

To: Metrolinx Board of Directors

From: Ian Smith
Chief Operating Officer

Date: March 25, 2021

Re: **Operations Quarterly Report**

Recommendation

That this report be received for information.

Operations Highlights:

Work continues with safety first. We've implemented 40+ actions in relation to COVID-19, many of which will remain in place on our network beyond the COVID crisis.

- All services (GO train, GO bus, UP Express) have continued to surpass our on-time performance (OTP) targets, delivering reliable services to essential workers who have continued to use services throughout the pandemic. Our year to date OTP results for GO bus, GO rail and UP are 98.8%, 97.5% and 99.1% respectively.
- On December 5th we moved into the new Union Station Bus Terminal (USBT). The terminal offers a comfortable, stress-free journey for our customers as they wait indoors with access to live, up-to-date travel information.
- After three years of transformation work, the new Cookeville GO Station opened on November 10th. The new building is LEED (Leadership in Energy and Environmental Design) Silver certified, with features such as landscaping designed to reduce watering needs, and HVAC equipment which operates without CFC-based refrigerants.
- We continue to revise our trip schedules to reflect the ridership needs and travel patterns of our customers. We adjusted our services throughout the quarter and continue to do so as we progress through the changes in COVID restrictions.
- A PRESTO contactless payment (open payment) pilot commenced in March on UP Express, giving customers the option to tap their credit cards or mobile wallets to travel.
- UP Express stations received upgraded PRESTO devices. The devices have a new look and feel with features to improve the user experience. The devices were key

to enabling the newly launched options to pay by credit cards or mobile wallets on UP Express.

- On November 30th, PRESTO card users were introduced to the ability to set, modify or delete GO default trips using the PRESTO app, providing more options for our customers to self-serve.

Looking ahead:

- Preparations are taking place for the return of customers as the COVID vaccination is rolled out to more Ontarians and provincial restrictions ease. Our teams are working to ensure that our OTP and cleaning programs are sustained as ridership grows.
- Most of the major infrastructure for the Kipling Transit Hub has been completed. This hub will offer connections between GO Transit, MiWay, and TTC through a single location.
- Upgrades are underway on the Lakeshore East corridor to help bring faster two-way, all-day, 15-minute GO train service. This work will help make way for an extra track and future electrification infrastructure.
- Work will continue on the Lakeshore West corridor throughout 2021 to upgrade and modernize sections of the track.

Respectfully submitted,

Ian Smith
Chief Operating Officer

GO & UP Customer Charter Key Performance Indicator Report Card

Q3 - October to December 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%	98.0%	✓
		We will run 96% of <i>buses</i> within 15 minutes of scheduled time.	96%	99.1%	✓
	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	82.9	✗
	UP	We will have 2 or fewer complaints per 100,000 boardings regarding safety.	2 or Fewer	3.5	✗
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	5.8	✓
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	3.5	✓
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	34.1	✗
	UP	We will have 1 or fewer complaints per 100,000 boardings regarding comfort in stations and trains.	1 or Fewer	1.0	✓
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	95.0%	✓
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	98.6%	✓

Year to Date - April to December 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%	99.1%	✓
To Always Take Your Safety Seriously.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30 or Fewer	96.7	✗
	UP	We will have 2 or fewer complaints per 100,000 boardings regarding safety.	2 or Fewer	3.1	✗
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	16.0	✓
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	5.8	✗
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	83.9	✗
	UP	We will have 1 or fewer complaints per 100,000 boardings regarding comfort in stations and trains.	1 or Fewer	2.8	✗
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	88.2%	✓
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	94.7%	✓