

2012 – 2017: Emerging Trends

- Growth continues, but net migration levels into Ontario have been lower than usual
- Ontario GDP declined to 2 per cent, affecting government services
- Oil prices to remain at relatively high levels
- Industrial electricity rates are due to rise 2.7% annually for the next 20 years
- Provisions of the Buy America Act will apply to transportation industry
- Canada has not yet adopted a standard for mobile payments
- Social media is becoming increasingly important for customer and brand reputation

Deliver: Metrolinx

New deliverables

- Modernize organizational design and ensure business processes meet needs
 - Update I&IT strategy, Asset management plan
 - Review of business processes every 5 years
 - Attract and train next generation of professionals; introduce a diversity strategy
- Innovation and Sustainability
 - Report annually on progress on Innovation Framework
 - Establish an energy use and emissions baseline and reduce annual consumption per passenger-km carried
 - Attain LEED certification for all new and retrofitted facilities
 - Equip locomotive fleet with Tier 4 technology to reduce emissions
 - Attain UITP Charter for Sustainability full signatory, and APTA Sustainability Commitment Gold status

Deliver: GO Transit as regional rapid transit

New deliverables

- Expand bus service: 30% ridership growth to 21 million rides annually
 - Inter-regional suburb to suburb service to activity centres and increase frequency of service on key suburban corridors
 - Service adjustments for new Mississauga Transitway and Spadina Subway extension
- Expand rail service: 20% ridership growth to 58 million rides annually
 - Introduction of two-way off-peak rail service
 - Some service extensions
 - Enhanced peak rail service
 - Implement new Customer Satisfaction Strategy and Fare Guarantee
- Revitalize Union Station (including Atrium) and expand capacity
- Implement GO Transit Control Centre
- Continue infrastructure investment for state-of-good repair and additional service
- Deliver vehicle procurements and related maintenance and storage facilities
- Complete implementation of accessible service; ensure compliance with AODA.

Deliver: ARL in 2015, carry 2M rides in Year 1

New deliverables

- Launch ARL to carry 2 million passengers in year 1
 - Create a unique branded ARL customer experience
 - Build a network of strategic partnerships to deliver ARL value proposition
 - Complete construction of rail corridor, spur to airport and 4 stations
 - Complete DMU vehicle delivery and associated maintenance and service facility
 - Implement 3rd party agreements for operations, and customer service strategy.

Deliver: PRESTO, integrated regional fare collection

New deliverables

- Deliver PRESTO in Ottawa and update GTHA transit agencies
- Substantially deliver PRESTO on TTC
- Deliver PRESTO on ARL
- Explore expansion of PRESTO to additional Ontario transit agencies
- Assess and begin implementing potential new PRESTO products and services

Plan

New Deliverables

- Undertake legislated review of the Regional Transportation Plan by 2016
- Report annually on progress of the Innovation Framework
- Work with municipal partners to increase the walking/transit/cycling mode share at GO stations
- Advance the school travel planning with GTHA school boards

Invest

- Continue to advance the development of the Investment Strategy as set out in the 2011-2016 Strategy