



**To:** Metrolinx Board of Directors  
**From:** Greg Percy  
President, GO Transit  
**Date:** December 3, 2015  
**Re:** **GO Transit Quarterly Report**

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## Recommendation

That this report be received for information.

## Overview

A record number of monthly trips were run for the Pan Am & Parapan Am Games and GO had its best quarter of the year for rail on-time performance. We conducted a full review of rail on-time performance and created a cross-functional working group to improve long-term service reliability. The first of our new train cab cars featuring crash energy management (CEM) features and a fully updated interior went into passenger service. Construction is almost complete on the double-decker assembly and service facility, which will result in the delivery of 250 new low-floor buses over the next five years.

## Major Highlights

### GO Operations

Train on-time performance averaged 93% overall. This was the best quarter of the year despite running a record 7,270 trips in July to support the Pan Am & Parapan Am Games. Strong performances in August (94%) and September (95%) helped offset July's (91%) challenges. Bus on-time performance averaged 95%, the third consecutive quarter we surpassed our 94% target by a full 1%.

After the winter season, we put a strong focus on improving service reliability. Earlier this year, we introduced a new Preventative Maintenance Program that reduces switch/signal-related delays, and this past October we began replacing railway ties on the Lakeshore West line to maintain track stability and to avoid unplanned service disruptions. In total, we will have replaced 32,000 ties by year-end. In October, we also began a full review of all the contributing factors that affect rail on-time performance. Through this review, entitled Driving Customer Satisfaction through On-Time Performance, a cross-functional working group analyzes and addresses current performance issues to ensure a more thorough understanding of their impact and to improve on-time performance in the future. These initiatives will help us ensure long-term service reliability as we continue to expand and improve rail service through our GO Regional Express Rail program.

Following extensive testing, we put our first new cab car into passenger service in October. The car is the first of 127 new cars we will put into service over the next two years - 67 cab cars and 60 passenger cars. It features a new, modern exterior, along with a more spacious, comfortable and welcoming interior. The cab car also includes new crash energy management features that improve safety.

Construction is almost complete on the Alexander Dennis Limited assembly and bus service facility located in Vaughan, which will support up to 30 full time jobs and reduce turnaround time for GO warranty repair work. This facility will open in January, with the first Canadian-assembled double-deck bus chassis being produced in early 2016.

## **GO Construction**

We are modernizing the Oshawa GO station to make it more convenient for customers to take transit while accommodating the growing demand at one of our busiest stations. The new LEED (Leadership in Energy and Environmental Design) certified station building will be fully accessible and will feature new ticket sales/waiting areas, expanded washrooms and new service update monitors.

Over the past quarter, we added over 220 new parking spaces for our customers. We provided Clarkson GO customers with 150 additional parking spaces and we added 72 parking spots to the King City GO station. Construction also began on more than 60 new spaces for King City customers, which will be available in the spring of 2016.

## **GO Customer Service**

We began monthly meetings with our train crews to improve onboard announcements, with an emphasis on timeliness. The program includes training on how to evolve messages during service disruptions and a refresh of our announcement book that includes simpler, more customer-friendly language. Our Customer Care team also extended hours for responding to Tweets.

In October, we introduced a new way to get on the GO for Milton customers. The GO Connect pilot program is a door-to-door shuttle service that connects passengers to and from the Milton GO station. Operated by Milton Transit and local taxis, GO Connect uses the web or a mobile app to reserve and prepay trips during the morning and evening peak periods.

We introduced turn-by-turn navigation on our bus fleet that efficiently plans the best route for our drivers and customers. This technology gives our buses an additional safety feature and helps orient new drivers and existing drivers on expanded routes.

In November, we celebrated our Passenger Charter's five-year anniversary that guides our actions and is the foundation for everything we do. A key part of the Charter is our Key Performance Indicator (KPI) Report Card, which is used to track progress publicly. Our research team conducted extensive research that revealed customers wanted KPIs

that are more objective, and our refreshed Report Card now provides more tangible and objective measures.

### GO Passenger Charter Key Performance Indicator Report Card

Measure		Target		2015/2016 Fiscal Year	2014/2015 Fiscal Year
On time	We will run more than 94% of trains within five minutes of the scheduled time.	94%	Not yet met	93%	94%
	We will run more than 94% of buses within 15 minutes of the scheduled time.	94%	✓	95%	95%
Safety	We will have fewer than 30 complaints per 1,000,000 boardings regarding safety.	30	Not yet met	31	23
Keeping you in the know	77% of our customers will be satisfied with GO Transit's communication as measured by our customer satisfaction survey.	77%	Not yet met	69%	72%
	We will have fewer than 30 complaints per 1,000,000 boardings regarding service status communication.	30	✓	25	18
Comfortable experience	We will have fewer than 30 complaints per 1,000,000 boardings regarding comfort in stations, trains and buses.	30	✓	17	15
Helpfulness	We will ensure 85% or more of customer inquiries/concerns are resolved the first time they contact us.	85%	✓	96%	97%

Respectfully submitted,

Greg Percy  
President, GO Transit