

From: Gary McNeil [GaryM@gotransit.com]
Sent: June 7, 2004 11:53 AM
To: Gordon, Don
Cc: Paul Finnerty; Baher Abdulhai (E-mail); Fisch, Bill; Bill Sears; David Miller (E-mail); Doug Armstrong; Earl Rowe; Gordon Chong; Hazel McCallion; Hugh Nicholson; Joyce Savoline; Larry Di Ianni; Peter Smith (E-mail); Roger Anderson; Saad Rafi; Al Robinson; Bob Boyle; Frances Chung; Greg Percy; Jean Norman; William Jenkins
Subject: YRT Support
Importance: High

I want to personally thank YRT for the support that they provided to GO Transit today, and as planned for the balance of the week. This morning, the area that I was concerned about was "bus", but that area went smooth. Between us both, we carried over 1000 bused passengers to Unionville. Interestingly, the area that caused us problems was "rail", as CN failed to adequately dispatch the trains from Willowbrook to Unionville in a timely manner. As such, the 7:08 train departed Unionville at 7:42, and the 7:48 departed 20 minutes late. We have had conversations with CN to make sure that this does not repeat itself again tomorrow.

We know that GO and YRT can respond to this challenge for the balance of the week; we hope that we do not have to go into the same situation next week. The bridge repair contractor will be on-site this afternoon and we'll have a better sense of completion by mid-week.

Without the help of YRT, a poor situation would have been even worse. Your ability to mobilize buses and drivers and carry 150 passengers between the Centennial GO Station and Unionville was greatly appreciated. Don, your personal attendance at the station to make sure everything was covered was also commendable.

This afternoon's service may be more of a challenge, as a three trains will be discharged at Unionville and bus loads of customers will want immediate access back to their morning station of departure. However, we can handle it. Passengers may have to be patient, but we can get them home. For your information, we will be putting a customer bulletins on this evening's trains advising customers to get to their usual station 15-20 minutes before they normally would, to ensure that they allow enough time for the bus shuttle. At Unionville, there should be a train, with open doors, waiting for them.

Gary McNeil
Managing Director & CEO
GO Transit