



A Division of METROLINX

Niagara Weekend Rail Service 2012 – Meeting #2

Conference Call # (Toll Free): 416-443-4587, Pass code: 604167# or 1-866-518-0790

May 11, 2012 – 2:00pm – 3:00pm

Conference Call - Meeting Minutes

Required Attendees:

Sam Santarsia (SS)
Barry Stannard (BS)
Doug Smith (DS)
Doug Hodgson (DHO)
Steve Weir (SW)
Geri Wice (GW)
Suzanne Mackey (SM)
Laura-Gaye Moats (LM)
Harry Zeritis (HZ)
Bert Peverini (BP)
Pat Hegarty (PH)
Dan O'Donohue (DO)
Michael Walton (MW)
Catherine Williams (CW)
Cathy Cabrio (CC)
Rodney Wiltshire (RW)
Maureen Amodio (MA)
Anthony Pezzetti (AP)
Trevor Pereira (TP)
Kathy LeBlanc (KL)
Mary Gonsalves (MG)
Nancy Pogue (NP)
Savio d'Gama Rose (SR)
Karen Warner (KW)
Sherwin Gumbs (SG)
Trevor Anderson (TA)
Irene Reid (IR)
Ken Golden (KGO)
Domico Liu (DL)
Wayne Carter (WC)
Caroline Busbridge (CB)
Melissa Crowther (MC)
Stephanie Trendocher (ST)
Kanchan Guron (KGU)

Manager, Rail Operations
Manager, GO Control Center
Manager, Rail Equipment Maintenance
Manager, Electronics & Communications
Manager, Transit Safety - Rail
Manager, Train Ops Contract
Manager, Station Operations West
Manager, Contact Centre Operations
Manager, Revenue Accounting
Acting Manager, GO Planning
Assistant Manager, Station Operations Central
Supervisor, Rail Operations
Supervisor - Transit Safety
Supervisor, Station Operations West
Supervisor, Station Operations East
Supervisor, Station Operations Central
Supervisor, Station Operations Central
Superintendent, Bus Operations West
Superintendent, Bus Scheduling
Senior Project Engineer/Officer, Fare Systems
Project Officer, Revenue Accounting
Team Lead, Operations & Programs
Customer Communications Leader
Customer Communications Leader
Senior Planning Officer
Senior Planning Officer
Transportation Planner
Transportation Planning Analyst
Transportation Planning Analyst
Project Coordinator, Station Infrastructure
Communications Coordinator
Schedules and Marketing Coordinator
Advertising and Promotions Coordinator
Customer Care Coordinator

Optional Attendees:

Greg Percy (GP)
Daniel Haufschild (DHA)
Paul Finnerty (PF)
Remi Landry (RL)
Terry Cattani (TC)
Ken Armstrong (KA)

Vice President, Operations
Director, Policy and Planning
Director, Bus Services
Chief, Rail Operations
Chief, Rail Equipment Assets
Chief, Bus Operations

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Item	Description	Action by
Niagara Falls Weekend Rail Service		

Service Overview

2012 Niagara Excursion GO Service Overview

Dates of operation:

Victoria Long Weekend

Friday May 18 - to Monday May 21, 2012

- Friday, Saturday, Sunday and Holiday (SSH) schedule

Summer Weekends

Saturday June 23, 2012 to Monday September 3, 2012

(Note the Friday service will start on Friday June 29, 2012)

Thanksgiving Weekend

No service on the weekend

(due to closure of the Oakville sub at King road – grade separation)

Schedule:

We will be operating our 2012 Niagara Falls Excursion Service based on last year's (2011) schedule.

Please refer to **Appendix A** for the Public Timetable schedule. (Note: Schedule is not finalized yet pending information on GO Bus Shuttle)

2012 Niagara Falls Transit – Falls Shuttle Overview

The proposed new VTS (Visitor Transportation System, in place of last year's Falls Shuttle) is presently postponed. Therefore NFTA have determined that they will operate the 2011 Falls Shuttle routes temporarily in 2012 until all preparations for the VTS can be finalized and put into place, expected in August.

Dates of operation:

May 18 - June 28, 2012

Red & Green Falls Shuttle routes

Sun to Sat (7 days): 9 a.m. to 7 p.m. on 60 minute headways

Fri only - extend to 11 p.m.

June 29 - Sept 3, 2012 *(or until VTS is ready & implemented in August)

Red, Green & Blue Falls Shuttle routes

Mon - Fri (5 days): 9 a.m. to 11 p.m. on 60 minute headways

Sat/Sun/Hol (week-ends): 9 a.m. to 11 p.m. on 30 minute headways

Discussion Items

1. Rail Equipment

Bike coaches

- Friday, May 18
 - L10 consist, no bike coaches
- Saturday May 19 – Monday May 21 (Victoria long weekend)
 - L8 consist, 2 bike coaches
- Regular summer weekends (excluding Friday) starting June 23rd
 - L8 consist, 2 bike coaches
- July Canada day weekend & Civic holiday weekend
 - Friday will be an L10 consist
 - Saturday/Sunday/Monday will be an L12 consist with 2 bike coaches
- Bike coaches will be on the 6th and 7th position
- Rail Ops to mention to Rail Equipment that old style coaches are preferred over new style coaches due to extra bike capacity

JW
(Completed)

Bottled water

- To be stored in the washroom in coach #7

2. Rail Operations

Niagara Falls routing

- CN has signed off on the schedule

Double switch program

- Location of Niagara Falls train:
 - Fridays: Track #2, platform #4 for all departures
 - Saturday/Sunday/Holidays: Track #1, platform #3 for all departures
- Schedule for the DSS program has been finalized - schedule was presented on April 3rd, 2012 – Start date: May 12 & 13

Boarding times

- Niagara trains will be in position approximately 20 minutes before departure from Union Station

Crewing

- Crewing has been arranged by Geri Wice
- One CSA aboard for regular duties and one bus driver on a modified work schedule will be conducting passenger counts only

GW & JW
(Completed)

Niagara Falls Transit

- Inform NFT on the passenger counts so they may schedule buses accordingly – Rail Ops has updated guidelines and provided instructions to the CSA to inform GTCC and NFT regarding counts

CSA announcements

- Announcements have been updated to inform passengers of GO bus connections from St. Catharines to Niagara-on-the-Lake
- Victoria day long weekend announcements/guidelines have been sent to Bombardier staff

JW
(Completed)

3. Bus Operations

Standby Bus at NF/St. Catharines

- Bus operations will have a bus at Niagara Falls and St. Catharines at 22:30 to cover passengers that miss the last train – buses will wait for 10-15 minutes before departing

GO Bus shuttle (Please refer to **Appendix B** for draft schedule)

- June 23rd – September 3rd (does not run on Victoria Day weekend)
- Meets Friday night (2 trips) & weekend trains (6 trips)
- Buses will meet at St. Catharines VIA Station and operate directly to the main centre of Niagara on the Lake
- Service is still accessible, although each of the bus stop locations are still to be confirmed/upgraded due to hold until the service announcement
- Runtimes for Niagara on the Lake and St. Catharine's have been determined and forwarded to GO Planning
- Fares to be the same as Union-Niagara Falls VIA station
- Ticket sales
 - Requires high volume of staff (high volume of sales at Union)
- June 30th Weekend
 - Tragically Hip concert at 3pm on Saturday June 30th
 - Expected attendance: ~30,000 – may require additional scheduling and staffing (enforcement, etc)

4. Station Infrastructure

Platform restrictions

- No platform restrictions at St. Catharine's or Niagara Falls
- Platform work last year was completed (paving, lighting, etc)
- All fare collection equipment has been installed
- No CCTV or PA system at St. Catharines
- CCTV feed required for the LCD Monitor to be mounted at the mini platform (to view coach #1 at Niagara Falls station – by May 18, 2012)
 - CSA to be advised
 - Edison Ruis to coordinate with Wayne Carter

ER & WC

Spotting Markers

- All spotting markers will be available at the St. Catharine's and Niagara Falls station (8, 10, 12 and all L markers)
- 8 marker signage on Lakeshore West stations (Exhibition, Port Credit, Oakville, Burlington)

5. Station Operations

Station Staffing

- Staffing at VIA Niagara Falls and St. Catharine's station for ticket sales
- Extra staff required for June 30th weekend (multiple events: Pride weekend, Jazz Festival and Jays game)

GO Transit Schedules

- Schedules to be posted at stations built to meet VIA posting boards
- Ken Golden to send a copy of the schedule to Gord Thom in VIA acceptable format for their posting boards (24" by 36") – KGO has mentioned to John Forestieri that station timetables will be proportioned correctly to fit within the 24 inches wide by 36 inches high restriction

KGO
(Completed)

Information pamphlets

- Timetable schedule and other customer information for St. Catharine's & Niagara Falls station
 - Niagara summer excursion service (effective June 23rd) station timetables would be shipped out and displayed in June
 - Temporary posters or schedules would be provided via marketing for Victoria day weekend excursion service (May 18th – 21st)
- Niagara Falls Transit schedule – to post information to our passengers that NFT will be meeting every GO train arrival at NF with bus service
 - Josh Wu to ask NFT if they would like to post their schedule at our stations and for copies of their schedules (electronic or hard copy) – Falls shuttle services printed route map and schedules are currently in production and will be shared with GO Transit both electronically and hard copy when available.

JW
(Completed)

Signage at Union Station

- Platform signage to direct customers to the bike coaches
- Signage will be phased by GO Planning and marketing & scheduling
- Info will be sent to Union, and ensure that it will be up at the platform

6. Customer Communications

Promotions and Advertising

- Plan to target prints, editorials, weekend getaways, wine tours, LCBO travel guide, bike magazines, Toronto Star (mid June), TTC advertising, outdoor video boards, etc.
 - Plan would be finalized once info on GO bus shuttles has been provided
- Niagara Falls and GO Transit website promotion
 - Ensure that information regarding Niagara Falls summer service will be removed on GO Transit website after September 3rd 2012

MC

Communications Plan

- E-news for regular customers
- Announcements on trains and buses

7. GO Planning

Passenger Counts

- GO Planning expects passenger counts to be done each week
 - Passenger count report will be sent to MTO end of season (To be completed & filed within a few weeks of September 3rd)
 - Need to develop process to get counts for passengers and bikes (i.e. date/trip/# of passengers/# bikes per trip)
 - Second CSA to assist with reinforcing surveys on-board trains, as well as conducting passenger counts (call GTCC communication team to advise of number of passengers, accessible passengers and bikes – done to ensure proper level of connections)
 - * Confirmed – there will be no second CSA, instead, bus drivers on a modified work schedule will conduct passenger counts only
 - Ticket sales can also be used to provide an estimate of ridership

TA
(Completed)

JW & GW
(Completed)

Please refer to **Appendix C** for a draft copy of the Passenger Count document.

8. Revenue Accounting

Fare charge and costs

- Activation of fare costs for rail services
 - Still reflects the premium charge of \$3.00
 - Presto will be able to handle premium charges
- Period passes
 - STIs currently do not have 2012 dates programmed
 - SPOS/Presto device will be utilized to issue period passes – only date issued will be printed on the ticket, hence ticket will be sold and valid only for the upcoming weekend of the date shown
 - Rodney Wiltshire will be preparing the SON (Stations Operation Notice) regarding the sale of period passes and Anthony Pezzetti will prepare a bus operating notice as well

RW & AP

9. Fare Systems

Presto Machines

- Available at all stations

Ticket vending machines (TVM)

- Old TVMs unable to sell tickets to bus locations

Niagara Falls Transit ticket sales

- Bus connections with NFT – need cost & ticket sales locations
 - Niagara Falls Shuttle Service will be using Day Pass smart cards as they did last summer at \$10.00, plus cash fares of \$3.50 for Adults and \$1.00 for Child (ages 6 – 12 yrs).
- NFT to let planning know the fare structure and if they would want to sell tickets at rail stations – need to communicate with Station Operations
 - NFT will be distributing smart card Day Passes to GO through Catherine Williams for sale at Union, Exhibition, Port Credit, Oakville and Burlington Station.
 - NFT ask that whenever someone purchases a ticket for Niagara Falls that they be asked if they wish to also purchase a Falls Shuttle Day Pass

10. Transit Safety

Transit Safety Plan

- Will maintain the same level of service as last year
 - June 30th weekend – may require additional staff (multiple events)
- Awareness of local police and emergency services (Police/fire/ambulance)
- Transit Safety is aware of period pass/presto sales

11. Customer Service

Passenger Counts Sheet

- Update the count sheet and save file to the shared folder in S: drive will be looked after by Laura-Gaye Moats

LM

Delayed Trains

- Advise Niagara Falls and St. Catharine's of delays to service for customers at the stations

June 30th concert event

- Extra staffing will be assigned as soon as more information regarding the concert is available

**12. Information
Technology**

General

- Need to monitor trains at Niagara Falls & St. Catharines on the system
- No planned test trains or training runs

Niagara Falls Station

- Platform is longer, but no change
- CCTV feed required for LCD monitor at west-end mini platform to view coach #1 (10 feet from the end of the platform)
- Camera will be tested on installation
- Edison Ruis to follow up with Wayne Carter regarding setting up installation dates
- Inform crew about the use of the CCTV for safety reasons
- Only Presto & STI available at stations, TVM not available

ER & WC

13. All

New business