

To: Metrolinx Board of Directors

From: Martin Gallagher
Chief Operating Officer (GO & UP) / Chief Safety and Security Officer

Re: **Operations (GO & UP) Quarterly Report (Q3 FY 2022 / 2023)**

Executive Summary

From October to December, GO Transit and UP Express welcomed more than 10 million riders and continue to see increased demand for services and significant growth in customers compared to the previous year. The reinstatement of trips across our network continued throughout the fall and included the return of express services on the Lakeshore West and Kitchener lines. New Year's Eve celebrations brought the year to a close, marking the busiest day for customers since the Raptors championship parade in 2019, with free travel after 1900hrs and additional late-night rail and bus service, with final departures leaving Union Station at 0300hrs. As our service offerings increased this fall, so too did reliability. On-time performance for GO Rail improved by 10 per cent and customer satisfaction improved to 87 per cent in November, our highest score in 2022. GO Bus saw similar increases, delivering 95.81 per cent on-time service in December, while UP Express achieved a quarterly high of 98.7 per cent on-time performance and customer satisfaction scores of 89 per cent at year's end.

Ridership

In Q3 (October to December 2022), GO Transit's ridership was 9.9 million, a slight drop of 6.7 per cent from Q2 of this fiscal year.¹ For the same period last year, GO's ridership was just under five million resulting in a 104 per cent increase year-over-year. Similarly, UP Express saw an increase in ridership of 124 per cent from the same time last year, despite a slight decrease of 4.7 per cent compared to Q2. While a dip in passenger volume is typical for December due to reduced customer demand during the holiday season, ridership numbers were lower than anticipated in November as a result of the ATU strike action. One of the standout days of the month was New Year's Eve. Despite multiple closures on the Gardiner Expressway and a large influx of passengers taking advantage of the free rides after 1900hrs, our operation ran a 96.6 per cent punctual service. This success can be attributed to rigorous planning, increase in driver resources and timely ad-hoc response from staff to reduce delays and impact to customers.

Customer Satisfaction

At the close of Q3, GO Transit Customer Satisfaction (CSAT) achieved a score of 83 per cent, based on the combined performance of GO Rail (85%) and GO Bus (81%). For the second

¹ New Year's Eve was the highest ridership day of 2022, with free travel for passengers beginning at 19:00 hrs on December 31. Q3 ridership numbers do not include customer numbers during the free travel period.

consecutive month, GO Transit CSAT scores remained above the 83 per cent target and were the highest of 2022.

I. GO Rail

GO Rail CSAT achieved a score of 85 per cent in December, a decrease from 87 per cent in November. The major contributing factors and areas of improvement were customer communications, rail service frequency, and station maintenance.

Customer Service Delivery increased Station Ambassador presence on platforms and throughout stations to support customers and respond to questions, as well introduced real-time announcements on platforms to inform customers when trains are arriving or if they are delayed. Rail service increases were implemented in mid-October, providing a consistent schedule for customers. Additionally, a Rapid Station Improvement Plan was introduced in November, with actions implemented throughout December, to provide a warm and welcoming atmosphere for our customers, from enhanced cleaning protocols to increased staff presence at stations. Express rail services were reintroduced on the Lakeshore West line on October 31 and further increased and expanded on December 5 to include the Kitchener line.

There are several actions planned for early 2023 to sustain and improve CSAT scores, including increasing customer service training for our frontline employees, improving WIFI services onboard our trains, and implementing a “spring cleaning” event at all stations, including planting and manicuring activities and quarterly deep cleaning blitzes.

II. UP Express

UP Express CSAT achieved a score of 87 per cent in December, an increase from 83 per cent in November. UP Express remained under the 91 per cent target by four per cent. The major contributing factor is service frequency. In October 15-minute service was reinstated during rush hour which corresponded to improved customer satisfaction with reliability, service frequency and crowding. Customers continue to indicate that the return of 15-minute service has increased overall satisfaction.

III. GO Bus

GO Bus CSAT achieved a score of 81 per cent in December, a decrease from 83 per cent in November. Actions taken to improve CSAT include putting up posters at stations with QR codes for customers to receive real-time bus departures, adjusting the Mobile Bus Operations Supervisor deployment model to increase customer service presence at stations and bus stops, and a maintenance audit program at stations and bus stops.

On-Time Performance

GO Rail On-Time Performance (OTP) for December was 91.68 per cent, with a 12-month rolling average of 93.58 per cent. Over the quarter there has been a 10 per cent improvement in rail on-time performance. We continue to see GO Rail punctuality negatively impacted by false activations of priority alarm strips, trespass activity within the rail corridor,

and severe weather events. We continue to address these challenges through continuous improvement activities and tactical deployment of staff to keep trains moving. Monthly UP Express OTP continues to exceed the 97 per cent target, with a rolling 12-month average of 98.1 per cent at the close of Q3.

Bus OTP was similarly impacted by winter weather and by increased traffic on the roads. To prioritize safety, drivers were directed to reduce speed and operate according to weather conditions, causing a slight reduction of OTP for the month of December. Nevertheless, GO Bus OTP increased in Q3 to 95.76 per cent, up from 94.86 the previous quarter. Bus Operations and Service Design are actively collecting driver feedback and reviewing ridership trends and traffic volumes to address the major contributor of delays, i.e., single segment and gradual delays and traffic. In January, seasonal adjustments were made, including added run time to 220 trips and reinstatement of university services to better accommodate passenger volumes (e.g., weekday trips increase from 1378 to 1490). To address the next highest contributor to OTP erosion, weather, a winter readiness plan has been developed which includes drivers beginning their shifts 30 mins ahead of their normal schedule to help maintain the on-time-pull-out and first-stop-arrivals target of 98 per cent.

Respectfully submitted,

Martin Gallagher

Chief Operating Officer (GO & UP) / Chief Safety & Security Officer