



A Division of METROLINX

Niagara Falls Tightrope Walk Special Event

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

June 5, 2012 – 9:00am – 10:00am

Conference Call - Meeting Agenda

Required Attendees:

Sam Santarsia (SS)
Barry Stannard (BS)
Doug Smith (DS)
Doug Hodgson (DHO)
Steve Weir (SW)
Geri Wice (GW)
Suzanne Mackey (SM)
Graham Walker (GW)
Laura-Gaye Moats (LM)
Karen Stevenson (KS)
Maureen Amodio (MA)
Pat Hegarty (PH)
Anthony Pezzetti (AP)
Dan O'Donohue (DO)
Catherine Williams (CW)
Cathy Cabrio (CC)
Rodney Wiltshire (RW)
Nancy Pogue (NP)
Savio d'Gama Rose (SR)
Karen Warner (KW)
Bert Peverini (BP)
Sherwin Gumbs (SG)
Trevor Anderson (TA)
Irene Reid (IR)
Ken Golden (KGO)
Domico Liu (DL)
Caroline Busbridge (CB)
Melissa Crowther (MC)
Stephanie Trendocher (ST)
Kanchan Guron (KGU)
Joshua Wu (JW)

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, Bus Operations West
Manager, Contact Centre Operations
Assistant Manager, Station Operations West
Assistant Manager, Station Operations Central
Assistant Manager, Station Operations Central
Superintendent, Bus Operations West
Supervisor, Rail Operations
Supervisor, Station Operations West
Supervisor, Station Operations East
Supervisor, Station Operations Central
Team Lead, Operations & Programs
Customer Communications Leader
Customer Communications Leader
Senior Planning Officer, GO Planning
Senior Planning Officer, GO Planning
Senior Planning Officer, GO Planning
Transportation Planner, GO Planning
Transportation Planning Analyst, GO Planning
Transportation Planning Analyst, GO Planning
Communications Coordinator
Schedules and Marketing Coordinator
Advertising and Promotions Coordinator
Customer Care Coordinator
Rail Operations Analyst, Rail Services

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
Director, Rail Operations
Chief, Rail Equipment Assets
Chief, Bus Operations

Item	Description	Action by
Niagara Falls Special Event		

Service Overview

Niagara Falls – Tightrope Walk Event Service Overview

Dates of operation:

Friday June 15, 2012 only

- 1 train, 2 trips
 - T783 departs Union at 15:30, arrive Niagara Falls at 17:34
 - T784 departs Niagara Falls at 23:30, arrive Union at 01:34

Tracking:

T783 – Westbound – Union to Niagara Falls

- Union Station – Track 2, Platform 4
- Exhibition – Track 1, North Side
- Port Credit – Track 1, South Side
- Oakville – Track 2, North Side
- Burlington – Track 2, South Side
- St. Catharine's – Track 1, North Side
- Niagara Falls – Main Track, South Side

T784 – Eastbound –Niagara Falls to Union

- Niagara Falls – Main Track, South Side
- St. Catharine's – Track 1, North Side
- Burlington – Track 3, North Side
- Oakville – Track 3, South Side
- Port Credit – Track 3, South Side
- Exhibition – Track 4, South Side
- Union Station – Track 2, Platform 4

Schedule:

Please refer to **Appendix A** for the Public Timetable schedule.

2012 Niagara Falls Transit – Falls Shuttle Overview

Dates of operation:

May 18 - June 28, 2012

Red & Green Falls Shuttle routes

Fri - 9 a.m. to 11 p.m. on 60 minute headways

Discussion Items

1. Rail Equipment

Consist

- Friday, June 15 – L10 consist, no bike coaches

Bottled water

- To be stored in the washroom in coach #7

2. Rail Operations

Niagara Falls routing

- CN has signed off on the schedule

Boarding times

- Extra train 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 from Burlington to Niagara Falls only
- Bus driver will pass the data to the CSA for communicating to the GTCC

CSA announcements

- Announcements/guidelines will be sent to Bombardier staff

3. Bus Operations

Supplementary Bus Service

- One stand-by driver/bus in place to protect Burlington to NF's in the PM
- One stand-by driver/bus after train 784 departs NF's to protect any passengers that may have missed the last train.

4. Station Operations	Station Staffing • Staffing at VIA Niagara Falls and St. Catharine's station for ticket sales GO Transit Schedules • Schedules to be posted at stations built to meet VIA posting boards Signage at Union Station • Discuss signage and advertising at Union Station with advertising & promotions coordinators • Platform signage Union Station hours • T784 will arrive Union station at 1:34am – on track 2, platform 4 • Passenger flow exit plan from platform level at Union Station
5. Customer Communications	Promotions and Advertising • Ads in the local commuter papers, radio, facebook, etc. • Niagara Falls and GO Transit website promotion Communications Plan • E-news for regular customers
6. Transit Safety	Transit Safety Plan • Awareness of local police and emergency services (Police/fire/ambulance) • Staff on board?
7. Customer Service	Passenger Counts Sheet • Passenger/bike count sheet has been updated and saved in the shared folder in S: drive – "Niagara PaxBike Counts 2012" Delayed Trains • Advise Niagara Falls and St. Catharine's of delays to service for customers at the stations • Announcements on trains and buses
8. Information Technology	S4 upload • S4 files have been uploaded

9. All

New business