

To: Metrolinx Board of Directors

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

Re: **Operations (GO & UP) Quarterly Report (FY 2024 / 2025 Q2)**

Executive Summary

In Q2, demand for GO Transit continued to grow with a 25 per cent increase in ridership compared to last year's figures, currently at 36.5M ridership against the annual target of 68.1M.

Through effective service planning, crowd management and responsive operations, Metrolinx successfully managed Ontario's peak summer tourism and a range of high-profile events, major sporting games, concerts, and large-scale festivals including Honda Indy, Toronto Pride, Caribbean Carnival Grande Parade (Caribana), the Canadian National Exhibition (CNE), and the Toronto International Film Festival (TIFF). Alongside, there was notable growth on routes connecting to post-secondary institutions, marking a 20.6 per cent year-over-year increase in September ridership at university and college stops.

Metrolinx continues to deliver punctual and reliable service across GO Rail, GO Bus, and UP Express, exceeding all corporate targets, while prioritizing customer satisfaction and safety. During a quarter of high event coordination, peak construction and event-based service expansion, customer satisfaction remained strong, with GO Bus reaching a record high at 91 per cent and UP Express significantly improving at 87 per cent.

Progress toward our safety strategic objectives is progressing well. The Lost-Time Injury Frequency Rate (LTIFR) and incidents of threats and violence on the network are trending down, achieving our corporate targets. Concluding the quarter, none of the business units have exceeded their annual limits for the reduction in rule and procedural violations, alongside making improvements in interdivisional planning and collaboration with external contractors to develop corrective actions and improvements.

Punctual, Reliable Rail and Bus Services

Metrolinx surpassed all three On-Time Performance (OTP) targets for Q2 and the 12-month Moving Annual Average (MAA). GO Rail achieved 97.1 per cent MAA, well above the 95 per cent target, accommodating 27,495 workblocks within the rail corridor. GO Bus scored 96.2 MAA against the target of 96 per cent. A proactive approach to scheduling and route adjustments allowed for prompt responses to delays, significantly enhancing service reliability. Additionally, bus service optimization contributed to increased utilization across the bus network, with utilization rising to a record-high of 71 per cent in September. UP Express exceeded the target at 97.9 per cent MAA, against 97 per cent, driven by strong crew and fleet management, and reliability improvements.

Improving our Customer Satisfaction

Across GO Rail, GO Bus, and UP Express, targeted efforts aligned with customer travel patterns and demands supported customer satisfaction. GO Transit maintained a strong Customer Satisfaction (CSAT) of 86 per cent, exceeding the target of 84 per cent, with GO Rail at 84 per cent and GO Bus at 89 per cent. UP Express concluded the quarter at 87 per cent, just below the 91 per cent target, but demonstrating significant improvement since the start of the fiscal year.

In response to increased demand during the Canadian National Exhibition (CNE), additional weekday evening trips were introduced on Lakeshore East and West corridors, including 17 extra weekly trips. Express services stopping at Exhibition GO successfully alleviated crowding, enhancing the passenger experience for both regular and event-specific trips. This year's additional services effectively aligned to demand, resulting in a 30 per cent increase in ridership compared to pre-COVID levels and a total of 416,338 riders.

This quarter's efforts included analyzing ridership and traffic trends, peak usage patterns, and routes anticipated to experience high demand with the start of the academic year. Variable timetables by day of the week were expanded to adapt to shifting travel patterns, ensuring precise deployment of services. These improvements have enhanced service efficiency and customer experience, which is reflected by GO Bus hitting a record-high of 91 per cent in August.

Continuous improvement initiatives on UP Express aim to alleviate overcrowding by promoting alternative travel options on the Kitchener GO line to improve seat availability. Operations drafted a strategy focusing on education, perception adjustment, communications, and marketing to ease crowding and encourage peak-hour migration to GO Rail services.

Keeping Our People Safe

Safety remains a top priority. In conjunction with our ongoing safety efforts, every September, Metrolinx supports Operation Lifesaver's Rail Safety Week, emphasizing our commitment to safety and the need to raise awareness among customers and communities about safe rail practices. As part of Rail Safety Week 2024, Metrolinx launched a new marketing campaign, See Something, Say Something, which seeks to champion the removal of social media content featuring dangerous acts posted on social media platforms.

Metrolinx continues to demonstrate strong performance against its safety objectives. With a focus on reducing our lost-time injuries and incidents of violence across the network, in Q2, trending downwards, all-parties Lost-Time Injury Frequency Rate (LTIFR) concluded at 0.40, a 7.5 per cent reduction from the previous quarter and meeting the corporate target. Most incidents involved common hazards such as slips, trips, and over-exertion, with no severe injuries reported.

As of September 2024, incidents of threats and violence against Metrolinx employees and customers are trending below the target at 8.84 per million customer journeys, against the target of 11.5. Based on trending patterns, visible protective service is present at priority

stations, where Station Safety Ambassadors (SSAs) have been deployed to detect and deter disorder and protect the safety and security of customers and employees in station parking lots, platforms, and buildings. Our Customer Protection Services actively engages with agencies and municipalities across the network to connect vulnerable persons with social service agencies. There is a continued emphasis on training staff to handle high-stress interactions to enhance a safer, more responsive transit environment, with programs focused on equipping employees to de-escalate situations, recognize when to disengage, and seek assistance.

Year-to-date there have been 67 rule or procedural violations across all business areas. Since April 2024, Rail Fleet and Operations have recorded 47 violations, Rail Construction and Maintenance have reported 17 violations, and Track Protection has reported the fewest violations, with 3. All incidents are investigated with corrective action plans tracked until implemented.

Metrolinx continues to deliver safe, frequent, and reliable services to our customers in the Greater Toronto and Hamilton Area.

Respectfully submitted,

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