Transforming the Way
GO Moves People

Gary McNeil
President, GO Transit
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A Division of Metrolinx

GO is an Operating Division of Metrolinx

METROLINX
An agency of the Government of Ontario

PRESTO
A Division of METROLINX

GO
A Division of METROLINX

AirRailLink
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BOMBARDIER
History of GO Transit

- 1967
- Lakeshore–Oakville to Pickering
- 2 million passengers in first year
• 20,000 sq. km
• Union to Barrie, Oshawa, Hamilton, Milton, Georgetown, Richmond Hill, Stouffville
• Weekend excursion to Niagara Falls
• Bus to Peterborough, Kitchener, Niagara
Moving People

- 58 million riders per year
- 185 daily train trips (75% rides)
- 2000+ daily bus trips (25% rides)
GO is in the “customer experience” business
The customer is the reason for our existence

- Moving people/faster
- 1.7 billion km of auto trips per year eliminated
- Responding to urban growth in the GTHA—fast growing municipalities need more services
Our Promises to You.

We will do our best to be on time.
We will always take your safety seriously.
We will keep you in the know.
We will make your experience comfortable.
We will help you quickly and courteously.
Fiscal Responsibility

- 80% operating cost recovery
- one of the best in the world —business model
- Acting like a private business with a strong, public conscience
Supporting the Largest Mobility Hub of Canada

Downtown 1975

Downtown today

Employment growth primarily supported by GO
New Hubs Evolving
New Hubs Evolving

Mobility Hubs as identified in The Big Move, November 2008.
Everything that we do has the customer as the main beneficiary
Customer Complaints

#1 and #2 Customer Complaints

More service

More parking
Union Station

- New train shed roof
  (8 acres with atrium)
- New concourse
  (100,000 sq. ft)
- New track/signals
New Fleet

- Tier 2 Emission, going to Tier 4 Diesel starting in 2015
- 12 car trains (2000 people)
- Modern
- Fast
- Efficient
• Smartcard
• Easy
• Card does the thinking
• All GO stations outfitted
• GO Bus this Fall
• All GTHA systems going live—TTC?
• Next generation-open payment component
ARL

- Tier 4 emission DMU
- Quality service at a competitive price
- 2015 committed date
- All Operating Divisions working closely with GO
The Near Future

• GO is moving from a commuter service to an alternative transportation service
  - not just focused on downtown
  - not just focused on rush hours
  - excelling in customer service
The Medium Term

- Running more trains
- Electrification
  - ARL first
  - GO next
- $ Billion decision; not driven by environmental decisions but by transportation/service
Conclusion

• Ten years ago, GO was driven by the bottom-line

• Today, GO is driven by customer service and demand—all of which contributes to a positive bottom-line

• Making the customer happy, meeting their expectations, growing the region’s prosperity
Thank you