

To: Board of Directors
From: Gary McNeil
Managing Director, GO Transit
Date: July 3, 2009
Re: Managing Director's Report: GO Transit

Key Performance Indicators:

- **Ridership:** Despite the slowing economy, GO Ridership continued to grow, with a 2.6% increase in ridership, when comparing the 2009 quarter to the same 2008 quarter. Ridership for the past year (12 months) is up almost 4%. We are seeing a slowing of the Rail ridership, primarily due to capacity constraints (no new services added in Quarter). GO is targeting, as part of its GO2020 Service Plan, sufficient seating for all customers on 95% of its train trips. We currently have sufficient seats for 78% of our train trips. Likewise, parking is at capacity throughout the system with over 60% of our stations at 95% of capacity or more (5000 additional spaces are planned for opening this fiscal year). However, Bus ridership continued to experience growth. This was partially driven by the extension of the school year at York University (due to a labour dispute earlier in the year), and also by the ability to more readily respond to growth on bus services through incremental service increases.
- **On-time Performance (OTP):** During the quarter, 1.2% of all train trips were delayed 20 minutes or more, or had to be cancelled. GO recognizes that some train delays are inevitable and sets an “acceptable” performance target of 99% of all trips to be within 20 minutes of scheduled time, and 92% within 5 minutes. Of course, GO strives for even better. Significant delays and cancellations occurred in April and May (87% OTP for both months) primarily as a result of uncontrollable delays related to corridor-trespass fatalities, on-board medical emergencies, police investigations and delays related to non-scheduled VIA or freight activities which impacted 4% of our train services. In June, service performance moved upwards to 89%, with delays related to planned construction and track maintenance in rail corridors causing some train delays. GO posts individual train performances on the public website, as most customers view our overall service based upon their individual train trip.

New Rail/Bus Services:

In late June, weekend train service started to/from Niagara Falls. In the last week of June, close to 2000 passengers rode the service – both Toronto travellers to Niagara Falls, as well as Niagara passengers into Toronto. GO will closely monitor the service. With this level of customer acceptance, GO hopes to retain and possibly expand the service for next fiscal year.

Also in late June, GO commenced operation of two additional train-starts in the Milton corridor. On a riders-per-train basis, this is one of GO's busiest corridors and we are confident that the new services will be warmly received.

Throughout the Quarter, GO Bus added trips in existing corridors where customer loadings demanded more capacity. Many of these are new off-peak "train buses" to complement peak period trains on the limited-service train corridors.

Gary McNeil
Managing Director, GO Transit