contract		0%
→ Complete implementation		0%
Add hybrid buses to Metrobus fleet	Progress: Five of the eight hybrid buses to be added in 2025 have arrived and being prepared for service. 2025/10/28	80%
→ Add eight (8) hybrid buses to Metrobus fleet in 2024	Progress: Eight (8) hybrid buses have arrived and are in service. 2025/06/06	100%
→ Add eight (8) hybrid buses to Metrobus fleet in 2025	Progress: Five of the eight hybrid buses have arrived and being prepared for service. 2025/10/28	60%
Increase the number of wheelchair accessible routes	Progress: Two new wheelchair accessible routes were added in 2025: Routes 10 and 33. 2025/10/28	100%