

EXECUTIVE SUMMARY REPORT

Reporting period: November 2025

FINANCE

- The average price of diesel fuel was \$1.4761 per litre compared to the budgeted price of \$1.80.
- The fuel burn rate was 59.2 L/100KM, down 5.8 L/100KM from last year. The burn rate of the hybrid buses was 43.3 L/100KM.
- Ridership in November was 407,098, down 7% from the same month in 2024 (440,423).
- Fareboxes: There was \$72,287 of coins and \$3,625 of bills processed with a variance of 0.21%.
- The upgrade to the depot's camera systems was completed in November. In December, training will be conducted on using the new system.

HUMAN RESOURCES

- The vacant Utility Wash position was filled internally.
- In response to the Climate Survey for Operations, 82 surveys were completed (response rate 75.2%).
- A Hazard Risk Assessment was completed for the hybrid buses outlining potential risks and related mitigation. Safe Work Practices have been provided by Nova Bus and internal controls will be implemented along with appropriate tooling and PPE.
- An ad was posted for another Transit Operator Training Program to take place in January.
- The NL Human Rights Commission completed a review of whether it has the authority to act in cases involving the duty to accommodate workplace injuries. It recently advised that Workplace Health, Safety and Compensation Commission has exclusive jurisdiction over matters where the duty to accommodate arises from a workplace injury, which means that the NL HR Commission no longer has the power to act on complaints that involve challenges following a workplace injury.

MAINTENANCE

Unit #/Vehicle	Description of Work/Repairs	Status
0963, 1203, 1207, 1208, 1209, 1419, 1523, 1629, 2446	PM Repairs	Completed
0755	Loss of power, replace turbo charger	Completed

St. John's Transportation Commission
Regular Meeting – December 18, 2025

0962	Replace EGR cooler	Completed
0964	No start issue, replace windshield	Completed
0965	Transmission issues	Completed
1204	Repair brake issues	Completed
1415	Nees engine overhaul	On-going
1520	Replace right rear hub seal, repair ABS codes	Completed
1521	Accident repairs, replace windshield	Completed
1522	Repair engine codes	Completed
1630	Replace engine Bell housing	Completed
1831	Repair ECAS issues	Completed
2499	Accident repairs	Completed
2535	Engine issues (Ford warranty)	Completed
2536	Replace carrier bearing (warranty)	Completed
Shelter van	Install new safety lights	Completed
Service truck	Install trailer brake, change transmission oil/filter	Completed

OPERATIONS

- 100% of passengers were accommodated this month.
- Average on-time performance for the month across all routes and all stops was 85%.

ROUTE	DATA POINTS	OTP (%) Nov 2025	OTP (%) Oct 2025
1	68,418	88	87
2	103,796	88	88
3	73,786	86	87
6	8,486	89	90
9	11,563	83	81
10	65,094	81	78
11	12,670	92	89
12	35,234	74	73
13	1,095	92	91
14	17,966	80	82
15	33,231	79	77
16	19,530	80	82
18	32,536	90	88
19	37,453	87	86
20	1,770	98	99

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21	23,105	89	91
22	9,410	75	75
23	9,064	85	87
24	140	96	95
26	1,014	71	72
30	10,816	86	84
33	369	83	65
TOTAL	576,546	85%	84%

GOBUS

- Participated in the CNIB Accessibility Scorecard survey along with the Metrobus Accessibility Committee Lead.
- Attended the Inclusion Advisory Committee meeting on Nov 20th where discussion occurred on cross-disability training suitable for front line staff across city departments in line with the Accessibility Plan.
- First individual travel training candidate to begin a session in early December.
- Met with management at Brightisle who provide health and community care services across many shared housing residences, to familiarize them more with GoBus' mandate/service and how they can get the most out of our service. They have clientele at many of their residences who use GoBus. They were also interested in exploring travel training to assist both their clients and staff members.

Ridership:

- 82% of pre-pandemic levels
- Passengers per hour – 3.9
- Ride duration – 17.1 minutes
- Shared ride percentage – 49.3%
- Ridership on Metrobus – 3,608
- Self-serve (app/website) transactions – 33%
- Denied rides – 0
- Trips completed via online vehicle – 90.2%

Eligibility Assessments:

- 32 completed including 19 approved unconditionally, 3 denied, and 10 conditional/temporary approvals
- 5 missed appointments

Total Trips for November 2025:

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Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,426	49	967
St. John's	11,638	579	7,589
Eastern Health (recreation trips)	80	7	77
Out of Area	11	0	11
Eastern Health (medical trips)	0	0	0
Total	13,155	635	8,644

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

Funding Source	Bus	Taxi
Mount Pearl	1,123	352
St. John's	9,008	3,209
Eastern Health (recreation trips)	54	33
Out of Area	8	3
Eastern Health (medical trips)	0	0
Total	10,193	3,597

MARKETING & INFORMATION SERVICES

- Customer communications, including rack cards and email blasts, were prepared and distribution began announcing Christmas service and changes taking place in January.
- A media release was issued regarding service on Christmas Day, Boxing Day and New Year's Day.
- Metrobus attended an open house hosted by Canada Lands related to development plans for the Pleasantville area.
- Production of new bus stops for route 29 and bus stops that are changing in January were completed in November and the stops will be installed in December. Customer notices for bus stops that are changing have been prepared and will be installed at all bus stops affected by the January changes.