

**To:** Metrolinx Board of Directors

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

**Re:** **Operations GO & UP Quarterly Report (Q4 FY 2022/23)**

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### **Executive Summary**

Over the past year, demand for our services continued to grow with GO Transit and UP Express welcoming over 41 million riders, which is more than double last year's figures. The reinstatement of trips continued across our network and included the return of express services for GO Transit riders on the Lakeshore West and Kitchener lines nearing the end of 2022. In early 2023, 15-minute UP express service was re-introduced, seven days a week and 30-minute evening service returned on the Lakeshore West corridor. Capacity levels on our trains and buses were regularly increased to match a growth in ridership on trips carrying passengers to and from events across the Greater Golden Horseshoe area.

As service levels increased, so did reliability. GO and UP delivered a combined on-time performance above target at 96.8 percent and customer satisfaction scores subsequently increased, reaching 83 percent for GO and 86 percent for UP at year's end. Safety remained a top priority this quarter, with new programs and initiatives launching to ensure the safety and security of our transit system. A new Text-for-Help service rolled out in January, giving customers the ability to discreetly report safety concerns and request assistance in real-time by texting "HELP" to 77777. New partnerships were formed with external social service providers that specialize in housing, as well as mental health and addictions treatment. These partnerships will help provide a safe transit system for customers and staff, and to connect vulnerable individuals with necessary support. To further ensure the safety of our network and assist customers along every stage of their journey, we increased the presence and visibility of staff on trains, buses, platforms and in stations.

### **Increased Ridership**

In 2022/23, GO Rail ridership grew to 31.8 million from 10.6 million the previous year. GO Bus saw similar increases, attracting 11.34 million riders this fiscal year, which was more than double last year's figures. The re-introduction of the 15-minute service, seven days a week, on UP Express resulted in an 18 percent ridership growth on weekdays and a 25 percent increase on weekends. Despite service interruptions in February as a result of brake disc issues affecting our fleet, ridership on UP Express rose from 825k in 2021/22 to 2.57 million passengers this past year. Ridership levels are expected to increase further as new services are introduced in April to match a growth in customer demand.

### **Improved Reliability**

As we expanded our service and increased frequency across the network, we remained focused on delivering punctual and reliable service for our customers. Targeted action plans

were rolled out to address the leading causes of delay, including severe weather events and equipment issues, and a shift was made to centralized command and control through Metrolinx's Network Operational Control Centre for improved incident response and faster service resumption. To ensure trains depart and arrive on time, a new door closure procedure was introduced at terminal stations (e.g., Union Station) where doors open to platforms on both sides of the train, and an accessibility ramp is manually deployed. As a result of these actions, GO Transit and UP Express achieved a combined on-time performance above target at 96.8 percent. GO Rail on-time performance improved to 94 percent at the close of the fiscal year, up from 81.5 percent in August 2022. GO Bus and UP Express demonstrated strong reliability and punctuality over the year, achieving a fiscal year-to-date on-time performance of 96 percent and 98.1 percent, respectively.

### **Satisfied Customers**

Service reliability, frequency and availability remain key drivers of customer satisfaction for GO Transit and UP Express. As on-time performance improved across our services, and increased travel options were provided to our customers, we observed that customer satisfaction scores subsequently increased, reaching 83 percent for GO and 86 percent for UP at year end. Improvements were made across each stage of the customer journey to provide customers with reliable and real-time communication. Seating capacity increased on board our services for a more comfortable transit experience and new bike storage options were added. We continue to see a direct correlation between customer satisfaction and feelings of safety.

New programs, staffing models, tools and training were rolled out to further ensure the safety and well-being of our staff, customers, and the communities we serve. Text-for-Help launched on GO Transit and UP Express in January, giving an alternative and discreet way for transit customers to communicate with our Customer Protective Services (CPS) team while on our network. This service is offered throughout the Metrolinx network – on trains and buses, at stations and bus loops, and in Q4, more than 8,000 text messages were exchanged through this new service.

To further reduce the risk of accidents and injuries on our network, a new Trespass Task Force was formed to tackle trespass through a combination of education, enforcement, and engineering solutions. We also continued to track and monitor the rate of employee and contractor lost-time injuries. At the close of Q4, Metrolinx successfully achieved a Lost-Time Injury Frequency Rate (LTIFR) for all parties of 0.59 per 200,000 hours worked, better than the corporate target of 0.75. New partnerships were also formed with external social service providers to help link vulnerable persons sheltering on our network with necessary support. Further, an external, customer-facing campaign communicating Metrolinx's zero tolerance policy for violence and harassment against staff launched as part of a broader effort to provide a safe and welcoming transit system for customers and staff.

As we continue to welcome new and existing customers to GO and UP Express, Metrolinx is dedicated to ensuring that our customers have a safe and comfortable experience throughout the system. We continue to monitor ridership levels and customer feedback and

make schedule adjustments accordingly to ensure a safe, enjoyable, and seamless journey for our customers.

Respectfully submitted,

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