

To: Metrolinx Board of Directors

From: Ian Smith
Chief Operating Officer

Date: February 20, 2020

Re: **Operations Quarterly Report**

Recommendation

That this report be received for information.

Third Quarter Highlights

- On Dec. 16, we opened a new track and island platform at Unionville GO Station as the existing platform will be out of service to enable the safe construction of two new tunnels. Upon completion, Unionville customers will have significant upgrades, including a second track that will increase rail capacity, new pedestrian tunnels, more parking spaces and bike storage.
- In January, we moved our UP Express kiosk at Pearson Airport closer to Pearson Guest Services to make it easier for guests to find information about our trains. The kiosk was refreshed with a new look and feel that aligns with all Metrolinx brands (GO, UP Express and PRESTO) and is focused on improving the signage and wayfinding experience by reinforcing the connection to the “Train to City” icon across the airport terminals.
- We listened to our customers’ early feedback and made improvements to our new E-Ticketing program. Website content was updated with clearer messaging on how to use the ticket.
- We’ve made fixes and enhancements to the gotransit.com website, including removing trip connections that have a window of 2 minutes or less to ensure the options presented to our customers are feasible, and introducing a “Buy E-ticket” option to the fare calculator. The option will be available for all adult fares.
- On Jan. 20, we closed the elevators at Oakville GO Station to complete critical upgrades. The elevator closures affect access to platforms 2, 3 and 4 and will take approximately three months to renovate. We’ve closed the two elevators simultaneously to minimize the downtime before they are operationally ready again. In the meantime, customers who have accessibility needs can take a shuttle to the neighbouring stations (Bronte or Clarkson) to use our services. At

the end of the renovation, these elevators will be more efficient and reliable for our customers

- In November, 22 GO stations transitioned to our new station service model. Attendants at these stations now wear brightly coloured safety vests and roam the station to assist customers. Our attendants are now equipped with mobile devices to assist with on-the-spot trip-planning and wayfinding. These changes continue our evolution of providing the best and easiest experience possible. The new model empowers customers to travel independently with confidence throughout our system, while enabling our station attendants to assist customers with more personalized service.
- We've been preparing for the transition of the Rail Traffic Control function from CN to Metrolinx. This corridor-by-corridor transition, commencing in February, will take approximately two years to complete, with the Union Station Rail Corridor being completed in the final phase.

Strategic Objectives Update

Customer Satisfaction

Our last GO in-depth customer survey resulted in an overall satisfaction score of 78%, which meets our target; however, it was a five per cent decline from our previous score. A recent UP Express customer satisfaction survey resulted in a score of 91%, which exceeds the target score of 87%. These scores reflect some of the work we have done to listen to our customers' needs, such as adding reminder messages to tap off at Union Station, and updating our internal communications systems so station attendants can keep our customers in the know with announcements whenever necessary. We're proud that we've consistently met the CSAT target since last summer and continue to work toward making all our customer journeys easy and enjoyable.

On-time Performance

Our on-time performance for rail service averaged 92.5%, an increase of 0.1% from Q2, below our Customer Charter target of 95%. For the year to date, on-time performance is at 93%. While this winter has been mild so far, we continue to diligently monitor the environment and our equipment, and prepare for the service day accordingly to ensure our customers arrive on time. Part of this monitoring includes replacing equipment, such as the recent replacement of a switch on the Lakeshore East corridor that had been in service since 1963. This piece of equipment was replaced with a much-needed custom-designed switch that is less susceptible to the elements, enabling more reliable service for GO customers.

The transition of the Rail Traffic Control (RTC) function to Metrolinx commenced in February and, for the first time in Metrolinx/GO history, we will assume control of trains (both GO and third party) on Metrolinx-owned territory. This change in our operation is a fundamental shift for us and is a critical step forward in delivering reliable service to our customers. From October to December, on-time performance for our bus services was 95%, slightly below our target of 96%. For the year to date, on-time performance is 94%. Our bus services team have taken more precautions this winter by installing new wipers and snow tires on all buses, bringing vehicles indoors for warming when applicable, and providing enhanced defensive driving training to improve the reliability of our buses for customers.

UP Express had an on-time performance score of 97.6% between October and December, surpassing the 97% Customer Charter target and bringing the year-to-date result to 97%. A series of fleet modifications have improved the resiliency of UP Express service when we are faced with inclement weather.

Service Increases

Between October and December we ran 30,401 rail trips, which is an increase of more than 3,300 trips, or 12% more compared to the same timeframe last year. Changes include:

- Our Lakeshore East customers at Rouge Hill GO Station now have four options for express train service during peak hours, for quicker trips between work and home.
- To help keep our trains running on time, an existing morning Stouffville line train no longer stops at Danforth GO Station at 7:28 a.m. Danforth customers have another Union-bound option four minutes later.
- The train departing Kitchener GO Station at 2:57 p.m. will now stop at Weston and Bloor stations, arriving at Union Station at 4:51 p.m.
- Hourly weekend trains now operate along the Stouffville line between Union and Mount Joy stations, with some trains extending to Lincolnville.

GO buses made 183,187 bus trips from October to December, a decrease of 5,000 trips compared to the previous year. The increase of train service on the Stouffville and Kitchener lines, along with increased use of double-deckers on growing routes, allowed us to decrease the number of buses on the road while carrying more passengers. In January, we adjusted Route 40 to stop at the park and ride lot at Dundas Street and Highway 407 to offer a new airport connection for Burlington-area customers.

As we increase our service in the upcoming months to meet the growing need for regional transportation, our customers can look forward to:

- Improved train service reliability through the transition of the Rail Traffic Control function
- The opening of the new Union Station Bus Terminal
- The opening of the new Union Station Bay Concourse

Respectfully submitted,

Ian Smith
Chief Operating Officer

Customer Charter Results

GO & UP Customer Charter Key Performance Indicator Report Card

October-December

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%	92.5%	✗
		We will run 96% of <i>buses</i> within 15 minutes of scheduled time.	96%	95.0%	✗
	UP	We will run 97% of trains within 5 minutes of scheduled time.	97%	97.6%	✓
To Always Take Your Safety Seriously.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30 or Fewer	21.9	✓
	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	19.1	✓
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	1.4	✓
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	23.6	✓
	UP	We will have 1 or fewer complaints per 100,000 boardings regarding comfort in stations and trains.	1 or Fewer	0.9	✓
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	87.0%	✓
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	96.2%	✓