



To: Metrolinx Board of Directors
From: Greg Percy
President, GO Transit
Date: June 25, 2015
Re: **GO Transit Quarterly Report**

Recommendation

That this report be received for information.

Overview

Year-over-year train and bus on-time performance improved in the quarter. To meet the growing needs of our customers, we announced new bus trips and officially opened the GO York Concourse, marking the first major milestone in the Union Station Revitalization project. Supporting the rollout of our 10-year Regional Express Rail (RER) initiative, we announced the construction of a second track on sections of the Barrie and Stouffville corridors that will deliver new travel options with faster, more frequent service.

Major Highlights

GO Operations

The winter season is always a challenge for train on-time performance, but we still achieved 93% performance from January to March, a 1.2% improvement over the same period last year. We finished the fiscal year averaging 94% for all trains and 92% for peak-period trains. With switch and signal issues occurring more frequently and affecting our on-time performance, we developed a Preventative Maintenance (PM) Program that will proactively adjust, repair, upgrade or replace switches/signals before a failure occurs. The program will begin this June and will result in fewer switch/signal related delays and increase service reliability.

On-time bus performance averaged 95% in the quarter, a 0.4% year-over-year improvement. Two quarters of strong on-time performance allowed us to finish the fiscal year at 95%.



We will be putting 62 cab cars (which include crash energy management and driver controls) into service starting this summer to meet growing demand and support increased service.

In April, we added new bus trips to meet increasing demand, ease crowding and to provide more options for our Newmarket, Milton and Kitchener customers. We also made minor changes to some schedules so passengers can plan their day with more convenient trip times.

GO Construction

The new 62,000-square-foot GO York Concourse opened in April, marking the first major milestone in the Union Station Revitalization project. The new concourse provides customers with almost twice the space of the existing Bay Concourse and features a bright, progressive design that includes a new customer service counter, additional PRESTO/ticket vending machines and new stairs/elevators to better move customers between the concourse and platforms.

In April, Premier Kathleen Wynne and Minister Steven Del Duca held an announcement in Barrie to provide additional details on the wide-scale improvements that we'll be making through our RER initiative. The announcement highlighted the construction of a new second track on a six-kilometre section of the Barrie corridor. The new track is an important first step in bringing 15-minute two-way, all-day service to Aurora and two-way hourly service to Barrie. Earlier in the quarter, we announced that we were also building a second track on a five-kilometre section of the Stouffville corridor. This is the first part of a multi-year project that will expand and improve 17 kilometres of corridor from Scarborough Junction to Unionville GO Station. These two major announcements will support the rollout of our 10-year RER initiative that will give GTHA residents new travel options with faster, more frequent service.

We also made an announcement in May about a new GO Station in Hamilton that will reduce congestion, create jobs and make it easier for residents to take public transit. The Lakeshore West line will be extended from the new West Harbour Station at James Street North to a new Confederation Station at Centennial Parkway in eastern Hamilton. The station is expected to open in 2019 with construction beginning in 2017.

GO Customer Service

In February, we added Wi-Fi access to 22 more GO Stations, bringing the total number of GO Stations with free Wi-Fi to 36 and providing approximately 80% of our customers with access at their station. The remaining stations are scheduled to receive Wi-Fi this summer, and a six-month Wi-Fi pilot on buses is now underway.

We opened the new Union Station Bay East Teamway Ticket Sales booth in February. In partnership with the Canadian Hearing Society (CHS), the new service counter features an intercom device that facilitates communication with persons with hearing loss. The pilot program will not only improve the experience for customers who use hearing devices, but will also enhance communication for the average customer. If successful, the program will become the standard for all future service counters.

Also in February, we introduced the GO-TTC Fare and Service Integration Pilot program. The program is designed to help ease congestion and provide more options for transit riders. TTC Metropass holders who purchase a monthly sticker can use GO Transit for unlimited travel between Exhibition and Danforth. Not only do customers enjoy a discount on the cost of riding GO, but also a time saving of up to 15 minutes per trip.

Our Safety and Security team received the prestigious 2014 Public Safety Commendation, presented by the Ontario Safety League (OSL). The OSL dates back to 1913 and is a provincial champion of safety. We are also working closely with the regulator on the mandatory review of the Canada Transportation Act (CTA). Working closely with AMT (Montreal) and TransLink (Vancouver), we recently presented our position paper to the CTA panel.

The GO-Zipcar partnership that launched in 2014 has been very successful and the program expanded to seven new GO Stations in April, for a total of 13 across the region. More customers are using the program every month, and the partnership has been very popular in regions outside of the downtown core that previously had little to no car sharing.

In order to keep our customers in the know, we issued early communications about the January and April service changes, the Lakeshore West reduced service and the April platform changes, giving customers advanced notice so they can plan accordingly.

We continue to support the launch of UP Express and prepare for the Toronto 2015 Pan Am/Parapan Am Games.

Once again, we proudly took part in the Toronto St. Patrick's Day Parade. Our popular mascot, the GO Bear, and staff volunteers walked alongside our decorated double-decker bus. It's important that we continue to support the communities in which we serve and, with green being our favourite colour, the St. Patrick's Day Parade was a perfect fit.

GO Customer Service Passenger Charter Key Performance Measures

Measure		Target		2014/2015 Fiscal Year	2013/2014 Fiscal Year
On time	We will run more than 94% of rush hour trains within five minutes of the scheduled time.	94%	Not yet met	92%	93%
	We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.	1.0%	✓	0.7%	0.8%
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.	80%	✓	89%	88%
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.	77%	Not yet met	75%	72%
Comfortable experience	We will strive to have seats available for every passenger on 80% of weekday rush hour train trips.	80%	Not yet met	66%	62%
	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.	82%	✓	84%	82%
Helpfulness	We will reduce the average time to address customer concerns to within 2 days.	2 Days	Not yet met	3.5 Days	2.8 Days
	We will answer 80% of telephone calls within 20 seconds or less.	80%	Not yet met	73%	79%

Respectfully submitted,

Greg Percy
President, GO Transit