

To: Metrolinx Board of Directors

From: Ian Smith
Chief Operating Officer

Date: November 22, 2019

Re: **Operations Quarterly Report**

Recommendation

That this report be received for information.

Second Quarter Highlights

- On July 7, we kicked off the summer at Union Station with the opening of a newly finished glass-covered walkway (also called the moat) running below Front Street, making it easier for GO and UP Express users to connect to the TTC subway station. The new walkway will provide relief for customers as we head into the winter weather.
- We expanded our Transit Safety team to include a K9 unit. After four months of intensive training this summer, Dash - the first of three dogs - began his duties with his partner, Officer Brenton Hoffman, on October 24. The K9 units will be in place to detect potentially dangerous substances, keep a protective eye on our passengers and investigate suspicious objects.
- We've made changes at UP Express Union and Pearson terminals to improve passenger flow and the payment experience. The digital display board now shows "Departing" at 15 seconds rather than 2 minutes and 30 seconds, giving our customers more accurate information about the amount of time they have to safely board the train. We have removed the GO PRESTO devices from the boarding areas to reduce confusion between devices and we have made pre-loaded PRESTO cards available for quick purchase.
- We introduced reminder messaging to help our customers remember to tap off. Prompts to tap off were played during the CNE and now play on buses at all station stops, end of line stations for rail and Union Station arrivals after 5pm.
- Over the summer, we invited our customers to submit feedback on the temperature on our vehicles. The majority came from customers reporting uncomfortably hot temperatures on trains. We took action quickly, increasing the frequency of replacement of air filters and correcting a software issue that interfered with temperature sensors.

- GO and UP Express customer satisfaction scores continue to hit targets with our latest survey results at 83% and 89% respectively.

Strategic Objectives Update

Safety

Safety is central to everything we do. Our Safety Management System is governed through our Executive Safety Security Health & Environment Committee, which holds a monthly meeting attended by key business leaders.

- On a 12-month rolling average basis, Metrolinx recorded a Lost Time Injury Frequency Ratio (LTIFR) of 4.2 injuries per 200,000 work hours at the end of September 2019. This result represents a 33% reduction over the same period last year. Each of our business units continues to work towards addressing the top risks faced by staff within their work environments.
- Train Operating Rule Violation (TORV) is defined as any train movement that is not in accordance to the Canadian Rail Operating Rulebook which governs all train movement. Our Strategic Objective #2 is to reduce TORVs by 15%, from 1.4 to 1.2 per million train kilometres; current TORVs are 0.9 per million train kilometres, which is 25% lower than target and 46% lower than the same time last year. Within the TORVs are a subset of rules that have a risk of collision or critical injury that are defined as Cardinal Rule Violations (CRV). CRVs for this reporting period are 0.5 per million train kilometres, which is a 20% reduction from the same time last year.
- Work on construction safety is progressing well. In the last quarter, we launched the Safety, Health and Environment Leadership Team (SHELT), a senior executive committee comprising 20 of our largest contractors, to assist us in our goal of improving construction safety. Led by Matt Clark, Metrolinx Chief Capital Officer, the SHELT will be a strong positive step towards our goal of improving construction safety across all of our projects. Our construction contractors are reporting an LTIFR of 0.1, which meets our 2019/2020 objective.

Customer Satisfaction

Our last GO deep-dive customer survey resulted in an overall satisfaction score of 83%, exceeding our 78% target by five points, and representing our highest score since spring 2016. UP Express' last survey result of 89% is the highest since UP service began in 2015, surpassing the goal of 87%. While these are great results, we remain focused on delivering quality services to delight our customers as we continue to grow the network to meet demands.

On-time Performance

Our on-time performance for rail for the second quarter was 92.4%, a decrease of 0.4% from Q1. This result was short of our 95% Customer Charter target although better than our performance in Q2 of 2018. Rail Traffic Control continues to spend time on-site with our dispatching partners and is developing shared processes to reduce rail congestion conflicts. We continue to look for opportunities to reduce the impacts of construction on our service journey times – this includes accelerating construction projects to complete several at a time. We've also implemented new data tools to improve monitoring of the signal network and eliminate unnecessary slowdowns.

The on-time performance for GO buses decreased from 95.1% in Q1 to 94.0%, 2 points below our 96% charter goal. Long-term road construction continues to cause delays. In addition to factoring long-term construction into new schedules, our service design team is working to provide temporary route planning around short-term construction projects. Our bus fleet maintenance team is working closely with manufacturers to replace filters as this was identified as a leading cause of engine performance issues.

UP Express had an on-time performance of 96.7% - just shy of the 97% Customer Charter target, and a small decline from the first quarter's 98% result.

Service Increases

Between July and September, there were more than 29,000 rail trips on our corridors, an increase of more than 4,200 trips - 16% more than compared to the same timeframe last year.

GO buses made more than 180,700 bus trips from July through September, a small increase of 560 trips compared to the previous summer. In September, post-secondary school routes were returned to full service to mark the start of a new school year.

Looking ahead, customer satisfaction and safety continue to be top focus areas:

- A customer change readiness program has been created to ensure that all risk analysis and planning for service changes are done with the customer at the forefront of decision making.
- Our rail teams are focused on the winter ahead and working to deliver a safe and reliable season for our customers.

- Installation of Wi-Fi will begin across the entire GO network.
- Station attendants will be more mobile and available to help customers at select stations.
- We will be revising the reserved parking system to accommodate customers arriving at stations later in the day.

Respectfully submitted,

Ian Smith
Chief Operating Officer

Customer Charter Results

GO & UP Customer Charter Key Performance Indicator Report Card - July-September

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%	92.4%	✘
		We will run 96% of <i>buses</i> within 15 minutes of scheduled time.	96%	94.0%	✘
	UP	We will run 97% of trains within 5 minutes of scheduled time.	97%	96.7%	✘
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	21.0	✔
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	2.0	✔
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	47.2	✘
	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	71.0%	✘
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	95.2%	✔