

QUICKFACTS

Our passengers

JANUARY 2012

OUR COMMITMENT TO YOU: a reliable, comfortable and safe traveling experience!

Our passengers are our number one priority and we listen when you tell us what is important to you. That's why we created GO Transit's first-ever Passenger Charter – a set of five promises we've made to you, our customers.

We promise:

- To do our best to be on time
- To take your safety seriously
- To keep you in the know
- To make your experience comfortable
- To help you quickly and courteously.

Every quarter, we measure our performance against our business objectives for each of the five promises.

On Time	Safety	Keeping you in the Know	Comfortable Experience	Helpfulness
92% of rush hour trains run within 5 minutes of the scheduled time	80% customer satisfaction	77% customer satisfaction	80% seat availability	80% of customer calls get answered within 20 seconds or less

To see how we are doing and what improvements we have made, visit gotransit.com/promise.

KEEPING YOU INFORMED

We believe effective communication with our passengers is crucial. Here are some of the communications tools you can use to stay connected.

GO TRANSIT WEBSITE SERVICE UPDATES

This page provides updated, real-time information about GO's train and bus service and is viewable on computers and mobile devices.

E-NEWS ALERTS

GO riders can receive email or SMS text messages directly to their mobile device. E-News messages include information on service improvements, new schedules, service status updates, station updates, special offers and other news of interest to passengers. Subscribe for free at www.gotransit.com/enews.

GO MOBILE APPLICATION

Using official data from GO Transit, the official GO Mobile application allows customers to view schedules, see Union Station departure info, set arrival alerts and has text-to-speech functionality. Download for free at www.gotransit.com/goapps.

UNION STATION ELECTRONIC DEPARTURE BOARDS

The electronic departure boards located throughout Union Station have real-time information about all departing trips. An online version is also available at gotransit.com/updates, and is viewable on portable devices.

CUSTOMER SERVICE AMBASSADORS ON GO TRAINS

Customer Service Ambassadors (CSAs) on GO Trains announce station stops, upcoming service changes, and reminders about passenger safety, as well as attending to the needs and questions of customers.

CSAs are specially trained to understand passengers's needs, and to provide the latest information about service status. CSAs are linked directly to GO's operations centre and always have the latest information.

STATION LCD SIGNS

GO's station LCD signs give commuters line-specific information about the status of a specific train, including corridor delays and disruptions. All GO Train stations, with the exception of Union Station, have these signs displayed inside station buildings.

See what we're doing to make your ride better.
gotransit.com/promise



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MORE CUSTOMER SERVICE INITIATIVES

LET GO KNOW CUSTOMER PANEL

Through Let GO Know, GO Transit's online advisory panel, customers participate in surveys and polls that help shape future planning and improvements on GO Transit. Register at www.letgoknow.com to have surveys sent direct to your email inbox.

BICYCLE-FRIENDLY

We're making it easier to combine biking and GO Transit travel by offering new amenities and services to our customers.

Passengers can travel with bikes anytime on GO Buses and outside of rush hour on GO Trains. Many stations now have bicycle shelters or lockers, making it convenient to cycle to stations while offering better security and protection from the elements.

MULTILINGUAL SERVICES

GO Transit offers customers live 24-hour interpretive services by telephone in over 150 languages. When a call comes into the Customer Contact Centre and a customer requests a specific language, the GO representative opens a conference call with an interpreter who speaks that language. Information is then relayed from the GO representative, through the interpreter, to the customer.

Customers can call GO's Customer Contact Centre at 416.869.3200 or 1.888.GET ON GO to get connected to this service.

HELPFUL AND FRIENDLY STAFF, WHEREVER GO PASSENGERS TRAVEL

GO staff are always available to help and offer a friendly greeting at all stages of a customer's trip. Customer Contact Centre staff offer assistance by phone. Station attendants and Customer Care staff at GO stations, terminals and Union Station and customer service-focused GO Bus drivers and train crews get people where they need to be. Ultimately, our passengers can count on us.



See what we're doing to make your ride better.
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