

**To:** Metrolinx Board of Directors

**From:** Ian Smith  
*Chief Operating Officer*

**Re:** **Operations Quarterly Report**

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### **Operations Highlights:**

Optimism was the theme for Q1 2021/22. As COVID restrictions started to ease in June, more and more customers have been returning to our services or travelling more frequently. On GO Transit, ridership increased to more than 2 million boardings – a gain of 15% when compared to Q4 2020/21, and a jump of 117% when compared to the same time last year. UP Express had significant growth in boardings with an increase of 93% when compared to the same time period in 2020.

#### *Customer service excellence*

- We continue to surpass our overall on-time performance (OTP) targets on GO train, GO bus and UP Express services:
  - GO train services achieved 96.7% OTP for the months of April through June with a service level of 97.6%, which exceeded the 95% target.
  - GO bus services averaged 97.2% OTP, which exceeded the 96% target.
  - UP Express finished the quarter with 99.4% OTP, which exceeded the 97% target.
- We have been increasing both GO train and bus services as we anticipate more customers returning to transit:
  - Seeing an increase in leisure travel, we reinstated weekend GO train service to Niagara in June and operated extra buses to the Niagara region to accommodate demand and enable adequate physical distancing. In addition, a GO bus stop at the Toronto Zoo was added to enhance Route 96 and the route was renamed to Route 96Z.
  - On August 7, we introduced hourly train service to West Harbour GO in Hamilton and resumed key weekday train service on most rail corridors, including 15-minute frequency in the peak and midday periods along the Lakeshore lines.
- We are opening new spaces to serve customers better:
  - The Union Station Bay Concourse opened in late July. The revitalized area has more access points and additional space for customers to spread out – just in time for their return to transit. The additional PRESTO devices, ticket vending machines and departure boards will help ensure an easy customer experience. Customer service representatives are available to greet customers and ensure customers know their way around.
  - GO buses and trains began serving the new Bloomington GO Station on June 28. This new, state-of-the-art facility offers convenient amenities and more travel options for our customers in the surrounding areas.

- The Kipling Transit Hub was officially opened on May 10, giving customers another convenient place to connect between GO Transit, MiWay and the TTC.
- The new parking garage at Bramalea GO Station opened on May 17, providing more than 2,000 parking spaces for customers' use.
- Megabus and Ontario Northland began operating out of the Union Station Bus Terminal (USBT) on June 8 and July 4, respectively. Operation of bus services by these third-party carriers at the USBT means customers have access to more seamless connections for travel throughout the region and beyond, to places such as North Bay, Parry Sound, Sudbury, Kingston, Ottawa and Montreal.
- We rolled out CleanSlate UV sanitizers at select GO and UP Express stations in April for customers to sanitize their small electronics free of charge.
- We provided free GO Transit and UP Express services to customers on Vaccine Day, June 27.
- We piloted bike coaches along the Barrie GO line given that leisure travel has been the focus this summer. After monitoring usage, we found that the number of customers with bikes can be accommodated on our regular train coaches.

### *Operational excellence*

- In planning to increase rail service, we re-engaged rail crews, who were temporarily laid off during the pandemic, providing plenty of time for them to receive the appropriate training for their return.
- Similarly, staff at our Network Operations Control Centre have been performing simulations of pre-COVID rail traffic to prepare for busier peak service on our network, as well as drill exercises for significant service disruption scenarios.

### *Looking ahead*

- We continue to closely monitor ridership and are prepared to add services, buses or lengthen trains as customers return.
- We are actively preparing our teams for customers returning and operationalizing the Ready to Ride campaign.
- Select GO bus loops are getting safety upgrades, which include features such as: widened yellow lines at bus platforms, installation of physical barriers to prevent people from entering unsafe areas, and new signage to help customers find their way to their departing bus platforms to reduce incidents of pedestrians crossing the bus driveway.
- Work continues on the Stouffville corridor, such as adding infrastructure for a second track between Kennedy GO and Unionville GO, which will help pave the way towards more frequent, electrified train service in both directions.
- We are testing faster GO train speeds through Guelph to ensure that we can safely operate future increased service along the Kitchener corridor.

Respectfully submitted,  
 Ian Smith  
 Chief Operating Officer

# GO & UP Customer Charter Key Performance Indicator Report Card

## Q1 and Year-to-Date - April to June 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%	✓