Enjoy the Ride, Enjoy the Game.

Mark Childs, Chief Marketing Officer

Board of Directors
November 27, 2025

EXECUTIVE SUMMARY

OCTOBER LEADS NORTH AMERICAN CUSTOMER RAIL RIDERSHIP GROWTH WITH INCREASED SERVICE, NEW STATIONS AND SUPPORTING TOURISM, LEISURE & WORLD SERIES FANS

October ridership sees double-digit growth

- GO and UP Express recorded +11.1 per cent and +23.7 per cent year-over-year
- Ridership reached an all-time high of 7.57M
- Strong year-to-date Customer Satisfaction scores; GO **85%**, UP **92%** and PRESTO **85%**
- We served 881K Blue Jays fans in 2025 (regular/postseason), **+32%** vs. 666K in 2024

Adaptive service reinforces GO as transit choice for sports fans

- Extra service, including **18** new full-line weekend trips on Kitchener service
- Modified track construction during Blue Jays playoffs and World Series games
- Opened Confederation GO and Mount Dennis GO and UP stations

Delighting sports fans across the journey

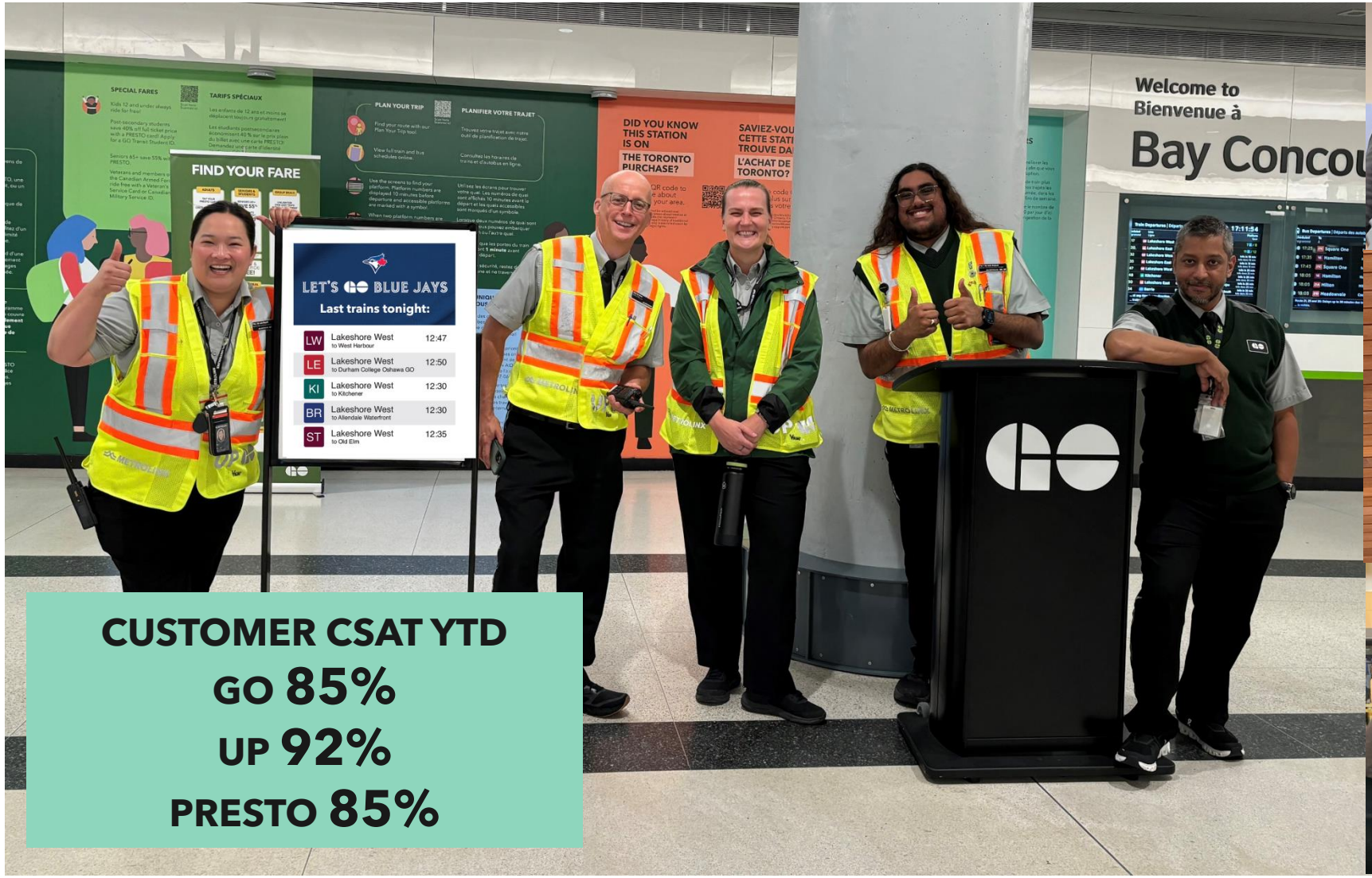
- Over **1 Million** transactions from 140 vending machines and 51 retail locations
- Expanded PRESTO Perks for sports and dining
- Begin tracking **CSAT among sport fans** for learning in preparation for FIFA.

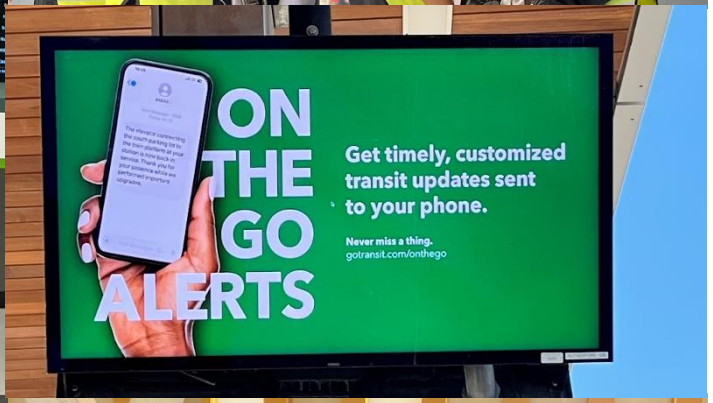
PROUD TO HELP BLUE JAYS FANS RIDE TO THE POSTSEASON

EXTRA +17 GO TRIPS ADDED

5 MAJOR TRACK CLOSURES REPLANNED

REAL-TIME UPDATES & FRONT-LINE STAFF KEEP FANS SAFE AND IN THE KNOW





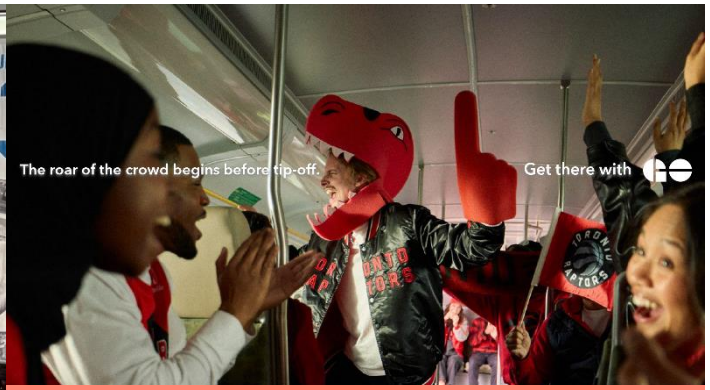
CUSTOMER CSAT YTD

GO 85%

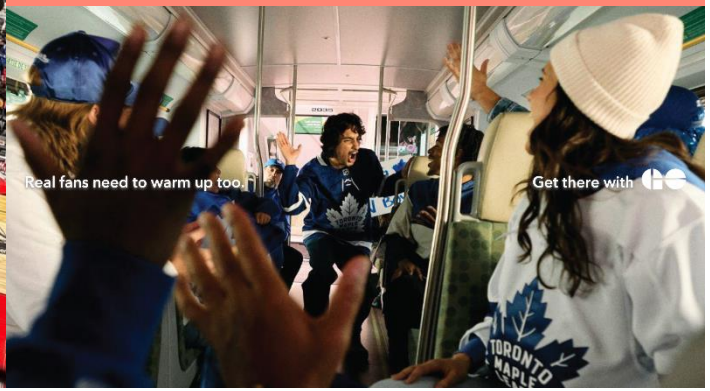
UP 92%

PRESTO 85%

SUPPORTING LEAFS AND RAPTORS FANS “GET HOME WITH GO”



+18 NEW WEEKEND SERVICE TRIPS ON FULL KITCHENER LINE



PARTNERING WITH 20 SPORTS TEAMS AND EVENTS ACROSS THE REGION

LEISURE TRAVEL CSAT

84% (GO TRAIN)

79% (GO BUS)

CONVENIENT AMENITIES & PRESTO PERKS DELIGHT ON THE WAY TO THE GAME

OVER 1 MILLION RETAIL TRANSACTIONS

PERKS 87% CSAT YTD

Second Cup Opens at Bramalea GO

METROLINX