

GO Transit President's Board Update: April 1 – June 30, 2012

September 11, 2012

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President, GO Transit



A Division of / Une Division de
METROLINX

Highlights

- GO Trains exceeded their on-time for performance target of 92%, and reached **94%**.
- Customer satisfaction remains a key priority: **74%** of customers are satisfied with GO; **91%** will continue to use GO and **67%** would recommend GO to a friend or colleague.
- GO Transit continues to work at enhancing reliability, and recently purchased segments on the Richmond Hill and Lakeshore West corridors. GO can now maintain the track to its high performance standards.
- To date, GO has dispersed over 200,000 PRESTO cards, providing strong support for seamless transit.



Service additions

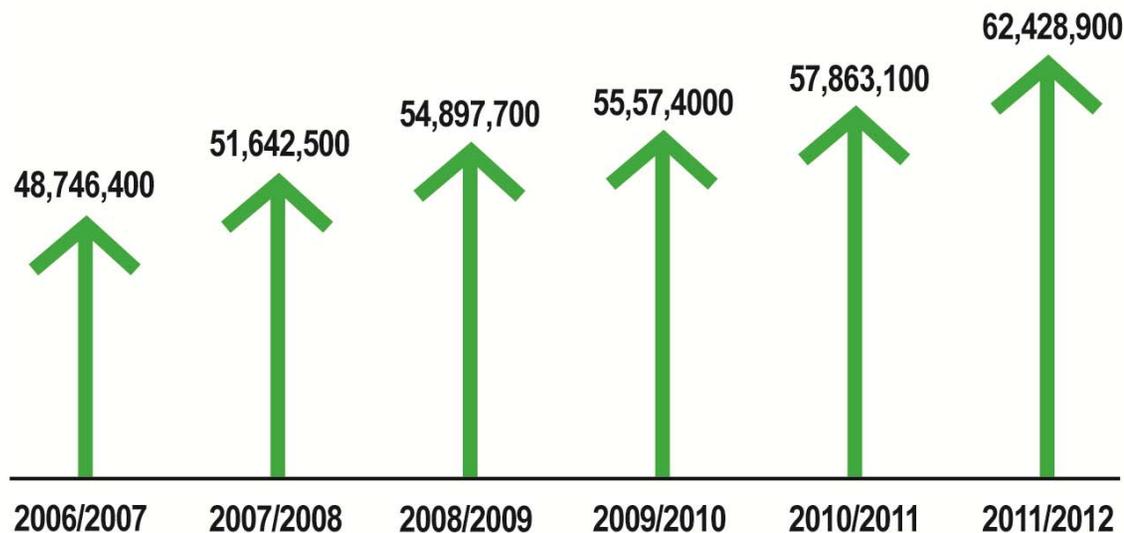
We continue to add service across our system to meet the changing travel needs of our passengers.

- In June, we added train service on the Milton line, launched a pilot for weekend train service on the Barrie line and recommenced the regular summer weekend Niagara excursion train trips.
- New GO Bus trips operated between St. Catharines VIA Station and Niagara-on-the-Lake to enhance the weekend Niagara service.
- Starting this September, GO will begin extending some 10-coach train sets to 12 as new coaches arrive. These will be allocated to overcapacity trips on the Stouffville and Barrie lines.
- 72 new bus trips were added, service areas extended, and schedule adjustments made to meet changing ridership demands.
- Bus stop enhancements at Milton GO, Pickering GO and at the University of Toronto Scarborough Campus made four more bus routes accessible.



Ridership trends

- We continue to see ridership growth.
 - **Rail average weekday ridership** grew by 5%.
 - **Bus average weekday ridership** increased by 2%.
 - **Bus average weekend ridership** increased by 19%
- 226,310 average weekday riders on the GO system in total.



Our Passenger Charter

REPORT CARD

Our Target | Our performance this year

June 2012

On time

We will run more than 92% of rush hour trains within five minutes of the scheduled time.

92%

94%



We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.

1%

1.0%



Safety

We will increase year over year, the percent of customers who are satisfied with GO Transit's safety as measured by our customer satisfaction survey.

80%

78%

Not yet met

Keeping you in the know

We will increase year over year, the percent of customers who are satisfied with GO Transit's communication as measured by our communication survey.

77%

75%

Not yet met

Comfortable experience

We will strive to have seats available for every passenger on 80% of rush hour train trips.

80%

66%

Not yet met

We will increase year over year, the percent of customers who are satisfied with the cleanliness of GO Transit managed stations as measured by our customer satisfaction survey.

82%

76%

Not yet met

Helpfulness

We will reduce the average time to address customer concerns to within 2 days.

2 days

0.7 days



We will answer 80% of telephone calls within 20 seconds or less.

80%

83%



How are we improving?

- **On time:** Starting later this fall, the GO Train Service Guarantee will be introduced.
- **Parking:** Since March, we added approximately 360 parking spaces; 200 in Ajax and 160 in Maple. Another 2,850 spaces will be open this fiscal year in Ajax, Oakville, Richmond Hill and at other locations.
- **In the know:** We launched our new “real time” station signs this summer. The new signs provide train passengers with up-to-the-minute trip information.
- **Comfort:** We added special service for events including the Honda Indy, Scotiabank Caribbean Carnival, tight rope walk over Niagara Falls and the Canadian National Exhibition (CNE). Specially priced advanced tickets were available to make it easier for customers.
- **Quick & courteous:** Bus Services developed a New Bus Driver training program that was recently accredited by the Motor Carrier Passenger Council of Canada. The recognition validates GO's training program as consistently delivering excellence, resulting in competent, professional bus drivers with proven skills and employing best practices.

