



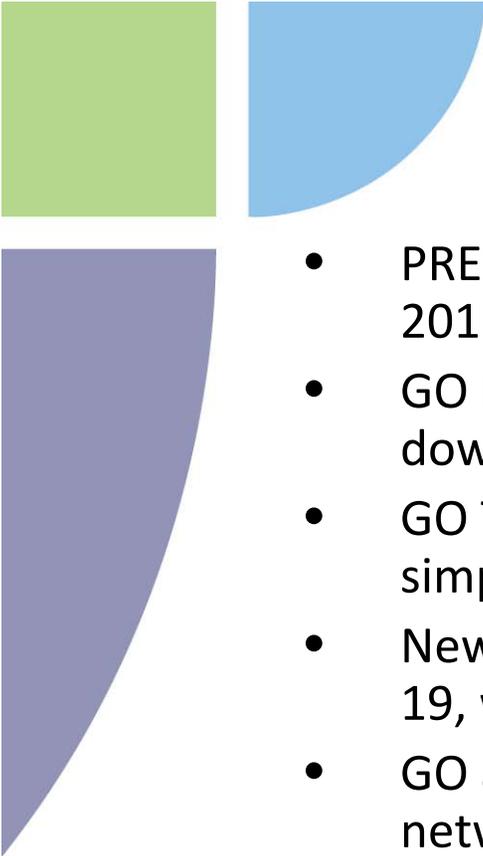
GO Transit President's Board Update

February 16, 2012

Gary McNeil, President GO Transit



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Year in Review

- PRESTO card available on all GO Buses & Trains as of August 2011.
- GO Mobile app launched in November (more than 78,000 downloads to date).
- GO Transit printed schedules have been enhanced with a simplified and easy-to-read layout (November 2011).
- New GO Train service to Kitchener-Waterloo began December 19, with two new stations opening in Kitchener and Guelph.
- GO added 3,500 new parking spaces at stations across the network including at Appleby, Aurora, Bramalea, Centennial, Lincolnville, Milton, Mount Joy, Rouge Hill and Whitby GO Stations.
- *On the GO*, our new & improved email and SMS alert service (formerly E-News) launched on January 23.
- New Allandale Waterfront GO Station opened January 28.



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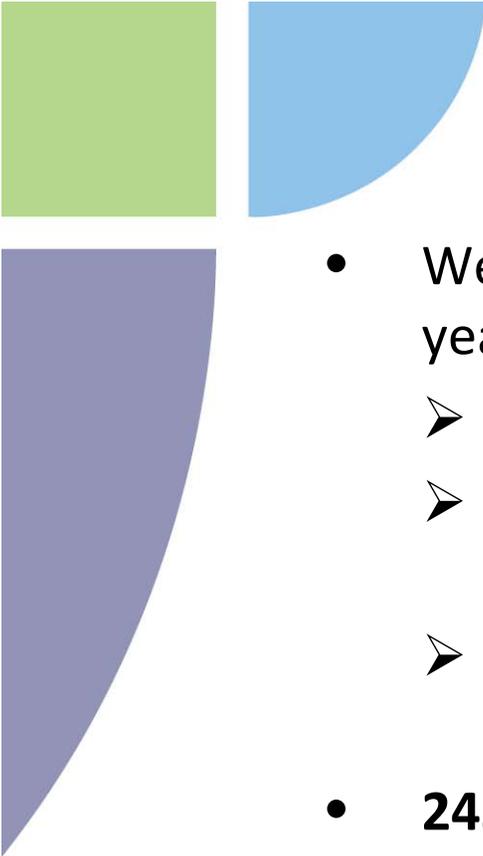


Year in Review cont'd

- GO Transit customers raised over \$21,000 for the Canadian Red Cross to help relief efforts in Japan (April).
- Annual GO Transit/United Way Golf Tournament raised \$40,000 (August).
- Metrolinx team raised nearly \$75,000 for the CN Tower Climb for United Way (October).
- Transit Safety Officers collected close to \$5,000 in spare donations from GO passengers (October).
- GO Transit Kitchener and Guelph Santa Claus Parades (November).



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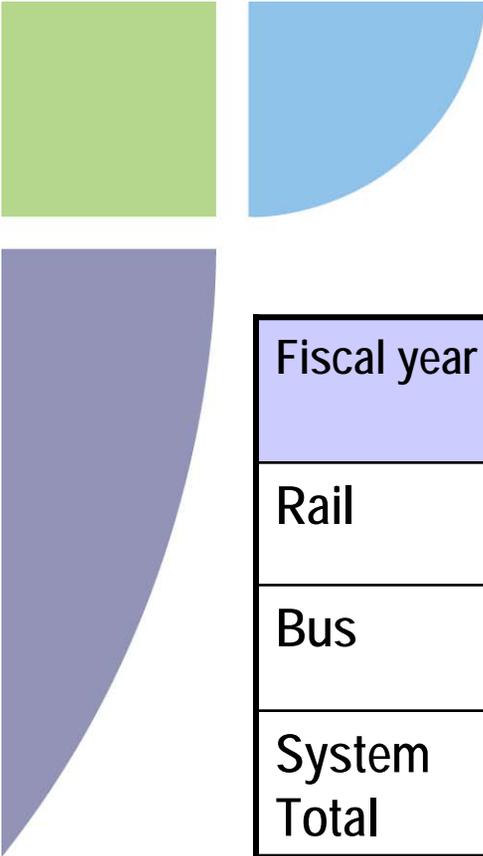


Ridership Trends

- We have seen a marked increase in ridership over last year. At the end of November 2011:
 - **Rail average weekday ridership** grew by nearly 6%.
 - **Bus average weekday ridership** increased by over 6%.
 - Significant increase of nearly 18% for the **bus average weekend ridership**.
- **243,600 average weekday riders on the GO system.** Average weekday ridership increased by nearly 6% or by 13,600 riders for the month of November 2011 compared to November 2010.



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Ridership Trends cont'd

Fiscal year	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011
Rail	41,559,900	43,970,900	46,718,100	46,628,900	48,763,000
Bus	7,186,500	7,671,600	8,179,600	8,945,100	9,037,900
System Total	48,746,400	51,642,500	54,897,700	55,574,000	57,800,900

Over the next five years, we anticipate a 30% increase in bus ridership and 22% increase in rail ridership, moving annual rides from 57 million to 75 million by the end of 2016.



On time Performance

Quarter ending Dec. 31, 2011	2011/2012 Year to date (Dec. 31, 2011)	2010-2011 Fiscal Year	Target
95%	94.8%	94%	92%



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REPORT CARD

Our Target	Our performance this year
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Updated: November 2011

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%

.6%



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%

80%



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%

NEXT SURVEY 2012

Comfortable experience

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

80%

64%



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 survey.

82%

82%



Helpfulness

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

2 days

1.1 days



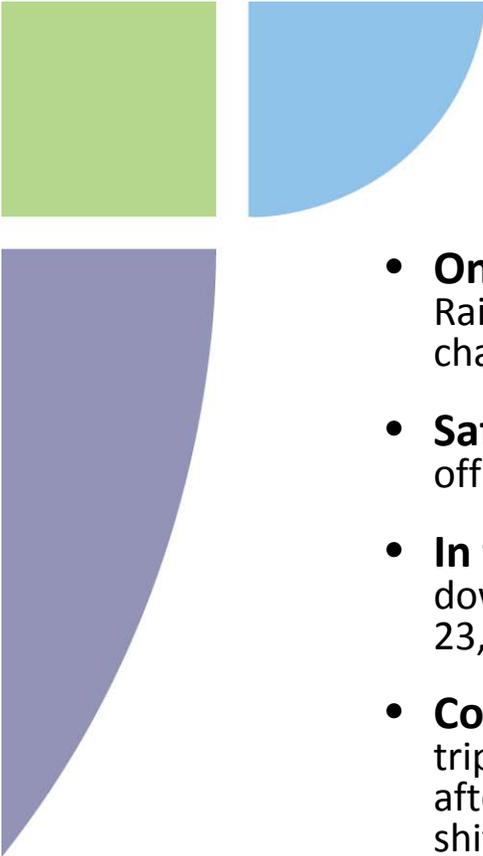
We will answer 80% of telephone calls within 20 seconds or less.

80%

83%



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How are we improving?

- **On time:** This past fall, to address wheel slip during ‘leaf season’, we ran a Rail Adhesion Management Program to better manage wheel traction challenges and improve on time performance for train trips.
- **Safety:** In July, additional Transit Safety Officers were hired to increase officer visibility and security for customers during off peak/late hours.
- **In the know:** GO Mobile App was launched in November 2011 (78,000+ downloads to date); since the start of *Let GO Know*, we’ve collected over 23,000 responses to 11 surveys. To date, we have over 5,400 panelists.
- **Comfort:** In October and September, GO Transit added 78 weekday bus trips and 78 new weekend bus trips to the schedule. One morning and one afternoon train trip on the Barrie line in September was added. We also shifted an off-peak period train into the peak period on the Kitchener (Georgetown) line.
- **Quick & courteous:** In August, GO adjusted ticket sales hours at Union Station Bus Terminal (8:30 a.m. to 11:59 p.m.); we also extended our hours at stations on the Lakeshore line to open before the first train leaves and after the last train departs at night.
- **Overall:** Customer satisfaction remains high: 78% of customers are satisfied with GO; 93% will continue to use GO and 71% would recommend GO to a friend or colleague.

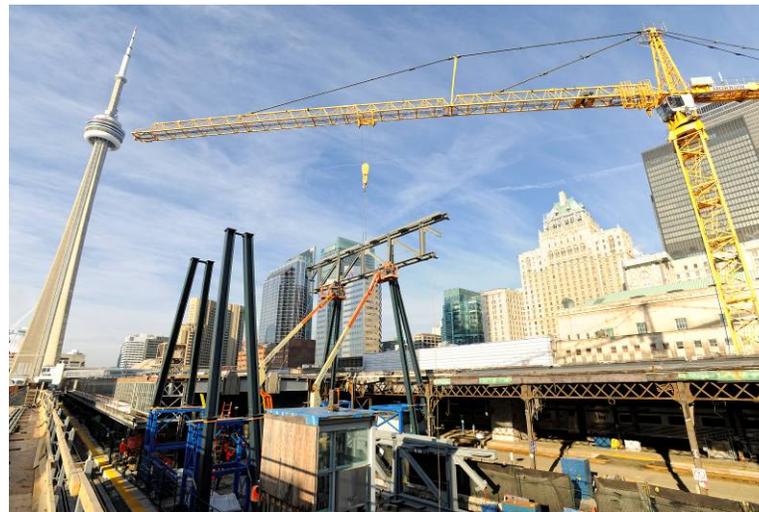


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Construction Update

Union Station Revitalization

- The train shed is undergoing its first renovation since it was built 80 years ago.
- On January 10, the first set of horizontal atrium 'trusses' were installed atop steel support columns.
- Used by 200,000 daily passengers, Union Station will be transformed into a bright, modern facility while respecting and preserving its heritage features.



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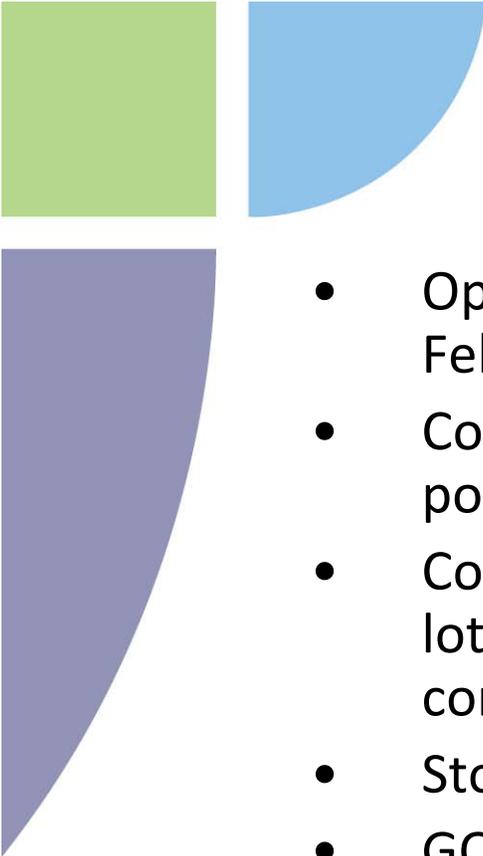
Construction Update cont'd

Georgetown South Project

- 90% of the project is now under construction.
- We are on target for 2014/2015 completion date, allowing both improved GO & ARL services for the Pan Am Games.



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Future projects & announcements

- Open for customers: Burlington Pedestrian Bridge (end of February) & Pickering Pedestrian Bridge (March)
- Construction start for the Mississauga BRT – west end portion (March)
- Construction for the Old Cummer & Eglinton South parking lot rehabilitation, Clarkson parking structure, and completion of Maple North parking lot (spring)
- Stouffville parking expansion (early spring)
- GO Bus Park n' Ride lot opening in Brampton 99 spaces – joint project with MTO (spring)
- Train Shed Roof Revitalization – installation of green roof (begins in September)
- It's an exciting time for GO and its customers.



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