



*Office of the President & Chief Executive Officer*

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Bonnie Crombie, MBA, ICD.D  
 Mayor, City of Mississauga  
 300 City Centre Drive  
 Mississauga, Ontario M5H 2N2

Dear Mayor Crombie,

Thank you for writing to us to share the City of Mississauga's concerns about Metrolinx's considerations for how to improve parking at GO Transit parking lots.

Let me assure you that we have not made any decisions and nothing has changed at GO station parking lots at this time.

We are aware that parking is a challenge at many GO stations across the network. Although we are in the business of delivering transit to get people where they need to go better, faster and easier, we have become one of the largest parking providers in North America. Of our 77,000 parking spots at GO stations across the region, only 8 per cent are currently paid reserved spots.

We have the fastest growing ridership in North America and our GO services are very popular. Our ridership has increased over 5.3% this past year alone and we have increased our services by more than 35%. Increasing parking capacity is one way for us to manage the growing demand, and we will continue to invest in this in line with our GO Rail Station Access Plan. We already have plans to add 24,000 additional parking spaces by 2031.

However, parking alone will not be able to meet the future needs of our customers. 62% of our customers that drive to our stations drive alone and almost 1 in 5 customers that live within one kilometre of a station, drive. This is why we are working with municipalities like yours to improve connections with local transit and make it easier for customers to get to and from our stations using other modes of transportation you noted such as walking, cycling, carpooling and ridesharing. Of course, we recognize that it takes time to change customer behaviour and we are taking steps to encourage new travel patterns through investment in new infrastructure, local pilots, partnerships with third-party services (e.g., Lyft, Uber) and other incentives.

As a part of a broader access strategy, we are studying options to improve parking at GO stations. This includes exploring new ways to use reserved parking. Our teams are looking into approaches that improve the customer experience, while ensuring that riders have safe,

convenient alternatives to get to GO stations and find parking if they need it. It is our priority to ensure transit costs remain affordable for customers. We are dedicated to consulting with stakeholders and understanding the end-to-end costs and impacts along the entire customer journey to find the most effective strategies.

As always, we remain committed to working with the City of Mississauga to build and maintain a safe and reliable regional transit service. I am proud, for example, of the work between Metrolinx and the City of Mississauga on the Hurontario LRT.

Our teams also look forward to strengthening this collaboration in 2020 and beyond by continuing to explore how we can leverage local MiWay bus services and provide more pedestrian and cycling connections to advance our shared vision of building a connected, transit-oriented region that maximizes residential, business and leisure opportunities.

I would be pleased to have a Metrolinx representative meet with you to discuss these matters and to consult on first mile/last mile solutions further. Should you have any additional questions, please reach out to Susan Walsh, Director of Community Relations, at [Susan.Walsh@metrolinx.com](mailto:Susan.Walsh@metrolinx.com) to coordinate a meeting.

Again, I want to thank you for the opportunity to respond on behalf of Metrolinx. To reiterate, we have not made any decisions and nothing has changed at GO station parking lots at this time. We will continue to keep our customers and stakeholders informed.

Sincerely,

**Phil Verster**  
President & CEO