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Memorandum

To: Metrolinx Board of Directors
From: Gary McNeil
President, GO Transit
Date: June 27, 2013
Re: **GO Transit President's Update**

Overview

On-time performance for rail remains strong at an average of 95% for the January-April time period. Ridership growth continues to remain strong, at 5.1% growth for the past 12 months. Ridership for the year is now at 65 million. Ridership growth is directly related to more services being provided and more parking being available. Construction activity throughout the GO system continues to advance steadily.

The following report is submitted for information.

GO Operations

In June, we were advised by the American Public Transportation Association that GO Transit has been awarded the *Outstanding Public Transportation System Achievement Award for a Large System* (over 20 million riders). This prestigious award is given to a transit system that shows excellence in efficiency and effectiveness. GO is one of the few train/bus commuter systems to win this award. It is a strong reflection of our commitment to our customers, and to our shareholder (the Province), to provide the best service possible to the Greater Toronto and Hamilton Area.

Rail on-time performance continued to be very reliable, with approximately 95% of all train trips arriving within 5 minutes of their scheduled arrival time for the winter period of January to April. Dedicated train crews and maintenance works were continually focused on delivering service.

In late May, a major period of rain and thunderstorm activity impacted the GTHA. As a result, significant flood levels were experienced on the Don River. The Richmond Hill line, which operates down the Don Valley, had large sections of track washed away as embankments of the valley turned into water sluices. The water undermined the ballast that stabilizes the track. PNR and GO staff worked 24 hours straight to get the service up and running. As a result, only one day of service was significantly impacted and, even then, service was available to both Richmond Hill and Langstaff GO Stations. Trains were diverted across the north part of Toronto, through the cooperation of CN Rail, and routed down/up other corridors.

Passenger Charter Key Performance Measures

Measure		Target	2012/2013 Fiscal Year		2011/2012 Fiscal Year
On time	We will run more than 92% of rush hour trains within five minutes of the scheduled time.	92%	✓	94%	95%
	We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.	1.0%	✓	0.9%	0.6%
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%	✓	83%	73%
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	71%	74%
Comfortable experience	We will strive to have seats available for every passenger on 80% of weekday rush hour train trips.	80%	Not yet met	65%	66%
	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%	Not yet met	80%	81%
Helpfulness	We will reduce the average time to address customer concerns to within 2 days.	2 Days	✓	1.8 Days	1 Day
	We will answer 80% of telephone calls within 20 seconds or less.	80%	✓	87%	83%

* score based on all Customer Satisfaction Surveys in the 2012/2013 fiscal year.

GO continues to expand service; our commitment to customers and the region is evident with every service change period. On April 6, eight new train trips were added across the system on Lakeshore East, Stouffville and Richmond Hill lines. In addition, over 30 new weekday bus trips and 60 new weekend bus trip were introduced, including later night services (0230 hrs) from Union Station. Starting at the end of June, aside from a few late evening trains, off-peak Lakeshore trains will be running every 30 minutes. This is the largest GO service expansion since GO's inception. Also at the end of June, we will be reintroducing a modified pilot summer weekend train service on the Barrie line.

As part of GO's commitment to expanding and ensuring the reliability of service, Metrolinx purchased an additional portion of rail corridor along the Lakeshore West line from CN. The track portion starts just west of the Oakville GO Station and runs to just west of the Burlington GO Station. By increasing ownership along the busy Lakeshore West corridor, GO is in a better position to improve service, control operations and plan future service

growth on this line. With this purchase, Metrolinx owns 67% of all of the tracks on which GO operates.

Annual ridership continues to grow. Ridership for the past 12 months has grown by 5% to 65 million riders. To accommodate and encourage growth, GO has ordered another 28 new bi-level passenger coach cars from the Canadian manufacturer, Bombardier. With past orders continuing to roll out bilevels, we will be receiving 2 new bilevels every month until late in 2014, adding more seats for our ever-growing customer base.

Also, we have added 25 new (lower height) double decker buses to the fleet. The new buses carry 81 passengers and are 10 cm lower than GO's current double-deckers, allowing them to operate on most GO routes.

GO Customer Service Initiatives

In August 2011, GO Transit launched an innovative Carpool to GO pilot that allows customers, who share their ride, to park in specially-designated, preferred spaces at Burlington, Clarkson, East Gwillimbury, Oakville, and Whitby GO Stations. Following this successful pilot, the program has been expanded to five more stations, and is being expanded to an additional 13 locations this spring and summer.

On April 4th, GO started a 6-month pilot project with IMA Outdoor, one of our advertising partners, to provide free WiFi internet access to customers. IMA Outdoor is installing and maintaining WiFi equipment at no cost to GO or the customer. Following the successful launch at Clarkson and Pickering GO Stations, WiFi is now being installed at an additional 11 stations.

GO conducted an amenities survey, which indicated that customers want a quiet area on the trains so they can relax during their commute. Due to the strong demand, GO launched a Quiet Zone pilot on the upper level of each train car on the Barrie line. The service has been well received by customers, and is being evaluated for additional areas of introduction.

GO Construction

Construction is occurring almost everywhere on the GO rail system. The following is an update on some sample projects:

- The East Rail Maintenance Facility enabling works are proceeding. The request for proposal for facility construction, which is proceeding as an Alternative Financing and Procurement project (AFP) was issued to the short-list of 3 bid teams in March, with a September bid close. Construction award, commercial and financial close are planned for early in 2014.
- The Georgetown South Program has over 90% of its contracts awarded. Staff are focused on project delivery/construction/installation and the overall program is on-budget and all projects are on-track for late 2014 /early 2015 completion. The remaining contract awards include Weston (phase 4) Station construction, landscaping/noise walls supply and installation, and Etobicoke North Station

construction. During our peak 2013-2014 construction period, there will be over 1,000 workers on-site daily along the 22 km longitudinal construction site. Noise Wall Advisory Committee and Weston Tunnel community meetings are ongoing.

- East Gwillimbury Bus Servicing and Storage Facility construction began with a ground-breaking ceremony in May. In addition, the Hamilton Bus Servicing and Storage Facility design contract was awarded.
- In the 2012/13 fiscal year, GO opened over 3,000 parking spaces throughout the system to support ridership growth; GO is planning on opening over 4,700 spaces in the 2013/14 fiscal year. Additional spaces will soon be opening at Ajax, Clarkson, Erindale, Oshawa, Pickering, Port Credit and Streetsville, where construction is well underway.
- CN's design and enabling works for track and structure improvements in Hamilton are underway to allow train access into the new James Street North station for service for the PanAm Games. This new station is being designed with community input through a series of public meetings.
- Construction of Bloor Station has begun, including upgrades to station accessibility and for UP Express service. Weston Station construction is well underway with the final stage starting this summer.
- In the Union Station Train Shed Atrium, the 5th of 6 sets of atrium columns are about to be erected, and glass installation is proceeding. The Atrium will be completed by the end of 2014. Union Station Platform 3 rehabilitation, which is connected to the realignment of the track serving the future Union Pearson Express Lounge and Platform, is underway.

Attachments

Nil.

Respectfully submitted,

Gary McNeil
President, GO Transit