

To: Metrolinx Board of Directors
From: Greg Percy
Chief Operating Officer
Date: September 14, 2017
Re: **Operations Quarterly Report**

Recommendation

That this report be received for information.

Overview

Metrolinx celebrated GO Transit's 50th anniversary in 2017 and, while we took a moment to reflect on our past, our Q1 results and current projects highlight our focus on thinking forward and expanding the GO network into a true regional rapid transit system for the Greater Toronto and Hamilton Area (GTHA.)

UP Express on-time performance was 97.7% for the quarter, almost a full percent higher than the same quarter in 2016, while trip time remained on target at 25 minutes. On-time performance for GO rail continued to exceed our target, reaching 97% in May, and a quarterly result of 96.3%. This exceeded GO's Passenger Charter commitment of 94% for the third consecutive quarter. Bus performance remained strong, with a quarterly result of 95.1%. This performance has resulted in a 12-month on-time performance average of 94.8%.

This month, we continued our focus on expanding GO services under our Regional Express Rail Program with the introduction of two new peak trips and two trip extensions on the Barrie line. We have improved bus service by adding more trips to popular routes in the GTHA, including more service on the new Mississauga East Transitway and its new Renforth Station, and more service to Pearson Airport and the Airport Corporate Centre.

Finally, ground-breaking took place for the new Union Station Bus Terminal, which will be integrated with the new CIBC Square buildings, just east of the Air Canada Centre, and south of the Federal Dominion Building.. The new terminal will provide many amenities to make commuting easier, including improved accessibility, bicycle parking spaces and more boarding platforms. The future elevated passenger connections between Union Station and the new downtown bus terminal will improve customers' travel options and provide trip flexibility.

Major Highlights

Operations

In the past quarter, GO ran 21,794 train trips and on-time performance averaged 96.3%, two percentage points higher than the same period last year. May 2017 on-time performance reached 97.0%, the second time in 2017 to reach this milestone and the second-best result we have observed since our current tracking began in 2003.

UP Express operated 14,178 trips in the last quarter, and on-time performance remained strong with the quarter completed at 97.7%, a 0.8% increase over the previous quarter. Average trip time was 24.8 minutes, versus a target of 25 minutes.

On-time performance for GO bus was delivered at 96.6% in April, 94.6% in May, and 94.0% in June, for a quarterly result of 95.1%. This performance has resulted in a 12-month on-time performance average of 94.8%. GO ran more than 177,000 bus trips in the quarter.

While on-time performance is a customer imperative, safety continued to be the top corporate priority. To help educate customers about bike safety and theft prevention, our Transit Safety team and Peel Police held events at Clarkson and Port Credit GO stations in July. GO currently offers bike parking at most stations, along with bicycle lockers at Eglinton, Exhibition, Guildwood, Finch Bus Terminal, Long Branch, Rouge Hill, and Scarborough GO Stations.

We added two new trips to the Barrie line on September 2 – one new morning and one new evening peak trip between Bradford GO Station and Union Station. In addition, two morning trips have been extended to originate from Allandale Waterfront GO Station instead of Maple GO Station, with additional stops at Barrie South, Bradford, East Gwillimbury, Newmarket, Aurora, and King City GO, before serving existing stations from Maple GO to Union Station. The number of coaches used for these trips will be doubled from 6 to 12 to accommodate increased passenger volumes.

Bus service enhancements include seven new peak-period Route 12 (Burlington-Niagara) trips and nine new mid-day and evening Route 29 (Guelph-Mississauga) trips. The new Route 12 trips have improved peak-period service from hourly to every half hour and the new Route 29 trips provide consistent, hourly all-day service, including new late evening service.

Seventeen additional Route 40 (Hamilton-Richmond Hill) trips have been added to improve midday service from every hour to every half hour and to ensure 24-hour service, seven days a week to help meet rapidly increasing demand. In addition to connecting to Pearson Airport, buses also serve the Airport Corporate Centre, which is the GTHA's second-largest employment area. There are also frequent regional connections to Square One, North York City Centre, and Oakville.

The Mississauga East Transitway is open, adding approximately 10 kilometres of dedicated, bus-only roadway to the GO bus network. The Transitway includes state-of-the-art infrastructure, and allows for improved service reliability.

Safety

MetroLinx is in a stable state with regards to the safety of its construction, train and bus operations. While there is always room for improvement, there are no urgent safety concerns on the system. Safety is a core value of the company and treated as such by both leadership and employees. Safety is part of what we do, every day and remains a key priority at MetroLinx. Employees and contractors are empowered, encouraged and expected to take immediate action on emergent safety issues and to report those that are less urgent.

The rail operations division at MetroLinx recently participated in a Safety Culture assessment facilitated by the Railway Association of Canada, with positive results. As well, the Rail Safety Management System (SMS) was audited by the regulator, Transport Canada, with only minor findings, all of which have been rectified. The Bus Division is in the early stages of preparing an SMS, an internationally recognized best practice, and reports a continuing trend of reductions in preventable collisions. The MetroLinx Construction Management Office received a prestigious Canadian Urban Transit Association (CUTA) award for its Construction Safety Management Program.

MetroLinx pays a great deal of attention to the safety of our customers, employees, contractors and the communities in which we operate and will continue to strive to continuously improve this important area of our business.

Ridership

Approximately 863,000 passenger trips were taken on UP Express during the last quarter, a 39% increase to the same period in 2016. June 2017 had the highest monthly ridership since the service began in June 2015. The increase appears to be related to airport traffic, as Pearson passenger volumes in 2017 have increased almost 8% compared to last year.

Overall, GO ridership totalled 16.9 million in the quarter¹, with 14.0 million customers riding our trains and 3.9 million boarding our buses. Ridership increased 1.4% over the previous year, with the growth coming from a 1.9% increase in rail passenger trips. The number of scheduled train trips increased by more than 1,100 compared to last year, primarily through new year-round Barrie line weekend service and the first week of Stouffville two-way midday and evening service.

¹total excludes approximately 1 million transfers.

Network

At the end of June, Metrolinx, alongside the Government of Ontario, celebrated the start of construction of a new bus terminal in downtown Toronto that will give commuters more seamless access to public transit. This project is a transit-oriented development that will help transform downtown Toronto with two new commercial buildings and a one-acre elevated park over the rail corridor. The new bus terminal will better connect commuters to GO Transit, the TTC, VIA Rail, and UP Express. The location of the new terminal provides better vehicle access to the Gardiner Expressway and Lakeshore Boulevard, making it easier for bus riders to get to their destinations. The new terminal will also make commuting easier and more enjoyable for people by providing more than 1,000 bicycle parking spaces and urban green space. The first of two buildings - 81 Bay Street - is scheduled to be completed in 2020. In the interim, we continue to design the bus terminal operations model as well as pursue an off-site bus staging site to increase bus cycling in and out of the new terminal.

Customer Service

The ongoing rollout of retrofitted PRESTO Ticket Vending Machines (TVMs) with dispense and load capabilities is targeted for completion by the end of fiscal 2017/18. Since mid-May, 40% of GO TVMs have been upgraded and are available to our customers to instantly load their cards, check their account information and, at select locations, purchase a new PRESTO card.

On June 24th, we introduced a software change to many TVMs in our network to improve the search time and ultimately reduce the transaction time to purchase tickets. Customers searching for trips with three or more transfers may still purchase tickets from a station attendant.

To make travelling on GO easier for everyone, automated announcements and digital signs onboard trains are being introduced in a phased approach. Customer Service Ambassadors will continue making announcements specific to trips and provide the helpful in-person service GO customers are accustomed to and expect. Automated announcements have been made on GO Buses since 2014, and expanded to trains, one line at a time, beginning in January 2017. Installation of digital signs in accessibility coaches began late last year, and on July 13, those signs were activated to display the station name upon arrival. Digital sign installation and activation on accessibility coaches continues with 50 more expected to be completed by the end of 2017. These improvements will ultimately provide our customers with more consistent, timely and reliable information throughout their journeys.

This summer, GO provided extra trains during the CNE, the Caribbean Carnival, and after major sporting events and concerts. Niagara summer weekend service wrapped up September 4th, but will run again on the Thanksgiving long weekend.

GO Passenger Charter Key Performance Indicator Report Card

Measure		Target		2017/2018 Fiscal Year	2016/2017 Fiscal Year
On time	We will run 94% of trains within five minutes of the scheduled time.	94%	✓	96%	95%
	We will run 94% of buses within 15 minutes of the scheduled time.	94%	✓		
Safety	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30	Not yet met	31	32
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	74%	65%
	We will have 30 or fewer complaints per 1,000,000 boardings regarding service status communication.	30	✓		
Comfortable experience	We will have 30 or fewer complaints per 1,000,000 boardings regarding comfort in stations, trains and buses.	30	✓	25	41
Helpfulness	We will ensure 85% or more of customer inquiries/concerns are resolved the first time they contact us.	85%	✓	98%	100%

Safety complaints per 1,000,000 boardings remained stable since last quarter. We continue to monitor feedback in this area, as safety remains our top priority.

Service status information complaints per 1,000,000 boardings have decreased 50% since last quarter, as we continue to add more tools and options to fulfill our Passenger Charter commitment to keep passengers “in the know.”

Respectfully submitted,

Greg Percy
Chief Operating Officer