



City of Maple Ridge

News Release

FOR IMMEDIATE RELEASE

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For further information, contact:

Mayor Nicole Read at 604-463-5221

nread@mapleridge.ca

Mayor Receives Update on West Coast Express Delays

Maple Ridge, BC: On February 2, 2015 Maple Ridge Mayor Nicole Read received a letter from Doug Kelsey, President and General Manager of the BC Rapid Transit Company (BCRTC) which operates the West Coast Express service. The letter outlined issues around recent service delays and the steps that are being taken to reduce the impact on the many users of the system.

February 2, 2015

Re: West Coast Express Delays

Dear Mayor Read,

Recently there have been service delays affecting West Coast Express (WCE) train service. West Coast Express trains operate on tracks that are owned by Canadian Pacific Railway (CP) and it is important to note that almost all delays to WCE service in the last three months have been CP related.

In January 2015, WCE's on-time performance dropped to 87%, the lowest rate experienced since it began operations in 1995. November and December 2014 on-time performance was also below normal at 94.5% and 96.7% respectively.

Recently, CP began a significant maintenance program to replace rail and rail ties between Waterfront Station and Pitt Meadows. CP performs this type of work to ensure the safe operation of freight and passenger trains. WCE was not informed about the schedule for this work but has recently learned that it will continue into April.

As President and General Manager of the BC Rapid Transit Company (BCRTC), the West Coast Express commuter rail operations are my responsibility and I have taken a number of steps to address both the service delays and related customer complaints.

Passengers have been informed of the issues through information placed on all train seats on two occasions. I will be at the station platform today with WCE staff handing out customer coffee vouchers as a token of acknowledgement of the problems that our customers are experiencing. This is for the first train which has been particularly impacted. I will also travel on the train to Mission to speak with customers en route.

Our Customer Information team is aware of the situation and is directly replying to comments on Twitter and the WCE customer service walk-in centre has been handling numerous customer concerns and issues.

I have been provided with a verbal commitment from CP's senior management that a resolution to this matter is a "top priority" and CP President and COO Keith Creel has been apprised of the situation.

Discussions are continuing between CP Rail and BCRTC and I am hopeful their commitment noted above will result in needed actions that end the delays and enable WCE to return to its high standard of service.

If you have any questions please contact me by email at Doug.kelsey@translink.ca

Sincerely,

Doug Kelsey
President and General Manager
BCRTC

"I want to make sure that all of the users of the West Coast Express are aware of the current situation and have all of the information regarding the work that is underway," said Mayor Read. "I appreciate the communication from Mr. Kelsey and I will continue to share any information that I receive with our community who rely on the popular West Coast Express service for their daily commute." For more information contact Mayor Nicole Read at nread@mapleridge.ca or by calling 604-463-5221.