
CUSTOMER EXPERIENCE COMMITTEE UPDATE

Marianne McKenna

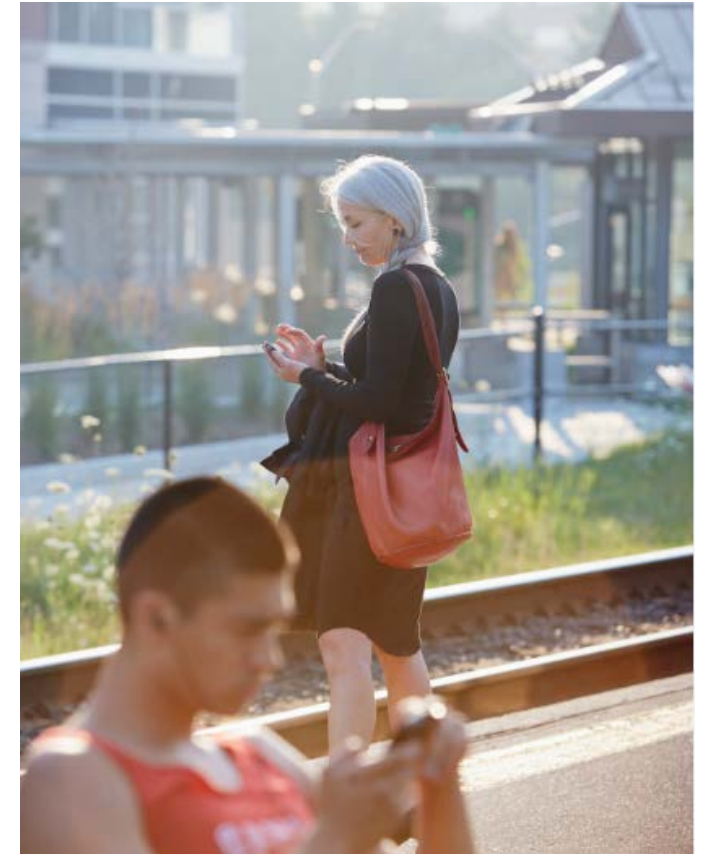
Chair, Customer Experience Committee

December 7, 2016

1. Customer Experience Advisory Committee Update

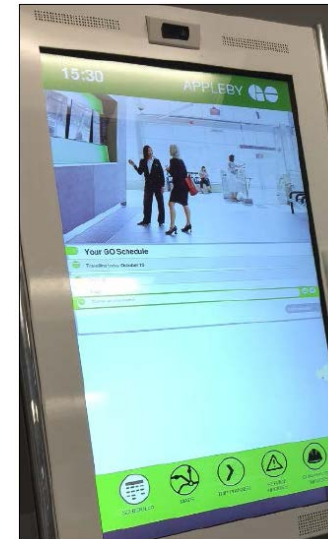
The Committee met in November and discussed:

- Adding automated audio and visual Train announcements. These announcements will provide a more consistent experience across the GO network, and complies with Accessibility for Ontarians with Disabilities Act (AODA).
- Triplinx undergoing an update that will provide an improved customer experience. New features include real-time departure information, vehicle progress tracker, and customized schedules.



2. Operations Update

- Metrolinx launched a kiosk pilot to provide additional self-service options to GO customers at stations. The kiosks will assist customers with scheduling, trip planning, service updates, and construction notices.
- The 6-month pilot kicked off on November 2nd, and kiosks were placed at four GO locations: Oakville, Pickering, Appleby, and Bramalea. Customer feedback will be collected during the pilot and will inform the future kiosk rollout across the system.



2. Operations Update cont.

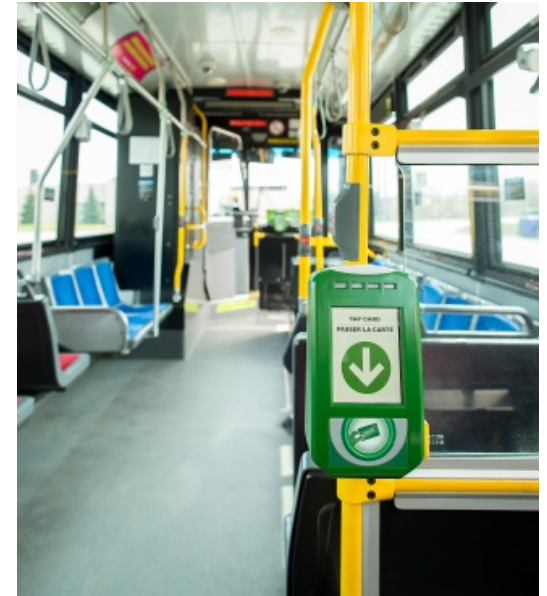
- More than 791,000 riders used UP Express in the past quarter, an increase of 28% to the previous quarter.
- At the end of June 2016, average daily ridership on UP Express was approximately 7,600. By the end of September it grew by 20% to approximately 9,100.
- UP Express still remains primarily an airport service with 77% of trips occurring between Toronto Pearson and Union Station. The remaining 23% of trips are daily commuters or occasional transit riders.



3. PRESTO Update

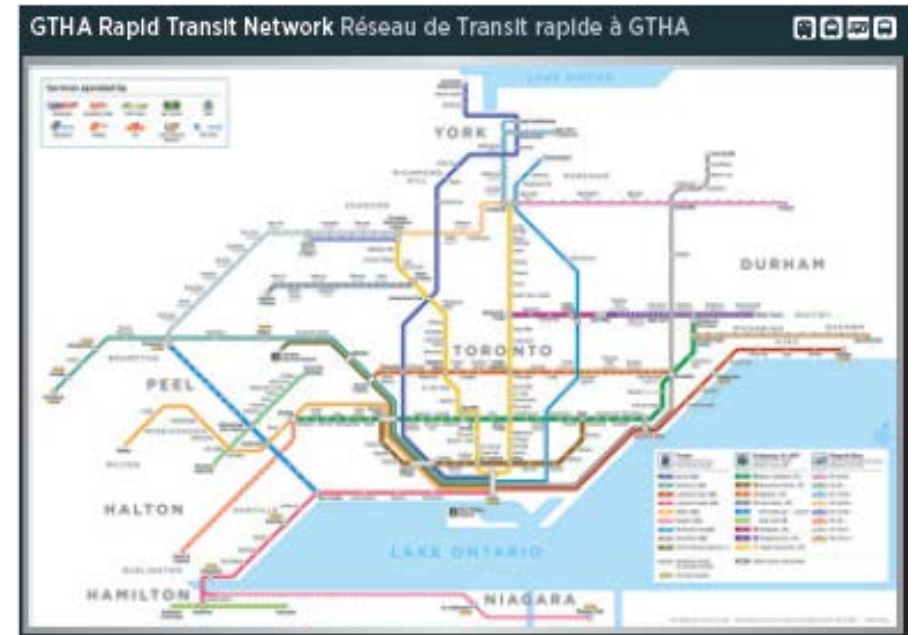
This month, Metrolinx will reach a major milestone in the delivery of PRESTO on TTC, with the completion of the accelerated equipment rollout.

- The fare gate rollout continues, with 59 out of 69 stations now accepting PRESTO.
- The rollout across all 1,900+ TTC buses is close to completion with vehicles at all seven TTC bus divisions converted to PRESTO.
- Over 250 streetcars (230 legacy and 23 new) are PRESTO-enabled.
- In November, PRESTO began deployment on all TTC Wheel-Trans and accessible taxi vehicles (approx. 450 vehicles).



4. Design Excellence Update

- The pilot phase of the Wayfinding Harmonization project is underway, and will offer customers a simplified and standardized view of wayfinding products at connections between transit agencies.
- Integrated transit maps will be developed that will include multiple forms of transit such as subways, LRTs, BRTs, and GO Trains. This will provide a single view for transit information, with an added focus on accessibility.
- The project will pilot new standards for signage at the Hamilton GO Centre, Pickering GO Station, and Finch Station in spring 2017.



**We look forward to updating you
again in the Spring**

Thank you

