

**To:** Metrolinx Board of Directors

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

**Re:** **Operations (GO & UP) Quarterly Report (FY 2023 / 2024 Q4)**

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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 59.03 million riders. This represents a 43.6 per cent increase in ridership compared to last year's figure, rising from 41.09 million to 59.03 million.

In Q4, the transition of rail operations and maintenance to ONxpress Operations Inc. (OOI) achieved a readiness score of 59.38 per cent. The collaborative efforts between OOI and Metrolinx persist in ensuring a coordinated approach towards assumption by January 1, 2025. The ongoing preparations mark a significant milestone within Metrolinx's major transformation initiatives.

Metrolinx achieved notable milestones with record-high scores against our strategic objectives' targets for On-Time Performance (OTP) and Customer Satisfaction (CSAT). OTP for GO Rail, GO Bus, and UP Express exceeded all performance targets. Our efforts throughout the year to deliver safe and reliable service, drive customer satisfaction, and improve the customer experience, were reflected in the customer satisfaction survey results.

All three strategic safety objectives were achieved. The Lost Time Injury Frequency Rate (LTIFR) exceeded the corporate target. Moreover, incidents of violence and arrests on the network, against Metrolinx employees and customers, continued to decline, with a 27.3 per cent reduction against the target of 25.0 per cent. The successful implementation of the near miss program enables all employees to promptly report near misses, enhancing proactive safety measures across our network. These achievements are prominently reflected in the CSAT survey, where customer safety ratings have improved. Our safety and security objectives and programs are key enablers for customers using our services.

## **Punctual, Reliable Train and Bus Services**

Celebrating a significant milestone, Metrolinx concluded the quarter and the year exceeding all three of our OTP objectives for the 12-month Moving Annual Average (MAA). GO Rail achieved an MAA of 96.8 per cent against the target of 95 per cent. The target was exceeded every month of the year and reached a high of 98.1 per cent in February 2024. GO Rail's punctuality continues to be a primary driver of customer satisfaction. GO Bus achieved an MAA of 96.4 per cent against a target of 96.0 per cent. From November 2023 to March 2024, OTP has been steadily rising, with each month meeting or exceeding the corporate goal. UP Express achieved an MAA of 98.2 per cent against a target of 97.0 per cent. Since July 2022, UP Express has consistently met or exceeded the corporate target for OTP, with March's results demonstrating continued reliability and punctual performance.

**Increasing Customer Satisfaction**

Customers highly value reliability and frequency and continue to use our services in growing numbers. For March, GO Transit CSAT achieved 86.0 per cent against a target of 84.0 per cent. GO Rail and GO Bus exceeded the strategic objective target of 84.0 per cent, with GO Rail achieving 86.0 per cent and GO Bus achieving 85.0 per cent. UP Express achieved 88.0 per cent, against the target of 91.0 per cent, yet showcased remarkable growth by reaching 91.0 per cent in February 2024.

One of the key improvements this quarter was the planning and execution of major events, including New Year's Eve, the Solar Eclipse, and the first major sporting events of the calendar year. The first-ever all-night service by GO Rail and GO Bus on New Year's Eve was a notable success due to our dedicated staff, from frontline operations to senior management, who worked throughout the night to ensure the success of this new service by GO Transit. New Year's Day arrived without any safety incidents or service disruptions, leaving many grateful and satisfied customers.

Ontario's One Fare Program launched on February 26, allowing transit riders to only pay once when transferring from GO Transit, TTC, Brampton Transit, Durham Region Transit, MiWay, and York Region Transit. The program supports local communities and our passengers by enabling cost savings, enhancing customer satisfaction, and providing a more affordable transit journey across the GTHA.

In Q4, the implementation of several new initiatives aimed to further elevate the overall customer experience were implemented. GO Transit and UP Express stations were listed on the AccessNow app, providing verified accessibility information to align with our commitment to inclusivity and ensuring a seamless experience for all passengers. Furthermore, starting January 30, 2024, GO Transit began offering an e-ticket coupon to all active subscribers, promoting travel on their birthdays, and fostering customer engagement with personalized incentives.

**Keeping Our People Safe**

At the close of Q4, Metrolinx celebrated the achievement of all three annual strategic objectives for Safety. Targeted initiatives, programs, and actions were implemented to enhance customers' perceptions of safety across the network, culminating in a notable milestone with perceptions of safety reaching new highs of 94.0 per cent in January 2024.

Metrolinx surpassed the target by achieving an LTIFR of 0.40 per 200,000 hours worked, marking a 20 per cent decrease and a 32 per cent reduction in the LTIFR from the previous fiscal year's LTIFR of 0.59. In Q4, proactive measures, such as preparations for winter conditions were implemented to address major injury categories, including slips, trips, falls, struck by or against, and overexertion. Improved footwear, lifting technique training, upgraded stair surfaces, de-icing, snow removal, and de-escalation training were among the strategies employed to mitigate injuries. Construction contractors also demonstrated significant improvement with an LTIFR finishing at 0.01137, 88 per cent below the target, attributed to activities by Construction Safety and Capital Projects.

The near miss program was launched in late March 2023 and has been under consistent improvements throughout the fiscal year. The program was launched as a method to collect and assess near misses, where no injury, illness, or property damage occurred but had the potential to do so. At the close of Q4, near miss incidents had increased to 30.7 per cent of all incidents reported, demonstrating a growing understanding of the importance of proactive data assessment to prevent incidents with injuries or serious damage.

Workplace incidents against Metrolinx employees and customers have been reduced by 27.3 per cent year-to-date, exceeding the corporate target of 25 per cent. Key factors that contributed to this achievement were the implementation of the Managing My Platform program (MMP), in utilizing Station Ambassadors to effectively support crowd management during peak hours and events, provide customer service, and support the vulnerable population. This initiative also contributed to the reduction of arrests across our network. The presence of Station Ambassadors throughout the network has provided passengers with a sense of security and assistance when needed.

To address the complex challenges associated with e-vehicle usage on the GO Transit network, Metrolinx implemented several changes to bolster safety for both passengers and e-vehicle users, including a revised bike policy which launched on March 26, 2024. The primary objective of this program is to ensure the implementation of safety measures, educate both customers and staff on e-vehicle standards for enhanced safety, and establish enforcement measures to monitor compliance. Supporting the needs of gig economy workers, other bike users, and customers, while maintaining a strong focus on passenger safety, Metrolinx increased bike coaches from 8 to 14 for our rail passengers. This is to service demand for bicycle users and e-vehicle users on the Lakeshore West and Kitchener lines.

Operations (GO & UP) continues its efforts towards the commitment to excellence and safety with a focus on enhancing the overall passenger experience.

Respectfully submitted,

Martin Gallagher  
*Chief Operating and Safety Officer (GO & UP)*