



To: Metrolinx Board of Directors
From: Greg Percy
President, GO Transit
Date: December 11, 2014
Re: **GO Transit Quarterly Report**

Recommendation

That this report be received for information.

Overview

Train on-time performance continued to improve in the past quarter and we had a major announcement in September with the purchase of a 53-kilometre section of rail line on the Kitchener Corridor. This now brings our rail corridor ownership to 80% and improves our long-term reliability. We answered customer demand by adding 104 bus trips and we celebrated a major milestone with the addition of our 500th bus to our fleet. To meet the growing needs of our customers, construction began on the new Gormley GO station and we signed an agreement to redevelop the bus terminal at Union Station into a major transit/office development. The first GO Transit mobile website was introduced in September, which gives our on-the-go customers an easy-to-read version of our desktop website. In its first month, the new site received over 275,000 users and 1.2 million page views.

Major Highlights

GO Operations

We have been consistently improving on-time train performance throughout the year and are now meeting our 94% target with strong performances in August and September. Despite ongoing 401 and Gardiner construction, GO Bus services have also averaged 94% over this period.

In September, we announced the purchase of a 53-kilometre section of rail line between Kitchener and Georgetown from CN. Owning the tracks helps us add additional trips and improve reliability. Metrolinx now owns 80 per cent of the rail corridors on which GO Transit operates, up from 67 per cent prior to the purchase.

In response to customer demand we added 25 weekday and 79 weekend bus trips over the quarter and in September we celebrated a major milestone with the addition of our 500th bus to our fleet. This past summer we took delivery of 83 new buses, with 30 featuring low-floor loading to provide easy boarding for individuals with accessibility needs. The new buses arrived throughout the summer and included our updated GO-branded exterior/interior.

GO Construction

We signed an agreement in September to redevelop the existing bus terminal at Union Station into a major transit/office development that will provide an integrated bus and rail hub. The new GO Bus terminal will be located directly across from the Air Canada Centre and will be a modern and larger facility that can accommodate our double decker buses. Construction will start as soon as next spring and is expected to take about three years to complete.

In July, we opened the third and fourth levels at the Clarkson GO parking structure, providing customers with an additional 640 spots. We also gave Mimico customers access to almost 100 new parking spaces with the opening of the Newcastle Street parking lot.

This fall, we began construction on the new Gormley GO station located north of the Richmond Hill GO station, which will feature 850 parking spaces and heated shelters. This station complements a new layover facility we completed this fall at Bethesda Road, which will improve train reliability for customers on this corridor. By storing trains at this facility, we will no longer need to move trains up from our Willowbrook rail facility to enter into morning service, which will reduce operating costs and the possibility of being delayed by freight traffic. In September, we opened the new East Gwillimbury Bus Storage and Maintenance Facility, which can store up to 36 buses. The new facility will allow easy access to Highway 404 to meet increased demand for our express service.

GO Customer Service

We introduced the first GO Transit mobile website in September, which is an easy-to-read version of our current desktop website. Customers on the go are now able to obtain service updates quickly, easily, anywhere and at any time. Some of the features include schedule update notices, service status updates, station information and Union station departure information. By the end of September the mobile website had over 275,000 users and 1.2 million page views.

In September, we celebrated our 500th GO bus milestone with a media announcement event that included the Minister of Transportation, the Honourable Steven Del Duca and we surprised customers with a free ride on the bus in its first day of service. We also published the fall edition of GO News, promoted the new mobile website and educated our younger riders on their GO options to get to college/university and how easy it is to pay their fare with PRESTO.

Continuing our commitment to keep our riders in the know on service changes and special events, we issued communications about the August service changes and about extra service for the Scotiabank Caribbean Carnival, the Honda Indy, the Hamilton Supercrawl and the CNE. We were once again honoured to offer free rides for veterans and their companions for the 93rd Warriors' Day Parade as well as on Remembrance Day.

We launched our new internal Customer Communication Management System in September. One of the benefits of the new system is the ability to create and send one message, such as service delay information, to customers across multiple channels at the same time. The new system will allow us to better meet customer and staff expectations by providing more consistent, accurate and timely information.

Our new Safety Management Policy was recently endorsed by Transport Canada. The policy encourages non-punitive reporting of any safety concerns and improves the safety of our employees, contractors and passengers by immediately identifying and responding to any issue or concern.

The GO-Zipcar partnership that launched earlier in the year has been highly successful with over 800 users to date. Customers of the program have been growing every month and the partnership has been very popular in regions outside of the downtown core that previously had little to no car sharing.

GO Customer Service Passenger Charter Key Performance Measures

Measure		Target		Apr - Sep 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%	✓	94%	93%
	We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.	1.0%	✓	0.7%	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%	✓	88%	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	74%	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%	Not yet met	81%	82%
Helpfulness	We will reduce the average time to address customer concerns to within 2 days.	2 Days	Not yet met	3.2 Days	2.8 Days
	We will answer 80% of telephone calls within 20 seconds or less.	80%	Not yet met	69%	79%

Respectfully submitted,

Greg Percy
President, GO Transit