

**To:** Metrolinx Board of Directors

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

**Re:** **Operations Quarterly Report**

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## **EXECUTIVE SUMMARY**

The summer saw the return of several exciting events such as the Honda Indy, Caribbean Carnival and Fan Expo which had riders coming in and out of the city using GO, UP Express and PRESTO services. The long awaited Canadian National Exhibition closed off the summer and marked the return to school or work for many families. In Q2 (July to September 2022), GO Transit's ridership was 10.6M, a 41 per cent increase when compared to Q1 of this fiscal year. For the same period last year, GO's ridership was just under 4M resulting in a 179 per cent increase year-over-year. Similarly, UP Express saw an increase in ridership to 719K, a 27 per cent increase compared to Q1 and a 205 per cent increase from the same time last year.

## **ON TIME PERFORMANCE (GO TRANSIT)**

GO Rail achieved an on-time performance of 87.7 per cent this quarter, which is a two per cent drop from last quarter and below the strategic objective target of 95 per cent. GO Rail recovered from a low in August of 81.2 per cent to finish the quarter strongly with 87.7 per cent of train services arriving on time.

There were many contributing factors affecting punctuality and reliability, including service cancellations due to crew shortages, high volume of people attending large events, and trespasser and police activity in the rail corridor, resulting in unplanned disruption to service. As ridership and events increased, the reductions in service created crowding and capacity issues leading to delays in departures and arrivals of services.

Crewing availability improved in September leading to better on-time performance and setting the platform for increased frequency and reinstatement of services in October.

Deployment of Customer Protection Officers and Customer Service Delivery staff across the network contributed to a 54 per cent reduction in special events and passenger volume delays in September. The introduction of new protocols with emergency services and with train crews resulted in a 70 per cent reduction in trespasser delays.

## **ON TIME PERFORMANCE (UP EXPRESS)**

Union Pearson Express service achieved an average on-time performance of 98.7 per cent this quarter, surpassing the annual target of 97 per cent. In July, on-time performance was at its lowest at 96.6 per cent increasing to 99.7 per cent in September.

Action plans to increase availability of train crews in September were successful, enabling the reinstatement of cancelled trips, including 15-minute peak service in early October.

## **ON TIME PERFORMANCE (GO BUS)**

Our GO bus service achieved an on-time performance of 94.9 per cent, a slight drop of 1.5 per cent from last quarter falling just below the annual 96 per cent target. GO bus on-time performance has been slightly below target since July 2022. Traffic-related delays were the main factor over the last three months, accounting for 66 per cent of the on-time performance delays. Road construction, maintenance works, and weekend special events in downtown Toronto caused major traffic impact to Union Station Bus Terminal during the summer months.

## **CUSTOMER SATISFACTION (CSAT)**

Customer Satisfaction (CSAT) achieved an average of 80 per cent this quarter based on the combined performance of July (82%), August (80%), and September (77%). Customer Satisfaction has been trending below target of 85 per cent throughout Q2 mainly as a result of lower service levels, punctuality, disruption and crowding.

We continue to see a correlation with on-time performance and customer satisfaction. Of the customers who said they experienced a service delay, overall Customer Satisfaction (CSAT) was 62 per cent compared to 93 per cent for customers who did not experience a service delay or disruption.

Throughout Q2, various actions were taken to improve customer satisfaction. Customer Service Delivery responded to a growth in ridership by increasing station building hours and train lengths to 10 or 12 coaches. In July, discounted e-ticket options on GO with Weekday Group Passes were introduced. Contactless payment was launched in August, offering more fare payment options to customers on GO Transit, Brampton Transit, MiWay and Oakville Transit where customers can pay their fare by tapping their credit card on PRESTO devices. In addition, five new secure bike rooms were opened in September at Rutherford, Cooksville, Pickering, Centennial and East Gwillimbury GO stations.

As service levels and punctuality continue to increase and delays and disruption management improves, we will deliver greater levels of customer satisfaction.

## **LOOKING AHEAD**

As we welcome previous and new customers to GO and UP Express, Metrolinx is dedicated to ensuring that our customers have a safe and comfortable experience with our services. We continue to monitor ridership levels and make service adjustments accordingly, with further service changes scheduled for December. Customer feedback is also being monitored to ensure a safe and comfortable journey as people return to the network.

Respectfully submitted,

Martin Gallagher

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