

EXECUTIVE SUMMARY REPORT

Reporting period: January 2025

FINANCE

- The average price of diesel fuel was \$1.67 per litre compared to the budgeted price of \$1.80.
- The fuel burn rate of 64.4 L/100KM was down 2.6 L/100KM from last year.
- Ridership this month was the highest January ever recorded at 423,765 rides. This was up 2.5% from last year (413,286), but down 0.7% from budget (426,692).
- The new fareboxes are performing very well. This month there was \$73,774 coins and \$4,705 bills processed with a variance of 0.19%.
- ICIP claim was received for hybrid buses #s 4, 5 and 6 in the amount of \$2,488,812.

HUMAN RESOURCES

- An ad was placed for the next Transit Operator Training Program.
- An internal ad was placed for a Utility Maintenance worker position.
- An external ad was placed for a Stock Handler position.
- An internal ad was placed for a full-time Transit Supervisor position and 2 temporary assignment positions.
- Interviews were conducted for the vacant Mechanic positions and two offers were made. Both were accepted and employees are due to start work mid-February. One vacancy remains.
- A preliminary meeting was held with WRDC to discuss the Employee Climate Survey planned for Spring 2025 for employees of the Operations department. Surveys for other departments are still under review.
- An application was filed with Skills Canada for the Youth Apprenticeship Summer Program.
- The group insurance renewal was accepted with an effective date for February 1. Next renewal is due January 1, 2026.

MAINTENANCE

- Currently experiencing challenges with accessing parts for Vicinity buses – 1831/32/33 and 2134.

St. John's Transportation Commission
Regular Meeting – February 27, 2025

Unit #/Vehicle	Description of Work/Repairs	Status
1202, 1206, 1310, 1736 (OD)	PM Repairs	Completed
0756, 1833, 2134	PM Repairs	On-going
0857	Engine issues	On-going
0753	Need engine overhaul – parts coming from factory in US	On-going
1832	Needs transmission rebuild and rear axle	On-going
0755	Crankshaft repairs	Completed
0858	Engine overhaul, replace transmission	On-going
0859	Frost plug issues on cylinder head	Completed
0964	Replace windshield	Completed
1202	Engine codes	Completed
1204	Accident repairs, replace EGR cooler, after-treatment codes	Completed
1207	Needs engine overhaul	On-going
1311	Wheelchair ramp repairs	Completed
1415	DPF repairs	Completed
1417	Engine overhaul, replaced transmission	Completed
1523	Engine codes, replace injectors	Completed
2442, 2443, 2444	Prep for service	Completed
5500 service truck	Replace inner tie rod, steering shock	Completed
Car #3	Hybrid malfunction, derated	Completed
1737 (On Demand)	Replace engine oil pan, transmission lines	On-going

OPERATIONS

- 100% of passengers were accommodated this month.
- Average on-time performance for the month across all routes and all stops was 90%.

ROUTE	DATA POINTS	OTP (%) Jan 2025	OTP (%) Dec 2024
1	65,101	91%	91%
2	106,898	93%	88%
3	73,117	90%	82%
6	8,786	91%	88%
9	13,645	85%	93%
10	60,975	85%	82%
11	14,133	94%	92%
12	34,444	87%	78%
13	1,198	93%	95%
14	19,460	89%	89%
15	34,036	80%	83%

St. John's Transportation Commission
Regular Meeting – February 27, 2025

16	21,625	88%	82%
18	35,214	94%	90%
19	39,956	88%	84%
20	1,686	100%	99%
21	24,471	93%	91%
22	7,140	85%	82%
23	8,275	86%	87%
24	181	97%	97%
26	1,260	78%	67%
30	6,668	90%	78%
33	659	88%	na
TOTAL	578,928	90%	86%

GOBUS

- Driver levels were stable again through January resulting in zero ride denials and waitlisted rides being confirmed well in advance.
- 91% of completed rides were captured in an online vehicle, increasing service reliability and consistency.
- The no-show policy has been finalized and approved by the Metrobus Accessibility Committee. Information will be sent to customers early to mid-February and the policy will come into effect March 1, 2025.
- Customer feedback intake methods and procedures are currently under review.

Ridership:

- 91.7% of pre-pandemic levels
- Passengers per hour – 3.9
- Ride duration – 15.4 minutes
- Shared ride percentage – 49.1%
- Ridership on Metrobus – 2,556
- Self-serve (app/website) transactions –30%
- Denied rides – 0

Eligibility Assessments:

- 37 completed including 14 approved unconditionally, 3 denied, and 20 conditional/temporary approvals
- 9 missed appointments

Total Trips for January 2025:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,557	58	1,141
St. John's	11,626	862	7,845
Eastern Health (recreation trips)	105	7	52
Out of Area	36	7	11
Eastern Health (medical trips)	0	0	3
Total	13,324	934	9,052

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

Funding Source	Bus	Taxi
Mount Pearl	1,199	416
St. John's	8,957	3,531
Eastern Health (recreation trips)	74	38
Out of Area	26	17
Eastern Health (medical trips)	0	0
Total	10,256	4,002

MARKETING & INFORMATION SERVICES

- Work is being done to prepare for a penetration test, or pen test, of our external-facing customer web servers. A pen test is a simulated cyberattack performed by ethical hackers (white hat hackers) on a computer system to assess its security. The goal is to identify vulnerabilities that attackers could exploit.
- New Community Bus schedules were produced and distributed on-board to users advising of changes to some Community Bus routing effective January 6th.
- Changes were made to our Automatic Vehicle Location (AVL) system to make it easier to identify late operating buses and possible reasons causing delays. Bus icons are colour-coded based on schedule status and a Google traffic layer has been added to the base map showing real-time traffic conditions. A public version of the system will be made available through our website to compliment the real-time information that is already available online and through our mobile app.