

To: Metrolinx Board of Directors
From: Greg Percy
Chief Operating Officer
Date: June 28, 2017
Re: **Operations Quarterly Report**

Recommendation

That this report be received for information.

Overview

In the final quarter of 2016/17, we continued to work towards GO's Passenger Charter commitments. On-time performance for rail reached a fourteen-year high in March, and the quarter result was 96%, leading to a fiscal year end 94.5%, exceeding our target of 94%. UP Express continued to increase its on-time performance to more than 98%, while trip time remained below target. Despite some weather-related challenges in February, bus performance remained strong, as GO ran 2,500 more trips than the same quarter last year, while maintaining a 96% on-time performance for the period. More service was offered on several of our rail corridors to bring more transit options to the region and, this month, we continued that progress with the introduction of two-way midday and evening train service on the Stouffville line. We have improved bus service to Niagara with a new stop at Niagara College, and we are building a new GO Station at Bloomington Road in Richmond Hill.

To improve the customer experience, two exciting retail partnerships were announced: a pilot project that will bring Tim Hortons to six GO stations, and a partnership with Shoppers Drug Mart through their parent company, Loblaw Companies Limited, to sell PRESTO cards in the Toronto area. GO will also build upon the success of our corridor-specific Twitter handles by introducing @GotransitBus, which will keep bus customers up to date with information on their journeys. Finally, Metrolinx began a rider acquisition campaign to encourage both new and existing travellers to take GO Transit during off-peak hours.

Major Highlights

Operations

During the past quarter, UP Express operated 14,220 trips, and on-time performance remained strong with the quarter completed at 98.5%, which is a 0.2% increase over the previous quarter. Average trip time was 24.7 minutes, versus a target of 25 minutes.

In the past quarter, GO ran 21,672 train trips and on-time performance averaged 96%, a full percentage point higher than the same period last year. March 2017 on-time performance reached 97.2%, the highest since our current tracking began in 2003.

On-time performance for GO bus was delivered at 96.3% in January, 95.4% in February, and 96.4% in March, for a quarterly result of 96.0%. This performance has resulted in a 12-month on-time performance average of 94.7%, a marginal decrease of 0.4% to the previous year. GO ran more than 188,000 bus trips in the quarter.

In June, GO made another significant step under its GO Regional Express Rail program with the introduction of two-way midday and evening train service on the Stouffville line. The new service has more than doubled the total number of weekly trips we provide, from 85 to 180. Significantly more service will now be available for Kennedy, Agincourt and Milliken GO station customers, as service to these locations had previously only been provided during peak periods. Improved transit access to Scarborough is enhanced through connectivity to the TTC subway at the Kennedy GO station.

Nine new southbound and eight new northbound trips will run on the Stouffville line, and will include select trips heading north of Unionville to serve Centennial, Markham, Mount Joy, Stouffville and Lincolnville GO stations. By delivering this service enhancement, we are fulfilling our commitments to provide faster, more frequent service to communities along the Stouffville line.

The Emergency Management Team in the Safety and Security Division delivered the first training sessions of Emergency Management and Incident Management to internal staff. These sessions were a key milestone in developing the knowledge and skill of Metrolinx employees with regard to emergency incident preparedness and response capabilities. The sessions followed the established program standards as set by the Ontario Office of the Fire Marshall and Emergency Management.

Ridership

Approximately 646,139 passenger trips were taken on UP Express during the last quarter. With decreases in both airport- and event-driven travel, average weekday ridership for the quarter was 8,066, compared with the previous quarter's average weekday ridership of 8,578. This 6% decline is due to high ridership experienced in October, especially due to the Blue Jays home playoff games.

Overall, GO ridership totaled 16.7 million in the quarter, with 13.5 million customers riding our trains and 4.3 million boarding our buses. Ridership increased 4.0% over the previous year, with the growth coming from a 4.5% increase in rail passenger trips, as we increased the number of scheduled train trips by more than 1,200 in the quarter, primarily through new year-round Barrie line weekend service.

Network

In March, Metrolinx began construction on a new GO Station at Bloomington Road, which, by 2020, will extend the Richmond Hill GO line north from the new Gormley GO Station. The new station will be fully accessible, and include a 765-space parking structure, charging stations for electric vehicles, heated shelters, and a platform snowmelt system.

Effective this past April, we increased Route 12 bus service to Niagara during both the weekday and weekends periods. Further enhancement includes the addition of a new stop located at the Niagara College's campus located in Niagara-on-the-lake, providing direct connections with Niagara, St. Catharines, and Welland Transit services.

In June, we delivered 135 new parking spaces for customers at the Square One Bus Terminal. These additional spaces will serve GO's current customers and expected growth at this newly renovated station. Square One serves an average of 20,000 customers each day, making it the second busiest bus terminal in the GO system after Union Station Bus Terminal.

Customer Service

GO bus customers have asked for bus-specific communications and, building on the success of the corridor-specific Twitter handles introduced last quarter, we will feature a bus-specific handle, @GotransitBus. This account will provide relevant, real-time information to keep bus customers in the know. Customer response to the rail corridor accounts has been positive, with the number of followers growing weekly. Lakeshore East and West have generated the most interest so far, with followers for both more than doubling between January and May.

UP Express Ticket Vending Machines (TVMs) at Union Station and Pearson Airport are both part of an ongoing pilot to add PRESTO functionalities, making it easier for customers to coordinate their travel across the GO and UP networks.

Metrolinx is making GO Transit even more convenient for busy commuters by providing new and exciting retail partnerships. This spring, we announced a pilot project to bring Tim Hortons to a select number of GO stations. The new partnership between The Kilmer Group and Metrolinx will provide GO Transit customers with quick, convenient food and drink options from Tim Hortons at four GO stations: Oakville, Clarkson, Ajax and Oshawa. By making it easier to grab a cup of coffee on the go, we are creating better connections between our customers and transit, making it a more convenient and attractive option. The pilot program is expected to start in June at Oakville GO Station, followed by Clarkson, Ajax, and Oshawa GO stations. It will run for one year, after which Metrolinx will study the results and determine next steps.

Additionally, Metrolinx is teaming up with Loblaw Companies Limited to expand PRESTO card distribution and add more options for loading cards in the Toronto area.

Shoppers Drug Mart began offering PRESTO cards at 10 locations in May, and will expand across the city into 2018. Customers will be able to buy, load and set senior concessions at these new retail outlets.

GO Marketing began a rider acquisition campaign on June 1, designed to encourage both new and existing travellers to take GO. This creative platform is designed to highlight the many off-peak options GO offers: everything from Niagara Falls seasonal service, to the new year-round Barrie service, to holidays, special events, and partnerships, while not forgetting the many sights to see right in Toronto. GO aims to ensure that customers understand the broad network of travel possibilities offered with both our train and bus service. The campaign highlights that it's easy and convenient—all you have to do is "Just GO."

GO Passenger Charter Key Performance Indicator Report Card

| Measure | | Target | | 2016/2017 Fiscal Year | 2015/2016 Fiscal Year |
|--------------------------------|---|--------|-------------|-----------------------|-----------------------|
| On time | We will run 94% of trains within five minutes of the scheduled time. | 94% | ✓ | 95% | 94% |
| | We will run 94% of buses within 15 minutes of the scheduled time. | 94% | ✓ | | 95% |
| Safety | We will have 30 or fewer complaints per 1,000,000 boardings regarding safety. | 30 | Not yet met | 32 | 27 |
| Keeping you in the know | 77% of our customers will be satisfied with GO Transit's communication as measured by our customer satisfaction survey. | 77% | Not yet met | 65% | 70% |
| | We will have 30 or fewer complaints per 1,000,000 boardings regarding service status communication. | 30 | ✓ | | 25 |
| Comfortable experience | We will have 30 or fewer complaints per 1,000,000 boardings regarding comfort in stations, trains and buses. | 30 | Not yet met | 41 | 22 |
| Helpfulness | We will ensure 85% or more of customer inquiries/concerns are resolved the first time they contact us. | 85% | ✓ | 100% | 97% |

Safety complaints increased 19% in 2016, primarily due to schedule and track changes caused by construction at Union Station. We are addressing these issues as future platform changes are planned.

Comfort-related complaints per 1,000,000 boardings have decreased 15% since last quarter, as we continue to work towards meeting our Passenger Charter commitments.

Respectfully submitted,

Greg Percy
Chief Operating Officer