



METROLINX

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Memorandum

To: Metrolinx Board of Directors
From: Greg Percy
Chief Operating Officer
Date: September 9, 2016
Re: **Operations Quarterly Report, Covering April 1- June 30, 2016**

Recommendation

That this report be received for information.

Overview

Following major schedule changes on June 25th, the corporation did not provide the level of GO service its customers expect and deserve. Because of this, a comprehensive review of service change planning and execution was done. Metrolinx is committed to learning from this series of events, and ensuring that even large changes to our schedules affect customers as little as possible. In spite of this disruption, at the end of June, GO train on-time performance finished the first quarter of 2016/17 on target at 94%. GO bus on-time performance also continued to surpass its target, finishing the quarter at 95%.

Metrolinx and the Government of Ontario are working to bring faster, more reliable service to the GO network. Minister Steven Del Duca made several announcements including twelve new GO train stations that will be built across the network, including eight in Toronto. The Lakeshore East line will be extended from Oshawa to Bowmanville, with four new GO stations, and a new service will be launched in the Niagara Region, connecting to the Lakeshore West service. On September 2nd, Metrolinx introduced two new GO rush-hour train trips on the Milton corridor and began bus service expansions to Brantford and Cambridge. Metrolinx began an integrated marketing campaign to highlight service to weekend destinations including Niagara Falls, Barrie and Toronto.

UP Express on-time performance averaged a strong 97% in the quarter. Ridership increased 158% from the previous quarter, as both airport travellers and commuters responded positively to the March 9th price decrease. The Service Recovery plan was updated, and the allocation of Guest Service Representatives to platforms and trains was revised to support the new ridership levels. Metrolinx implemented pre-validation of electronic tickets, and will evaluate the placement of ticket vending machines at Union Station.

Major Highlights

Operations

UP Express ran 13,740 trips in the quarter and on-time performance averaged a strong 97%. Since its launch, monthly on-time performance has met or exceeded 96%.

In the past quarter, GO ran 20,671 train trips and on-time performance remained high, averaging 94%, and increasing by 1.2% versus the previous year. A total of 176,052 bus trips were run and on-time performance averaged 95% in the quarter, on par with last year. GO continued to surpass its 94% target for bus on-time performance by a full 1% in the first quarter of the fiscal year, maintaining the consistent performance of the previous year.

In response to customer demand and increased ridership, Metrolinx added two new GO train trips to the Milton corridor. One peak morning eastbound trip and one peak afternoon westbound trip began in September. These trips provide over 1,500 more seats in each direction and give customers additional travel options, and a faster alternative to driving.

When the June 25th schedule changes were implemented, the GO service encountered many issues which led to delays and service disruption. A comprehensive cross-functional review was conducted, and a number of remedial actions were put in place to rebuild public confidence in the service, and to deliver on the promises of the Passenger Charter. Further details can be found in the June 2016 Service Changes – GO Transit Review report to the Board dated September 9, 2016.

Beginning in September, new GO bus services were introduced to Brantford and Cambridge and express bus service to Kitchener was expanded. New service includes 44 bus trips between downtown Brantford and Aldershot GO station, along with 12 trips from downtown Cambridge to Milton GO station.

Train shed and platform revitalization will continue at Union Station over the next two years, and these activities will result in reduced platform and track capacity. In August, platforms on the Lakeshore, Kitchener, Barrie, and Richmond Hill corridors were adjusted. This was done in order to maintain service levels and accommodate passenger volume while work is done to create a safer and more comfortable experience.

Customer safety is always a priority and, for the implementation of the platform changes, the presence of Transit Safety Officers and other staff was increased to manage customer volume and movement on platforms. With increased ridership, Metrolinx safety teams are also working to manage increased passenger volume on UP platforms.

Ridership

More than 620,000 riders used UP Express in the past quarter, an increase of 158% to the last quarter of 2015/16¹. The March 9th price decrease continued to drive traffic to UP. Eighty per cent of ridership represents airport travelers, with the remaining 20% being daily commuters or occasional transit riders.

Overall GO ridership totaled 16.7 million in the quarter, with 13.8 million customers riding our trains and 3.9 million boarding our buses. Ridership increased 3.9% versus the previous year, with the growth coming from an 11% increase in bus customers.

¹UP Express ridership from January-March 2016 was 239,945

Network

Metrolinx is working with the Government of Ontario to bring faster, more reliable service to the GO network, a 10-year program that will provide significant new travel choices across the GTHA. The Province and Metrolinx announced that twelve new GO train stations will be built in the GTHA, and a 20-kilometre extension of the Lakeshore East line from Oshawa to Bowmanville, with four new GO train stations, will be constructed. Plans were also announced to build another three new GO stations on the Barrie line, in Vaughan, Newmarket and Innisfil. Through the Regional Transportation Plan, Metrolinx has been working with our municipal partners to make more transit options available to residents.

In July, the Province and Metrolinx announced that work will begin next year to establish weekday GO train service between Hamilton and Grimsby by 2021, and to Niagara Falls by 2023. The project will include new and upgraded train stations, a new train layover facility in Niagara Falls, and 30 kilometres of new track. In addition to the new Confederation GO station coming to Hamilton in 2021, there will be a station built in Grimsby, as well as upgrades to the existing VIA Rail stations in St. Catharines and Niagara Falls.

To meet the needs of customers on the Kitchener corridor, Metrolinx has added 223 new parking spaces to Mount Pleasant GO Station.

A new Alexander Dennis bus assembly facility in Vaughan has opened, to assemble GO's new third generation double decker buses. These lower height vehicles will be able to access the four remaining terminals that cannot be served by traditional double decker buses due to height restrictions: Yorkdale, Scarborough, York Mills, and Union Station Bus Terminal. This will allow double decker buses to operate on all GO bus routes. The first of the new double decker buses began passenger service on July 25. These new low-floor/low-height buses provide increased accessibility and are 100% compliant with the Accessibility for Ontarians with Disabilities Act (AODA), making it easier for customers with mobility issues to take transit.

Increased service along the Milton corridor requires the addition of two trains. To accommodate them, two additional layover tracks are being constructed at GO's Milton Layover facility.

Construction has begun on the fuel system upgrade at the Willowbrook Rail Maintenance Facility in August, and is expected to be completed by the end of 2017. The fuel system is currently at the end of its life cycle and is in need of replacement. This project will replace the existing system and add additional fueling stations. Construction has finished at the Aberfoyle Facility, and the new fuel line has opened, allowing GO to take advantage of bulk diesel purchases and the subsequent financial savings.

The Service Recovery plan for UP Express has been updated to ensure seamless service for guests. This expanded plan calls for operational integration with the GO Transit Control Centre, earlier initiation of bus bridges, and better communication of service status information.

Customer Service

To better serve their increased passenger load, UP Guest Service Representatives have moved from behind the counter to be more visible and available on platforms and onboard trains. This way, UP can continue to offer commuters and visitors the high level of service they have come to expect.

Implementation of pre-validation for electronic tickets at Union and Pearson stations helped to protect revenue and support crowd control on platforms by reducing the need to use as many Guest Service Representatives on trains. The placement of ticket vending machines will be evaluated to ensure easy access for guests boarding UP Express at Union Station.

Metrolinx is continuing to roll out free Wi-Fi to all remaining GO stations by late summer 2016, through its partnership with its advertising sponsor, IMA Outdoor.

To remind customers and visitors that GO is not just a commuter service, Metrolinx began an integrated marketing campaign to highlight service to weekend destinations including Niagara, Barrie and Toronto. GO trains and buses can be a worry-free part of weekend plans, whether customers want to visit Niagara Falls, head north to Barrie and Lake Simcoe, or enjoy all Toronto has to offer.

In keeping with this, GO provided extra trains during the CNE, the Caribbean Carnival, and after major sporting events. If the Blue Jays make the post season, GO will be there with extra trips home well into October, to ensure fans get home safely and comfortably. Niagara summer weekend service wrapped up September 5th, but will run on Thanksgiving weekend.

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% | ✓ | 94% | 94% |
| | We will run 94% of buses within 15 minutes of the scheduled time. | 94% | ✓ | 94% | 95% |
| Safety | We will have 30 or fewer complaints per 1,000,000 boardings regarding safety. | 30 | ✓ | 29 | 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 | 75% | 70% |
| | We will have 30 or fewer complaints per 1,000,000 boardings regarding service status communication. | 30 | ✓ | 29 | 24 |
| 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 | 38 | 22 |
| Helpfulness | We will ensure 85% or more of customer inquiries/concerns are resolved the first time they contact us. | 85% | ✓ | 100% | 97% |

Metrolinx is currently reviewing Key Performance Indicators (KPIs) for UP Express, so that progress and performance can be measured and monitored, to better enhance the customer experience.

Respectfully submitted,

Greg Percy
Chief Operating Officer