



GO Transit President's Report

Ending May 31, 2011

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A Division of METROLINX

1 Executive Summary

GO Transit continues to perform well.

Maintaining high service reliability:

Customers are arriving on time – our on time performance averaged 94.3% for all rush hour trains in April and 99.6% for all of our Bus trips.

Construction Programs ramping up:

We know that parking at some of our lots has been challenging and so we are addressing congestion at some of our highly used parking lots by adding 3,900 parking spaces this year. This includes two new parking structures at Pickering and Centennial.

Along with improved parking and other projects, we are improving accessibility to our stations by upgrading tunnels and building pedestrian bridges. Expanding platforms, replacing bridges and expanding Richmond Hill and Georgetown corridors are projects that will provide increased capacity.

These projects are important in expanding our service, keeping our service safe and reliable and in meeting the needs of commuters in the GTHA.

Putting the Customer at the Centre of Everything We Do:

- Operation Life Saver...In addition to hosting a display at Union, our Transit Safety Officers visited five stations (Weston, Brampton, Aurora, Mount Joy, and Markham) to help educate the public on the dangers of crossing tracks while protective barriers are operating.
- PRESTO has been successfully rolled out to 58 GO rail stations with Brampton being the final station to launch in June. Everyone is encouraged to pick up their own PRESTO card and see how easy it is to use on the GO.
- “Let GO Know”...The online customer advisory panel already has over 4,000 panellists. The first survey provided feedback into GO’s electronic station signs. We will be making enhancements this fall based on this feedback.
- The Spring Customer Satisfaction results show that overall satisfaction with GO Transit is 75%; 91% of customers will continue to use GO Transit, and; 70% would recommend GO Transit to a friend or colleague.

2 Passenger Charter Key Performance Measures

Measure		Target		April 2011	2011/2012 Year to date (April 30, 2011)	2010/2011 Fiscal Year
On time	We will run more than 92% of rush hour trains within five minutes of the scheduled time.	92%	✓	94.3%	94.3%	94.0%
	We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.	1.0%	✓	0.8%	0.8%	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%	✓	87.9%	87.9%	79.2%
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%		Next Survey February 2012	Next Survey February 2012	76.0%
Comfortable experience	We will strive to have seats available for every passenger on 80% of weekday rush hour train trips.	80%		Results available in August	Results available in August	71.2%
	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%	✗	79.8%	79.8%	81.9%
Helpfulness	We will reduce the average time to address customer concerns to within 2 days.	2 Days	✓	1.7 Days	1.7 Days	2.4 Days
	We will answer 80% of telephone calls within 20 seconds or less.	80%	✓	86.2%	86.2%	84.0%

We started our new fiscal year April 1st and based on our performance last year, we updated the targets of our key performance indicators.

- Peak Rail on time performance target was increased to 92% from 90%
- Safety score was increased to 80% from 71%
- Keeping you in the know was increased to 77% from 71%
- Our Cleanliness score was increased to 82% from 73%
- All other targets remained unchanged

2.1 On Time

We continue to replace switches in the Union Station Rail Corridor and complete a railway tie replacement initiative on the Lakeshore West line. These initiatives are underway to ensure the safety of our customers and the reliability of our service. Though a majority of the construction is completed in off-peak periods, we may experience some minor delays as a result of the required speed restrictions in constructions areas. Even with the speed restrictions, we were able to exceed our target of delivering 92% of scheduled trips on time.

The Bus team completed 99.6% of all trips on time and have exceeded their target consistently throughout the year. We are continuing to monitor trip times and capacity concerns, and implemented service enhancements in early April to ensure the reliability of our service.

2.2 Safety

GO Transit is proud to support Operation Lifesaver's Rail Safety Week; this year it ran May 2 to 6, 2011. The week focused on educating the public about rail safety in an effort to reduce crossing collisions and pedestrian incidents along Canada's railways. During this week GO Safety staff hosted a display at Union Station and Transit Safety Officers and Customer Attendants visited a selected group of Stations (Weston, Brampton, Aurora, Mount Joy and Markham). We educated the public on the dangers of crossing tracks while protective barriers were operating.

2.3 Keeping you in the know

We launched our online customer advisory panel, "Let GO Know" in April. Panellists can be on the lookout for a quarterly e-newsletter that highlights survey results and provides details about upcoming surveys and improvements. All GO passengers, whether they are



panel members or not, can learn about survey results on the Surveys & Feedback page at gotransit.com. In addition, our Passenger Charter pages include a section called "improvements" where we list initiatives that contribute to making the experience on the GO an easy one.

2.4 Comfortable experience

We are upgrading our Ticket Vending Machines (TVM) to make them accessible and to use the latest chip technology. In April, we installed a TVM at Union Station that accepts "chip" debit cards. Enhanced machines will be coming to your area soon.

Passengers using the Whitby Station were happy to have the Pedestrian Bridge open in April. This enables access between the platform and the south parking lot. As one customer put it:

"At the Whitby GO Station, there has been a lot of recent and well needed upgrades to the parking lots, kiss & rides, a new pedestrian walk way etc. All of this is absolutely fantastic and makes the journey to the Whitby GO Station (especially during rush hour) a much nicer trip."

2.5 Helpfulness

We received over 1,400 customer comments in April, and on average they were resolved within 1.7 days, an improvement of almost 37% from April 2010. We continue to benefit from our quality improvement initiatives and have been able to exceed our two day target five out of the last six months.

3 Service Initiatives

3.1 Operations

Rail Services Highlights

The commencement of the Niagara Falls service for the May 23rd Victoria Day long weekend, will see GO Transit start its third year of excursion service to Niagara Falls. This service incorporates newly designed Bike Coaches that are specially adapted, to carry bikes safely and securely for customers looking to bike through the scenic areas of the Niagara region.



GO Transit has received its 500th Bombardier Bi-Level coach. This milestone marks the largest number of Bi-Levels in a coach fleet, in any single Transit Agency within North America. The Bi-Level coach was a project (joint effort with GO and Bombardier) started 30 years ago, to design and develop a commuter coach, capable of handling greater passenger volume. Over the past 30 years, GO Transit and Bombardier have worked closely to enhance the benefits of the Bi-Level coach for our customers.

Railway Corridors Update

Rail Corridors in partnership with Corporate infrastructure are working on projects that will improve the reliability of train service and continue to ensure the safety of our passengers.

Yonge Street Bridge – Aurora

To ensure the safety of the public and the reliability of our service, we finished enhancements to the bridge abutments on the recently replaced Yonge Street Bridge in Aurora.



Rouge River Bridges – Stouffville Corridor

In 2011 we will be changing out three of the wood bridges with steel/concrete bridges over the Rouge River, Bruce Creek, and Robinson Creek on the Stouffville corridor. Replacement and rehabilitation of these bridges is required to maintain a state-of-good repair and ensure the safety of GO train users.

The Pile driving work is substantially completed on the Rouge River Bridge and the project is expected to be completed in December 2011. The Bruce Creek Bridge and the Robinson Creek Bridge construction is scheduled to take one year; December 2011 – December 2012.



Rouge River Bridge installation

Bus Services Highlights

Centralization of the communications team into the GO Transit Control Centre has improved the reporting of bus service delays. This builds on other recent improvements achieved through centralization, and allows us to respond more quickly to service disruptions, and to ensure our customers are well informed through service disruptions.

Major Contract Negotiations

The contract for track and signal maintenance of all GO owned corridors outside of the Union Station Rail Corridor (USRC) has been awarded to PNR Railworks Inc. This alliance will provide GO Transit with the ability to coordinate resources through a single source.

3.2 Corporate Infrastructure

Georgetown Corridor

Work continues on the Georgetown South Project, with enabling works starting in several areas. Construction delays have occurred due to land acquisition and City of Toronto permits and approvals which have used up the schedule float. As a result, timely completion of property acquisition is even more crucial to the success of this project.

Bridge span installation is also well underway in various areas. Communities have been engaged in design of elements along this corridor, such as the strut design at Strachan Grade Separation and the John Street Pedestrian Bridge. The community offices are functioning well in all areas, including the West Toronto Diamond area. West Toronto Diamond work is proceeding with the pile validation contract.

Design of the Bloor Mobility Hub is well underway and the Weston Station Master Plan is commencing, in consort between Policy and Planning and Corporate Infrastructure. Work on both of these stations is timed in conjunction with the rail corridor work on this corridor. All platforms will be 12 car platforms. The remainder of the Georgetown corridor will have 12 car platforms completed by the end of 2012.



Georgetown South Project: Lansdowne Bridge span installation

Lakeshore Corridor

In Pickering, work continues on the Pickering Pedestrian Bridge with spans being placed this summer. Work continues at the Pickering station on the developer's parking structure on the north side of the 401 and the design is well underway for the south parking structure and parking lot. It is anticipated that the Pickering Station will achieve Leadership in Energy and Environmental Design (LEED) gold certification.



Pickering Station

The Ajax Parking Structure was awarded in May, which also includes a second access to the center platform. Work continues on the Durham Region Expansion to expand radio sites in this region, increase the number of channels at each site and add dispatch consoles for the use of Durham Region Transit. The project will be completed in the summer of 2011 and is an innovative way to expand use of our system in the region.

Platform extensions at St. Catharines have been completed and Niagara will be completed in June.

The Oakville parking structure design/build contract is underway and the Clarkson parking structure design is being tendered this summer. Work is being carried out with a developer at Mimico and platform extension design work is also underway, providing more accessibility. Work continues at Bronte for surface parking expansion and accessibility improvements.

The Burlington Pedestrian Bridge installation is underway, with the framework installed in May. The bridge facade will be installed in August, and the Pedestrian Bridge is scheduled to be open for customers' use in Fall 2011.



Burlington Pedestrian Bridge Installation, May 6, 2011

Richmond Hill Corridor

Design for track and signals are well underway for the Richmond Hill Extension, as is the design of the Bethesda Layover on the Richmond Hill line. Construction of the corridor work will commence Summer 2011. Design of the new Gormley Station and Bloomington Station is underway and construction of the Gormley Station will commence this fall.



Bethesda road layover facility (Richmond Hill Corridor, site plan)

Milton Corridor

On the Milton Corridor, work is underway for the pre-consultation phase of the environmental assessment, as is some detailed design work for grading and track alignment. This will provide an early warning for property requirements in this corridor. The Erindale parking structure has been awarded, and work is well underway. Design continues on the Cooksville parking structure, one of our first Mobility Hub design efforts, working in conjunction with the municipality.



Erindale parking structure rendering



Cooksville parking structure rendering

Barrie and Stouffville Corridors

The Centennial parking structure will open this spring and is the first structural design of this kind in North America.

Work is underway on the Barrie and Stouffville Centralized Traffic Control (CTC) signal system, which will enable us to run more mid day service.

Work continues on the new Barrie Waterfront Station, with anticipated opening this fall.



Centennial parking structure rendering

Bus Infrastructure

The design build contract for the East Bus Maintenance Facility is underway, with ground breaking this summer. This state of the art facility will mirror our Streetsville facility.

Work continues on the environmental assessment for bus by pass lanes on the Don Valley Parkway, as does the initial work for the Lakeshore East (Durham to Guildwood) rail corridor.

The GO section of the Mississauga Bus Rapid Transitway (Winston Churchill, Erin Mills and connecting bus-way) is currently in design, with the first construction contract anticipated in Summer 2011. Construction of the transit way is underway (under direction of the City of Mississauga). Completion of this project is anticipated in fall 2013.

The construction project to build the Highway 407 & Jane Bus Terminal is being led by the TTC and partially funded by Metrolinx, construction to commence this summer.



Oshawa Bus Maintenance Facility rendering

Union Station Infrastructure

Union Station Rail Corridor (USRC) work continues for the double slip switch replacement program, upgraded maintenance of the signal system and ongoing construction of the train shed roof. Retaining wall construction is well underway to allow for an additional track in this corridor. The Union Station capacity study has been completed, with the result that in the near term, there is capacity at this station to meet needs. With the start of design of double berthing and new south platform, this will provide access required for service expansions. This work is anticipated to be completed in the next five years.



Other

Our IT group is working on CAD / AVL (computer assisted dispatch / automated vehicle location) which will be on board buses and centrally located to provide real time bus service information to customers. This system will also provide automated stop announcements on bus, when completed.

The Ministry of the Environment (MOE) has proposed changes to the existing provincial Noise and Vibration Guidelines and are preparing to release a transit specific Noise and Vibration Guideline. In both cases, we continue to work with MOE to incorporate our comments.

Program state of good repair work continues on shelters, snowmelt systems and curb replacements across the system.

Work is well underway in our signage department to implement the new GO standards for construction signs. Communication initiatives are underway with our Provincial and Federal partners on the Canada Strategic Infrastructure Fund (CSIF) and Building Canada Fund (BCF) programs.

Construction is underway for the Progressive Maintenance Bay 2 expansion at Willowbrook. Award for Progressive Maintenance Bays 3 & 4 (including Air Rail Link maintenance) at Willowbrook is anticipated for June. Several rail facility projects have been completed this quarter: the Lincolnville Maintenance track, several smaller projects at Willowbrook, contracts awarded for wheel lathe and drop tables, and the warehouse modifications are well underway. The new lead to Willowbrook is well underway and being coordinated with the modifications required at Mimico for the 12 car platforms.



Willowbrook Rail Maintenance Facility Progressive Maintenance Bay 2 construction

3.3 Customer Service

The Spring Customer Satisfaction results show that overall satisfaction with GO Transit is 75%; 91% of customers will continue to use GO Transit, and; 70% would recommend GO Transit to a friend or colleague.

Some further initiatives that have been implemented this quarter are:

- We successfully launched PRESTO in 58 of our 59 stations. Brampton is the final site with rollout scheduled for June. This period we focused on completing all stations on the Stouffville line and the remaining two stations from the rest of the system.
- Since April, over 350 parking spots were added throughout the system to support ridership growth. The Ajax parking lot has been a pain point for customers and in late May we opened a new access road and lot containing 300 spaces to alleviate capacity issues. Further, we plan on adding an additional 3,550 spaces by the end of March 2012. Look for additional spaces in Appleby, Bramalea, Bronte, Centennial, Dixie, Maple, Milton, Mount Joy and Pickering.
- The launch of the online advisory panel in May, “Let GO Know”, was successful and we now have over 4,000 panellists online providing feedback on our initiatives. We are asking our customers for their feedback on specific topics to help us better understand what we need to improve on and where we are doing well. The first initiative customers were asked to comment on was our project to enhance our electronic station signs. This feedback will be used to make improvements to our signs this fall.
- Customers continue to recognize GO staff for exceeding their expectations. A few examples of positive customer feedback includes:
 - *“My mother-in-law, who suffers slightly from dementia, took it upon herself to travel today. She could not have done it without the patience, information, and assistance from your wonderful Drivers. She raved about how kind and courteous they were. Please thank them for me - today's trip did a lot for her confidence and self esteem - I want both Drivers to realize the positive impact they made today with their exemplary customer service!”*
 - *“I just wanted to write a note to compliment the work done by the Customer Service Officer that runs my train on my daily commute... All too often we write when there is a problem but I want to let you know that this gentleman is fantastic and a credit to GO. He is pleasant and cheery at all times. He greets customers coming on and off the train. If there is a delay, he proactively tells us what is going on and gives us an accurate idea of when things may be fixed... He makes what could be a dull daily commute cheery, comfortable, and pleasant!”*