

**To:** Metrolinx Board of Directors

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

**Re:** **Operations (GO/UP) Quarterly Report - June 24, 2021**

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### **Operations highlights:**

COVID-19 safety restrictions remained in place for the fourth quarter, having a significant influence on ridership. GO Transit had 1.7 million boardings from January to March - a reduction of 89% when compared to the previous year. UP Express had 47,000 boardings from January to March - a reduction of 93.8% when compared to the previous year.

The ridership we saw on GO Transit and UP Express this quarter was consistent with the year overall. At the end of the fiscal year, annual GO ridership was 90% less than the previous year with 7.7 million boardings, and UP Express had approximately 274,000 boardings - a 93.4 % reduction from 2019-2020.

#### *Customer service excellence*

For the riders who remain and rely on our services, we continued to deliver customer service excellence throughout the quarter:

- GO train, GO bus, and UP Express exceeded our overall on-time performance (OTP) targets:
  - Rail services achieved 98.7% OTP for the months of January through March, and ended the year with an average of 97.6% - surpassing our goal of 95%
  - Bus services ended the quarter at 99.2%, and completed the fiscal year with 98.9% overall compared to the 96% goal
  - UP Express finished strong with 99.6% in Q4, and concluded the year at 99.2% compared to the 97% goal
- We introduced a Japanese point-and-call system on our trains at each stop called "Shisa Kanko." This helps alert staff and customers of door operations on our coaches, making travelling on the GO network safer for everyone.
- We completed the installation of new PRESTO payment devices on GO buses and at GO stations in March. These new payment devices process information eight times faster and make deploying future upgrades much easier.
- We launched the PRESTO contactless payment pilot in March on UP Express, allowing customers to 'tap-on'/'tap-off' with credit cards and mobile wallets.

- In February, we combined two sets of bus routes to give customers more transfer-free options to travel across the region. Our new bus Route 41 connects Pickering and Hamilton, and Route 56 operates between Oshawa and Oakville.

### *Service agility*

With consistently low ridership, we temporarily adjusted how we serve customers. We strived to find the right balance between the responsible use of resources and the customer service our riders expect.

- Early in the new year, we suspended weekend train service between Niagara and Burlington, with GO buses maintaining the transit connection to Niagara region.
- We temporarily reduced UP Express service frequency during times of day with the lowest ridership based on current data.
- We temporarily adjusted some of our station hours and redeployed our station attendants across the network to help with cleaning initiatives on bus and trains.

### *Looking ahead*

- We are monitoring ridership and have plans in place for service, staffing and communications to welcome customers back when they're ready to ride with us again.
- Union Station Bay Concourse is expected to open soon, giving customers more space to spread out at Union Station.
- New Bloomington GO Station will open on June 28 with all peak Richmond Hill line GO trains and most Route 61 buses extending to serve the new station.
- Lakeshore East corridor construction is proceeding in areas like Woodbine-Danforth, paving the way for faster and increased service, with the addition of a fourth track and electrification infrastructure.
- Scheduled track improvements continue along sections of Lakeshore West during weekends throughout 2021.
- The testing of debit cards will join the contactless payment pilot on UP Express in the coming weeks, giving customers more payment options.

Respectfully submitted,

Ian Smith  
*Chief Operating Officer*

## GO & UP Customer Charter Key Performance Indicator Report Card

### Q4 - January to March 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%	98.7%	✓
		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%	99.6%	✓
To Always Take Your Safety Seriously.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30 or Fewer	94.8	✗
	UP	We will have 2 or fewer complaints per 100,000 boardings regarding safety.	2 or Fewer	1.8	✓
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	4.0	✓
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	6.5	✗
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	23.1	✓
	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	96.6%	✓
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	99.4%	✓

### Year to Date - April 2020 to March 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%	97.6%	✓
		We will run 96% of <i>buses</i> within 15 minutes of scheduled time.	96%	98.9%	✓
	UP	We will run 97% of trains within 5 minutes of scheduled time.	97%	99.2%	✓
To Always Take Your Safety Seriously.	GO	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30 or Fewer	96.2	✗
	UP	We will have 2 or fewer complaints per 100,000 boardings regarding safety.	2 or Fewer	2.7	✗
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	14.0	✓
	UP	We will have 4 or fewer complaints per 100,000 boardings regarding service status communication.	4 or Fewer	5.9	✗
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	68.7	✗
	UP	We will have 1 or fewer complaints per 100,000 boardings regarding comfort in stations and trains.	1 or Fewer	2.1	✗
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	90.3%	✓
	UP	We will ensure that 80% of all calls are answered within 20 seconds or less.	80% or Higher	95.8%	✓