

To: Metrolinx Board of Directors
From: Ian Smith
Deputy Chief Operating Officer
Date: September 12, 2019
Re: **Operations Quarterly Report**

Recommendation

That this report be received for information.

First Quarter Highlights

- We kicked off our summer season by supporting a number of major events including PRIDE Toronto, the Rolling Stones concert in Barrie and the Raptors championship parade. The parade was an incredible milestone for the City of Toronto and for Metrolinx. We saw approximately 100 K in additional riders between GO and UP. Our teams across Operations and the broader organization worked together to ensure that our customers got downtown and home safely from the extraordinary day.
- Enhanced fare evasion measures introduced in April has reduced fare evasion from 3% to 2.2%. We have received supportive and positive feedback from our customers, telling us they appreciate equal and fair treatment when a fare has not been paid.
- Our partnership with Ontario Northland continued for a second year, giving customers travel options to and from the Muskokas.
- Major improvements were completed at Guildwood GO Station. This is the first station to have a green-roofed atrium, in addition to other features such as a large indoor waiting area, washrooms, new tunnels and a parking lot design that eases traffic flow. Hundreds of customers and community members gathered to celebrate with us on June 19.
- UP on-time performance exceeded its target for the quarter, achieving 98%.

Strategic Objectives Update

Safety

Metrolinx's first priority is keeping everybody safe. We manage safety through our Safety Management System which is governed through our Executive Safety Security Health & Environment Committee. A meeting occurs every month attended by key business leaders.

- Overall, our lost time injury frequency rate (LTIFR) has dropped by 21% over last year, with a current 12-month rolling result of 4.2 injuries per 200,000 hours worked. Efforts continue throughout the organization to bring us to our target of 3.2. The Safety department is leading an LTIFR strategy workshop with each Metrolinx business unit to assist with the development of action plans targeting injury reduction.
- Train operation rule violations (TORV) and cardinal rule violations (CRV) are exceeding targets. Our 12-month average CRV rate is 0.4 per million train kilometres against a target of 1.2. In terms of other, less serious TORVs, we have achieved a result of 1.0 per million train kilometres against a target of 1.2. This represents a 62% reduction in rule violations compared to our performance as of June 2018.

Customer Satisfaction

Customer satisfaction continues to be a top priority. GO's most recent deep-dive survey revealed a score of 77%, just 1 point shy of our 78% objective, and in May, we hit a two-year high of 80% overall satisfaction with our GO customers. UP's last survey result was 86% with a target of 87%, while PRESTO's most recent was 76% against their 81% goal. Our LEAN approach to delivering customer service improvements has helped us to re-focus our efforts and develop action plans that address what matters most to our customers.

On-time Performance

Rail on-time performance averaged 92.8%, an increase of 1.1% from last year, but still short of our 95% target. Our teams remain focused on restoring performance to the level our customers expect. We're monitoring and proactively repairing switches, working closely with our dispatching partners to reduce delays due to rail traffic, adopting new maintenance procedures to address fleet challenges and preparing for the winter season ahead of us.

GO bus on-time performance achieved 95.1% in Q1, keeping trend with the last quarter, slightly lower than our 96% Customer Charter goal. While congestion, traffic incidents and major events were leading causes of delay, we are also taking steps to improve our bus fleet reliability through preventative maintenance.

UP Express operated over 14,000 trips in the last quarter, and 98% of them arrived within five minutes of their scheduled time, which is 1% higher than the previous year, and above the 97% target. We now have a technician riding our UP service all day each day, moving to different trains and monitoring performance to address issues quickly. We have also created contingency within our fleet by having a spare train in the event of an in-service emergency and a train in maintenance at all times. We are

focused on fleet reliability managing failures and conducting root cause analysis to ensure that when failures do occur, we fix the cause at the source.

Service Increases

Customers along the Kitchener, Stouffville, Lakeshore East and Lakeshore West lines have benefited from new and extended trips giving them more ways to get around during their busy days. Between April and June, our rail corridors ran over 27,000 rail trips, an increase of over 2,100, or more than 8%, compared to the same timeframe last year. Highlights included increased mid-day and late night service on our Stouffville corridor, more peak service for Kitchener, increased weekend service for Barrie and more late-night services for Lakeshore West customers.

GO buses made more than 183,000 bus trips from April to June, an increase of 6,676 (+3.8%) compared to 2018. Our school campus services were reduced over the summer months while we ramped up seasonal services such as Route 12, which serves the Niagara Region.

Looking ahead, customer satisfaction and safety continue to be top priorities with our focus areas including:

- Improving on-time performance for our customers.
- Planning for our next winter season. There are several initiatives underway aimed at improving the reliability of our fleet and infrastructure during extreme weather.
- Working with key partners to unlock capacity and provide more service growth.
- Improving our internal practices to ensure that we have the safest possible environment for our staff and customers.
- Improving signage and wayfinding at targeted stations, including Union Station.
- Upgrading the public announcement systems throughout the GO network to enhance customer communications at stations.
- Ensuring our reserved parking program continues to meet customer demand.
- Implementing more ways for customers to purchase tickets and use PRESTO at Pearson for travel to their destination.

Respectfully submitted,

Ian Smith
Deputy Chief Operating Officer

Customer Charter Results

GO & UP Customer Charter Key Performance Indicator Report Card

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%	93.2%	✗
		We will run 96% of <i>buses</i> within 15 minutes of scheduled time.	96%	95.1%	✗
	UP	We will run 97% of trains within 5 minutes of scheduled time.	97%	97.5%	✓
To Always Take Your Safety Seriously.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30 or Fewer	22.3	✓
	UP	We will have 2 or fewer complaints per 100,000 boardings regarding safety.	2 or Fewer	0.2	✓
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	17.1	✓
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	2.6	✓
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	28.1	✓
	UP	We will have 1 or fewer complaints per 100,000 boardings regarding comfort in stations and trains.	1 or Fewer	0.7	✓
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	81.8%	✓
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	97.1%	✓