

**To:** Metrolinx Board of Directors  
**From:** Ian Smith  
*Chief Operating Officer*  
**Date:** November 26, 2020  
**Re:** **Operations Quarterly Report**

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**Recommendation:**

That this report be received for information.

**Operations highlights:**

Throughout the summer, we continued to focus on implementing measures to protect our customers and colleagues, ensuring their safety and giving customers the confidence to return to our system. As restrictions loosened, our customer priorities shifted to include service frequency and options. We responded by increasing frequencies on select corridors, providing a return to 30-minute weekday off-peak frequency on Lakeshore corridors. We continue to apply insight from the voice of the customer to drive actions, as well as aligning to Public Health recommendations.

- Additional measures were implemented to ensure staff and customer safety, including mandatory face coverings, hand sanitizer on trains, PPE vending machines and increased on-board cleaning
- Bus and rail seat barriers have been installed on all in-service vehicles
- Reliability remains a high priority for our customers. We exceeded on-time performance targets across all three of our services (GO train, GO bus, UP Express) for nine consecutive months. During the second quarter, GO rail achieved 96.6%, GO bus 98.3%, and UP Express 98.5%. Essential workers can continue to rely on us to get them to and from their shifts safely and on-time.
- For the first time since the pandemic began, we received enough survey responses in August and September to report on customer satisfaction. GO achieved a 78% satisfaction score for the month of October. Customer comments continue to be closely monitored and reported, allowing us to respond quickly to evolving customer requests.
- We've accelerated projects at a number of stations, including washroom amenity improvements, platform tile edging and stair rehabilitation.
- Customers want to stay connected and entertained during GO journeys, so on Sept. 28, we launched GO Wi-Fi Plus providing customers with not only up to 50MB of free data, but a content portal with unlimited access to TV shows, music, audiobooks, e-books, courses and podcasts. Wi-Fi has arrived on all GO buses, and approximately half of the train fleet.

- We are ready for winter! We have reviewed our learnings from the previous season to make improvements to processes and safety protocols around snow clearance, communications, winter driving, staff and crew readiness, fleet modifications and more.

**Looking ahead:**

- Opening of the new Union Station Bus Terminal on Dec. 5
- Working with our partners at the City of Toronto towards a confirmed date for the Bay Concourse opening
- Completion of GO Wi-Fi Plus rollout to entire train fleet by early 2021
- Station modernization projects continue, providing improved access to stations, parking capacity, amenities such as platform canopies and elevator rehabilitation

Respectfully submitted,

Ian Smith  
*Chief Operating Officer*

## GO & UP Customer Charter Key Performance Indicator Report Card

### Q2 - July to September 2020

Promise	Service Brand	Measure	Target	Actual	
To Do Our Best To Be On Time.	GO	We will run 95% of <i>trains</i> within 5 minutes of scheduled time.	95%	96.6%	✓
		We will run 96% of <i>buses</i> within 15 minutes of scheduled time.	96%	98.3%	✓
	UP	We will run 97% of trains within 5 minutes of scheduled time.	97%	98.5%	✓
To Always Take Your Safety Seriously.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30 or Fewer	89.8	✗
	UP	We will have 2 or fewer complaints per 100,000 boardings regarding safety.	2 or Fewer	3.7	✗
To Keep You In The Know.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding service status communication.	30 or Fewer	5.4	✓
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	6.9	✗
To Make Your Experience Comfortable.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding comfort in stations, trains, and buses.	30 or Fewer	133.9	✗
	UP	We will have 1 or fewer complaints per 100,000 boardings regarding comfort in stations and trains.	1 or Fewer	5.4	✗
To Help You Quickly and Courteously.	GO	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	86.2%	✓
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	95.7%	✓

### Year to Date - April to September 2020

Promise	Service Brand	Measure	Target	Actual	
To Do Our Best To Be On Time.	GO	We will run 95% of <i>trains</i> within 5 minutes of scheduled time.	95%	96.9%	✓
		We will run 96% of <i>buses</i> within 15 minutes of scheduled time.	96%	98.5%	✓
	UP	We will run 97% of trains within 5 minutes of scheduled time.	97%	98.9%	✓
To Always Take Your Safety Seriously.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30 or Fewer	103.6	✗
	UP	We will have 2 or fewer complaints per 100,000 boardings regarding safety.	2 or Fewer	2.9	✗
To Keep You In The Know.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding service status communication.	30 or Fewer	21.1	✓
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	6.9	✗
To Make Your Experience Comfortable.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding comfort in stations, trains, and buses.	30 or Fewer	108.8	✗
	UP	We will have 1 or fewer complaints per 100,000 boardings regarding comfort in stations and trains.	1 or Fewer	3.7	✗
To Help You Quickly and Courteously.	GO	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	84.8%	✓
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	92.7%	✓