

EXECUTIVE SUMMARY REPORT

Reporting period: January 2026

FINANCE

- The average price of diesel fuel was \$1.3646 per litre compared to the budgeted price of \$1.50 per litre.
- The fuel burn rate for the month was 60.5 L/100KM, down 4.2 L/100KM from last year and down 1.5 L/100KM from the budgeted rate (62.0 L/100KM).
- Ridership for January was 372,386. While this was the third highest January on record, it was 12.1% lower than January 2025 (423,765) and 10.9% lower than budget (417,895).
- Fareboxes: There was \$61,859 of coins and \$2,860 of bills processed with a variance of 0.16%.
- ICIP funds received in January included \$1,796,002 for two hybrid buses, \$89,700 for fareboxes on the new hybrids, and \$21,686 for bus shelter pads.

HUMAN RESOURCES

- Due to seat stiffness in new hybrid buses, another worksite review was conducted to address ergonomic set up and driver comfort.
- OH&S Supervisor Certifications training was completed by all Managers and Supervisors.
- The Safe Work Practice for fueling company vehicles at the City depot was updated to reflect the use of Hi-Vis apparel when fueling due to the amount of vehicle traffic.
- Utility Maintenance workers are completing Powerline Hazard Certification to ensure safety when cleaning shelters in proximity to power lines.
- Two Continuous Improvement projects were initiated: One, for the replacement of the paper-based Building Inspection process to enable the inspections to be recorded directly on a tablet and converted to pdf for posting on the employee intranet. The second, to improve access for employees to the Respectful Workplace policy and complaint forms, including enabling employees to complete complaint forms and submit directly through the employee intranet site. In addition, Return to Work Program reminders were sent to all employees to reinforce the training provided last summer.
- The results of the Operations Climate Survey were received. A follow-up meeting with the consultant is scheduled in February to interpret results.
- An interpretation issue arose in relation to the incorrect application of shift pick provisions for apprentices under the Collective Agreement. The issue was resolved and the provisions are now being properly applied.

- The in-house training program developed on De-escalation was launched with trainees under the Transit Operator Training Program. It will be adapted to be included in the regular Refresher Training with operators.
- Recruitment ads and the website were updated with our inclusion statement in accordance with the Metrobus accessibility plan.
- The ad for the Accountant position was posted due to a pending retirement.

MAINTENANCE

| Unit #/Vehicle | Description of Work/Repairs | Status |
|--|--|-----------|
| 0753, 0756, 0961, 1310, 1311, 2134, 2439, 2535, 2536, 2569 | PM Repairs | Completed |
| 1415 | PM Repairs | On-going |
| 0755 | Engine issues (needs new wiring harness) | On-going |
| 0858 | Engine overhaul | Completed |
| 0962 | Replace fuel pump | Completed |
| 1066 | Transmission stuck in 2 nd gear | Completed |
| 1203 | Rebuild transmission valve body | Completed |
| 1208 | Replace turbo charger | Completed |
| 1314 | Repair engine codes | Completed |
| 1416 | Replace front right wheel bearing | Completed |
| 1523 | Accident repairs | Completed |
| 1630 | Replace EGR cooler, engine oil & filter | Completed |
| 2499 | Transmission issues (warranty at Ford) | On-going |
| 2568, 2571, 2573 | Prep for service | On-going |
| Service truck 5500 | Transmission issues | Completed |
| Car #2 | Accident repairs | Completed |
| Loader #2 | 100 hour service | Completed |

- Warranty work related to leaking engine base pans on the hybrid buses has been completed. Warranty work related to rear drive axles is still on-going.

OPERATIONS

- Average on-time performance for the month across all routes and all stops was 90%.

| ROUTE | DATA POINTS | OTP (%) Jan 2026 | OTP (%) Dec 2025 |
|--------------|----------------|---------------------|---------------------|
| 1 | 69,273 | 91 | 90 |
| 2 | 104,230 | 94 | 88 |
| 3 | 75,145 | 89 | 84 |
| 6 | 8,360 | 91 | 89 |
| 9 | 12,154 | 84 | 89 |
| 10 | 66,930 | 83 | 81 |
| 11 | 13,132 | 95 | 90 |
| 12 | 35,521 | 79 | 71 |
| 13 | 1,033 | 91 | 95 |
| 14 | 24,121 | 91 | 89 |
| 15 | 33,858 | 82 | 81 |
| 16 | 20,696 | 87 | 78 |
| 18 | 33,224 | 92 | 89 |
| 19 | 37,499 | 91 | 86 |
| 20 | 1,777 | 99 | 97 |
| 21 | 23,331 | 95 | 90 |
| 22 | 10,322 | 90 | 78 |
| 23 | 15,633 | 89 | 79 |
| 24 | 175 | 97 | 67 |
| 26 | 1,239 | 76 | 97 |
| 29 | 10,522 | 96 | n/a |
| 30 | 10,875 | 88 | 85 |
| 33 | 408 | 83 | 86 |
| TOTAL | 609,458 | 90% | 85% |

GOBUS

- Met one-on-one with a customer to provide support using the *My GoBus* mobile app.
- City Wide Taxi's dispatch system, iCabbi, experienced an outage on January 29th that halted their service. Forty scheduled GoBus rides could not be completed by taxis and were sent back to Tok Transit. Management and staff acted quickly and were able to complete all the trips. A small number of trips were late, but staff contacted all of the impacted customers to advise of the situation. No complaints were received. The taxi company has since enacted a contingency plan whereby they will now be able to access their rides should the main platform fail.

- The reduction in customer complaints recently has been notable. The Accessible Transit Manager received only one substantiated complaint in January along with 2 driver compliments. Tok management received 7 substantiated complaints and 8 compliments.

Ridership:

- 89% of pre-pandemic levels
- Passengers per hour – 3.1
- Ride duration – 17.3 minutes
- Shared ride percentage – 47.3%
- Ridership on Metrobus – 2,983
- Self-serve (app/website) transactions – 32.6%
- Denied rides – 0
- Trips completed via online vehicle – 91.4%

Eligibility Assessments:

- 23 completed including 19 approved unconditionally, 2 denied, and 2 conditional/temporary approvals
- 7 missed appointments

Total Trips for January 2026:

| Funding Source | Completed | No-show | Cancelled |
|-----------------------------------|---------------|------------|---------------|
| Mount Pearl | 1,528 | 92 | 1,457 |
| St. John's | 10,999 | 774 | 8,568 |
| Eastern Health (recreation trips) | 81 | 13 | 63 |
| Out of Area | 0 | 0 | 0 |
| Eastern Health (medical trips) | 1 | 0 | 0 |
| Total | 12,609 | 879 | 10,088 |

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

| Funding Source | Bus | Taxi |
|-----------------------------------|--------------|--------------|
| Mount Pearl | 1,182 | 335 |
| St. John's | 8,188 | 2,741 |
| Eastern Health (recreation trips) | 61 | 20 |
| Out of Area | 0 | 0 |
| Eastern Health (medical trips) | 0 | 1 |
| Total | 9,431 | 3,097 |

MARKETING & INFORMATION SERVICES

- Service on route 29, the former on-demand service for the east end, began on January 5th. Route 29 operates 7 days a week and provides service between signal Hill Road, MUN Centre and Mount Scio Road.
- Route 3A ceased operating in January and route 3A/3B is now known simply as route 3. Route 23 began operating during weekdays to service the area that was serviced by route 3A (Aberdeen Avenue, Stavanger Dr, Carrick Drive).
- Digital, television and radio ads continued announcing the service changes that started in early January.
- A service plan for The 2026 Montana's Brier was developed including a Brier Transit Pass. Extra service will be added to route 3 to accommodate fans and volunteers during The Brier.