



**To:** Metrolinx Board of Directors  
**From:** Greg Percy  
*President, GO Transit*  
**Date:** March 3, 2015  
**Re:** **GO Transit Quarterly Report**

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## Recommendation

That this report be received for information.

## Overview

Year-over-year train and bus on-time performance improved in December. We announced that the 80-year old signaling system within the Union Station Rail Corridor will be modernized to improve train service reliability. To meet the growing needs of our customers, we announced two new Milton train trips, a major double-decker bus purchase and we held an official groundbreaking for the new Gormley GO station on the Richmond Hill line. The Union Station Revitalization and Georgetown South projects reached important completion milestones.

## Major Highlights

### GO Operations

On-time train performance averaged 94% overall and in December, we improved by 3% versus the previous year. In October, we launched our annual Rail Adhesion Management Program (RAMP) that mitigates the impact of leaves falling on our tracks and reducing locomotive traction, which has high risk of delaying GO Trains. 2014 was the third year of significant reduction of delay risk, with an 88% reduction in delay events from 2010 to 2014. Throughout 2014, we also installed hundreds of hot air blowers on our switches and added over 100 snow clearing devices in the Union Station area to help improve reliability during winter weather. On-time bus performance averaged 95% over this same period and showed a year-over-year improvement of 8% in December.

In response to customer demand and increased ridership on the Milton corridor, we added one peak morning and one peak afternoon trip beginning in January. The new trains will provide about 3,000 more seats daily and we will now accommodate an additional 2 million passengers in 2015.

### GO Construction

In October, we began construction on the new Hamilton Bus Storage and Limited Maintenance facility that will store up to 36 buses. The new facility will streamline operations and improve services in the surrounding communities.

In November, we announced that we will upgrade and modernize the entire signaling system within the Union Station Rail Corridor. The upgrades to the 80-year-old signaling system will improve service reliability, eliminate track bottlenecks, increase train speeds and reduce operating costs. Work on the new signal system will begin in 2015.

Over the past quarter, we added 570 parking spaces for our customers. We opened the fifth level at the Clarkson GO parking structure and provided customers with an additional 230 spots. We provided Newmarket GO customers with almost 270 additional parking spaces and we also added 70 parking spots to the Aldershot GO station.

On December 1<sup>st</sup>, we held an official groundbreaking for a new GO station in Gormley that will make it easier for commuters to take public transit while reducing congestion and creating jobs in York Region. Construction of the new GO station will extend the Richmond Hill line north to Stouffville Road and Leslie Street. The station is expected to open by the end of 2016 and will feature 800 parking spaces, heated shelters and a new layover facility.

The first GO train traveled through the newly completed Weston Tunnel in December, marking the first time all train services were using the new infrastructure. The Georgetown South project is nearing completion and we can now begin preparing to provide for increase service on this line.

## **GO Customer Service**

In November, we introduced digital signs and automated announcements on all of our buses to let customers know the next stops on their routes. The system makes travelling easier for everyone, including those with vision and hearing loss who will now have access to next-stop information on our buses.

We supported and celebrated the Toronto art scene by providing additional service to riders from across the GTHA for Nuit Blanche. We also welcomed thousands of students on our trains and buses to attend the annual We Day event at the Air Canada Centre. We were honoured to offer free rides for veterans, members of the military and a companion on Remembrance Day, and “the singing veteran” Bill Reid once again delighted customers at Appleby GO station with his heart-warming songs.

In order to keep our customers in the know, we issued early communications and rationale for the February fare increase.

The year wrapped up with a promotion that encouraged riders to use GO for various holiday activities including the Toronto Santa Claus Parade, holiday shopping, skating and much more. We also showcased our early homebound services along with free/extra service on New Year’s Eve.

Growing ridership and more complex customer issues have increased the amount of time to address customer concerns to 3.5 days, but have also generated new ideas on how to deliver consistent performance at our call centre.

## GO Customer Service Passenger Charter Key Performance Measures

Measure		Target		Apr - Dec 2014	2013/2014 Fiscal Year
<b>On time</b>	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%	✓	0.6%	0.8%
<b>Safety</b>	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%
<b>Keeping you in the know</b>	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%	72%
<b>Comfortable experience</b>	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%	✓	84%	82%
<b>Helpfulness</b>	We will reduce the average time to address customer concerns to within 2 days.	2 Days	Not yet met	3.5 Days	2.8 Days
	We will answer 80% of telephone calls within 20 seconds or less.	80%	Not yet met	72%	79%

Respectfully submitted,

Greg Percy  
President, GO Transit