

Winter Readiness

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EXECUTIVE SUMMARY

- The 2018 / 2019 Winter season was one like no other, for a number of reasons. We experienced a combination of extreme cold and precipitation over prolonged periods, creating conditions that led to a degradation in service performance for our customers
- We have assembled cross-functional working teams throughout Metrolinx to better understand where there were vulnerabilities in our fleet and infrastructure assets and operational processes
- We recognize that last winter was difficult for our customers and have applied our learnings to make adjustments across all areas including fleet enhancements, infrastructure upgrades, communications and operating practices

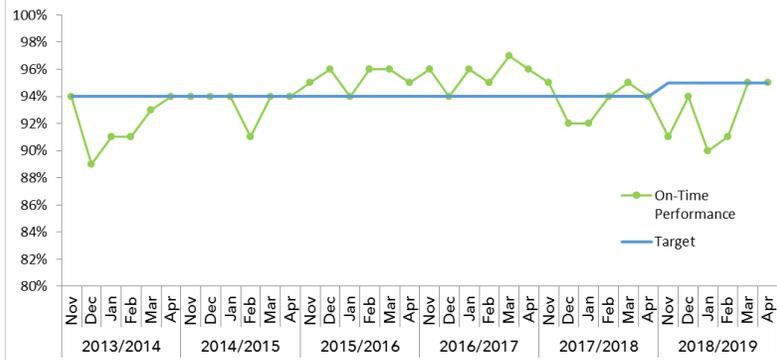


Our customers can expect a smoother, safer and more reliable experience going into the 2019 / 2020 winter season

HISTORIC WINTER PERFORMANCE & SEASONAL TRENDS



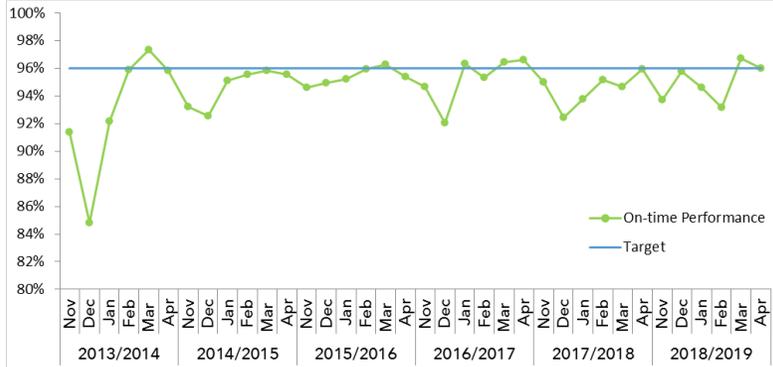
Train



2013 / 2014 Significant snow accumulation that stayed on the ground for most of the winter

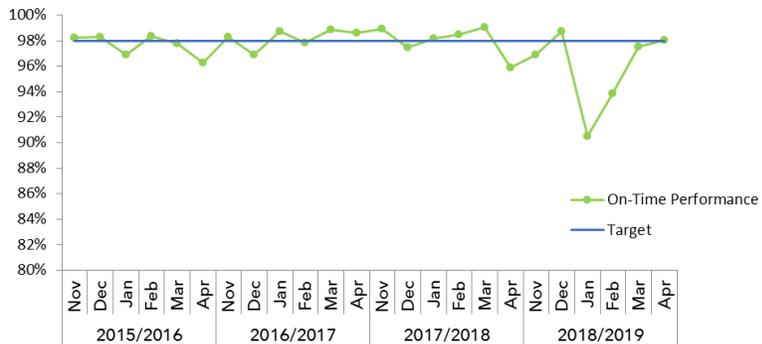


Bus



2014 / 2015 Colder than usual, less snow than typical winters

UP



2015 / 2016 Mild winter, more rain than snow with the lowest amount of snowfall of the six years reported

2016 / 2017 Similar to previous year, very mild with significant rainfall.

2017 / 2018 Average temperatures with slightly above average snowfall

2018 / 2019 Normal temperatures with significant snowfall in January and February. Unusual combinations of snowfall, accumulation and cold weather including high winter gusts that have not occurred in 50 + years

PREPARING CUSTOMERS FOR WINTER WEATHER - CUSTOMER COMMUNICATIONS

Safety reminders

- System wide station PA safety announcements - Slip/Fall be cautious
- Safety messages will be on all other channels (Twitter, Digital screens etc.)
- Safety reminders in all messages

Advance notice of potential adjustments due to predicted weather

- Red Banner GO web
- Weather related pictures included on Twitter and On the GO alerts
- All channels in use, coordinate with media team

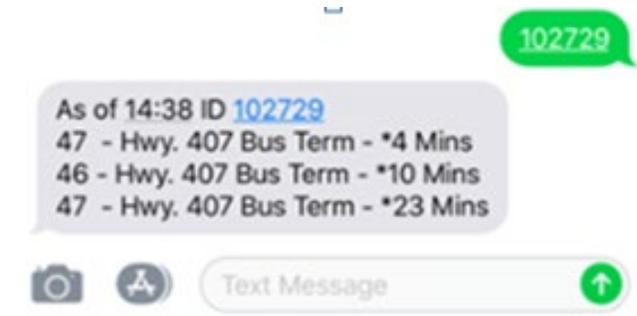


Winter storm and freezing rain coming our way

-  A winter storm with freezing rain is expected today. Please use extreme caution on the GO and plan extra time. For up-to-date information on your trip, please see our [Service Updates](#) page.

Information on schedule adjustments as earlier as possible

- Promote Where's My Bus
- Help explain weather related schedule changes/delays via GO Web and Metrolinx Blog
- Prepared messaging depending on weather severity



STATIONS ENHANCEMENTS TO IMPROVE SAFETY AND EXPERIENCE

Improved access to parking garages with more snow removal at entrances



Management of salt usage in all areas to maximize snow melt and minimize damage to clothes, shoes and vehicles

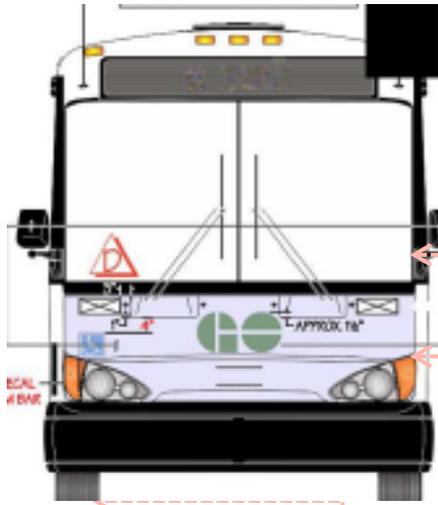


Water absorbing mats at bottoms of stairwells to stop pooling of melted snow

Extended station hours for access to heated waiting areas



IMPROVING WINTER PERFORMANCE ON GO BUS



All wipers replaced to improve driver visibility

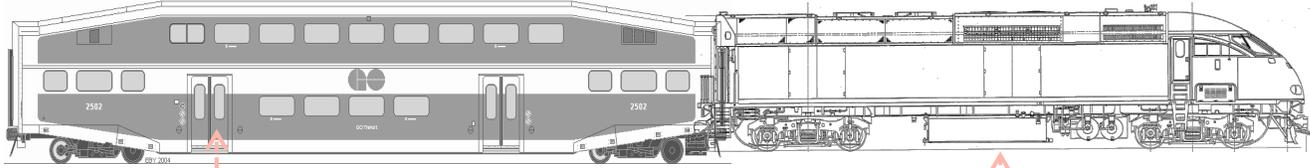
Buses to be brought indoors to heated garages and frequently tested for heating performance to avoid breakdowns

Winter tires will be installed on 100% of fleet along with winter driving refresher training
Increased driver communications with updates on conditions and safe operating reminders

- Support vehicles will be equipped with snow tires and technicians and placed in key locations throughout weather events to respond quickly
- Snowfall of 10 cm or greater will see route adjustments to avoid hills, bridges and other safety hazards

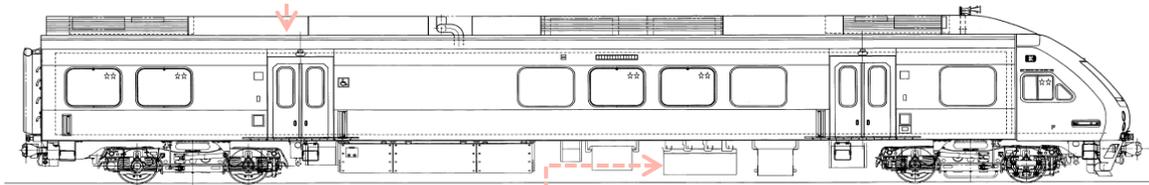


IMPROVING WINTER PERFORMANCE ON GO & UP



New door trim heaters (GO) and upgraded door seals on both GO and UP to prevent door freezing

Adjustments on the GO fleet to improve drainage and prevent delays to due freezing
De-icing throughout the day



New heating systems and insulation to reduce freezing of under carriage

Crews will be placed at critical points across network during weather to continuously monitor, de-ice and clear snow throughout the day

Upgrades to switches across network to minimize icing



A SUCCESSFUL WINTER SEASON WILL....



Have fewer instances of slip and falls and incidents involving bus



See fewer delays and cancellations, with more reliable performance across all services



Provide customers with the information they need - when they need it



Manage costs closely, eliminate waste and improve cost and resource management



See fewer customer complaints due to inconveniences and delays associated with weather