

To: Metrolinx Board of Directors
From: Martin Gallagher
Chief Operating Officer, GO & UP, & Chief Safety Officer
Re: Operations Quarterly Report - Q1 (2022-23)

In late March, most public health restrictions were lifted to allow for more in-person social gathering and events. Consequently, there was a 91 per cent increase in GO ridership in the first quarter of the fiscal year. There were 8.3M boardings in Q1, compared to 4.4M boardings the previous quarter. Compared to the same time last year, GO ridership was just under 2M. UP Express had a 154 per cent increase in ridership in the first quarter of the fiscal year, with 568K boardings.

On-Time Performance

- GO train service had an on-time performance of 90.6 per cent this quarter, which is a threeper cent drop from last quarter and still below our target of 95 per cent. The quarter's on-time performance rating was influenced by trespasser activity, high passenger volume due to in-person events, track debris due to weather and extreme heat in June. Work with teams across Metrolinx continues to analyze root causes of primary delays and to develop strategies to reduce their impact.
- Our GO bus service had an on-time performance of 96.3per cent this quarter which surpassed the 96 per cent target.
- UP Express service achieved 98.5 per cent in on-time performance this quarter which surpassed the 97per cent target.

Customer Satisfaction

- The results from our survey in May 2022 found that GO Transit users had an overall satisfaction score of 71 per cent, with 77 per cent saying they were likely to recommend our services and 86 per cent saying they were likely to continue taking GO Transit.
- The survey indicated the main drivers of satisfaction were the categories: *Ease and Safety, Timeliness* and *Clean and Comfort*. The *Clean and Comfort* category rose in importance from the February survey, reflecting an interest for more space on trains.

Customer Service Excellence

- On April 14, improvements were made to the Service Guarantee program to allow customers with paper and e-tickets to submit claims online, and to extend the claim window to 30 days.

- On May 21, we adjusted our schedules to accommodate the growing number of people returning to work and attending in-person events happening around the GTHA. This included the return of weekend service on the Barrie and Stouffville corridors, seasonal weekend rail services to Niagara Falls and bus service to the Toronto Zoo, as well as weekday peak UP Express 15-minute service.
- On June 10, we enhanced the “On the GO” alerts to provide more timely information on disruptions, while giving customers the option to customize their alerts to fit their experience.
- On June 25, we re-introduced more bus routes and summer weekend bus service to Canada’s Wonderland, St. Jacob’s Market and Toronto Premium Outlets mall.
- On June 27, we extended our Contact Centre weekday hours by one hour, with service now from 8 a.m. to 8 p.m.

GO Expansion

- Major construction at Rutherford GO Station is complete. The new features include updated customer washrooms, digital displays, spacious waiting areas, accessible amenities such as new elevators on both platforms to connect to the pedestrian tunnel, and 1,200 parking spaces.

Looking Ahead

As customers continue to return to GO and UP Express after nearly two years of staying home, Metrolinx is dedicated to ensuring that our customers have the best experience and are ready to ride.

- We continue to monitor ridership levels and make schedule adjustments accordingly to prepare for September service changes.
- We continue to monitor customer feedback to ensure we continue to provide a safe and easy journey as people return to using our services.

Respectfully submitted,

Martin Gallagher
Chief Operating Officer, GO & UP, & Chief Safety Officer