

To: Metrolinx Board of Directors

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

Re: **Operations Quarterly Report - 2021/22 Q4**

While the majority of COVID protections were lifted in January, the spread of the Omicron variant had an impact on regional travel. GO ridership in the quarter decreased by 18.5%; however, when compared to last year, GO ridership increased by 109.6%, indicating a resumption of commuter travel, increased comfort with public transit and continued optimism for recovery. These trends were consistent with UP Express - with a 27% decline from Q3 to Q4, and an increase of 197% from the same time last year.

On-Time Performance

- Our GO train service had an on-time performance of 93.8% this quarter, which is below our target of 95%.; however, we ended the year with 95.2% overall. The quarter's on-time performance rating was influenced by weather-related events, particularly the snow storm on January 17 that closed major roads within the GTA for over 24 hours. A post-incident review revealed opportunities refine processes to be more proactive, which all have action plans.
- Our GO bus service had an on-time performance of 96.4% this quarter and 97.5% for the year - surpassing the target of 96%.
- UP Express service achieved the on-time performance goal of 97% by finishing the quarter at 98.1%, bringing the year-to-date average to 98.5%.

Customer Satisfaction

- Our in-depth customer survey in February revealed GO Transit users had an overall satisfaction score of 79%, with 82% saying they were likely to recommend our services. The top drivers of satisfaction include the following categories: *timeliness of service, communication, ease of use and safety, as well as clean and comfortable.*

Customer Service Excellence

- As we anticipated increased attendance at sporting and entertainment events, we operated special trains to reduce crowding on platforms and in trains.

- We introduced some fare changes: making local transit free when transferring between GO Transit and participating agencies, a lower cost youth fare, and an affordability pilot in partnership with Peel Region.
- In March, we announced we will be increasing evening and weekend GO train services along the Lakeshore lines, later UP services in the evening and reintroducing some seasonal services, such as the bus stop at the Toronto Zoo - to better meet the needs of customers.

Safety Never Stops

- Metrolinx was recognized by the American Public Transportation Association with the APTA 2022 Bus Safety Excellence Gold Award for our GO-VAXX Bus program. The award is given in recognition of innovative and proactive safety and security programs, which was demonstrated by GO-VAXX buses providing more than 64,000 vaccine doses across Ontario in these mobile clinics.
- Our Rail Facility Asset team reached the milestone of three years without a single injury. The team is responsible for the inspection, maintenance and repairs of more than 30,000 assets that are used to house and maintain the GO and UP Express trains at the Willowbrook Maintenance Facility and the 15 layovers across the Metrolinx network.

Looking Ahead

While we ensure we provide customer-first services for existing and returning customers, we are focussed on restructuring our business for growth. Our teams are preparing for GO Expansion through planning service adjustments to enable early works along the rail corridors and at stations and providing strategic direction for the entire program. Our approach to bus services is centred on rebuilding our market share. It is an exciting time to be in Operations as we work to ensure we are the preferred choice for today and tomorrow's customer.

Respectfully submitted,

Ian Smith

Chief Operating Officer (GO/UP)