

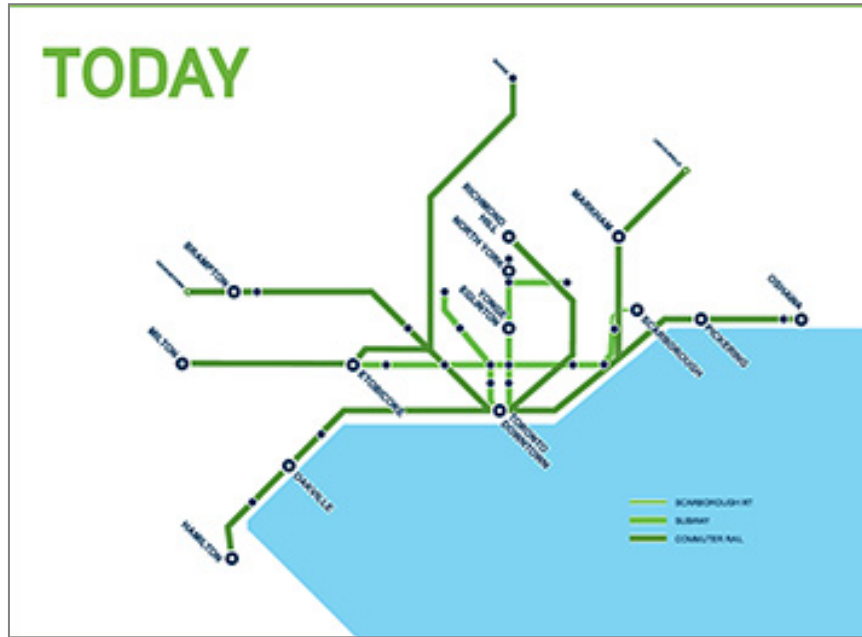
TRANSFORMING THE WAY OUR REGION MOVES

JOINT TTC/METROLINX MEETING



TRANSFORMING THE WAY WE MOVE

APRIL 24, 2006 – CREATION OF METROLINX



MISSION – VISION - VALUES

OUR VISION

Working together to transform the way the region moves

OUR MISSION

To champion and deliver mobility solutions for the Greater Toronto and Hamilton Area

OUR VALUES:

SERVE WITH PASSION

We put our hearts and minds into service excellence for our customers and each other

THINK FORWARD

We embrace change and create new ideas

PLAY AS A TEAM

We work together in a spirit of trust and respect

OUR CONTEXT: TORONTO AND REGION



Our success as a region must be the starting point for any discussion of transit and transportation. Our challenge is a direct consequence of our success.

TRANSIT EXPANSION PROGRESS



SHARED COMMITMENTS: EXCELLENCE IN CUSTOMER EXPERIENCE

GO's Passenger Charter

Our promises to you.

We will do our best to be on time

We want to get you where you need to be – when you need to be there. It's our goal to be on time, and you're always welcome to see how we're doing – just visit gotransit.com. If there are delays, we will provide information about them.



We will always take your safety seriously

This means continuing to keep our stations well lit and our vehicles well maintained. It means creating a sense of security in our parking lots. If something does happen, it means getting you the help you need from our trained professional staff. All in all, it means doing whatever we can to ensure that you get home safely.



We will keep you in the know

Whether it's information that can help you plan your journey, late-breaking news that impacts your trip with us, or a station announcement you need to hear, we will be clear and consistent in our communications.



We will make your experience comfortable

We want your trip to be as easy as possible. Your ticket will gain you admission to a modern, well-equipped vehicle, giving you well-deserved time to yourself. Your comfort is important to us.



We will help you quickly and courteously

Customer assistance is part of everyone's job at GO Transit. If you have a problem, we'll do our very best to resolve it on the spot. If you have questions prior to, or during your trip, we'll answer them for you. In other words, wherever you need help, just ask.



Looking to the future, two things are certain – we will need to grow to meet increasing demand, and we will adapt to meet your changing needs. If you have ideas, we want to hear them at gotransit.com. As our system grows and changes, we think you deserve to know. Together we can all enjoy the ride.



A Division of Metrolinx

See what we are doing to make your ride better...visit us at gotransit.com

EXPECT PRESTO
TO PUT YOU FIRST

This is your PRESTO Customer Charter. It is our commitment to help you get around seamlessly. All you have to do is tap on and ride easy.

- We will keep PRESTO smart and simple, so it's easy to use and understand
- We will continuously improve our service and keep PRESTO running smoothly
- We will keep you informed and make every effort to resolve any concern you have



TAP ON. RIDE EASY.

Overall Commitments



Your streetcar, bus or subway service will be reliable and on time. Our success will be measured through our daily and monthly scorecards to make sure our performance will be better than last year.

We know that the accessibility of our service is the difference between being able to travel or not for many of our customers. We will continue to make our services as accessible as possible. We will make sure the ramps and stop announcements on our vehicles are working properly.

We won't hide from our mistakes. If there are problems with our service, we will be clear about what happened – and what we are doing to fix it. We will do our best to communicate clearly with our customers, local business and communities in the event of any planned or unplanned events.

Nothing is more important than your safety. We will make sure you feel safe and secure while riding on our vehicles or while you are in our stations or sharing the road.

A clean and visually appealing station is one of the keys to having a satisfactory journey on the TTC. We promise to maintain the cleanliness and upkeep of all areas in our subway stations throughout the year.

SHARED COMMITMENTS: OPERATIONAL EXCELLENCE

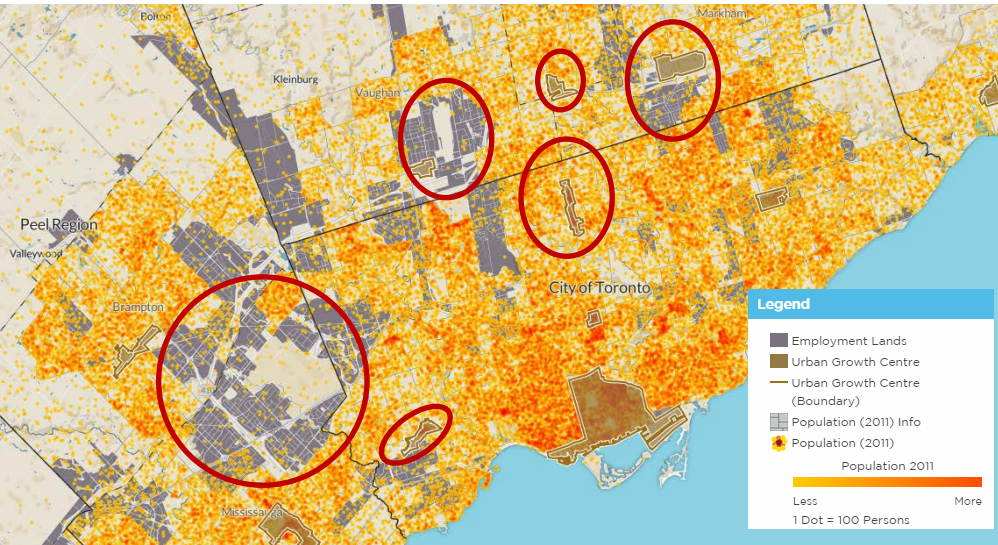


- Shared operating protocols for service disruptions
- Pan Am Games service

SHARED COMMITMENTS



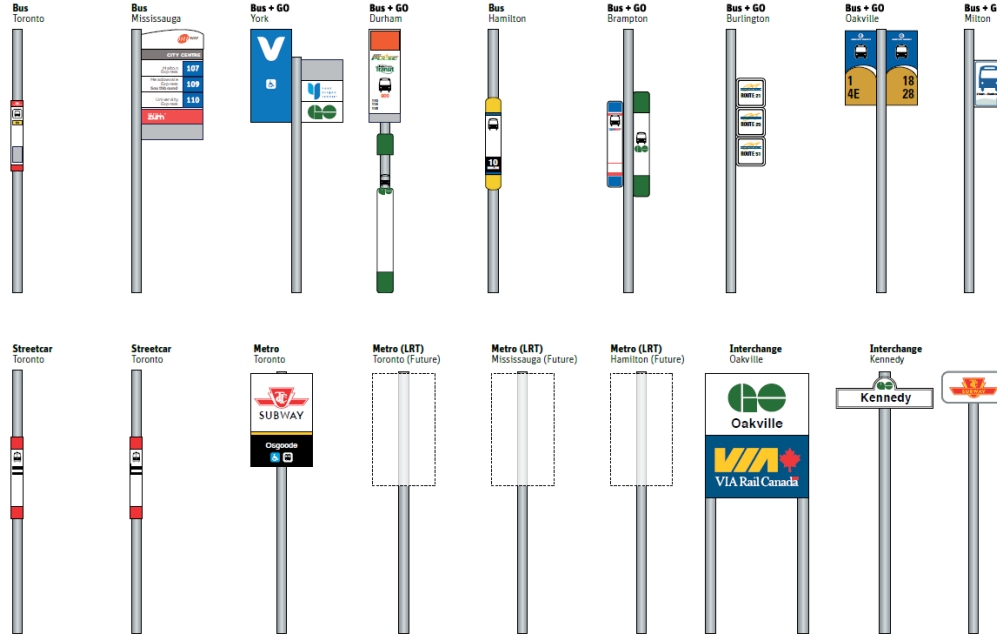
SHARED CUSTOMERS



- 42M+ cross-boundary transit trips between the 905 and the TTC each year
- 16M+ GO customers transfer to the TTC each year
- 5,500 passengers per hour: projected ridership of the Eglinton Crosstown in the peak direction by 2031.

SHARED CUSTOMERS

REGIONAL WAY FINDING HARMONIZATION



SHARED EXPERIENCES



Transit projects are complex undertakings:

- System planning
- Route planning
- Design and engineering
- Integration with land use
- Construction in urban environments
- Transform and shape the community for generations

INVESTING IN OUR COMMUNITIES

COMMUNITY BENEFITS AND LOCAL CONSTRUCTION



BUILDING TOMORROW'S NETWORK

GO REGIONAL EXPRESS RAIL

Trains up to every 15 minutes



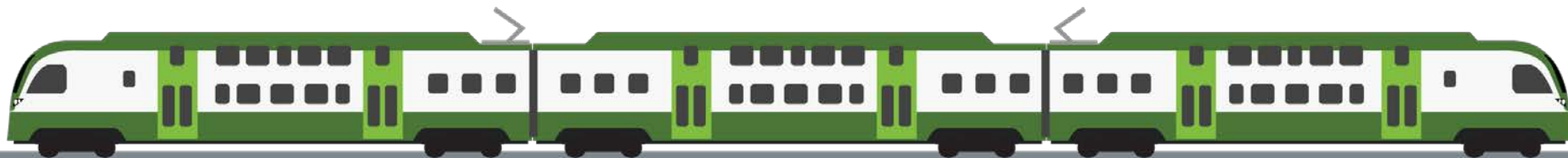
Service in both directions



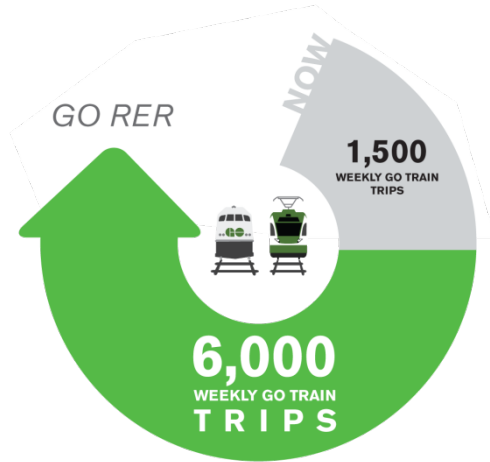
More all-day service



Faster, electric trains



GO REGIONAL EXPRESS RAIL



GO Regional Express Rail will provide nearly four times the numbers of GO Train trips, from about 1,500 to nearly 6,000.



450-km +
rail network



63 stations spread
throughout the GTHA
and beyond



All-day, two-way service



Connections with
17 local transit agencies

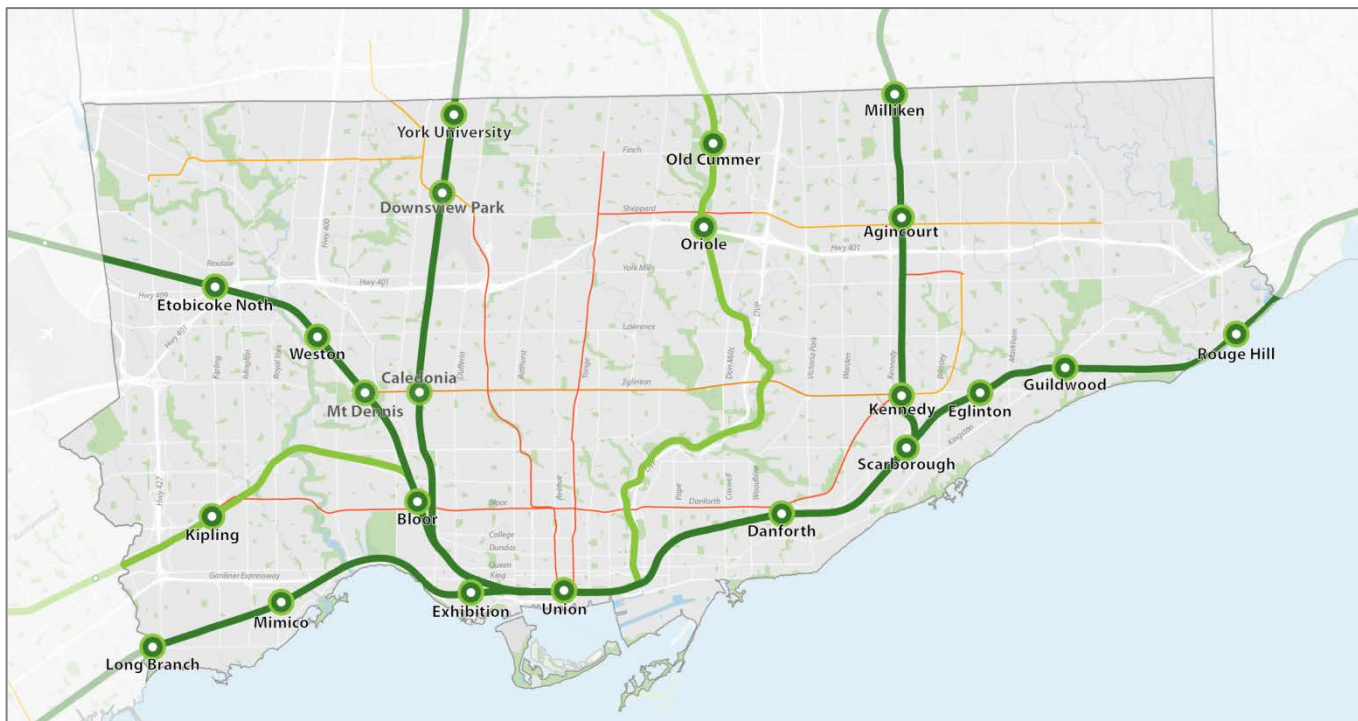


Over 95% on-time
performance rate



48 years
of experience

BUILDING TOMORROW'S NETWORK: INTEGRATING GO AND TTC



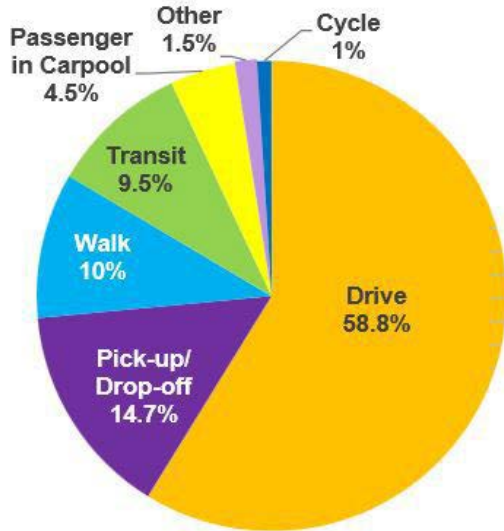
GO TRANSIT EXPANSION & SMART TRACK



ENABLING SUCCESS

FIRST AND LAST MILE / ACCESS TO STATIONS

Riders travelling to GO stations (2015*)



Brampton Transit

BURLINGTON TRANSIT

Durham Region Transit



Milton Transit

miWAY

OAKVILLE TRANSIT



YORK REGION TRANSIT | VIVA

GRT
GRAND RIVER TRANSIT

Guelph Transit
On Your Way

Barrie Transit

PLANNING FOR THE FUTURE



TRANSFORMING THE WAY WE MOVE



- Increased choice
- Greater integration
- Role for all modes
- Quality service