



Passenger Charter

Annual Progress Report
April 2011 – March 2012



A Division of METROLINX

Letter from Gary McNeil

Dear Passengers,

It has been 18 months since we launched GO Transit's Passenger Charter – a set of five promises that we are making to you to do our best; to be on time, take your safety seriously, keep you in the know, make your experience comfortable and help you quickly and courteously.

To keep our promises, we continue to make improvements across the GO system. From improving our reliability, increasing parking spaces, to communicating service status, we are listening to you. We want to make sure your experience on the GO is an easy, safe and comfortable one.

We measure how we're doing through our own performance indicators, and we learn about your satisfaction through surveys and your feedback. Each Passenger Charter promise has a performance indicator, as you'll see in the chart at the back of this report, and we strive to meet these targets every year.

Your feedback is heard and taken seriously. Many improvements have been made as a result. Through our online customer panel, Let GO Know, which has over 5,600 panellists, we have conducted 20 surveys and have collected 30,000 responses. I encourage you to join and have a direct hand in shaping the improvements we're making across our network.

I am pleased to present the 2011 - 2012 Annual Progress Report that outlines how we did last year, the improvements we've made to the GO system, and highlight those things that we're doing to help keep our promises to you.

Thank you for riding with us.

Gary McNeil
President, GO Transit



Our Promise: 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. If there are delays, we will provide information about them.

Improvements we've made

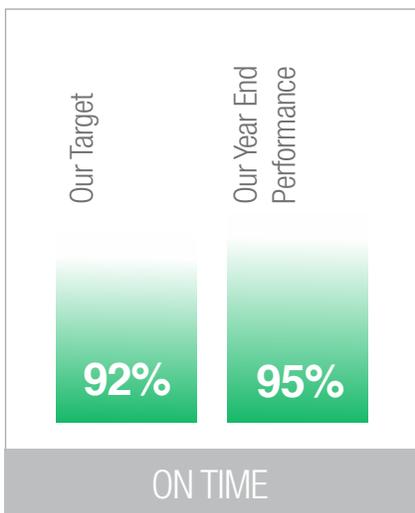
In March 2012, GO Transit purchased segments of track on the Richmond Hill and Lakeshore West lines which allows for greater control over track conditions and speeds. With this purchase, GO Transit now owns 65% of the track over which it travels.

Since December 2011, GO Transit in partnership with Bombardier resolved 40 potential service disruptions which mitigated passenger impacts by remotely monitoring system performance.

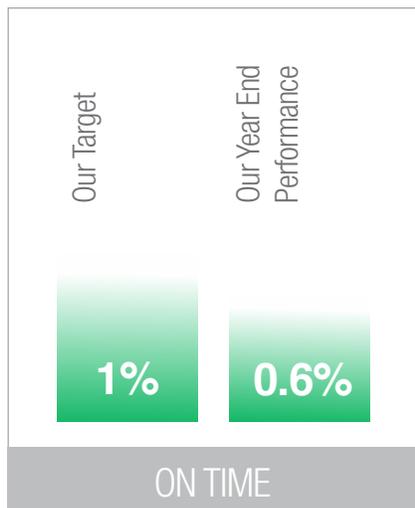
In October 2011, track tie replacement from east of Union Station to east of Rouge River began. This work is part of an overall program to maintain service reliability. Other initiatives include ongoing replacement over 100 track switches in the Union Station Rail Corridor and the completion of railway tie replacement on the Lakeshore West line.

During the fall season, a term referred to as "wheel slip" occurs, mainly due to wet leaves on the track. This condition affects train braking and accelerating abilities, resulting in platform overshoots, passenger delays, wheel and rail damage and overall reduced customer satisfaction. Actions to minimize wheel slip this last fall were successful:

- Vegetation control and tree removal on the Barrie, Stouffville and Lakeshore East lines.
- Installation of 7,000 linear feet of debris fencing on the Lakeshore East corridor, west of Danforth.
- Implementation of leaf blower and high pressure washer trucks to remove the leaves from the track.



THE PERCENTAGE OF RUSH HOUR TRAIN TRIPS WITHIN FIVE MINUTES OF THE SCHEDULED TIME



THE PERCENTAGE OF OUR SCHEDULED TRIPS CANCELLED OR DELAYED OVER 20 MINUTES

In August 2011, the Premier of Ontario made a commitment that GO Transit will offer a guarantee to arrive within 15 minutes of the scheduled time or the trip would be free. This will apply to all train service except those that are subject to extreme weather, police investigations and medical emergencies.

GO Transit is developing a process to make the guarantee easy for our customers. This guarantee is expected to launch later in 2012.

“I haven’t used GO services in many years. Every 13 weeks I work out of an office in downtown Toronto. Because it’s only one week out of every 13 I drove. After it taking me 2.5 hours to get home last night I decided I was taking the train from Oshawa. The trip in today was great!! I think I’ll be a regular GO user from now on.”

Lakeshore East GO Train passenger

Our Promise: 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.



Improvements we've made

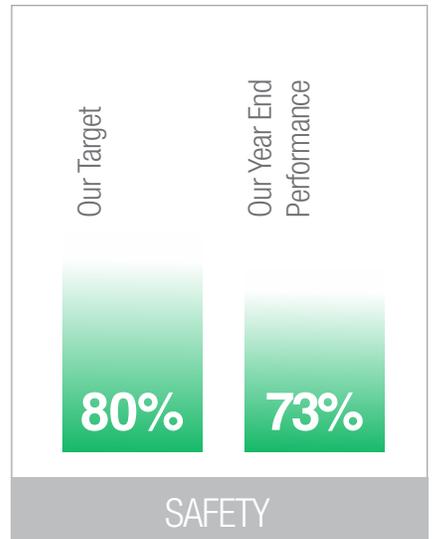
Throughout 2011, GO Transit upgraded seven rail road crossings. GO has more than ninety public road crossings at grade. Continuous upgrade and service crossing warning devices protects the public while traversing over our crossings and improves operational service.

In September 2011, GO Transit ran a "Practice Safe Parking campaign" to help address concerns of some unsafe parking practices occurring at our Station lots. Transit Enforcement officers visited 19 high demand lots to help customers find a legal parking spot, and educate customers on safe parking.

In July 2011, 16 additional safety officers were hired to increase officer visibility and security for customers during off peak and late hour train trips.

In May 2011, we supported Operation Lifesaver's Rail Safety Week. This year's program focused on educating the public about rail safety. GO Safety & Security staff hosted a display at Union Station and visited Weston, Brampton, Aurora, Mount Joy and Markham GO Stations to discuss rail safety with the public.

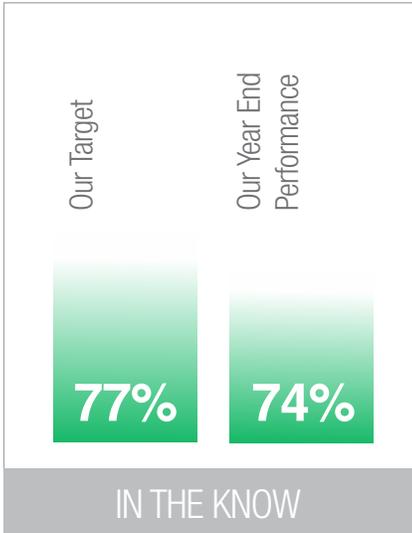
In April 2011, we improved the look of our Priority Seating signs on our accessible railcars. We have also improved other signage on our trains making safety features and exits more visible.



CUSTOMER SATISFACTION WITH GO TRANSIT'S SAFETY AS MEASURED BY OUR CUSTOMER SATISFACTION SURVEY

"Thank you for dealing with the safety issues caused by illegal parking this morning."

Lakeshore East GO Train passenger



IN THE KNOW

CUSTOMER SATISFACTION WITH GO TRANSIT'S COMMUNICATION AS MEASURED BY OUR COMMUNICATION SURVEY

"The GO Mobile App is awesome! Thank you for finally providing this"

GO transit passenger



Our Promise: 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.

Improvements we've made

In January 2012, On the GO, our new and improved e-news service was launched. Customers receive service updates, schedule changes information and event details. Enhanced features have been added to provide better service to our customers including the ability to:

- Manage preferences
- Setup multiple emails addresses
- Alert suspension while on vacation.

In November 2011, the GO Mobile application was launched. This application allows users to view train and bus schedules, Union Station departure information, bookmark favourite schedules, set arrival alerts and enable speech-to-text functionality.

In October 2011, GO Transit customers started noticing changes in the printed bus and train schedules. We now have 29 simplified schedule handouts to provide more customized trip information. The new schedules are easier to understand through a helpful 'how-to read' section, clearer route maps and a larger font size. Several GO Bus route names were changed and route numbers were added to trips that didn't have one.

In September 2011, GO Transit added two Customer Care representatives to the major York University bus hub, providing customer and driver assistance, and monitoring service during subway construction.

In June 2011, GO Transit began to make remote station announcements to keep you better informed during service disruptions.

Our Promise: 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.

Improvements we've made

Between September 2011 and March 2012, GO Transit added 149 weekday bus trips and 132 new weekend bus trips.

In March 2012, GO Transit purchased two additional GO Bus first response vehicles, allowing us to react quickly to bus breakdowns. With this purchase the total number of response vehicles is five, enhancing our coverage and decreasing GO Transit's response times.

In January 2012, Allandale Waterfront GO Station located in Downtown Barrie opened. The station is equipped with heated shelters, six bus platforms, a passenger drop-off area, 150 space parking lot and other amenities. Both GO Transit bus and rail service will serve the station.

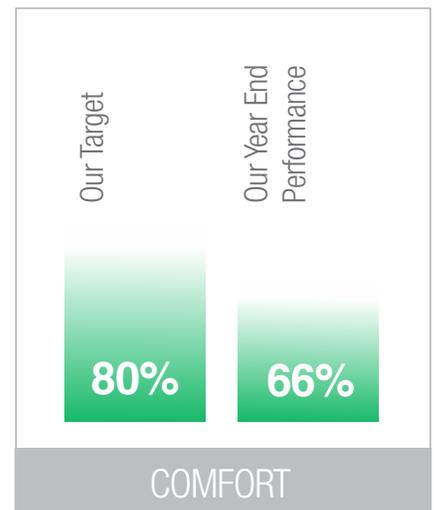
In December 2012, the new Newcastle and Oakville carpool lots opened. The two carpool lots combined have parking for over 500 vehicles, eight bus platforms and three heated shelters.

Between July 2011 and December 2011, GO Transit completed snow melt and accessibility improvements to the Clarkson, Appleby, Bronte and Streetsville GO stations.

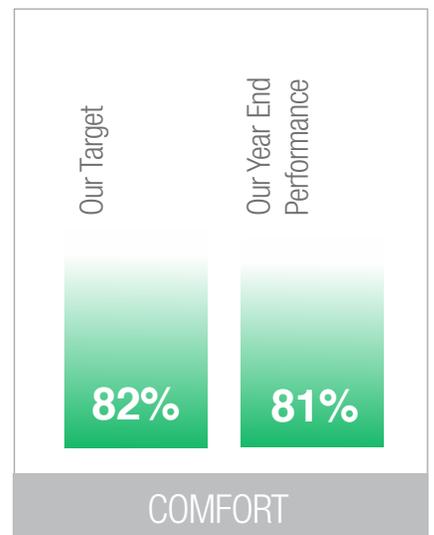
In December 2011, GO Transit launched rail service to Kitchener. Both bus and rail service will serve Kitchener and Guelph GO stations.

In December 2011, GO Transit extended hours at stations on the Lakeshore Line so that they are open before the first train leaves and past when the last train arrives at night. Also, customers using Exhibition Station will notice that it is now opened daily.

In December 2011, GO Transit completed the multi-year bike shelter installation project. There are now 125 shelters throughout our system where customers can secure their bikes.



TRAIN SEAT AVAILABILITY ON RUSH HOUR TRAIN TRIPS



CUSTOMER SATISFACTION WITH THE CLEANLINESS OF GO TRANSIT MANAGED STATIONS AS MEASURED BY OUR CUSTOMER SATISFACTION SURVEY

“I love the new Barrie line schedule. It allowed me to drop off my daughter at daycare and take the train to Union Station without having to wait almost an hour for the next train. Thank you. Keep up the good work.”

Barrie GO Train passenger

In September 2011, GO Transit added one more morning and afternoon train trip on the Barrie Line and two more weekday trips on the Lakeshore East and West lines.

In September 2011, GO Transit's locomotive fleet was retrofitted with an improved two-stage horn design. This means fewer homeowners in the vicinity of our tracks will be bothered by horns that are too loud.

In August 2011, GO Transit launched a carpool pilot project at Burlington, East Gwillimbury, Oakville and Whitby offering registered carpools preferred parking spots.

During the 2011 summer season, GO Transit introduced Double Decker buses on our Niagara Falls bus route. The Double Decker has 23 more seats than a Highway bus.

In July 2011, we opened the gate allowing access between the City of Toronto bike path and the south platform at Rouge Hill Station. Also, the City of Toronto has agreed to install a bike rack near this gate so you can bike to the station on the path and have a handy place to secure your bike.

In July 2011, we opened the elevators on the Whitby Pedestrian Bridge. One elevator provides access from the south parking lot to the bridge, and the other provides access from the bridge to track #1 and #2.

To alleviate overcrowding during special events, in July 2011, we ran additional service for the Caribbean Carnival weekend and the Honda Indy race.

In June 2011, improvements at the Richmond Hill Centre Bus Terminal were completed and included a third new bus platform, two new heated shelters, improvements to wayfinding and pedestrian access. 407 East bus service now stops at this major hub adjacent to YRT/VIVA services and the GO Airport Express.

During spring 2011, we received the 500th Bi-Level coach. This milestone marks the largest number of Bi-Level cars in a coach fleet, in any transit agency within North America. Over the past 30 years, GO Transit and Bombardier have worked closely to enhance the comfort and safety features of the Bi-Level coach.

We know that finding a seat on the train is important to you which is why we are working hard to improve seating availability by increasing to 12 car trains adding more than 300 seats per train. To accommodate the longer trains we are also expanding our platforms.

- Platforms completed in 2011/12 include: Aurora, Bradford, Bramalea, Brampton, Centennial, East Gwillimbury, King City, Langstaff, Maple, Milliken, Mimico (south platform), Newmarket, Niagara Falls, Old Cummer, Oriole, Rutherford, St. Catharines, Unionville and York University.
- Platforms scheduled for completion by the end of 2012 include: Guelph, Kennedy, Kitchener, Mount Joy, Mount Pleasant and Stouffville.
- Platforms scheduled for completion in 2013 and after include: Acton, Bloor, Etobicoke North, Georgetown, Markham (to 10 car), Mimico (north platform), Richmond Hill and Weston.

“Just got this in my e-mail. Lakeshore West Line Passengers: With the extreme cold weather that we are experiencing, we are pleased to inform you that your station building will remain open until the last train arrives tonight. We hope that the shelter of the station building, till your train, bus or ride arrives, will make your journey with us more comfortable. BRAVO! It’s so refreshing to have GO staff thinking about what’s important to their riders. Looks like you guys are “walking the walk” of your Charter. Thank you so much!”

Lakeshore West GO Train passenger

Our Promise: 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, whenever you need help, just ask.



Improvements we've made

In March, 2012, GO Transit ran one extra Lakeshore train in each direction for a special Toronto FC game at the Rogers Centre.

In March 2012, GO Transit installed 31 additional PRESTO devices at Union Station, including tap on/off devices near the entrances to platforms 26 and 27.

In February 2012, PRESTO became available to passengers using Guelph and Kitchener GO Train service.

In February 2012, the new Pedestrian Bridge in Pickering over Highway 401 opened.

With the opening of the bridge, 500 new parking spots on level 2 and 3 of the parking garage located on the north side of Hwy 401 adjacent to the new office tower near Pickering GO Station became available for use.

In December 2011, GO Transit ran one extra train on both the Lakeshore West and East lines after the conclusion of the UFC event at the Air Canada Centre.

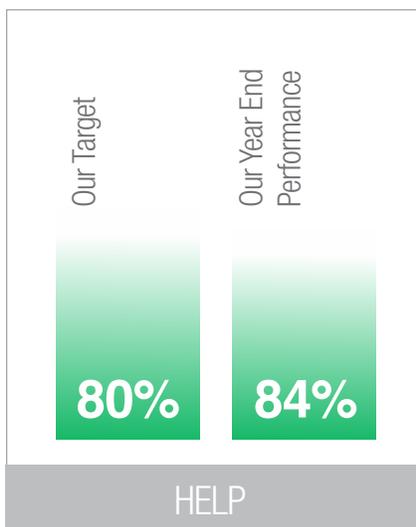
In December 2011, to assist our customers adopting the new PRESTO fare card, GO Transit set up a PRESTO information booth at Union Station, added PRESTO "tap on" / "tap off" devices in many locations requested by our customers, and set up a "cash-n-dash" preloaded \$20 PRESTO fare card.

"The customer service ambassador on the 5:34pm Lakeshore West was very helpful last night. I didn't realize until I got to the train that I had left my cell phone at the office and that mywife had no way of knowing what time to pick me up. I asked the CSA if there was any way I could use his phone and compensate him for it, but he graciously insisted that I use the phone and no payment was necessary. This saved me a 20 minute wait."

Lakeshore West GO Train passenger

"I am an 86 year old gentleman. I have travelled all over Canada and the US. I have never met a friendlier or more helpful man in all my travels. He not only helped me but also the younger people on the train, giving tips about what to watch the fields for to look at. Andre is he name and I feel that you need to hire more caring people like Andre. When I arrived at my destination, he continued to help. He took the time to make sure that I didn't fall and also that I met my party that was picking me up at the station."

Barrie GO Train passenger



THE PERCENTAGE OF TELEPHONE CALLS ANSWERED WITHIN 20 SECONDS OR LESS

In November 2011, GO Transit ran for the first time on the Barrie line, rail service for the annual Toronto Santa Claus Parade.

In October 2011, GO Transit added extra late night train trips for the Nuit Blanche event in downtown Toronto.

In August 2011, GO Transit made significant changes to its student card processing. Now 90% of students can validate their student ID with their school, rather than coming to Union Station.

In August 2011, GO Transit launched PRESTO on all bus routes. This allows fare intergration to occur everywhere between local transit and GO buses, something that was previously only confined to services at GO Stations.

In August 2011, GO Transit extended the ticket sales hours at the Union Station Bus Terminal and now the ticket booth is open weekdays from 8:30 AM to 12:00 AM.

In August 2011, GO Transit began to staff all ten wickets at Union Station during peak hours, an improvement of 10% - 25% over previous levels.

As of July 2011, every GO Station was equipped with PRESTO machines. PRESTO has also been rolled out to Brampton Transit, Burlington Transit, Durham Region Transit, Hamilton Street Railway, Mississauga Transit, York Region Transit and 12 TTC subway stations.

In July 2011, GO Transit started selling "Special Event" tickets for passengers who wanted to travel to Caribana on July 30th or 31st. With these advance tickets, passengers could avoid standing in line waiting to purchase GO tickets.

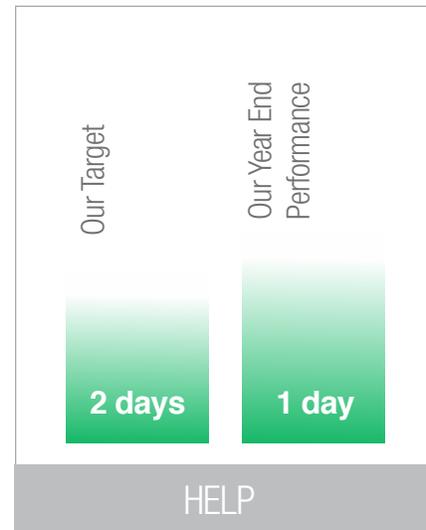
In June 2011, all PRESTO Balance Checker machines changed colour. These new yellow machines will alleviate confusion between the PRESTO transaction machines and the balance checkers, which are both green.

In May 2011, all Union Station and Union Station Bus Terminal Ticket Vending Machine's became Chip-enabled. You can use these machines to purchase tickets using Chip debit and credit cards.

In April 2011, the Ministry of Transportation and GO Transit announced that our Niagara Falls weekend excursion service will become a regular service, returning summer after summer.

In April 2011, we implemented our Senior, Student and Child fares on PRESTO, enabling discounts for these groups on the card.

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THE AVERAGE TIME TO ADDRESS CUSTOMER CONCERNS

Promises

5

PROMISE CATEGORY	OUR TARGET		2011/2012 YEAR END	2010/2011 YEAR END	2009/2010 YEAR END
On Time					
We will run more than 92% of rush hour trains within five minutes of the scheduled time.	92%	✓	95%	94%	92%
We will have less than 1% of our scheduled trips cancelled or delayed over 20 minutes.	1.0%	✓	0.6%	0.8%	1%
Safety					
We will increase year over year, the percent of customers who are satisfied with GO Transit's safety as measured by our customer survey.	80%	Not yet met	73%	79%	71%
Keeping you in the know					
We will increase year over year, the percent of customers who are satisfied with GO Transit's communication as measured by our communication survey.	77%	Not yet met	74%	76%	71%
Comfortable experience					
We will strive to have seats available for every passenger on 80% of weekday rush hour train trips.	80%	Not yet met	66%	71%	66%
We will increase year over year, the percent of customers who are satisfied with the cleanliness of GO Transit managed stations as measured by our customer satisfaction survey.	82%	Not yet met	81%	82%	73%
Helpfulness					
We will reduce the average time to address customer concerns to within 2 days.	2 Days	✓	1 day	2.4 days	3.4 days
We will answer 80% of telephone calls within 20 seconds or less.	80%	✓	83%	84%	81%

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