

To: Metrolinx Board of Directors
From: Greg Percy
Chief Operating Officer
Date: September 14, 2018
Re: **Operations Quarterly Report**

Recommendation

That this report be received for information.

Overview

At Metrolinx, our vision of getting you there better, faster, and easier is being implemented across the organization. Operations supports and delivers on that vision with more train and bus trips, customer information tools, and station improvements while keeping customer safety top of mind.

Overall, customer service improvements continue to be made. First, in terms of payment, PRESTO Self-Serve Reload Machines are being installed at stations and PRESTO features being added to our ticket vending machines are giving customers more convenient channels to buy and load PRESTO cards.

Other improvements include:

- Partnering with the TTC to ensure our customers have travel options during service disruptions;
- A new public address system throughout our station network;
- Improved signage and wayfinding throughout our network;
- A new pet policy enabling leashed dogs aboard GO in non-peak hours, and;
- A pilot to connect passengers to the Muskoka region using the Ontario Northland bus service and our Barrie line GO trains.

This summer, our rail on-time performance did not meet our commitment to customers. On July 16th, immediately before the afternoon rush hour, we experienced an extreme-weather event when lightning struck our signal plant at Mimico. This caused train cancellations and delays and inconvenienced a large number of our customers. Although we take precautions, acts of nature can cause heat issues, slow orders, track and signal problems. We are determining root causes and risk mitigation strategies that will reduce the impact these issues have on rail

service going forward, and we are improving how we communicate to customers during such events.

To grow ridership, a new “kids ride free” pilot was launched on the Barrie corridor. We will analyse the results and make permanent changes when they sustainably provide benefits to our customers.

Major Highlights

Q1 Performance

In the quarter from April to June, GO rail ran approximately 25,400 train trips, an increase of more than 16% over last year, while on-time performance averaged 91.7%, a decrease of approximately 4.5 percent compared to the same period last year. The Barrie and Lakeshore East corridors in particular experienced cancellations and delays due to freight traffic, signal, and equipment problems.

GO bus on-time performance was on target and achieved a quarterly on-time result of 95%. GO ran more than 177,000 bus trips in the quarter, on par with last year.

UP Express operated more than 14,000 trips in the last quarter, and on-time performance remained strong with the quarter completed at 97%, approximately the same as last year. Average trip time for the quarter was the same as last year.

Q1 Ridership

Overall, the GO system had a total of 18.9 million boardings in the quarter, with 15 million on rail (79%) and 3.9 million (21%) on bus. GO scheduled almost 3,600 more train trips compared to last year, with rail boardings increasing 7.3% over the previous year. Overall, bus boardings declined 1% as we replaced more routes with train trips, while core bus routes experienced over 4% growth.

UP Express ridership was approximately 1 million higher during the last quarter, a 24% increase from the same period in 2017. June had the highest volume as UP ridership topped 410,000 for the first time since service began in 2015, with 14 new trips per week added in April. Ridership continues to be primarily airport travelers overall but, during peak hours, UP has provided a comfortable addition to GO service from Bloor and Weston to Union Station.

Operations

To help ease congestion and offer a better customer experience, we are increasing the length of trains on our Kitchener corridor from 10 cars to 12 cars. This will add approximately 300 more seats to the trains that are extended.

Our annual rail service to Niagara will run on Thanksgiving weekend, and extra trains will be run for Nuit Blanche, as they did for the final weekend of the Canadian National Exhibition.

GO Transit and Ontario Northland started running a pilot program in early August to give visitors to the Muskoka Region and North Bay a stress-free way to travel. Every Friday from August 3rd to September 3rd, an Ontario Northland bus connected with the Barrie corridor at Allandale Waterfront GO Station and took customers further north to Gravenhurst, Bracebridge, Huntsville and North Bay, with a return trip home on Sunday/holiday Monday. One ticket provided transportation on both the GO train and the Ontario Northland Bus. The pilot provided a convenient, comfortable way to take transit and avoid traffic delays.

Safety

Metrolinx continues to build its safety culture and performance as we develop a 360-degree view of safety. So far this year, we have expanded first aid training and updated our Rail Safety Management System. We have also initiated mandatory root cause investigation for all employee lost time injuries, significant rule violations and high potential incidents. A new Contractor Safety Committee has been initiated with members from each of our major rail contractors, and we have set up a new construction safety team.

Cardinal Rule Violations are those actions that put railways at risk of high consequence events such as derailments or collisions. Metrolinx has incurred two violations thus far in 2018, a train that passed a stop signal in April and a speeding violation in June. Both incidents have been fully investigated and mitigation plans identified and initiated. Metrolinx reports a rolling 12-month average for Cardinal Rule Violations of 0.8 per million train kilometres. That's like taking GO on 32 trips around the equator before a rule violation occurs.

In May, we launched our annual Safety Campaign. This year's campaign was bigger than ever, covering a broad range of topics concerning safety such as reporting sexual assault and harassment, speaking up if you see a suspicious package and reckless driving in our parking lots that put pedestrians at risk.

Network

Metrolinx is welcoming new engine technology to its GO fleet - the Tier 4 AC locomotive. Currently used on UP Express trains, Tier 4 technology reduces diesel particulate emissions by about 85%, and reduces nitrogen oxide emissions by 75% compared to a Tier 2 engine. While all of GO's current engines use DC powered traction motors, the new locomotive uses AC traction. AC traction makes for faster acceleration, reduces maintenance requirements and improves reliability. All 16 cutting-edge locomotives are being delivered this year and will help carry the load as GO plans to continue to increase train service.

Sustainability

Metrolinx is committed to sustainability. Operations has implemented a number of changes and is seeing positive financial and environmental results.

Rail Operations is piloting a throttle control program designed to save fuel. Testing began in January on select Lakeshore runs, with 100% being monitored by the end of June 2018. Early results show fuel savings of up to 15%.

Like many homes and businesses across the GTHA, Metrolinx is taking steps to lower electricity costs. Since July 2017, nine of our rail layover facilities have been eligible for a reduced rate, resulting in cost savings of almost \$2.7 million.

An environmentally friendly water treatment system now provides highly effective, all-purpose cleaning and sanitizing in stations by turning simple tap water into a chemical-free solution known as stabilized aqueous ozone. This system has reduced use of chemical cleaning products by 70%, which benefits the environment and improves working conditions for staff.

Customer Service

Staying connected while travelling is important to our customers, so Metrolinx conducted Wi-Fi pilots on select Lakeshore East and West GO trains, and Hwy. 7 corridor GO buses beginning in April, running until early July. We are evaluating the results of the pilot and will finalize a contract for service by the end of 2018.

When service disruptions occur, we want to give our customers all the information and options we can. To accomplish this, we are working with the TTC on a collaborative incident management pilot that improves communications to customers and staff. We designed this solution to better alert customers of alternative travel options with the TTC, in order to provide our customers with the information they need, when they need it.

This protocol allows an affected GO customer to travel on the TTC for free by showing their PRESTO card or GO ticket at select TTC stations. We communicate these alternatives to our customers through the GOTransit.com website, our Contact Centre's Interactive Voice Response system, On the GO alerts, Twitter messages, digital signs at the stations, and refreshed wayfinding signage.

In June, we finished piloting automated bilingual announcements on our Lakeshore East and Stouffville trains, as well as the #81 Port Perry bus route. This program introduces consistent voices and messaging throughout our system, and accommodates our French-speaking riders. The full rollout of the bilingual announcements on all rail corridors happened in early August, while buses were launched in September.

As our system grows, we need to ensure our customers have access to directional information through a variety of channels. We have developed a Station Signage and Wayfinding Program to ensure a holistic vision and consistent delivery of static signage and wayfinding to our customers throughout their journeys.

In response to customer feedback, we are conducting a pilot around updating our pet policy. From July 20 to October 15, a maximum of two leashed dogs can travel with customers boarding GO & UP trains on weekdays between 9:30 a.m. and 3:30 p.m. and from 6:30 p.m. until the end of service, and all day on weekends and holidays. During rush hour, we continue to welcome dogs on board but they must be in a pet carrier. Throughout the pilot, we'll collect and monitor feedback from customers and staff to help guide our future plans. We aren't making any changes to our service animal policy. Service animals are welcome on board with their owners all day, every day, and must wear a vest and have identification from an accredited training organization.

We've rolled out a new public address system in stations that will play pre-recorded announcements. These messages will be communicated in both English and French, and will announce the arrival of trains based on their actual proximity to the station. It began the last phase of testing in mid-2018.

Our fiscal year began with five of seven Customer Charter promises being met. We will continue to strive to meet these promises with increased service and an exceptional, safe customer experience.

GO Customer Charter Key Performance Indicator Report Card

Measure		Target		2018/2019 Fiscal Year to Date	2017/2018 Fiscal Year
On time	We will run 94% of trains within five minutes of the scheduled time.	94%	Not yet met	92%	95%
	We will run 94% of buses within 15 minutes of the scheduled time.	94%	✓		95%
Safety	We will have 30 or fewer complaints per 1,000,000 boardings regarding safety.	30	✓	24	28
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	70%	71%
	We will have 30 or fewer complaints per 1,000,000 boardings regarding service status communication.	30	✓		19
Comfortable experience	We will have 30 or fewer complaints per 1,000,000 boardings regarding comfort in stations, trains and buses.	30	✓	30	28
Helpfulness	We will ensure 85% or more of customer inquiries/concerns are resolved the first time they contact us.	85%	✓	89*%	97%

Respectfully submitted,

Greg Percy
Chief Operating Officer