

# Item 13: Enjoy the Ride

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# IN JULY, GO TRANSIT RIDERSHIP RECOVERY TO 69% & UP EXPRESS TO 85%. MOMENTUM CONTINUES INTO FALL, WITH WEEKEND EVENTS, SPORTS GAMES, CONCERTS & FESTIVALS

- Weekend ridership at 125%
- Off-peak weekday ridership increased to 89%

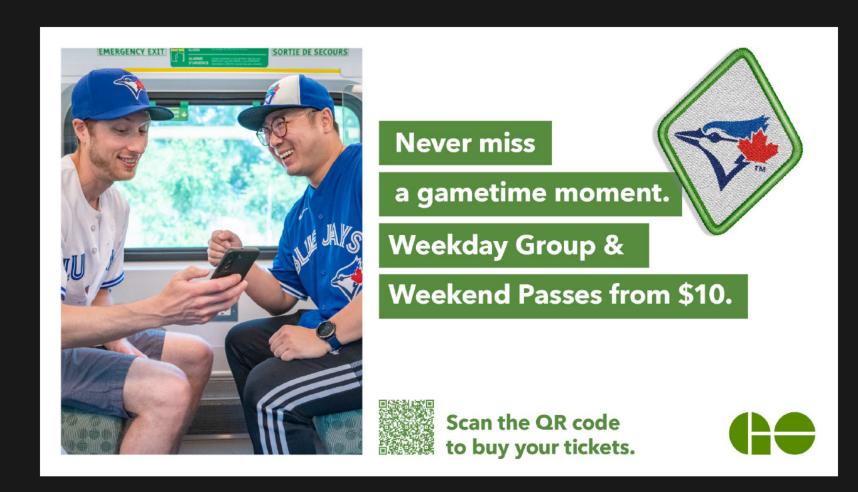
## NEW WEBSITE TRIP PLANNING TOOLS AND PRESTO CONTACTLESS PAYMENT ARE IMPROVING THE CUSTOMER JOURNEY EXPERIENCE :

- New GO Transit and UP Express websites highlight events and tourism destinations
- Weekend game day ridership at Union Station grew 48% and weekdays by 15 % vs. non-event days
- PRESTO Contactless launch on TTC

## LOOKING AHEAD WE ARE FOCUSED ON SUPPORTING OUR CUSTOMERS RETURNING TO SCHOOL, WORKPLACE AND FALL EVENTS & PARTNERSHIPS:

- Gen Z campaign reaches Youth & Post Secondary students returning to campus 132% recovery
- Delivering customer amenities and experiences with integrated partners such as SCOOTY, Second Cup, and TURO
- Upcoming event PRESTO Perks: Just for Laughs, TIFF, and Royal Agricultural Fair

### LEISURE TRAVEL WITH FESTIVALS, FALL ACTIVITIES AND GAME DAY





### **AUTHENTIC STORYTELLING BRINGS TO LIFE TRIP PLANNING IDEAS**









### WELCOMING CUSTOMERS RETURNING TO SCHOOL & THE WORKPLACE





#### **NEW CUSTOMER EXPERIENCES AND PARTNER AMENITIES**

GRAND OPENING OF SECOND
CUP COFFEE AT
UNION STATION BUS TERMINAL

E-SCOOTER PARTNERSHIP RIDE SCOOTY LAUNCH AT BRAMPTON GO STATIONS FIRST MILE / LAST MILE PARTNER
TURO CAR SHARE
LAUNCH







# **△** METROLINX