

EXECUTIVE SUMMARY REPORT

Reporting period: April 2026

FINANCE

- The average price of diesel fuel was \$1.9371 per litre compared to the budgeted price of \$1.50. This has been fluctuating significantly due to the ongoing conflict in Iran.
- Fuel burn rate this month was 55.9 L/100KM which is down 5.0 L/100KM from last year and down 5.1 L/100KM from budget (61.0).
- Ridership in April was 384,478, down 4.7% from last year (403,251) and 5.0% below budget.
- Fareboxes: \$63,588 of coins and \$3,510 of bills processed with a variance of 0.5%.

HUMAN RESOURCES

- The Climate Survey for the Maintenance Department closed, with a response rate of 53% (down from 58% in 2019).
- Recruitment for the Accountant position concluded and the new employee started work on April 27th.
- Recruitment for the upcoming Transit Operator Training Program was completed and two candidates commenced training on April 25th.
- Recruitment was completed for the Manager, Marketing & Information Services position. The new employee will start work on May 25th.
- An ad was posted to recruit a new Utility Wash worker following a resignation.
- Arrangements have been made for Seizure First Aid Training through Epilepsy NL for the Transit Supervisors.
- Revisions were made to the Daily Bus Inspection Checklist (defect slip) to streamline the pre-job hazard assessment process for mechanics.
- The Electronic Surveillance Policy was finalized.
- A bargaining preparation session was held with managers.
- Meetings were held with BDO regarding the payroll system transition and possible future state HR system.

MAINTENANCE

Unit #/Vehicle	Description of Work/Repairs	Status
0859, 0860, 0964, 1205, 1209, 1521, 1525, 1831, 2567	PM Repairs	Completed
1066, 1831	PM Repairs (waiting on parts)	On-going

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0753	Accident repairs (waiting on parts)	On-going
0858	Engine overhaul (parts on order)	On-going
0961	Repair shorted wires at starter	Completed
0964, 1525	Replace injectors – warranty	On-going
0965	Major accident repairs	On-going
1203, 1311, 1415	Transmission repairs	Completed
1204	Engine issues (overhaul needed)	On-going
1206, 1524	Replace bell housing (bolts sheared off)	Completed
1310	Replace turbo	On-going
1523	Accident repairs	Completed
2443	Recall	Completed
2573	Rear door not working (parts on order) – warranty	On-going
Unit room	Rebuild spare transmissions	On-going
Service truck 5500	EGR motor on order – warranty	On-going

OPERATIONS

- Average on-time performance for the month across all routes and all stops was 92%.

ROUTE	DATA POINTS	OTP (%) Apr 2026	OTP (%) Mar 2026
1	69,108	94	93
2	101,845	94	93
3	74,223	88	87
6	8,393	91	90
9	12,288	91	88
10	66,716	87	85
11	13,126	95	93
12	35,014	82	83
13	975	93	91
14	24,328	94	92
15	34,692	89	83
16	20,695	91	87
18	32,488	90	91
19	36,798	92	91
20	1,678	99	99
21	22,438	95	96
22	10,488	89	90
23	15,837	91	93

24	155	97	93
26	1,135	87	85
29	11,832	97	95
30	10,931	91	91
33	410	87	90
TOTAL	605,593	92%	90%

GOBUS

- A letter of appreciation was sent to Tok Transit's senior management acknowledging the improvement in service seen in recent months, including better on time performance, more compliments and fewer complaints. Overall customer care and accountability have significantly improved since the changeover in local management in December 2025.
- The two GoBus minivans that were recalled by Toyota are now back in service.
- Despite Tok's efforts, the number of operational buses went down to 11 (from 18) early in April due to coinciding mechanical issues and commercial inspections. There were no pre-booked rides that had to be declined, however there was difficulty getting same-day rides and longer wait times for some will-call trips.

Ridership:

- 81% of pre-pandemic levels
- Passengers per hour – 3.2
- Ride duration – 17.2 minutes
- Shared ride percentage – 50.35%
- Ridership on Metrobus – 3,189
- Self-serve (app/website) transactions – 33%
- Denied rides – 0
- Trips completed via online vehicle – 92%

Eligibility Assessments:

- 49 completed including 31 approved unconditionally, 3 denied, and 15 conditional/temporary approvals
- 11 missed appointments

Total Trips for April 2026:

Funding Source	Completed	No-show	Cancelled
Mount Pearl	1,588	44	1,219
St. John's	11,433	503	8,376
Eastern Health (recreation trips)	93	16	124
Out of Area	12	0	5

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Eastern Health (medical trips)	0	0	0
Total	13,126	536	9,724

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

Funding Source	Bus	Taxi
Mount Pearl	1,297	335
St. John's	8,962	2,974
Eastern Health (recreation trips)	86	23
Out of Area	9	3
Eastern Health (medical trips)	0	0
Total	10,354	3,335

MARKETING & INFORMATION SERVICES

- More communications were distributed to customers reminding them about the upcoming end of our partnership with Air Miles. The last day to earn reward miles on board will be May 31st.
- "Reduce the Squeeze" ads began again in April. These ads position transit as one of several low-cost travel alternatives, compared to a private vehicle, and recommend ways to reduce the squeeze of high gas prices.
- The data required for the automated stop announcements system was prepared and uploaded into the system. Work is underway reviewing the schedule and text-to-speech announcements to ensure everything is working as expected.
- Questionnaires were completed and online workshops were held with BDO to map out the existing IT infrastructure and to discuss possible software integrations as we move to a new accounting software provider.