



To: Metrolinx Board of Directors
From: Greg Percy
President, GO Transit
Date: September 22, 2015
Re: **GO Transit Quarterly Report**

Recommendation

That this report be received for information.

Overview

We supported the success of the Pan Am and Parapan Am Games with additional service and with the opening of the new West Harbour GO Station. In time for the Games, we introduced Triplinx, a new online trip planning tool, giving customers even more self-serve options. Year-over-year train on-time performance decreased by a small margin in the quarter while bus performance improved. To meet the growing needs of our customers, we introduced 14 new weekday trips on the Kitchener corridor, marking a major milestone in the GO Regional Express Rail (RER) program.

Major Highlights

GO Operations

We provided an additional 378 train trips and 188 bus trips in support of the Pan Am and Parapan Am Games.

With the UP Express now operating on the GO network, weekday train activity has increased from approximately 250 to almost 400 train trips per day, a dramatic operational change. This was the culmination of a strong collaborative effort between the UP Express and GO Transit teams to purchase and commission a fleet of 18 diesel multiple units (DMUs), design integrated operations procedures and protocols, and create innovative rail corridor maintenance plans for the two services to share the newly expanded Kitchener rail corridor. We continue to work closely with UP Express to ensure sustained high service reliability levels.

Switch and signal issues continued to affect on-time train performance and we averaged 93% overall in the quarter, decreasing by 0.7% over the same period last year. As we acquired more ownership of tracks, we also assumed responsibility for aging switches and signals. We began our Preventative Maintenance Program in the summer to reduce switch/signal-related delays and increase service reliability. We expect this will pay dividends in service reliability on a going-forward basis. Bus on-time performance averaged 95%, a 0.5% year-over-year improvement.

As the GTHA continues to change and grow, we continue to add more service to meet current and future ridership demand. In September, our GO RER program reached a major milestone with the introduction of 14 new weekday trips on the Kitchener corridor, and we also announced more bus service to Pearson Airport. Hamilton to Square One will now be extended to Pearson Airport and a realigned route from North York will result in reduced travel time from Yorkdale to Pearson Airport. In the summer, we added two new Lakeshore West trips and extended two trips with the opening of the new West Harbour GO Station.

GO Construction

We officially opened the new West Harbour GO Station in Hamilton in July, providing train and bus service for local commuters as well as spectators for the Pan Am Games. The new station building includes washrooms, ticket booths and PRESTO/ticket vending machines. Construction will continue until 2016 on the south track, pedestrian bridge, bus loop, kiss n' ride and the parking lot, which features approximately 300 spaces.

Over the spring and summer, we added almost 400 new parking spaces for our customers. We provided Maple GO customers with 65 additional parking spaces and we added 330 parking spots to the Oshawa GO station.

GO Customer Service

Over the past year we have been working together with 11 GTHA transit providers to develop Triplinx, a new online trip planning tool that helps users plan their routes and move more seamlessly across the GTHA using local and regional transit. Triplinx also provides schedule, fare and service information, with future phases adding service alerts and real-time departure information. Triplinx for desktop and mobile browsers launched in May, and the mobile app in July.

In April, our Transit Safety team was educating customers on platform safety at Union Station. *Operation Be Aware Take Care* involved placing staff members on each of our platforms during rush hour where they actively engaged customers and handed out flyers. A total of 45,000 flyers were handed out during the two-week program, which was welcomed and appreciated by our customers.

In response to customer requests, we continue to explore ways to provide Wi-Fi so passengers can access information while riding on our system. Through a strategic partnership between Metrolinx and IMA Outdoor Inc., a six-month pilot began in June that provides free Wi-Fi on 10 of our buses.

We welcomed customers to the new York Concourse, well ahead of the Pan Am Games and the closure of the Bay Concourse on August 16. For both the opening and the closure, we launched comprehensive communications campaigns and used extra staff to help guide customers to their destinations.

GO Customer Service Passenger Charter Key Performance Measures

Measure		Target		2014/2015 Fiscal Year	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 met	92%	93%
	We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.	1.0%	✓	1.0%	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 met	75%	72%
Comfortable experience	We will strive to have seats available for every passenger on 80% of weekday rush hour train trips.	80%	Not met	66%	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%
Helpfulness	We will reduce the average time to address customer concerns to within 2 days.	2 Days	Not met	3.0 Days	2.8 Days
	We will answer 80% of telephone calls within 20 seconds or less.	80%	Not met	74%	79%

Respectfully submitted,

Greg Percy
President, GO Transit