

GO Transit President's Board Update

June 2013

June 27, 2013

Gary McNeil
President, GO Transit



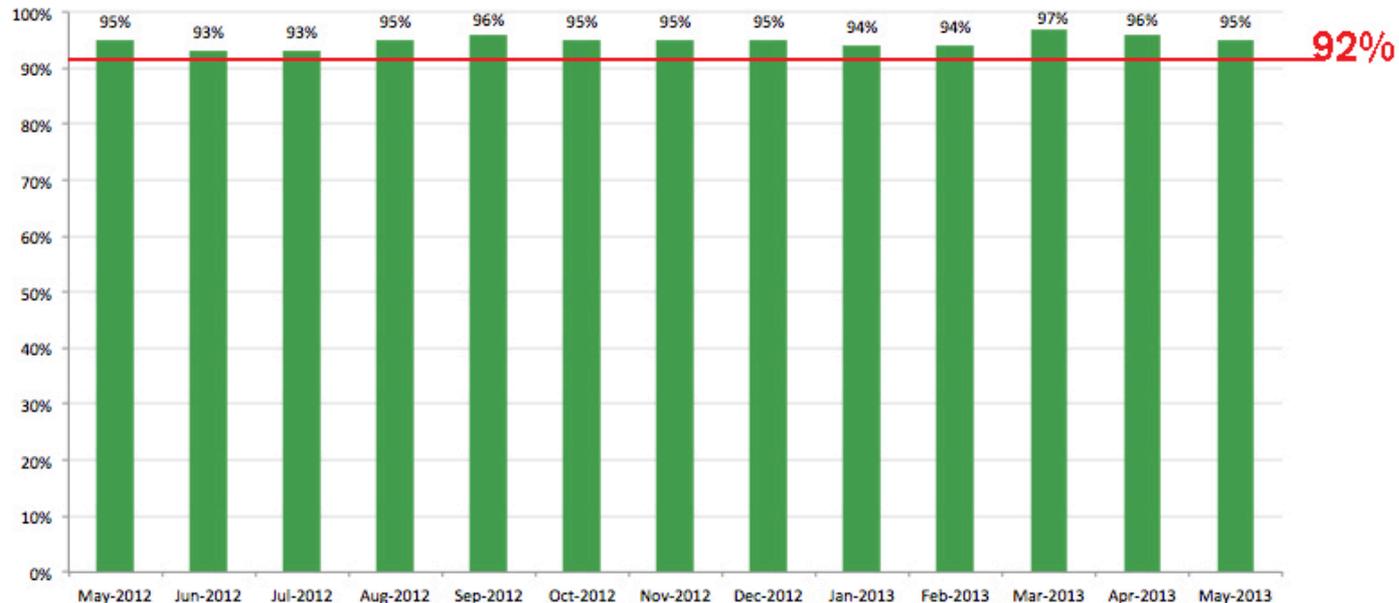
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Rail On-Time Performance

Rail On-Time Performance is consistently in the 95 % range

- We reached our target to run more than **92%** of rush hour trains within five minutes of the scheduled time
- The **97%** attained in March 2013 is the highest Rail On-Time Performance average ever recorded at GO

GO Transit - Rail On-Time Performance (%)
May 2012 - May 2013

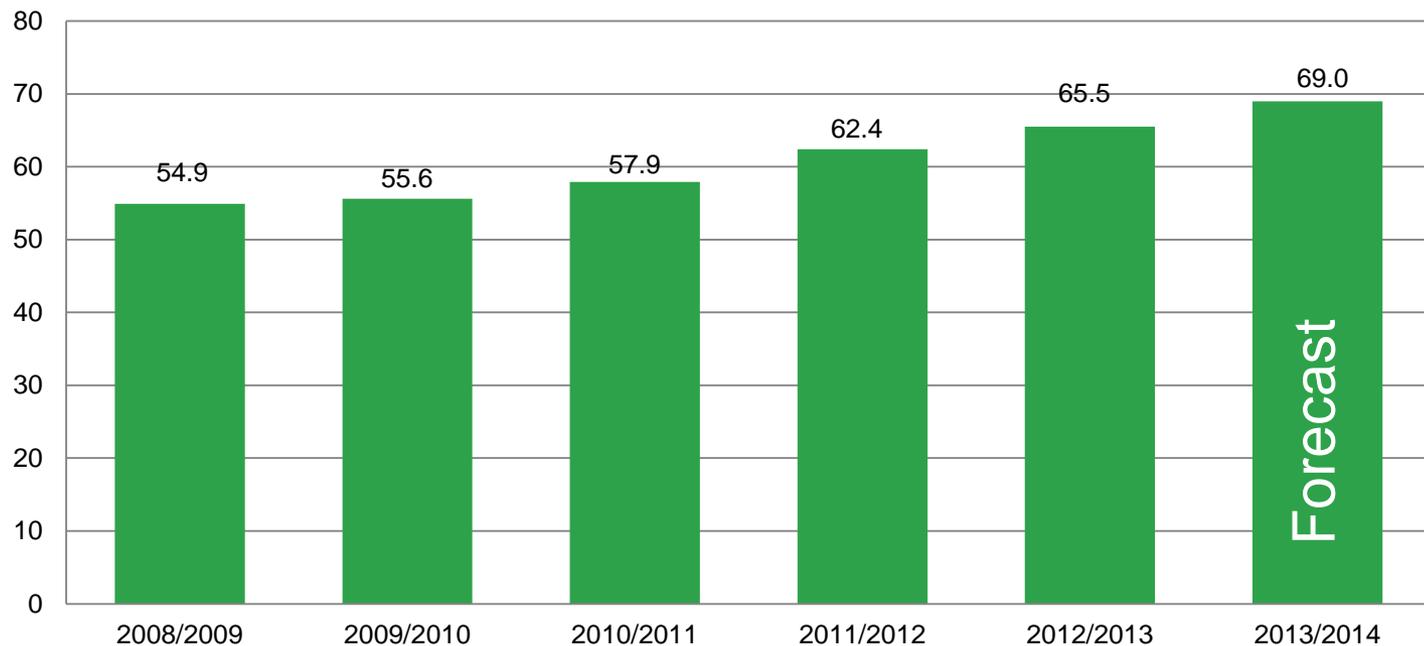


Strong Ridership Growth

Ridership continues to set records

- 5% ridership growth from last year across the GO system
- 19% ridership growth over the last 5 years

Millions of riders



Passenger Charter

April 2013 quarterly results

	Our target	Our performance this year
April 2013		
On time We will run more than 92% of rush hour trains within five minutes of the scheduled time.	92%	95% ✓
We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.	1%	0.4% ✓
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%	85% ✓
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%	71% Not yet met
Comfortable experience We will strive to have seats available for every passenger on 80% of rush hour train trips.	80%	65% 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%	80% Not yet met
Helpfulness We will reduce the average time to address customer concerns to within 2 business days.	2 days	1.8 days ✓
We will answer 80% of telephone calls within 20 seconds or less.	80%	89% ✓

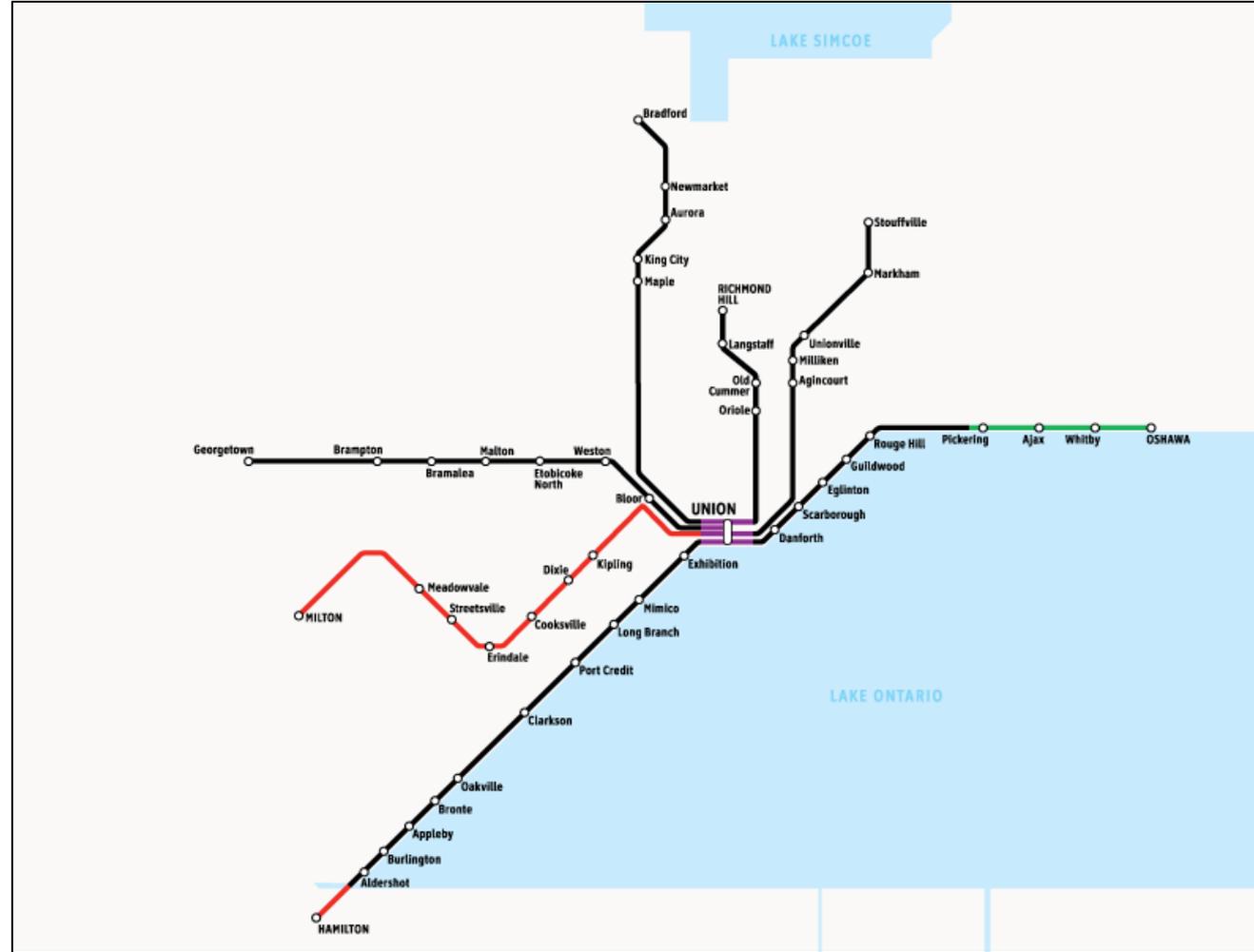
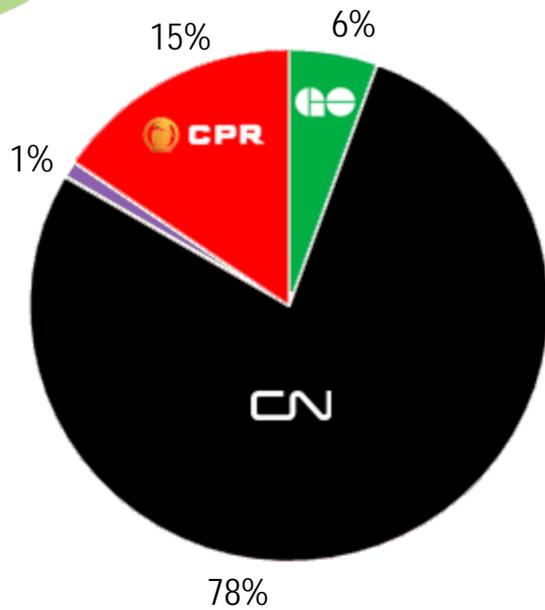
We continue to meet most of our targets, with 'comfortable experience' the most challenging

We are working towards improving our capacity :

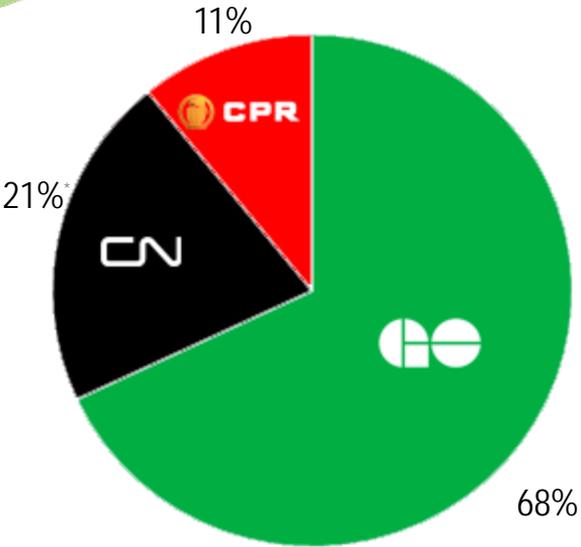
- In April eight additional train trips to Union Station were added
- On June 29th, adjustments in some existing peak trips from Union Station will result in more travel options



GO Rail Network Ownership - 1998



GO Rail Network Ownership - 2013



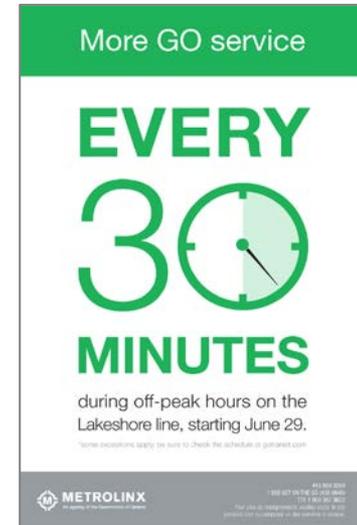
* Includes corridor under long-term lease from CN to GEXR



Service improvements – June 29

30-minute off-peak Lakeshore service

- Largest single expansion of service in GO's history since launch in 1967
- Culmination of years of preparatory work, including constructing additional track, purchasing railway corridors and scaling up operational capacity
- Major milestone in GO's evolution from commuter service to comprehensive rapid transit option



Return of seasonal weekend GO Train service to Barrie and Niagara

- Grows GO's reach into non-commuter markets
- Improved train schedules and enhanced marketing and communications to increase awareness and ridership for 2013

Recent announcements



25 new, lower double-decker buses added to the fleet

- Carries 81 passengers
- Are 10 cm lower than GO's current double-deckers, allowing them to operate on 34 more routes

GO launches Wi-Fi pilot at stations

- One of the top GO's customer requests
- The pilot launched on April 5th at Clarkson and Pickering GO Stations and expanded to 11 more stations on May 13th
- Heaviest usage at Clarkson GO Station and Yorkdale Bus Terminal



Construction milestones

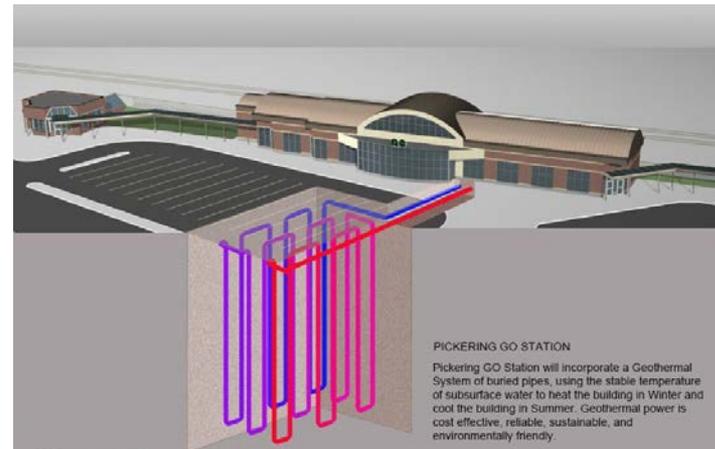


Construction and revitalization at Union Station continues

- Phase 7 is underway to accommodate the revitalization of platform 3, track, signals, stairs and elevators work
- Installation of steel columns and glass continues northward
- Construction of the UP Express platform and track has started

LEED Gold certification for the Pickering GO Station building

- Shows GO's commitment to design excellence and environmental sustainability
- First LEED Gold certification for the design and construction of a transit station building in Canada



Construction milestones

Georgetown South Project well underway

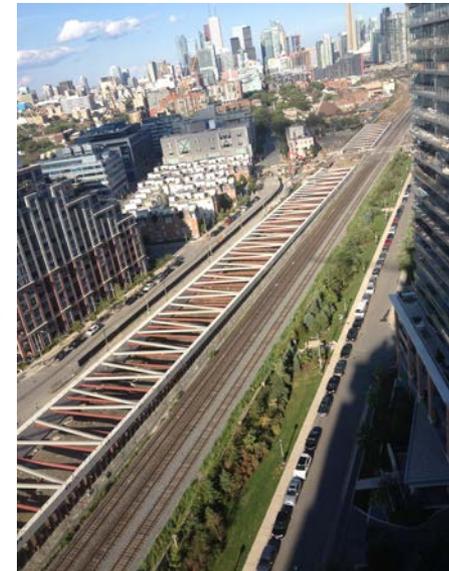


West Toronto Diamond

- Pile validation contract is completed - 2300 pipe piles were cleaned and waterproofed
- Excavation of GO corridor under CP tracks continues
- Bridges over east half of lowered corridor will be installed this summer

Strachan Avenue overpass

- Train operations will shift to the lowered corridor this October and the level crossing will be removed
- Will be first of seven new overpasses and underpasses along the corridor to enter use, making crossing the railway easier and safer for the community



Construction milestones



Improving GO's fleet servicing and storage - East Gwillimbury Bus Facility

- The facility is designed to achieve LEED certification and will feature energy efficient systems
- Over 60,000 square feet and space to store up to 36 buses indoors and four outdoors
- Construction started in spring 2013 and expected to be completed in summer 2014

New station building at Burlington

- GO has outgrown the existing station building; replacement will be more spacious and offer more amenities to our customers
- The work has started on the new bus loop and station building on the south side
- The existing station building will be demolished in the fall



Construction milestones

More parking available - New Erindale parking structure

- Will provide 1,500 parking spaces, which is an addition of 1,110 new parking spaces
- The exterior shell of the parking structure was completed in June 2013. Interior work continues to prepare for opening later this summer

We're also building parking structures for Ajax, and Pickering in the east and Clarkson in the west

- The four parking structures will provide over 6,000 parking spaces - or just over 4,400 new spaces



Trying to manage the weather

Flooding impacts GO Richmond Hill service

- May 29th saw severe flooding on Richmond Hill line due to rain storm
- Example of collective effort of GO and third party contractors (PNR, TTR, CN and Bombardier) to restore service efficiently
- Trains were rerouted and service suspended between Oriole and Old Cummer Stations. Full service was restored the following day



GO wins prestigious APTA award

GO has been awarded the 2013 APTA Award for Outstanding Public Transportation System in North America



- Winner in category for large systems (providing 20 million or more passenger trips annually) from across North America
- Will receive the award in October 2013 at the APTA award ceremony in Chicago

