



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

#### Attendees:

|                           |                                               |
|---------------------------|-----------------------------------------------|
| Barry Stannard (BS)       | Manager, GO Transit Control Center            |
| Doug Smith (DS)           | Manager, Rail Equipment Maintenance           |
| Geri Wice (GW)            | Manager, Train Ops Contract                   |
| Laura-Gaye Moats (LM)     | Manager, Contact Centre Operations            |
| Maureen Amodio (MA)       | Assistant Manager, Station Operations Central |
| Cortez Hoyte (CH)         | Assistant Manager, Station Operations East    |
| Anthony Pezzetti (AP)     | Superintendent, Bus Operations West           |
| Dan O'Donohue (DO)        | Supervisor, Rail Operations                   |
| Mark Gasior (MG)          | Supervisor, Station Operations Central        |
| Catherine Williams (CW)   | Supervisor, Station Operations West           |
| Cathy Cabrio (CC)         | Supervisor, Station Operations East           |
| Michael Cameron (MC)      | Acting Supervisor, Rail Operations            |
| Karen Warner (KW)         | Customer Communications Leader                |
| Ken Golden (KGO)          | Transportation Planning Analyst, GO Planning  |
| Domico Liu (DL)           | Transportation Planning Analyst, GO Planning  |
| Caroline Busbridge (CB)   | Communications Coordinator                    |
| Melissa Crowther (MC)     | Schedules and Marketing Coordinator           |
| Stephanie Trendocher (ST) | Advertising and Promotions Coordinator        |
| Joshua Wu (JW)            | Rail Operations Analyst, Rail Services        |

#### Regrets:

|                         |                                               |
|-------------------------|-----------------------------------------------|
| Greg Percy (GP)         | Vice President, Operations                    |
| Daniel Haufschild (DHA) | Director, Policy and Planning                 |
| Paul Finnerty (PF)      | Director, Bus Services                        |
| Remi Landry (RL)        | Director, Rail Operations                     |
| Terry Cattani (TC)      | Chief, Rail Equipment Assets                  |
| Ken Armstrong (KA)      | Chief, Bus Operations                         |
| Sam Santarsia (SS)      | Manager, Rail Operations                      |
| Doug Hodgson (DHO)      | Manager, Electronics & Communications         |
| Steve Weir (SW)         | Manager, Transit Safety - Rail                |
| Suzanne Mackey (SM)     | Manager, Station Operations West              |
| Graham Walker (GW)      | Manager, Bus Operations West                  |
| Karen Stevenson (KS)    | Assistant Manager, Station Operations West    |
| Pat Hegarty (PH)        | Assistant Manager, Station Operations Central |
| Rodney Wiltshire (RW)   | Supervisor, Station Operations Central        |
| Anthony lafrate (AI)    | Supervisor, Transit Safety                    |
| Nancy Pogue (NP)        | Team Lead, Operations & Programs              |
| Savio d'Gama Rose (SR)  | Customer Communications Leader                |
| Bert Peverini (BP)      | Senior Planning Officer, GO Planning          |
| Sherwin Gumbs (SG)      | Senior Planning Officer, GO Planning          |
| Trevor Anderson (TA)    | Senior Planning Officer, GO Planning          |
| Irene Reid (IR)         | Transportation Planner, GO Planning           |
| Kanchan Guron (KGU)     | Customer Care Coordinator                     |

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| Item                               | Description | Action by |
|------------------------------------|-------------|-----------|
| <b>Niagara Falls Special Event</b> |             |           |

#### 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 00:01, arrive Union at 02:04

#### **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**

#### **Regular service:**

May 18 - June 28, 2012

Red & Green Falls Shuttle routes

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

\*NFT is working on a plan to operate extra buses up to 02:00 a.m.

#### **Extra Service:**

10 extra buses will be scheduled for the GO train arrival and also for the return trips after the event

## Discussion Items

### 1. Rail Equipment

#### Consist

- Friday, June 15 – L12 consist, no bike coaches

#### Bottled water

- To be stored in the washroom in coach #7

#### Barbeque Covers

- Will be placed in the 5A position to cover seats in case there are bicycles

### 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

#### PINS Board

- Will be updated by GTCC group

### **3. Bus Operations**

#### **Supplementary Bus Service**

- Five stand-by driver/bus in place to protect Burlington to NF's outbound
- One (unscheduled) stand-by driver/bus after train 784 departs NF's to protect any passengers that may have missed the last train. 01:00 a.m. departure (if required) to Union and on route rail stations. Extra buses available on Saturday and Sunday for anticipated higher ridership returning from Niagara Falls
- GTCC will keep in contact with the bus driver to make sure he departs at 01:00 a.m.
- There will be no buses going eastbound after 02:04 a.m. arrival at Union.
  - Next bus would be our regular scheduled weekend buses at 6:30 a.m.
  - Station attendants will be told to mention to customers when selling tickets that there are no return trips home, and that it's probably best to stay over night at Niagara Falls.

### **4. Station Operations**

#### **Station Staffing**

- Staffing at VIA Niagara Falls and St. Catharine's station for ticket sales
- Catherine Williams (CW) will provide VIA with new draft to extend staffing hours by 30 minutes

#### **GO Transit Schedules**

- Schedules to be posted at stations built to meet VIA posting boards
- Ken Golden (KG) will send Catherine Williams (CW) and everyone else the final schedule for posting

#### **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 2:04 a.m. – on track 2, platform 4
- Passenger flow exit plan from platform level at Union Station
  - No issues from SOC

#### **Timers at stations**

- Ensure that there will be a source of light at stations
- Catherine Williams will review with Carina Machado and Rick Armitage regarding timing of the lights for Exhibition/Port Credit/Oakville/Burlington

**5. Customer Communications**

**Promotions and Advertising**

- Will start communications this week
  - Sending on-the-GO messages to customers
  - Niagara Falls and GO Transit website promotion
  - Scheduling information as well
  - No bike coaches will be emphasized

**6. Transit Safety**

**Transit Safety Plan**

- Awareness of local police and emergency services (Police/fire/ambulance)
- Staff will be on board going from Union to Burlington and Burlington to Union

**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**