EXECUTIVE SUMMARY REPORT

Reporting period: August 2026

FINANCE

- The average price of diesel fuel was $3.0130 per litre compared to the budgeted price of $1.50. The fuel supply contract with Ultramar ended on August 31st and the new supplier is Irving Oil.
- The fuel burn rate In August was 54.4 L/100KM which was down 4.6 L/100KM from last year.
- Ridership for August was 387,554, which was 3.2% lower than last year (400,433) but only 0.001% lower than budget (376,660).
- Fareboxes: There was $80,122 of coins and $6,975 of bills processed with a variance of 0.83%.
- BDO continued to work with Finance staff on our transition to MS Business Central. The project remains on schedule for a November launch.

HUMAN RESOURCES

- The OH&S hazard/risk assessment was finalized for the repair and maintenance of the electrical components of the hybrid buses.
- A noise assessment survey was scheduled for a sample of the driver's compartments of the hybrid buses following complaints about noise levels from drivers.
- Metrobus received 32 weeks of YASP (Youth Apprenticeship Summer Program) funding for the continuation of the high school apprentice sponsorship in Maintenance at 10 hours per week.
- An ad was placed for another Transit Operator Training Program for the Fall. In addition to the usual on-line posting, we have also posted career ads on buses through Transit Advertising.
- An ad was placed for a Utility Wash worker to fill the additional position budgeted for September.
- The Administrative Assistant job description was updated, and the job ad was posted internally.
- The Accidental Death and Dismemberment Renewal was completed, and the current rate remains unchanged.
- With the introduction of the new speed cameras in the City, a new policy has been developed regarding the payment of tickets by employees since these tickets will be issued to the general Metrobus license account rather than individual drivers.

MAINTENANCE

Unit #/Vehicle	Description of Work/Repairs	Status
0861, 1204, 1416, 1524, 2442, 2567, 2568, 2571	PM Repairs	Completed
2537	PM Repairs	On-going
0754	Replace drive axle	Completed
0755, 1522, 1524	Accident repairs	Completed
0860	Replace front windshield	Completed
0964	Replace bell housing and rear engine mounts	Completed
1201	High crank case pressure (needs engine overhaul)	On-going
1205	Brake repairs	Completed
1208	DEF engine codes	Completed
1311	Transmission retarder not working	Completed
1417	Recall CR5759E	Completed
1831	A/C not working (waiting on parts)	Completed
2442	Seat cushion repairs	Completed
2499	Transmission issues (Ford warranty)	Completed
Unit room	Rebuild spare transmission, rebuilt spare 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	Data Points	OTP (%) 2026		OTP (%) 2025	
		Aug	Jul	Aug	Jul
1	33,886	88	88	89	81
2	80,867	88	86	89	77
3	48,948	81	82	81	78
6	6,731	87	86	88	87
9	9,260	88	92	71	72
10	46,156	73	74	79	73
11	10,840	91	92	88	82
12	28,859	71	76	81	76
13	na	na	na	na	na
14	17,871	73	84	84	87
15	23,973	84	83	87	83
16	16,187	87	84	87	82

18	24,423	87	87	84	83
19	25,049	88	89	87	81
20	1,757	98	98	98	99
21	17,468	91	92	89	87
22	7,059	82	77	77	83
23	12,630	90	89	83	88
24	na	na	na	na	na
26	413	86	89	89	75
29	10,456	81	80	87	na
30	9,802	83	83	76	83
33	341	95	96	94	60
TOTAL	**432,976**	**84%**	**84%**	**86%**	**79%**

GOBUS

- Managers from Metrobus and TOK Transit met with representatives from City Wide Taxis Group to review customer feedback and identify opportunities to improve the consistency and quality of offline taxi service. The taxi driver's orientation package is also being updated for distribution to all drivers who may provide service on behalf of GoBus.

Ridership:

- 98.2% of pre-pandemic levels
- Passengers per hour: 3.5
- Ride duration: 18.5 minutes
- Shared ride percentage: 51.6%
- Ridership on Metrobus: 3,756
- Self-serve (app/website) transactions: 30%
- Denied rides: 0
- Trips completed via online vehicle: 92%

Eligibility Assessments:

- 48 completed including 26 approved unconditionally, 1 denied, and 21 conditional/ temporary approvals
- 3 missed appointments

Total Trips for August 2026:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,648	89	1,221
St. John's	12,071	641	2,683
Eastern Health (recreation trips)	155	23	91
Out of Area	6	0	0
Eastern Health (medical trips)	26	2	27

Total	**13,906**	**755**	**4,022**

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

Funding Source	Bus	Taxi
Mount Pearl	1,456	281
St. John's	10,107	2,605
Eastern Health (recreation trips)	143	35
Out of Area	6	0
Eastern Health (medical trips)	26	2
Total	**11,738**	**2,923**

MARKETING & INFORMATION SERVICES

- Preparations were made for the transition to the fall schedule starting September 7th.
- Customer newsletter was distributed to share service changes coming this fall.
- Radio and digital display ads were created promoting upcoming 30-minute service on routes 9, 11, 18 and 12 coming this fall.
- Work continued to address outstanding technical issues with the stop announcements system.
- Recruitment ads for transit operators were created and printed for display on buses.