

To: Metrolinx Board of Directors

From: Ian Smith
Chief Operating Officer

Re: **Operations Quarterly Report**

Recommendation

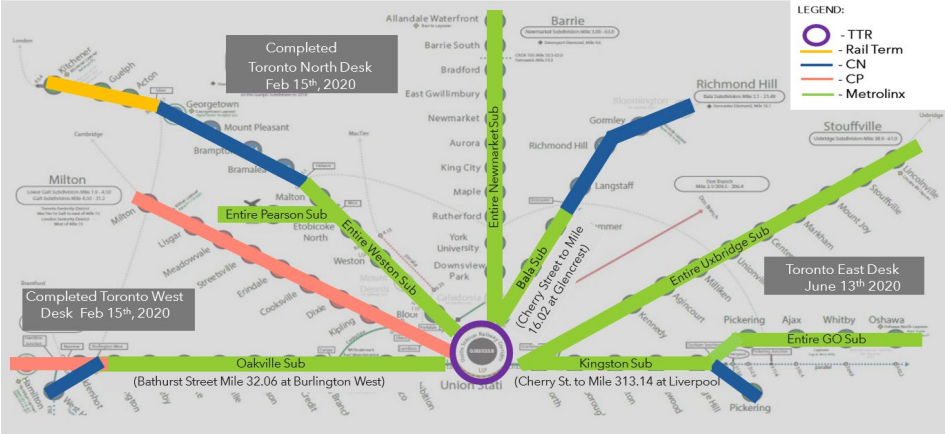
That this report be received for information.

Operations Highlights:

Since the onset of COVID-19, our focus has been on protecting our staff and customers and providing a safe, clean environment for all. With most of the province now in stage 3, we recognize that our customers need to feel confident as they prepare to return to our services. The following are some of the actions taken to make the transition between working from home and returning to the workplace as comfortable as possible:

- We've implemented enhanced cleaning across our stations, buses and trains, ensuring that high-touch areas are cleaned more frequently throughout the day
- We're currently installing seat barriers and piloting directional signage on some vehicles to provide customers with additional safety measures onboard our trains and buses
- We've adjusted the focus of our customer satisfaction surveys to ensure we fully understand our customers' needs and priorities as many prepare to return to using transit. We've learned that the work we are doing to keep our facilities and vehicles clean are now in line with customer expectations
- Face coverings are now mandatory
- As more customers return to our service, revenue protection officers have been increasing their presence on the system.
- The September GO service changes have now taken effect as we gradually restore our services to pre-COVID levels. The changes have been applied broadly across the network and will provide more options to nearly every GO Transit customer, with increases in both our traditional peak and off-peak time frames. Representing a 62% increase, this is the largest volume of schedule changes implemented at once in GO Transit's history

While we remain focused on implementing enhanced cleaning and hygiene measures, we have also continued activities to improve service reliability for our customers. Between April and June, all three services (GO train, GO bus, UP Express) surpassed our on-time performance targets of 95%, 96% and 97% respectively. June marked an important milestone for our GO train services, namely, we are now dispatching trains on nearly all Metrolinx-owned sections of our network. This transition has been planned for some time and will help us to sustain current levels of performance.



Looking Ahead:

- We'll continue to monitor our ridership levels and make adjustments as needed
- Readiness planning continues in preparation for the opening of the Union Station Bus Terminal and Bay Concourse
- We continue to monitor our customers' feedback on the new safety and hygiene measures in place
- In September, we are celebrating 50 years of service for GO bus. This is an historic milestone for Metrolinx, our employees and the communities we serve. Internal and external material will be developed to both celebrate and drive awareness of this important moment in our history

As many of our customers prepare for the return to school and workplace, they can feel confident that Metrolinx is fully committed to the safety and wellbeing of all.

Respectfully submitted,

Ian Smith
 Chief Operating Officer

GO & UP Customer Charter Key Performance Indicator Report Card

Year to Date - April to June 2020

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%	97.3%	✓
		We will run 96% of <i>buses</i> within 15 minutes of scheduled time.	96%	98.7%	✓
	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	117.4	✗
	UP	We will have 2 or fewer complaints per 100,000 boardings regarding safety.	2 or Fewer	2.0	✓
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	47.1	✗
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	6.9	✗
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	83.7	✗
	UP	We will have 1 or fewer complaints per 100,000 boardings regarding comfort in stations and trains.	1 or Fewer	2.0	✗
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	83.5%	✓
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	89.7%	✓