

Bus Services Updates

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EXECUTIVE SUMMARY - BUS SERVICES UPDATE

- Metrolinx has developed a **10-year bus strategy**, which focuses on delivering what customers have told us they want:
 - An *easy-to-understand* bus network
 - *Connections to major centres* in the region
 - Including transit hubs, business parks, post secondary institutions and shopping centres
 - Direct connections to destinations, with simple *connectivity to transit partners*
 - Convenient *travel at the right time*, with a target of 15-minute service on the major GTHA corridors
 - *Extended reach* across the region and Ontario through coordination with transportation providers
- The 10-year strategy has been operationalized into a **3-year bus transformation plan** which:
 - Focuses on providing the service that GO Bus is best positioned to provide
 - Transforms GO Bus Service into "*Regional Express Bus*", focused on targeted service that maximizes reach and connectivity, and introduces a "show up and go" approach for customers with 15-minute service
 - Continues to focus on network integration with local transit networks to deliver connectivity, and introduces coordination with private carriers to extend customer reach
 - Supports provincial investment in rail/subway/LRT/BRT by offering East/West connections linking all local/radial higher order services and providing system resiliency
- Today, we will also highlight some on-going initiatives that show the above plan moving into delivery:
 - Union Station Bus Terminal (USBT) - The new facility (opened in December 2020) which is already serviced by GO Transit, and Private Carriers
 - Clean Bus - Focused on cleanliness and safety, with multiple touchpoint cleaning activities throughout the day
 - Introduction of Seatbelts - Responding to the Transport Canada mandate, new GO Buses will have seatbelts, which will start service in September 2021



TRANSFORMING TO “REGIONAL EXPRESS BUS”

GO BUS STRATEGY - QUICK FACTS AND CUSTOMER PROFILE*

- GO Bus provides a critical network of routes that cover the region, connecting regions and municipalities.
- With speed supportive lanes on the highway network, GO Bus is able to deliver customers to their destinations quickly
- Through transit connections at 1100+ stops, 28 terminals and 30 park and ride sites, GO Bus customers are able to connect with other transit modes and providers to deliver on their travel needs
- In FY19-20, GO Bus had 17 million boardings, and the 10-year strategy identified the ability to grow to 27-30 million boardings by increasing frequency, service adjustments and alignment with on-going provincial investments

20%

of total GO
ridership

40

routes

1100+

bus stops

28

terminals

17M

Annual
boardings

500+

buses

30

park and
rides

Speed supportive lanes on sections of:

Don Valley Parkway

Highway 403

Highway 404

Highway 427

Queen Elizabeth Way

GO BUS CUSTOMER - FUTURE NEEDS

- Through customer surveys and engagement, customers has told us that the future of GO Bus needs to:



Make bus easy to understand

- Simplify routes, and make the system easier to ride and also to connect to other providers



Connect me to major centres

- Continue to connect to regional destinations, including transit hubs, business parks, post secondary institutions and shopping centres



Get me there directly

- Deliver direct and continuous east-west services along highways in the GTHA



Take me when I need to go

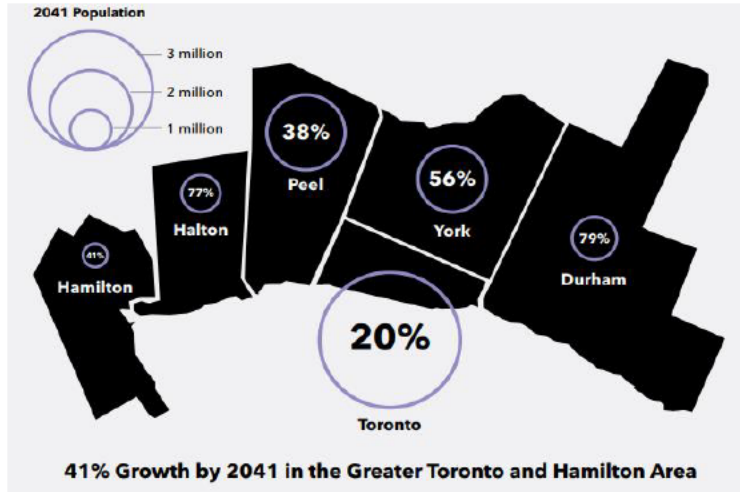
- Increase frequency on the core routes, and focus on “show up and go” service (target 15 minutes or less)



Extend my reach

- Focus on connectivity to all modes and transit providers

GO BUS STRATEGY - REGIONAL EXPRESS BUS



CUSTOMER WANTS MEET REGIONAL GROWTH



The Regional Transportation Plan furthers the customer principles identifying that **Trips between 905 communities**, will make up over 50% of all travel demand by 2041*



GO Bus is well suited to serve this growing customer need



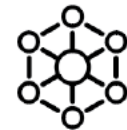
Additionally, GO Expansion and other provincial investments will render some existing GO Bus routes less relevant

REGIONAL EXPRESS BUS

The Strategy & Plan present an opportunity to:



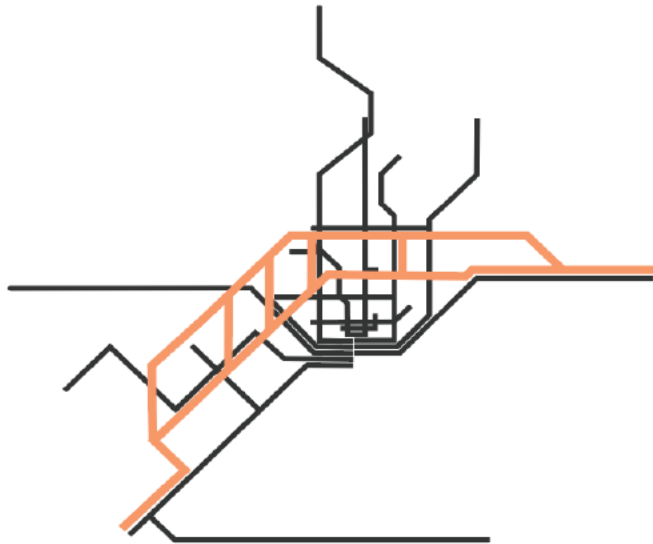
Focus GO Service where customer need is greatest and growing - 905 to 905 travel, with 15 min service



Augment the benefits of other provincial transit investment through adjustment and integration of the GO Bus Network (Rail, Subways, LRT's, BRT's)



Increase cost efficiency of GO Bus



ON-GOING INITIATIVES

GO BUS STRATEGY & CUSTOMER EXPERIENCE- UNION STATION BUS TERMINAL



Facility Features

- Opened December 2020
- 23,000 square foot facility located on the North-East corner of Bay Street & Lake Shore Boulevard
- 14 bus bays (double the capacity of the previous terminal)
- 270 bike parking spaces
- Amenities such as customer washrooms, device charging ports and Wi-Fi
- Seamless passenger transfer to other modes and providers (Rail, Bus, Subway)

- Three separate USBT access agreements have been implemented with TOK Coachlines, Coach Canada (Megabus) and Ontario Northland
- Additional carriers are anticipated to join USBT
- USBT becomes the main regional hub for “Extending Reach” for customers across the region and beyond



GO BUS CUSTOMER EXPERIENCE - CLEAN BUS

- Customers have told us they feel strongly about the cleanliness and safety of our buses
- Public Health Ontario guidance state routine cleaning, of 'surfaces that have frequent contact with hands should be cleaned and disinfected twice per day, and when visibly dirty
- Bus Drivers will conduct touch point cleaning during lay overs and/or at the start and end of their shift
- Thorough bus cleanings will additionally be conducted during servicing (fuel and wash) of the buses



GO BUS CUSTOMER EXPERIENCE - INTRODUCTION OF SEAT BELTS

- Transport Canada has mandated medium and large highway buses built after September 1, 2020 be equipped with passenger seatbelts
- 46 new GO double-decker buses equipped with seatbelts will go into operation in September
- Operational procedures, including cleaning and maintenance programs, have been developed
- Communication strategy leverages multiple mediums to reach internal and external stakeholders, and will launch prior to buses going into service

Key Messages to our Customers:

- Please buckle up when seatbelts are available - it's the law.
- Seatbelts are not the only way GO keeps riders safe. Our bus fleet is designed to exceed federal safety standards in many different areas.
- Safety is central to everything we do, GO Transit is a leader in the bus industry when it comes to driver training and safety.



METROLINX

Buckle up. | **Attachez vous.**
It's the law. | C'est la loi.

Safety Never Stops.
Destination sécurité. Sans arrêt.