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**Office of the President and Chief Executive Officer**

J. Robert S. Prichard  
416-874-5906  
Robert.Prichard@metrolinx.com

Date: June 29, 2010

Memorandum to: Metrolinx Board of Directors

From: J. Robert S. Prichard

Re: Follow up to Board Strategy Session – Vision, Mission and Values Statements

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At the last Board meeting, we presented draft Vision and Mission Statements for Metrolinx and GO Transit. We also committed to bringing forward a proposed Statement of Values for our organization.

Below are the recommended Statement of Vision, Mission and Statement of Values for the Board's approval.

Metrolinx

Vision: Working Together to Transform the Way the Region Moves

Mission: To Champion and Deliver Mobility Solutions for the Greater Toronto and Hamilton Area (GTHA)

GO Transit

Vision: To Be the Preferred Choice for Regional Travellers across the Greater Toronto and Hamilton Area (GTHA)

Mission: To be a Customer-First Regional Transit Service

## Statement of Values

The recommended Statement of Values for Metrolinx, including GO Transit, is as follows:

- Commitment:** We will take action with high energy and commitment reflecting the importance of our work. We will hold ourselves accountable for our decisions and our commitments to the communities we serve. We will strive for an environment where we are fully engaged and take initiative.
- Service:** We will consistently put our work in the context of the people and the public purpose we serve. We will anticipate, understand and continuously exceed our customers' expectations. We will place the needs of our customers, stakeholders and communities at the centre of decision-making throughout the organization.
- Working Together:** As a group of individuals, we will work together in a spirit of trust and respect to achieve our shared vision. We will actively seek opportunities to collaborate both internally and externally. Internally, we will work across organizational units to achieve our common goals. If our work supports internal customers, we will work to meet and exceed their expectations. Externally, we will be recognized by our stakeholders as strong partners.
- Innovation:** We will encourage creativity, innovation and informed risk-taking to achieve personal growth and organizational success. We will create an environment that engages all employees and brings about our full potential. Through mentoring and training, we will develop the leadership capabilities in us all. We will resolve complexity to provide an 'easy' experience to customers, and embrace innovation to achieve our mission.

The statement of values was developed through a highly participatory process involving over 85 leaders from across our organization. The process was led by Mary Proc, Leslie Woo and Penny Wyger. The process included questionnaires, break-out groups and broad discussion. The proposed statement reflects well the aspirations of our Leaders for our organization.

Assuming these statements are approved, we plan to articulate the expectations for behaviour and action that flow from them. This will convert our aspirations into concrete actions that will strengthen the organization and more fully realize our mandate.

**For Approval.**