

**To:** Metrolinx Board of Directors

**From:** Ian Smith  
*Chief Operating Officer (GO/UP)*

**Re:** **Operations (GO/UP) Quarterly Report - Q2 2021**

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The second quarter started just as Ontario entered stage 2 of reopening. GO Transit had more than 4.3 million boardings - a gain of 109% compared to Q1, and +67% compared to Q2 2020. Ridership on UP Express also increased, serving more than 235,000 guests in the quarter - a gain of 292% compared to Q1, and +118% compared to Q2 2020.

#### *On-Time Performance*

- GO rail services had 93.9% on-time performance for the quarter. While this falls below our target of 95%, our year-to-date performance remains above target at 96.7%.
- GO bus services sustained on-time performance above the 96% target, achieving 97.1% for the quarter and bringing the year-to-date performance to 98.2%.
- UP Express finished the quarter with 99.2%, which is well above the target of 97%. The year-to-date on-time performance for UP Express is 99.3%.

#### *Customer Satisfaction*

- Our August CSAT survey found:
  - GO Transit users had an overall satisfaction score of 80%, with 82% likely to recommend using our services. The survey results showed that customers appreciate our visible safety initiatives but have concerns with the reduced services at the time and COVID safety in general.
  - UP Express guests had an overall satisfaction score of 89%, with 88% likely to recommend using the service. While the survey respondents were very satisfied with the system, they did mention the decreased frequency of trains due to service reductions.

#### *Customer Service Excellence*

- Anticipating an increase in riders in September, we reinstated much of our service, including:
  - weekday express trips on Lakeshore West and Kitchener lines;
  - enhanced rush hour service on the Lakeshore, Milton and Richmond Hill lines;
  - off-peak weekday trips on the Kitchener, Barrie and Stouffville lines;

- new bus service to post-secondary schools, including a pilot express route to the University of Guelph; and
  - the start of GO bus service to the new Kipling Transit Hub.
- In partnership with the Ontario government, we retrofitted three GO buses with vaccination facilities. These “GO-VAXX” buses have been travelling to various events and community centres around the region to offer a more convenient way to receive a COVID-19 vaccination.
- Customers on UP Express can now tap their debit card on PRESTO devices to pay their fare – along with credit card tap functionality and the PRESTO card, our UP riders now have multiple convenient payment options.
- We launched GO train service to London, Ontario in October. The weekday pilot extends past our Kitchener line to stop at stations in St. Marys, Stratford and London twice a day, with one early morning trip from London to Toronto, and one evening trip from Toronto to London.
- Forty-six GO buses went into operation this quarter equipped with seatbelts for customers. Aligned with federal legislation, all new GO buses in our fleet will now come with the added customer safety measure.

#### *GO Expansion*

- In July, we closed York University GO Station to make way for new tracks along the Barrie line, which will enable two-way all-day electrified service. GO train service to the underused station had been suspended since March 2020.
- Alstom delivered the last of 36 new rail cars to our fleet in August. As GO looks to expand services and areas served, these new cars will be instrumental in keeping people moving across our network.
- In anticipation of relocating in 2022, Lincolnville GO Station was renamed Old Elm GO in October. The current station site will be used to increase the train maintenance capabilities of the adjacent layover facility.

#### *Looking Ahead*

- Ongoing improvements to the Stouffville, Lakeshore East and Lakeshore West corridors are resulting in temporary weekend schedule adjustments. This work will help bring us closer to providing more frequent train service.
- We are improving station access for those not using a car by enhancing walkways and bike routes, and wayfinding signage. We have started the work at five key stations: Oakville, Long Branch, Mount Pleasant, Aurora and Ajax GO Stations.
- In order to prepare the corridor for future transit service, we will not be able to operate express train service on the Lakeshore East line until 2024.

Respectfully submitted,  
 Ian Smith  
 Chief Operating Officer

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

### Q2 - July to September 2021

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%	96.7%	✓
		We will run 96% of <i>buses</i> within 15 minutes of scheduled time.	96%	99.2%	✓
	UP	We will run 97% of trains within 5 minutes of scheduled time.	97%	99.4%	✓
To Always Take Your Safety Seriously.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30 or Fewer	72.2	✗
	UP	We will have 2 or fewer complaints per 100,000 boardings regarding safety.	2 or Fewer	6.2	✗
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	33.1	✗
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	16.8	✗
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	27.2	✓
	UP	We will have 1 or fewer complaints per 100,000 boardings regarding comfort in stations and trains.	1 or Fewer	0.0	✓
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	94.5%	✓
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	97.7%	✓

### YTD - April to September 2021

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%	96.7%	✓
		We will run 96% of <i>buses</i> within 15 minutes of scheduled time.	96%	99.2%	✓
	UP	We will run 97% of trains within 5 minutes of scheduled time.	97%	99.3%	✓
To Always Take Your Safety Seriously.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30 or Fewer	72.2	✗
	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	33.1	✗
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	10.0	✗
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	27.2	✓
	UP	We will have 1 or fewer complaints per 100,000 boardings regarding comfort in stations and trains.	1 or Fewer	0.4	✓
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	94.5%	✓
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	95.8%	✓