

To: Metrolinx Board of Directors
From: Greg Percy
Chief Operating Officer
Date: February 7, 2019
Re: **Operations Quarterly Report**

Recommendation

That this report be received for information.

Overview

In 2019, Metrolinx will maintain strong focus on safety, service expansion, and customer service. Since the last quarterly update in December 2018, Operations has continued to progress a large program of initiatives designed to make travelling on GO faster and easier.

On January 7, 2019, GO introduced year-round weekday service between Niagara Falls and Toronto. Stops include St. Catharines and West Harbour in Hamilton.

We also extended several trips on the Kitchener line during our morning and evening peak periods and adjusted the schedule accordingly. These adjustments resulted in heavy passenger volumes. Since safety is always our priority, we immediately arranged for more transit safety officers and customer service staff to help keep everyone safe on our platforms. We also moved barriers on the platform at Union Station, providing more room for customers boarding trains.

We also heard customer concerns about passenger volumes on trains. To address these concerns, we have increased seating capacity during the evening commute. Additional changes are being planned to add even more capacity. We continue to be thankful for our customers' patience as we implement the changes required to expand service.

Getting our passengers home safely was a top priority on New Year's Eve when we offered special late-night GO services and free rides after 7 p.m. on GO and UP Express.

Major Highlights

Operations

In January, Metrolinx brought new GO train service to commuters in Niagara, several years ahead of schedule. The GO rail network now offers year-round weekday GO train service between Niagara Falls and Toronto. The second morning train from West Harbour now starts in Niagara Falls, stopping at St. Catharines before continuing on to Union Station. The second evening train to West Harbour now goes on to serve St. Catharines and Niagara Falls. We're able to deliver these improvements now thanks to an even stronger working relationship we've built with CN Railways (CN). By finding smarter and better ways to work together, we're significantly accelerating service improvements to these areas.

Also in January, we made a number of schedule changes on the Kitchener line that allowed us to expand service to several stops across the region. Existing trips were extended to deliver more trip options to customers in Mount Pleasant, Georgetown, Acton, Guelph and Kitchener. To accommodate this, other changes needed to be made, including modifying the number of cars on certain trains, converting a trip from express between Union and Bramalea to an all-stop, and changing some existing departure times.

To do this, we adjusted our afternoon Kitchener line schedule to provide approximately 30-minute service from Union Station between 3:30 p.m. and 6 p.m. for stops between Union and Georgetown. This meant that trips were spaced further apart to provide more consistent departure options for customers and to enable us to run our services in parallel with CN, which owns a key part of the rail corridor. These changes resulted in higher passenger volumes on trains and platforms, which created concerns among customers and staff.

These concerns were taken very seriously. To address them, we changed the 5:02 p.m. and 5:27 p.m. afternoon Kitchener-bound trips from Union from 10-coach trains to 12-coach trains, providing a total of 600 additional seats during the evening commute. This has improved both safety on the platforms as well as comfort on the trips. Many members of the Metrolinx Leadership Team were at Union Station throughout January to meet with customers and hear firsthand what is working and what we need to do better.

As always, we continue to explore other options to improve the customer experience. Our customers were clear in telling us that the removal of the 16:50 express train created difficulty for them. We have worked with our partners at CN to find a solution that allows us to re-introduce this trip effective February 13th.

Q3 Performance

In the quarter from October to December, we scheduled approximately 27,000 GO train trips, an increase of more than 18% over last year. On-time performance averaged 92%. This was a decrease of 2% compared to the same period last year. A number of factors contributed to this decline, including issues related to: asset reliability, operations and train control. In order to address these, GO Transit identified root causes and implemented action plans that aim to return our on-time performance to target. We experienced recovery in December and performance returned to 94%. We continue to focus on improving our on-time performance, aiming for a 95% stretch target in 2019.

GO bus on-time performance achieved a quarterly result of 95%, which met our current target and was almost a full percentage point higher than Q3 last year. GO ran more than 188,000 bus trips in the quarter, a slight increase to last year. As we frequently meet our 95% target, the stretch target for bus will be 96% in 2019/20.

UP Express operated more than 14,000 trips in the last quarter, and 98% arrived within 5 minutes of their scheduled time, the same as last year. Average trip time for the quarter was 26 minutes.

Q3 Ridership

Overall, the GO system had a total of 19.2 million boardings in the quarter, with 14.7 million customers riding our trains and 4.5 million boarding our buses. Train ridership increased almost 7% over the previous year. Bus ridership grew by 4%. The strongest growth in bus ridership occurred on the Markham/York University and Hamilton/Richmond Hill routes.

UP Express ridership continues to be strong. Though we experienced a seasonal decline from Q2 (July- September 2018), with approximately 950,000 boardings in Q3, it is still a 12% increase from the same period in 2017.

Safety

Metrolinx continues its strong focus on safety, with many of our initiatives showing positive results across all business units. There were no cardinal rule violations during the past quarter. Metrolinx reports a rolling 12-month average for cardinal rule violations of 1.7 per million train kilometres, which is in line with industry averages in Canada. We continue to focus on crew handling of railway switches as an important area of risk mitigation. Additional training and increased diligence in crew monitoring will reduce risk in this area.

Bus, which is our largest division and greatest contributor to our lost time injury frequency rate (LTIFR), has improved its performance by approximately 9% over last year. The Station Services division has shown a reduction of 28% and the Safety and Security division has a result that is 37% lower than last year. Overall, Metrolinx recorded an LTIFR of 4.0 against our target of 2.8, a 15% drop since last year. The improved performance is a result of a very diligent approach to worker safety, with every division within Metrolinx implementing injury reduction plans. We expect that the momentum we have gained will accelerate performance improvements over the next year.

Work on construction safety is progressing well. We have launched an industry safety advisory committee with representatives from our 20 largest contractors. This committee is working on creating a harmonized suite of construction safety metrics and a library of best practices. Our construction contractors are reporting an LTIFR of 0.06, which is well below our target of 0.5.

Network

In December, we ended nine weekends of work to restore five century-old rail bridges and replace the Humber River Bridge—even removing 19th century material that needed upgrading and replacement. This critical work will allow Metrolinx to deliver increased service levels on the Lakeshore West line, while allowing for future electric trains. Improved lighting and clearance under the bridges will help traffic flow and enhance safety for pedestrians and drivers.

Customer Service

The Where's My Bus real-time information service is another way we're making travelling with GO better, faster, and easier. Through text or our interactive phone system, customers are able to find out when their GO bus will arrive at their stop or station. Customers simply reference a stop ID to receive the arrival times for the next three buses.

In December, automated reminder announcements for customers to tap off with their PRESTO cards began playing on several bus routes, as well as on all last stops on each corridor, including Union Station. Beginning in February, select stations will be piloting announcements over the PA system to remind customers to tap off before they exit the stations.

To ensure we are reaching our customers with the important information they need about their journeys, we are continuing customer outreach activities to increase subscriptions to On the GO Alerts and to our line-specific Twitter handles. Twitter engagement has further increased with the inclusion of images providing our customers even more information on a single channel.

GO/UP Customer Charter Key Performance Indicator Report Card

Promise	Service Brand	Measure	Target		2018/19 Fiscal Year to Date	2017/18 Fiscal Year
To Do Our Best To Be On Time	GO	We will run 95% of trains within 5 minutes of scheduled time.	95%	Not yet met	91.5%	95%
		We will run 96% of buses within 15 minutes of scheduled time.	96%	Not yet met	95.1%	95%
	UP	We will run 98% of trains within 5 minutes of scheduled time.	98%	✓	98.0%	N/A
To Always Take Your Safety Seriously	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30 or Fewer	✓	24	28
	UP	We will have 2 or fewer complaints per 100,000 boardings regarding safety.	2 or Fewer	✓	0	N/A
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	✓	23	16
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	✓	2	N/A
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	✓	29	29
	UP	We will have 1 or fewer complaints per 100,000 boardings regarding comfort in stations, trains, and buses.	1 or Fewer	✓	0	N/A
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	Not yet met	78.5%	97%
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	✓	96.4%	N/A

Our revised Customer Charter that covers GO, UP, PRESTO, and Metrolinx can be found at www.Metrolinx.com

Respectfully submitted,

Greg Percy
Chief Operating Officer