



**METROLINX**

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# GO Transit President's Report

## November 23, 2011

Gary McNeil  
President, GO Transit

# Highlights

- On average, a regular rail passenger was only delayed twice a month...our on time performance, April - September, was 95%.
- Ridership continues to break records – September results show Rail ridership up 9.6% and Bus ridership up 4.7%.
- The Summer Customer Satisfaction results show that overall satisfaction with GO Transit is 82%; 93% of customers will continue to use GO Transit, and; 74% would recommend GO Transit to a friend or colleague.
- Ongoing construction programs crucial to addressing capacity concerns are progressing well towards completion.
- Adoption of the PRESTO card is picking up now that we are offering it on all our services. There are over 40,500 GO customers with the card!

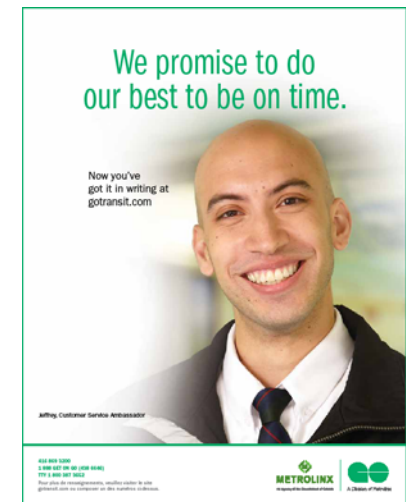
# Our Promise

“We will do our best to be on time”

This year’s target for rush hour rail performance: 92%

Our performance to date: 95%

- 96% of our rush hour train trips in August arrived on time and 95% in September
- The Rail Adhesion Management Program was put in place to help address our “wheel slip” challenges during the Fall and to keep our customers on time



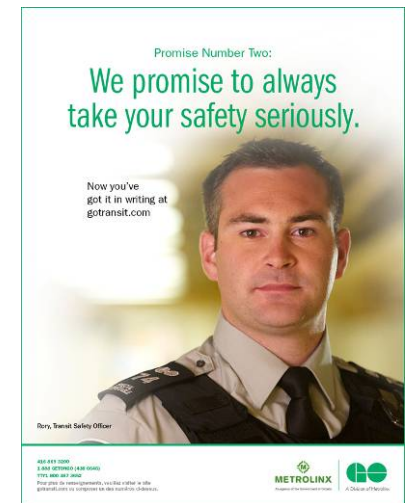
# Our Promise

“We will always take your safety seriously”

This year’s customer satisfaction target with safety: 80%

Our performance to date: 81%

- In response to customer’s feedback, we recently ran a “Practice Safe Parking” campaign to address concerns of unsafe parking practices.
- Transit Enforcement officers visited 19 highly used lots to help customers find a legal parking spot, and educate customers on safe parking.



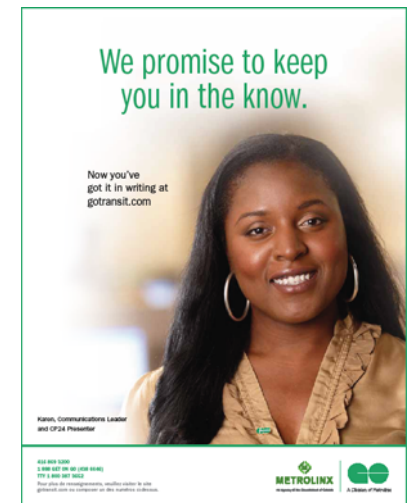
# Our Promise

“We will keep you in the know”

This year’s customer satisfaction target with communications: 77%

Our performance last year: 76%

- This special communications survey is done once annually, the next survey is scheduled in February 2012
- Stay in the know on the GO with GO Mobile – our first-ever official mobile application. Launched early November, 2011
- We heard customers say our timetables are confusing, so we improved them. Visit our stations to see the new timetables and system maps. Improvements to our online schedules is coming soon



# Our Promise

“We will make your experience comfortable”

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

Our performance to date: 64%

- Ridership continues to grow and infrastructure expansions are underway to accommodate
- Added one new morning and one new afternoon train trip for customers on the Barrie line in September
- Two weekday rail trips on Lakeshore East and West corridors were added in September
- To reduce crowding and meet customer demand, Bus passengers have seen 78 new weekday and 78 new weekend trips added since September
- We are continuing to explore new train start opportunities



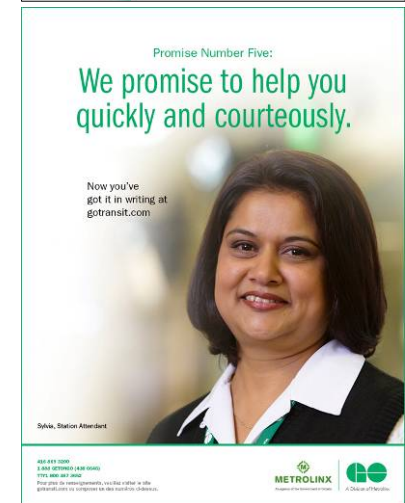
# Our Promise

“We will help you quickly and courteously”

This year’s target for average days to address customer concerns: 2 Days

Our performance to date: 0.8 days

- Just in time for the holidays, we are piloting GO Transit Gift Cards. They launched mid-November and are available at all Rail Stations.
- We are staffing more ticket wickets at Union Station during peak demand times.
- Our Let GO Know panelists talked and we listened
  - They told us they wanted late night trips for Nuit Blanche – so we implemented them.
  - They asked for changes to our timetables – and we incorporated them.



# Construction Updates

## Recently completed:

- Centennial Parking Structure

## Under construction:

- Union Station Revitalization
- Georgetown South grade separations at Strachan, West Toronto Diamond, Denison and Weston
- Willowbrook Progressive Maintenance Bays 3 & 4
- Oshawa Bus Maintenance Facility
- Lincolnville Bus Garage
- Mississauga Bus Rapid Transit enabling works
- Aurora Station Master Plan
- Weston Station
- Kitchener-Waterloo stations (Guelph and Kitchener)
- 12-car platform implementation

## Under Design:

- East Rail Maintenance Facility





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Thank you

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