

**Modernizing Transit Service Through
Continued Redesign:
2023 in Review**

**July 16, 2024
Growth Committee**

SAINT JOHN TRANSIT

Transforming Transit Project Goals

More People

- Using This Essential Service

Sustainable

- Stable Service, Reducing GHG Emissions, And Encouraging Density

Efficient

- Right Size Bus, Trips Where There Is Demand, And Appropriate Capital Replacement Program

Desirable

- Providing Transportation Where/When There Is Demand



Transforming Transit Planning Principles

Rightsizing

- Fleet And Vehicle Capacity Per Route

Route Simplicity

- Plan The Most Direct, Quick Routes Possible Between Major Nodes

System Designators

- Taking Into Account Accessibility Considerations And Showcasing Our Neighbourhoods

Fare Simplicity



Transforming Transit Planning Principles Continued

What Works Best For Saint Johners?

- Hierarchy Of Routes
- Rapid Usage Routes = High Frequency, Convenient, Direct, Minimize Intervals
- Examine Low Use Routes And Times For Alternative Service Delivery Model (Transit On Demand)
- Examine Local Routes To Feed Into Major Routing

Subsidized

- Service Will Always Be **Subsidized**, Set an efficient and strategic Subsidy Rate to promote Growth

2023 Year In Review

- West side routes re-designed and service hours added (Q1-2023)
- Saint John FLEX “on-demand” West area, launched (Q1-2023)
- Six New 20-foot Electric Buses, Commissioned (Q1-2023)
- Staff recruitment campaign to enable sustainability and on-demand service (Q1-2023)
- Saint John FLEX “on-demand” Millidgeville area, launched (Q3-2023)
- North and South end routes re-designed and service hours added (Q3-2023)
- Saint John FLEX “on-demand” East area, launched (Q4-2023)
- East routes redefined and service hours added . This included the introduction of the Route 35 NBCC Shuttle (Q4-2023)

2023 Year In Review Continued

- Charging Hardware Installation, Completed (Q3-2023)
- Two maintenance staff Certified as “Qualified Electricians for High Voltage Systems” in motor vehicles by an industry leader in Safety and Security (Q3-2023)
- New electronic fare provider development (Q2,Q and Q4-2023), implementation (Q1-2024)
- Developed and released a request for proposal (RFP) for Computer Aided Dispatch / Automated Vehicle Location (CAD/AVL) system in (Q4-2022) and awarded (Q4-2023)
- Bus stop signage redesign project (Q3-2023 to ongoing)
- City of Saint John Fleet Fit-up (Q3-2023 to ongoing)
- Application Submission - Zero Emission Transit Fund (ZETF) (Q2-2023)

2023 System At A Glance

86,509 – Service Hours And 1,937,659 Riders

- 2022: 73,000 – Service Hours And 1,495,488 Riders

78 – Employees – Full Time And Part Time

- 2022: 71 – Employees – Full Time And Part Time

39 – 40' Buses and 6 – 20' E-Buses

- 2022: 39 – 40' Buses, 1 – 40' E-Bus and 6 – 20' E-Buses

1,649,665 – KM's Per Year

- 2022: 1,465,053 – KM's Per Year

2023 System At A Glance

Ridership or, Revenue - \$4,630,742

- Ridership continues to increase

Deficit - **\$703,663**

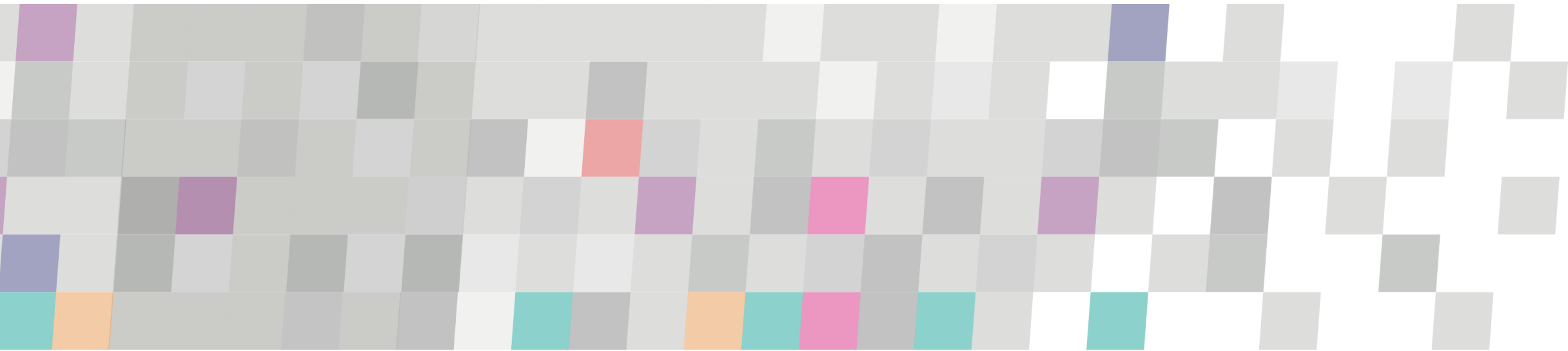
- Fuel Cost
- Parts and Supplies



Communications / Engagement

- Open Houses
- On-bus Education
- Targeted Social Media
- Traditional Media
- Revamped Web Presence
- Improved Wayfaring And Signage
- Neighbourhood Engagement
- Engagement With Community Groups





Questions?

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