

## **General Manager's Report - Regular**

**December 8<sup>th</sup>, 2023**

### **1. Market Research Study and Customer Survey**

MQO Research is expecting to release the customer survey on December 11<sup>th</sup>.

### **2. Paradise Service**

The Town of Paradise recently announced service improvements in their budget. Staff are working with the Town on final details.

### **3. 2023 Surplus**

With the ridership growth, drop in diesel prices, capital funding through ICIP and GoBus ridership lower than expected (not yet returned to pre-pandemic levels), the year-end surplus for Metrobus and GoBus is expected to be approximately \$5 million (including \$1.4 million in ICIP funding receipts).

With a current debt balance of \$1,796,000, a decision was made, and supported by the Commission, to pay the balance of the outstanding debt. By eliminating the debt balance, this would remove debt payments and associated interest costs from our 2024 budget resulting in a surplus of \$797,630 in 2024. The subsidy from the City for 2024 will be reduced by this amount. The 2024 subsidy will be \$19,682,140, a reduction of approximately \$1.4 million from 2023.

### **4. Service Awards**

A luncheon was held on November 8<sup>th</sup> to recognize eighteen (18) employees with service from 10 to 30 years.

### **5. On Demand Service**

The service area will be expanded on January 15<sup>th</sup> to the area south of Elizabeth Avenue to Empire Avenue/Carpasian Road.

