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Memorandum

To: Metrolinx Board of Directors
From: Gary McNeil
President, GO Transit
Date: September 10, 2013
Re: **GO Transit Update**

Overview

On-time performance for trains and buses remains strong at an average of 95% for the May-August time period. Ridership growth continues to remain solid, at approximately 3% growth for the past 12 months. Construction activity throughout the GO system continues to advance steadily. New customer initiatives continue to enhance GO's overall customer experience.

GO Operations

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 Spring-Summer period.

The only major rail performance variance was due to weather-related matters. On July 8, a major period of thunderstorm activity impacted the GTA. As a result, significant flood levels were experienced on the Don River. The Richmond Hill line, which operates down the Don Valley, was inundated with flood waters which rose at a level of almost 2 inches per minute. As a result, GO had a train trapped in the Don Valley near Rosedale Valley Road; all other Richmond Hill services were diverted around the flooded corridor. The Toronto Police and Emergency Measures Services assisted GO in disembarking over 1000 people from the flooded train. On Lakeshore West, a section of track was washed out near the Dixie Road crossing. This necessitated the development of a temporary "bus bridge" between Port Credit and Long Branch Station, as trains could not travel through this track section. Mississauga Transit provided vehicles and drivers to support this emergency measure. Pacific Northern Rail, our track maintainer, worked throughout the day and night to stabilize the washed out areas. Service was back to normal by July 10.

At the end of June, GO re-launched the summer weekend train service for Barrie customers and its seasonal Niagara Falls train service. At the same time a dramatic increase in rail service occurred on the Lakeshore corridor with the introduction of 30 minute off-peak train service – GO's largest expansion of service since its inception in 1967. This added almost 20 more daily train trips on each of Lakeshore East and Lakeshore West. This significant increase of service is the result of years of careful planning and construction to expand service on these lines. Although it is too early to draw firm conclusions about the impact on ridership, preliminary counts after a month of operation suggest that off-peak ridership has increased by approximately 25% along the Lakeshore lines.

During the quarter, a few additional train starts on rail corridors were also implemented. Two mid-day eastbound and westbound trips were added to the Lakeshore service, two new train trips in the morning from Lincolnville were added on the Stouffville line, and a morning train start from Richmond Hill was placed into service. Most of the service starts were in the shoulder or off-peak service time period.

Passenger Charter Key Performance Measures

Measure		Target	April-June		2012/2013 Fiscal Year
On time	We will run more than 92% of rush hour trains within five minutes of the scheduled time.	92%	✓	95%	94%
	We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.	1.0%	✓	0.5%	0.9%
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%	✓	88%	83%
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%	71%
Comfortable experience	We will strive to have seats available for every passenger on 80% of weekday rush hour train trips.	80%	Not yet met	No data	65%
	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%	✓	83%	80%
Helpfulness	We will reduce the average time to address customer concerns to within 2 days.	2 Days	✓	1.8 Days	1.8 Day
	We will answer 80% of telephone calls within 20 seconds or less.	80%	✓	86%	87%

* score based on Spring Customer Satisfaction Survey.

GO Customer Service Initiatives

On April 4th, we started a 6-month pilot project with IMA Outdoor, one of our advertising partners, to provide free WiFi internet access to customers at select GO Stations. Now, WiFi is available for customers' use at 13 of our stations. We hope to expand this service to all of our stations in the near future.



Customers asked and we listened! The Quiet Zone pilot on Barrie line trains, which offers a quiet area on the train for customers to relax in, has been a great success. As a result, a full system pilot was launched on July 15th. The Quiet Zone is located on the upper levels of every coach and is effect during rush hours.



GO Transit is committed to ensuring that its services and operations are as accessible as possible to all its customers. GO's approach to accessibility is to offer customer service, vehicle and station features, as well as policies and staff training that will enable customers who have a disability to use GO's services independently or with the assistance of a travelling companion. To ensure GO captures the needs of our accessible riders, Metrolinx hosted four public meetings on accessibility in June and early July. GO staff provided input on services offered, and captured valuable input from customers for use in future accessibility plans.

Since April, GO has added 369 parking spaces for customers at Maple and Oshawa Stations. Parking structures will be opened this year at Ajax, Clarkson, Erindale and Pickering Stations, while additional spaces will be made available at Oshawa, Port Credit and Streetsville Stations.

GO Construction

The Georgetown South Construction Program is on target to be finished on-time and on budget.

- The corridor grading, track construction and signal installation throughout the rail corridor has commenced and the construction and testing of signal bungalows is underway. The signal bridge at Strachan Avenue has been installed, and is one of the longest signal bridge structural spans in North America.
- The Strachan Grade Separation is over 60% complete. The north half of the corridor is complete; the tracks will be shifted to that half of the corridor by the end of October 2013. Excavation will then begin on the south half of the corridor, which is forecasted to be complete by Fall 2014.
- The bridge girders for the West Toronto Diamond east corridor tunnel have been delivered and placed into position. Final preparations are ongoing to slide the first two bridges into place, which is scheduled for September 2013.
- At the Denison Grade Separation, the CP and GO bridge rail structures are complete and in operation. Tieback installation and excavation beneath the rail corridor for the road work is ongoing and this project is on schedule to be complete in Spring 2014.
- The Weston Tunnel construction is well underway with the boring for the King Street "Super Pipe" shaft completed in July 2013. Tunnel excavation, as well as the construction of the base and approach slabs, is progressing.
- Carlingview Drive Grade Separation utility and watermain relocations are underway. Pile installation is near completion and excavation of the bridge foundation has started.
- Of the 16 bridges along the corridor that required widening, rehabilitation and/or replacement, ten are complete and the remaining six are under construction. Black Creek and Black Creek Drive will be completed by Spring 2014, with the remaining four scheduled for completion by Fall 2014.

- Bloor Station's new pedestrian tunnels were installed beneath the rail corridor in July. Rail service from the Milton corridor has been temporarily diverted onto the Kitchener corridor at Bloor Station to allow for excavation and construction of the center island platform and below grade station building facilities.
- Weston Station's construction is ongoing. The east and west tunnel pit and stairwell shoring and excavation are nearing completion and will be followed by the construction of the island stairwells and elevators shafts. The construction for the station building of Weston Station, the pedestrian plaza and the parking lot expansion, has been initiated.
- The relocation of Hydro One towers at Etobicoke North Station has commenced. Temporary parking has been constructed to facilitate the move of the hydro towers and a net gain of 40 parking spaces for new customers was achieved.

Rehabilitation of the Union Station Trainshed is continuing. Platform 24/25 reopened at the beginning of June while Platform 3 (and Tracks 1 and 2) closed for the next stage of construction which is coordinated with Union Pearson Express Station and track construction. Atrium roof construction is progressing well with work underway on the final eight columns (out of 48 columns). Nine new openings in the Union Station platforms have been cut for stairs and elevators to provide access to the new York Concourse, and the first set of stairs has been constructed. This work is taking place while platforms remain in passenger service.

The Oshawa Bus Services Facility recently received LEED Gold certification. This is the third Bus Services facility (after Brampton and Halton Hills) to receive such a prestigious award.

The Parking Structure at Ajax Station opened on August 19, and the garage at Erindale Station opened on September 3.

The Environmental Assessment for the Stouffville Corridor Rail Service Expansion is underway and public meetings were held in June. The scope of the study is the proposed addition of a second track between Scarborough GO Station to Unionville GO Station, which would improve reliability of existing GO service and facilitate additional service on that corridor in the future. Introducing two-way, all-day service between Union Station and Mount Joy Station is one of the Next Wave projects from the Big Move, as identified in the Investment Strategy. The additional track is one of the first steps towards that level of transportation service.

Respectfully submitted,

Gary McNeil
President, GO Transit