

To: Metrolinx Board of Directors
From: Greg Percy
Chief Operating Officer
Date: December 7, 2017
Re: **Operations Quarterly Report**

Recommendation

That this report be received for information.

Overview

Metrolinx delivered above-target service this summer, as new and extended trips provided more options for passengers while maintaining strong on-time performance. As summer turned to fall, GO Transit and UP Express helped commuters get to work, school, and to the many events in the area, like Nuit Blanche and WE Day. In September, visitors from around the world joined us for the third Invictus Games. Ontarians were humbled and honoured to host these courageous men and women in the Greater Toronto and Hamilton Area (GTHA), and Metrolinx was pleased to run extra service after the closing ceremonies.

UP ridership grew for the fourth straight quarter, while meeting on-time performance and trip time targets. GO Transit ran almost 1,800 more rail trips compared to the same quarter last year, as we continually work towards transforming our service under the GO Regional Express Rail program.

UP Express on-time performance was 99.1% for the quarter, almost a full per cent higher than the same quarter in 2016, while trip time remained on target at 25 minutes. On-time performance for GO rail continued to be strong with a quarterly result of 94.3%, meeting GO's Passenger Charter commitment of 94% for the fourth consecutive quarter. Bus performance remained strong, with a quarterly result of 94.6%. This performance has resulted in a 12-month on-time performance average of 94.9%.

GO train and bus services will connect to two new subway stations along the TTC's Toronto York Spadina Subway Extension, enhancing integration between regional and local transit services in Toronto and York Region.

Metrolinx continues to focus on improving the customer experience with both new station construction and renovations at existing stations.

Major Highlights

Operations

In the past quarter, GO ran 23,045 train trips, an increase of more than 8% over last year, while on-time performance averaged 94.3%, more than two percentage points higher than the same period last year, and meeting the Passenger Charter target.

UP Express operated 14,208 trips in the last quarter, and on-time performance remained strong with the quarter completed at 99.1%, almost a full percentage point increase over last year. Average trip time was on target at 25 minutes.

On-time performance for GO bus was delivered at 94.5% in July, 94.7% in August, and 94.6% in September, for a quarterly result of 94.6%. This performance has resulted in a 12-month on-time performance average of 94.9%. GO ran more than 179,000 bus trips in the quarter, approximately 1,100 more than last year.

Also in January, Metrolinx will open its 66th GO Station along the Toronto York Spadina Subway Extension. GO train service at the new Downsview Park GO Station will enhance integration between regional and local transit services in the City of Toronto and in Vaughan with direct connections between Barrie GO train service and the TTC's Line 1 subway service. GO buses will also connect to the new Highway 407 Subway Station and Bus Terminal, creating a more integrated regional transit network.

Safety

Metrolinx collaborated extensively with transit authorities for the Vancouver and Montreal areas—TransLink and Réseau de transport métropolitain—to provide strong input into the federal government's review of the Railway Safety Act. Key points included requests to empower railways to institute random drug and alcohol screening, reduce overlaps in regulation, facilitate the adoption and implementation of alternate technologies and recognize the unique nature of commuter rail operations. Metrolinx also made an appearance before the Federal Standing Committee on Transportation regarding our use of locomotive voice and video recorders, an initiative in which Metrolinx is an industry leader in Canada.

Work continues on the implementation of our mental health strategy, which is a very high priority for our business. One cornerstone of this work is our partnership initiative with ConnexOntario, which provides mental health hotlines in our service area. We are also working closely with Operation Lifesaver, which has recently added railway suicide prevention to its longstanding focus on grade crossing safety. We are expanding our training program by offering courses that teach employees to identify and appropriately intervene when they observe passengers with mental health issues and who may be putting themselves or others in danger. As well, we are implementing enhanced post-incident debriefings and initiating a peer support network to improve how we assist and

protect our employees after they have been involved in high-stress situations, which will in turn better protect our passengers.

Metrolinx has implemented a safety message announcement for all buses scheduled to depart from the Union Station Bus Terminal. This message will announce departure in one minute, with an additional public service announcement reminding patrons for their own safety not to approach buses after they have departed the platform.

So far in 2017, we have sworn in 13 new Transit Safety Officers and eight Provincial Offences Officers. Their achievements in attaining their designation were celebrated in a formal swearing-in ceremony administered by a judge and attended by colleagues, family, friends and Metrolinx executives.



Ridership

Overall, GO ridership totalled 17.9 million in the quarter¹, with 14.7 million customers riding our trains and 4.4 million boarding our buses. Ridership increased 2.4% over the previous year, with the growth coming from a 3.1% increase in rail passenger trips. The number of scheduled train trips increased by almost 1,800 compared to last year, due to year-round Barrie weekend service and Stouffville two-way midday and evening service.

Approximately 971,000 passenger trips were taken on UP Express during the last quarter, a 23% increase to the same period in 2016. August 2017 had the highest monthly ridership (336,000) since the service began in June 2015. Both commuters and visitors are contributing to the increase, as Pearson passenger volumes in 2017 have increased almost 7% compared to last year (as of August).

¹total excludes approximately 1.1 million transfers

Network

The Whitby Rail Maintenance Facility will be a 500,000-square-foot facility that will provide mechanical maintenance, body repair, as well as day-to-day cleaning and operational services—all essential in order to provide backend support for regional rail expansion. Currently, there is only one GO train maintenance facility for the system, located in Etobicoke. Site preparation and grading work started in 2012. The facility is scheduled to be completed at the end of 2017.

Construction at Confederation GO Station in Hamilton began this fall. Metrolinx is preparing to conduct work on the GO bus (north) and rail (south) sides of the station property at approximately the same time. Construction began in late fall.

Metrolinx continues to focus on improving the customer experience with renovations at existing stations. The recently completed Oshawa GO/VIA Station is offering a better customer experience while accommodating growing demand at one of our busiest stations. It includes GO and VIA ticket sales and waiting areas, as well as expanded facilities and services. Modifications to the passenger drop-off area and parking lot will make it easier for drivers and pedestrians to enter and exit the station. The building opened October 14, 2017, and the project will be completed in spring 2018.

Milton GO station will receive a new building complete with 850 new parking spaces, a new passenger pick-up and drop-off area, snow melt system on platform, new bike shelter/parking, new multi-use paths, and 2 new pedestrian tunnels.

Meadowvale GO will also have a new station building that will include fully accessible restrooms, a redesigned bus loop, snow melting equipment on bus platforms, 6 bus bays, 3 bus shelters, additional parking in the north lot, and a new tree-lined walkway and bike path.

Customer Service

Additional signage has been added to Bloor, Weston, and Union stations to help our customers differentiate between UP and GO PRESTO tapping devices.

By September, 27 SuperLo Double Deck buses were received and placed into active service. GO expects to receive a total of 35 by the end of the year.

Metrolinx had the great privilege of supporting and honouring our Canadian Armed Forces service members this fall. In September, the Toronto Military Family Resource Centre reached out to GO Operations with a request to provide dedicated bus transportation to a group travelling to an Invictus Games event, and we were pleased to provide our support. Bus Operations and Transit Safety teams worked together to ensure a seamless journey, and our guests were thrilled with the VIP treatment.

This November, as he has done for 29 years, Bill Reid, the “singing veteran” charmed morning commuters at the Appleby GO Station. Bill is a retired educator and veteran (Royal Canadian Ordinance Corps, Belgium) who sings World War II era songs while pinning poppies. This year Bill was awarded the 2017 Senior of the Year Award, the Canada 150 Citizenship Award from the House of Commons, and he celebrated 60 years of marriage to his wife Ann.

Staff gathered for a Remembrance Day wreath-laying ceremony to honour those who have dedicated their lives to serve our nation. The ceremony was held at the Oshawa Bus Facility. This historically significant site was the location of the former Camp X, an allied training camp for covert operatives during World War II. We were joined by guest Piper Rick Paterson, Durham Regional Police Pipes and Drums, who led GO Transit’s own Guardians of the Journey in a processional. We were also honoured by representation from the Royal Canadian Mounted Police, Durham Regional Police and the student choir from the Monsignor Philip Coffey Catholic School. As we do every year, we were pleased to offer free rides to veterans on Remembrance Day.



In October, Calvin Rae, a loyal GO Transit customer of 35 years, took his last GO train ride into work. Calvin started taking the GO bus in January 1982, from Markham to a



new job in Toronto. Even after several moves within the GTHA, Calvin continued to use GO buses and trains to commute to Toronto, leaving the family car at home, and often taking the opportunity to read or catch a quick nap. Calvin's ridership represents thousands of kilometres traveled on GO Transit buses and trains, and upon his retirement, we had the privilege of recognizing his loyalty. Enjoy your retirement, Calvin.

Metrolinx was recognized for supporting indigenous youth with a certificate of appreciation from the Algonquin Woodlands Tribal Council. Chris Jukutas, a Capital Projects Group (CPG) employee, arranged for a donation of retired Metrolinx computers that, rather than becoming waste, were used by youth to learn hardware and software skills. In a show of generosity from our passengers, some overheard Chris discussing the plan while commuting, and donated their own old computers as well.



On other fronts, to help keep the City moving, GO Transit provided extra service after several events. One special night featured two major events: Nuit Blanche transformed Toronto into a canvas for local and international artists in the city’s annual overnight art celebration, and that same night, the Invictus Games Closing Ceremony showed the world what bravery and service look like. Extra service was also offered around major sporting events, WE Day, and on November 19th, for the Toronto Santa Claus Parade. As in previous years, GO ran special train service on the Kitchener, Stouffville and Milton lines to provide an easy and comfortable alternative to driving, with special flat-rate group passes sold in advance to make it even easier for families to see Saint Nick and his friends ride through town.

GO Passenger Charter Key Performance Indicator Report Card

Measure		Target		2017/2018 Fiscal Year	2016/2017 Fiscal Year
On time	We will run 94% of trains within five minutes of the scheduled time.	94%	✓	95%	95%
	We will run 94% of buses within 15 minutes of the scheduled time.	94%	✓	95%	95%
Safety	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30	✓	30	32
Keeping you in the know	77% of our customers will be satisfied with GO Transit's communication as measured by our customer satisfaction survey.	77%	Not yet met	74%	65%
	We will have 30 or fewer complaints per 1,000,000 boardings regarding service status communication.	30	✓	14	25
Comfortable experience	We will have 30 or fewer complaints per 1,000,000 boardings regarding comfort in stations, trains and buses.	30	✓	30	41
Helpfulness	We will ensure 85% or more of customer inquiries/concerns are resolved the first time they contact us.	85%	✓	98%	100%

Safety complaints per 1,000,000 boardings are now at the Passenger Charter target, as safety remains our top priority.

Respectfully submitted,

Greg Percy
Chief Operating Officer