



# GO Transit President's Report

Ending May 31, 2011

Gary McNeil  
June 23, 2011



A Division of METROLINX

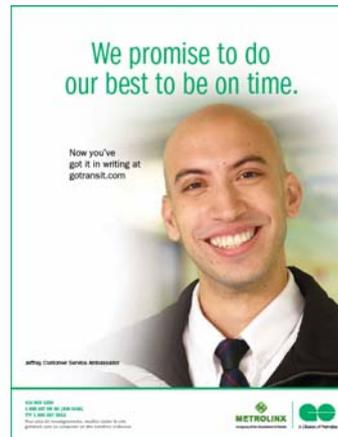
# Highlights

- We celebrated the 44<sup>th</sup> anniversary of GO Transit service on May 23<sup>rd</sup>
- The Spring Satisfaction scores show that overall satisfaction with GO Transit is 75%; 91% of customers will continue to use GO Transit, and; 70% would recommend GO Transit to a friend or colleague.
- Parking supply continues to be a challenge but we are addressing the congestion with our parking expansion program. We plan on installing 3,900 spaces this year.
- Passenger Charter key performance indicators have new targets as we strive for continuous improvements

# Our Promise

## “We will do our best to be on time”

- Over 99% of our bus trips arrived on time
- Over 94% of our rush hour train trips arrived on time
- Revised target of 92% for 2011 compared to 90% in 2010



# Our Promise

**“We will always take your safety seriously”**

Last year’s customer satisfaction target with safety: 71%

This Year: 80%

- Continued Transit Safety Officer presence on-board trains and at stations
- New infrastructure – better lighting and security features (CCTV, elimination of blind spots, clearly marked areas)



# Our Promise

## **“We will keep you in the know”**

Last year’s customer satisfaction target with communications: 71%

This Year: 77%

- Our online customer advisory panel, “Let GO Know” launched in April to provide our customers with another channel to provide feedback
- With over 4,000 panelists signed up, the first survey launched in May with electronic station signs



# Our Promise

## “We will make your experience comfortable”

Last year’s target for seat availability on rush hour trains : 80%  
This Year: 80%

- The challenge – record ridership, infrastructure for more service not in place
  - 50 more bilevel coaches ordered in March 2011; last one arriving 2013
  - Extending all platforms for 12 car trains
  - Some trains will be extended to 12 cars on Stouffville and Barrie lines in 2012
  - Continuing to explore new train start opportunities



# Our Promise

**“We will help you quickly and courteously”**

Last year’s target for average time to address customer concerns : 2 days  
This Year: 2 days

- We received 1,400 customer comments in April
- On average they were resolved within 1.7 days, an improvement of almost 37% from last year
- PRESTO is now available at all 59 GO Transit Rail Stations



# Construction Updates

## Recently completed:

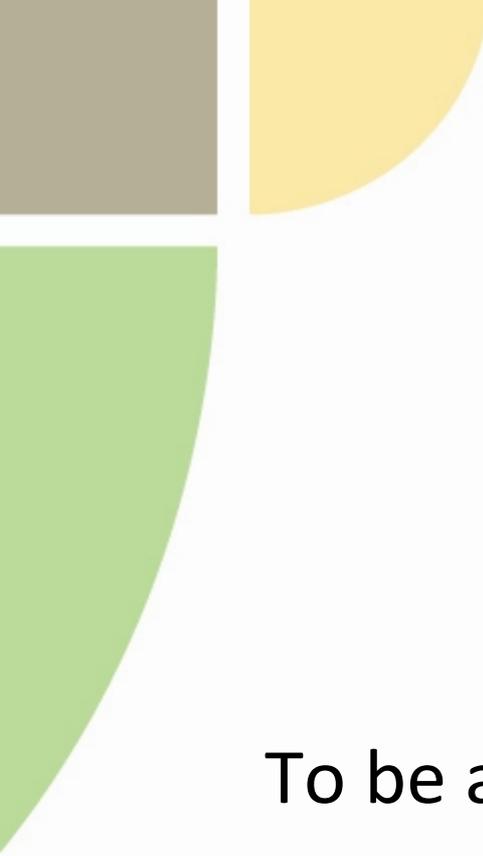
- Platform expansions at St. Catharines and Niagara Falls
- Whitby pedestrian bridge
- Don Yard Lead
- Four bridge widenings along Georgetown South corridor

## Under construction:

- Georgetown South
- Pedestrian Bridges (Pickering and Burlington)
- Parking (Bronte, Centennial, Oakville, Erindale and Pickering)
- Accessibility improvements in Bronte and Long Branch
- Barrie Waterfront station

## Environmental Assessments

- Renforth Gateway Bus Transit Hub
- Bus bypass lanes on the Don Valley Parkway



## Our mission:

To be a customer-first regional transit service.