



GO Transit President's Board Update

June 21, 2012

Gary McNeil, President GO Transit



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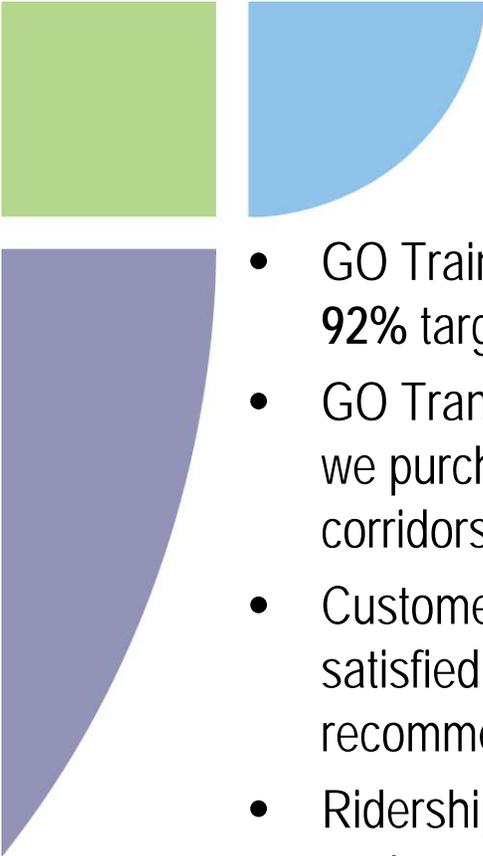


GO Transit Milestone – Happy 45th

- **On May 23, 1967**, GO launched all-day train service between Oakville and Pickering with limited service to Hamilton. Opening day saw over 7,000 passengers ride GO for the first time.
- Today, GO service supports 219,000 passengers on an average weekday. In 1967, GO's service area included 14 stations and 94 kilometres of railway along the two Lakeshore lines. Today, GO's rail network has grown to include 62 train stations over seven rail corridors, covering 444 kilometres of railway connecting passengers from as far away as Hamilton, Niagara Falls, Kitchener-Waterloo, Milton, Barrie, Richmond Hill, Stouffville and Oshawa to downtown Toronto. GO Buses provide service to 53,000 passengers on a typical weekday through more than 2,100 weekday trips.



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Highlights

- GO Trains continued to operate **95%-96%** on time, compared to our **92%** target.
- GO Transit continues to work at enhancing reliability. In this quarter, we purchased segments on the Richmond Hill and Lakeshore West corridors to gain greater control of train performance.
- Customer satisfaction remains a key priority: **71%** of customers are satisfied with GO; **87%** will continue to use GO and **64%** would recommend GO to a friend or colleague.
- Ridership remains strong. GO ended the fiscal year with 62.5 million customers; more than an 8% growth over last year.
- GO has issued almost 100,000 PRESTO cards.
- Downloads of GO Mobile continue to be strong and have exceeded 149,000; over 60% are for iPhone devices.
- Over 27,000 subscribers for new *On the GO* alerts, with more than 4,000 text message users.



Service Additions

We continue to add service across our system in response to increased ridership.

- Milton Rail Corridor passengers will have a new morning and evening rush hour train to choose for their commute starting June 25.
- Barrie to Toronto summer weekend train service starts June 23.
- Niagara Falls weekend train service starts June 23.
 - A GO Bus express shuttle will be available between St. Catharines and Niagara-on-the-Lake.
- The new Guelph Central GO Station Terminal opened May 13; has 22 bus platforms and combines Guelph Transit's main downtown hub with the former Guelph Bus Terminal operations – improving connections for both GO train and bus services for Guelph residents.



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Ridership trends

- We have seen a marked increase in ridership over last year. At the end of March 2012:
 - **Rail average weekday ridership** grew by 4%.
 - **Bus average weekday ridership** increased by 9%.
 - Significant increase of over 19% for the **bus average weekend ridership**.
- 239,000 average weekday riders on the GO system.

Fiscal year	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011	2011/12
System total	48,746,400	51,642,500	54,897,700	55,574,000	57,863,100	62,428,900



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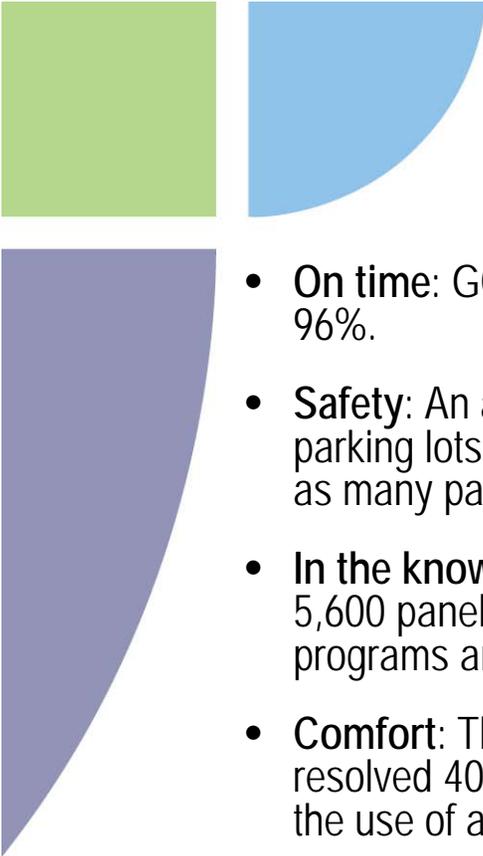
Our Passenger Charter

REPORT CARD

	Our Target	Our performance this year
April 2012		
<p>On time</p> <p>We will run more than 92% of rush hour trains within five minutes of the scheduled time.</p>	92%	95% ✓
<p>We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.</p>	1%	1.5% ✗
<p>Safety</p> <p>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.</p>	80%	80% ✓
<p>Keeping you in the know</p> <p>We will increase year over year, the percent of customers who are satisfied with GO Transit's communication as measured by our communication survey.</p>	77%	Next Survey 2012
<p>Comfortable experience</p> <p>We will strive to have seats available for every passenger on 80% of rush hour train trips.</p>	80%	64% ✗
<p>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.</p>	82%	83% ✓
<p>Helpfulness</p> <p>We will reduce the average time to address customer concerns to within 2 days.</p>	2 days	0.6 days ✓
<p>We will answer 80% of telephone calls within 20 seconds or less.</p>	80%	83% ✓



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How are we improving?

- **On time:** GO continues to hold on-time performance for rail in the range of 94%-96%.
- **Safety:** An additional 2,800 parking spaces are being created this year. Since May, parking lots at select stations have been re-lined and signed to ensure that there are as many parking spaces as possible without trading off on safety and ease of use.
- **In the know:** Since the launch of 'Let GO Know' online customer panel in 2010, our 5,600 panellists have provided valuable customer input that has helped shape new programs and initiatives to improve customer service.
- **Comfort:** The Rail Services team were able to take preemptive measures that resolved 40 potential service disruptions before customers were impacted through the use of a new remote monitoring system of locomotives.
- **Quick & courteous:** The Bus Services team has developed a New Bus Driver training program that was recently accredited by the Motor Carrier Passenger Council of Canada. The recognition validates GO training program as consistently delivering excellence, resulting in competent professional bus drivers with proven skills and employing best practices.



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Construction update

Union Station Revitalization

- On April 4th, workers installed panes of glass in the rooftop steel frame of the train shed Atrium. The atrium is scheduled for completion in 2015. Final replacement in 2016.

Georgetown South Project (GTS)

- We are well on target for 2014/2015 completion date.





New Projects

- Stouffville parking expansion begins (June)
- Weston GO Station re-location (July)
- Eglinton South Parking Lot Rehabilitation - construction starts (summer)
- Train Shed Roof Revitalization – installation of green roof begins (September)
- Aurora parking rehabilitation - construction completion (September)

