



To: Metrolinx Board of Directors
From: Greg Percy
President, GO Transit
Date: September 5, 2014
Re: **GO Transit Quarterly Report**

RECOMMENDATION

That this report be received for information.

OVERVIEW

Following a challenging winter, our on-time performance recovered this past quarter and in June we announced new service for both rail and bus. Construction activity continued to progress with the partial opening of the Clarkson GO Station parking structure and another milestone was completed on the West Toronto Diamond with the first train passing through the new tunnel. We also launched our Transit Safety Bicycle Patrol pilot program that increases the patrol range of our officers and also decreases the response time.

MAJOR HIGHLIGHTS

GO Operations

On-time performance during one of the worst winters in Ontario history has now recovered with the April – June on-time performance averaging 93% for peak period trains and 94% overall. Despite Gardiner closures, GO bus has also averaged 94% over this period.

In the past quarter, we added two peak morning and two peak afternoon trips on the Barrie line, extended the 30 minute Lakeshore weekend service window to begin at 9 a.m. from the previous 11 a.m. and increased Lakeshore Sunday service to match Saturday levels.

GO Construction

To ease parking constraints at our third busiest GO station, we opened the first floor of the Clarkson GO Station parking structure in June. When fully completed, it will provide customers with 1,250 new spots. Appleby GO Station improvements were completed in May and include an enhanced station building with improved accessibility, new ticket selling booths, expanded waiting areas and washrooms. The Ajax GO Station platform and tunnel rehabilitation is progressing with the opening of the east platform and tunnel in July, giving customers access to the full length of the platform using both tunnels. We also completed the elevated walkway that connects the new

parking structure to the pedestrian bridge over Highway 401 at the Pickering GO Station.

In May, the first train passed through the new tunnel at the West Toronto Diamond on the Georgetown South project allowing our trains to travel unrestricted by CP's freight traffic. Work is progressing, with the fourth and final bridge for the project being installed in July.

GO Customer Service

Our customer facing employees now have the ability to provide real time bus communication updates to customers with our enhanced internal tracking system that launched in June.

Later this year we will be launching our mobile website which will provide customers a mobile friendly version of the desktop website. Mobile users will get information in an easy to read format along with enhanced trip planning and service updates.

In June, we launched our Transit Safety Bicycle Patrol pilot program to increase the level of service to our customers in a cost effective, highly visible and environmentally friendly manner. This unit increases the patrol range of our officers and also decreases the response time in relation to foot patrol officers and even officers assigned to vehicles in areas of high traffic.

Our riders want to be in the know on service changes and special events, so we told them about the June service changes, extra GO service for World PRIDE and encouraged them to take part in our ridership surveys. We also continued to promote our Niagara and Barrie seasonal train service and reminded residents that GO is a great alternative to sitting in traffic.

Also in late June, our annual summer newsletter, GO Explore, was available for customers on our trains, buses, at stations and on our website. The newsletter helps evolve customer's perception of GO as more than just a great way to travel to and from work by providing readers with information on fun and interesting places they can take GO and explore great destinations in the GTHA. The newsletter also includes a customer testimonial feature and answers to some of the most frequently asked questions from our riders.

Agincourt, Aurora, Miliken and Richmond Hill GO Stations each received new second generation Ticket Vending Machines this past quarter. These second generation machines offer bus and rail fare options with added payment flexibility, trip suggestions and features for customers with accessibility needs. Snack and drink vending machines at 14 stations have been well received by our customers after doing a pilot project for the past two years. We are now looking to add 50 new vending machines at another 7 GO stations by September.

In the past quarter we completed several initiatives to encourage environmentally friendly alternatives to access our services. Carsharing is now available with the introduction of Zipcars at six stations and Electric Vehicle (EV) charging is now available at four stations. At Burlington and Hamilton GO Stations we began offering reserved bicycle parking spots for added customer convenience.

GO Customer Service Passenger Charter Key Performance Measures

Measure		Target		Apr - Jun 2014	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	93%	93%
	We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.	1.0%	✓	0.9%	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	73%	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	62%	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%	✓	82%	82%
Helpfulness	We will reduce the average time to address customer concerns to within 2 days.	2 Days	Not yet met	3.8 Days	2.8 Days
	We will answer 80% of telephone calls within 20 seconds or less.	80%	Not yet met	78%	79%

* score based on the Spring Customer Satisfaction Surveys.

Respectfully submitted,

Greg Percy
President, GO Transit

