

# GO Transit President's Board Update

## November 2012

December 5, 2012

Gary McNeil  
President, GO Transit



A Division of / Une Division de  
METROLINX

# Highlights

- GO Trains exceeded their on-time for performance target of 92%, and reached **94%**.
- Customer satisfaction remains a key priority: **78%** of customers are satisfied with GO; **92%** will continue to use GO and **80%** would recommend GO to a friend or colleague.
- The GO Train Service Guarantee was launched on November 14<sup>th</sup>, providing fare credits to customers whose arrivals are delayed by 15 minutes or longer.
- With the majority of GO customers using PRESTO, GO monthly passes are being discontinued as of January 1, 2013. December monthly passes will be the last ones sold. On June 1, 2012, GO stopped selling 2 and 10 ride paper tickets as PRESTO served the same function.
- We are making PRESTO even easier for our customers with 72 tap-on devices at Union Station; PRESTO is now available at 64 GO Train stations, 30 GO third-party ticket agencies and four GO Bus Terminals, on all 905 local transit systems and at 14 TTC subway stations.



# Service Additions

We continue to add service across our system to meet the changing travel needs of our passengers and growing demand.

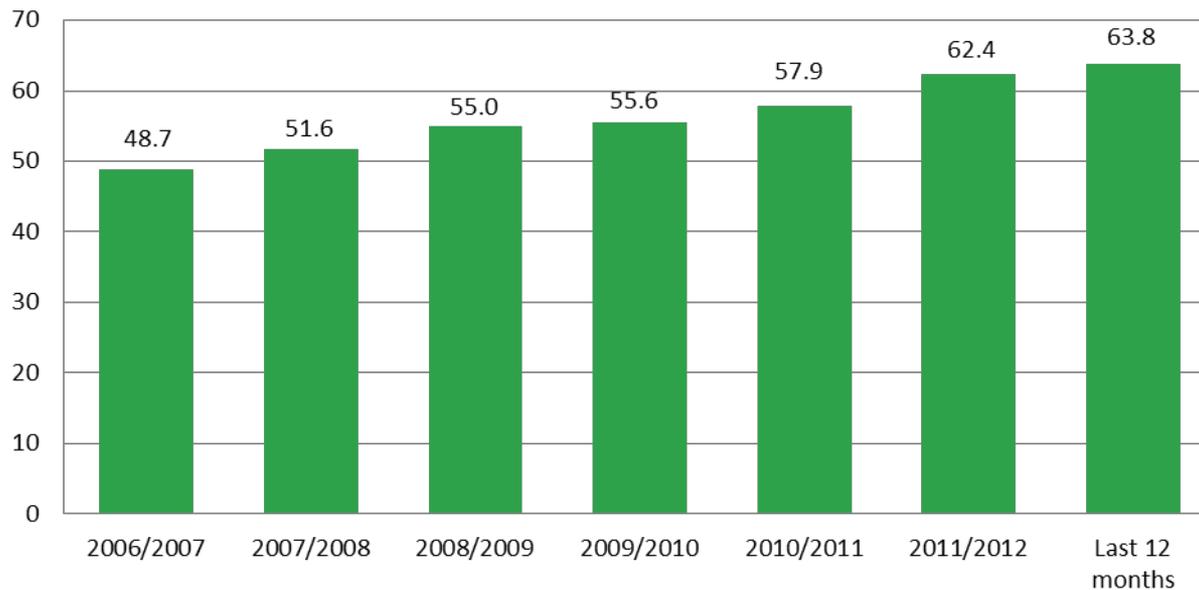
- A new late afternoon train trip was added to the Stouffville line in September 2012.
- To address growing demand on the Barrie and Stouffville lines, we've added 2 coaches to 1 of the 5 trains on the Barrie line, and to 3 of the 5 trains on the Stouffville line.
- Since last year, 128 new bus trips have been added, bus service areas expanded, and schedule adjustments were made in response to changing ridership demand. Over the past year, the number of GO Bus trips has increased by 5% on weekdays, and 16% on weekends.
- Bus stop enhancements at Milton and Pickering GO Stations and the University of Toronto's Scarborough Campus improved accessibility on four more GO Bus routes.



# Ridership Trends

Total GO system ridership for the calendar year ending in September 2012 is 63,773,200, an increase of almost 6% over the previous 12-month period.

**Millions of riders**



# Our Passenger Charter

## REPORT CARD

### On time

We will run more than 92% of rush hour trains within five minutes of the scheduled time.

We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.

### Safety

We will increase year over year, the percent of customers who are satisfied with GO Transit's safety as measured by our customer satisfaction survey.

### Keeping you in the know

We will increase year over year, the percent of customers who are satisfied with GO Transit's communication as measured by our communication survey.

### Comfortable experience

We will strive to have seats available for every passenger on 80% of rush hour train trips.

We will increase year over year, the percent of customers who are satisfied with the cleanliness of GO Transit managed stations as measured by our customer satisfaction survey.

### Helpfulness

We will reduce the average time to address customer concerns to within 2 days.

We will answer 80% of telephone calls within 20 seconds or less.

Our Target	Our performance this year	
September 2012		
92%	94%	✓
1%	0.9%	✓
80%	80%	✓
77%	74%	Not yet met
80%	60%	Not yet met
82%	80%	Not yet met
2 days	2.7 days	Not yet met
80%	85%	✓



# How are we improving?

<i>Target: 92%</i> Performance: 94%	<b>On time:</b> As part of our commitment to passengers through our Passenger Charter, we promise to do our best to be on time. The new GO Train Service Guarantee supports this promise.
<i>Target: 80%</i> Performance: 80%	<b>Safety:</b> Relieving congestion in parking lots is important. Over 2,550 parking spaces have been added since April. Another 1,100 will be open by the end of March 2013. This not only created space and eliminated illegal parking areas, but also increased customer safety.
<i>Target: 77%</i> Performance: 74%	<b>In the know:</b> People want to know when a delay is occurring and how long it will last. We have made many improvements in this area. Also, we invited the public to share ideas on how Metrolinx can make it easier for people with disabilities to travel around our region at public meetings that were held in Oakville, Richmond Hill, Pickering and downtown Toronto.
<i>Target: 80%</i> Performance: 60%	<b>Comfort:</b> Crowding on trains is a challenge. We added 20% more capacity to 4 trains on the Barrie and Stouffville lines, and added 150 more reserved parking spots, as well as expanded carpool parking to Burlington, Clarkson, East Gwillimbury, Oakville and Whitby stations.
<i>Target: 2 days</i> Performance: 2.7 days	<b>Quick &amp; courteous:</b> As more customers move to PRESTO, new users of the system ask more questions, and call centre staff are being trained in first call resolution.



# How are we improving?

- To improve the customer experience, the old 1970s Burlington GO station is being completely rebuilt to reflect its position as a modern, vibrant transportation hub for its residents.



# How are we improving?

- To improve reliability, completed the removal/replacement of “double slip switches” at Union Station. Over 100 track switches have been replaced at Union Station over the past 3 years without any injuries or loss of service.



# How are we improving?

- To improve bus on-time performance, opened new Oshawa Bus Maintenance facility this week, providing storage for 73 buses and maintaining 88, and serving as the base for 88 drivers.

