



**To:** Metrolinx Board of Directors  
**From:** Greg Percy  
President, GO Transit  
**Date:** February 10, 2016  
**Re:** **GO Transit Quarterly Report for October – December 2015**

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## Recommendation

That this report be received for information.

## Overview

Year-over-year train and bus on-time performance improved in the quarter, up 0.8% over the same period in 2014. To further enhance on-time performance, over 22,000 track ties were replaced on the Lakeshore West line to prevent track-related delays and we also completed the installation of new signals on the Barrie corridor that will allow us to run trains more frequently. We have strengthened our preparedness in the event of extreme winter weather and, if there is a delay within our control, we have made it easier to submit a claim for the Service Guarantee. In terms of service, we added extra trips during the holiday season, and there will be 26 new bus trips in the New Year. We also adopted new design standards for future stations to make it easier for passengers to use our system.

## Major Highlights

### GO Operations

On-time train performance averaged 95% in the quarter, improving by 0.8% versus the previous year. Since July, we have been consistently improving on-time train performance, and we are now meeting our 94% target. On-time bus performance also averaged 95% in the quarter, a 1.3% year-over-year improvement.

Last year was one of the worst winters on record and we enhanced our Winter Preparedness Plan to improve service reliability during extreme weather. Improvements included more staff at key areas for troubleshooting, two new blower trucks for snow removal, improved equipment positioning in the Union Station Rail Corridor (USRC), and more standby trains to protect service.

The Lakeshore West Rail Corridor Tie Replacement Program was completed in December, with over 22,000 ties installed. Ties keep tracks stable and hold the rails in place to make sure they properly align with the wheels of the train. This preventive maintenance program is designed to be in addition to regular switch maintenance, and includes early replacement of service critical switch components before they fail, to

maintain the integrity of our tracks and to prevent track-related delays by replacing ties that are nearing the end of their lifespan.

During the holidays, we know that many of our customers leave work early to be with their families or to do some last minute shopping. On Christmas Eve, we added extra trips on all corridors, and one week later, we added more trains on the Milton, Kitchener, Barrie, Stouffville and Lakeshore lines for New Year's celebrations. Earlier in the winter, the City of Toronto demolished the Dunn and Dowling bridges, and we were able to provide extra substitute rail service on the Milton corridor and additional Lakeshore West bus service for our customers.

In January, we added 26 new bus trips to meet increasing demand, ease crowding and provide more options for customers. We added four weekend trips on the Niagara corridor, new express trips between Hamilton GO Centre and Square One GO Terminal, along with more trips on the Milton, Kitchener, 407, Newmarket and Stouffville corridors.

## **GO Network**

Early in 2016, we commissioned the new signaling system along the Barrie Corridor. The new system will allow for more frequent trips, and will also enhance safety with broken rail detection, switch failure detection and switch vandalism detection.

In January, the Davis Drive and Highway 404 park and ride in Newmarket opened for service. The new facility was built in partnership with York Region and the Ministry of Transportation to provide enhanced connectivity between GO Transit and Viva services. Also in January, we partnered with the Ministry of Transportation to open a new park and ride in Pickering, located at Brock Road and Highway 407. Together, these two facilities provide 530 parking spots and will be significant additions to the network.

## **GO Customer Service**

We improved the online Service Guarantee claim process in January with a new enhanced interface that gives customers instant feedback if a trip is eligible for a refund. The new system also allows us to process claims faster.

In January, we decommissioned the GO Mobile app. Since the launch of the app in 2011, we developed several other self-serve tools that deliver accurate and up-to-date information to customers. Schedules, service updates, trip planning, or real-time train information is still available for mobile users through Triplinx, On the GO Alerts, GO Tracker, or on our successful mobile website that has had over 4,000,000 visitors and 40,000,000 page views since being introduced late last year.

We recently introduced new station design guidelines, consistent with Metrolinx's Design Excellence initiative, that will bring us closer to an improved and consistent customer experience. The design features integrated seating, self-serve fare/information areas, and a consistent GO-branded design that incorporates wood

ceilings, wayfinding bands and energy efficient lighting that responds to the time of day/natural light.

In December, the York Concourse welcomed the very first stand-alone McCafé in Canada. McCafé will be joined by Uncle Tetsu's, Starbucks, Booster Juice, and INS News in 2016.

Comfort is one of our five Passenger Charter promises, and that's why we will start communicating to passengers the top five customer courtesy complaints about other passengers, and will demonstrate how etiquette makes an impact for everyone traveling with us.

### GO Passenger Charter Key Performance Indicator Report Card

Measure		Target		2015/2016 Fiscal Year	2014/2015 Fiscal Year
On time	We will run more than 94% of trains within five minutes of the scheduled time.	94%	✓	94%	94%
	We will run more than 94% of buses within 15 minutes of the scheduled time.	94%	✓	95%	95%
Safety	We will have fewer than 30 complaints per 1,000,000 boardings regarding safety.	30	✓	29	23
Keeping you in the know	77% of our customers will be satisfied with GO Transit's communication as measured by our customer satisfaction survey.	77%	Not yet met	70%	72%
	We will have fewer than 30 complaints per 1,000,000 boardings regarding service status communication.	30	✓	24	18
Comfortable experience	We will have fewer than 30 complaints per 1,000,000 boardings regarding comfort in stations, trains and buses.	30	✓	14	15
Helpfulness	We will ensure 85% or more of customer inquiries/concerns are resolved the first time they contact us.	85%	✓	97%	97%

Respectfully submitted,

Greg Percy  
President, GO Transit