

**Subject:** FW: Service issues again  
**Attachments:** Screen Shot Fare fiasco #3.png

**From:** Jeff Winch [REDACTED]  
**Sent:** December-27-18 2:14 PM  
**To:** CEO (Metrolinx); Ryan Perron; Christine Taylor; Alba Briceno; Peter Zuk; Jamie Robinson; Mark Childs; Jennifer Gray; Helen Ferreira-Walker; Greg Percy; Leslie Woo; Heather Platt; Annalise Czerny; Chair of Metrolinx  
**Subject:** Service issues again

Hello Mr Verster,

If you would be so kind could you please see that this email is sent to each member of your board as well as submitted it to at the next board meeting as a "deputation".

I have been repeatedly frustrated with the Presto systems bungling attempts to integrate with the UP express. My first complaint was in April of 2106 and just recently (Dec. 23, 2018) I ended up banging my head against a wall yet again with the system. Two and a half years later my direct experience demonstrates not much has been addressed by Metrolinx regarding these problems. I know full well many others are complaining about this and employees keep apologizing and making excuses but the bottom line is nothing is changing and nothing is getting fixed.

A few days ago I tapped on at the Bloor Station at the correct terminal which was confirmed by the attendant on the train. This terminal is down in the basement, nowhere near the platform - how do you expect anyone to find it? When I tapped off at Union Station terminal (with the train attendant right there making sure my friends and I tapped off correctly) I was charged \$11.90 for not tapping off correctly. I went to the service desk and things just got worse. I was presented with several potential explanations (or guesses would be more accurate) as to what happened all of which blamed me or something mysterious for the problem but never the actual system itself. First I was told I mis-tapped. This was not true and I tried to explain but they did not believe me until the attendant who stood right there when I tapped off came over the to the counter and assured the staff I had tapped off at the correct terminal. Then they tried to tell me it was an old charge from a previous mis-tapping (again blaming the customer). I said that was ridiculous and I had not used my Presto Card on the UP for over a year and I had a problem that time too but it was all cleared up and resolved. Through all this the staff demonstrated a lack of knowledge of the system (they were simply making things up) in addition to blaming the customer for everything. That was their default response. Then to cap it off they said there was nothing they could do and told me I had to go to the GO window somewhere else in Union Station! Great training. I was not about to wander around Union Station looking for a GO window to fix the problem as this issue had already made me late. UP created the problem and they should have fixed it. Again your employees said it wasn't their fault, they didn't have the power to fix it, it's the way the system is designed etc. - excuses excuses excuses. And to make it worse they expect the customer to do the legwork and go on a wild goose chase in Union Station to resolve UP's bungling. This is now the 3rd time I have dealt with such issues with the same inept response from staff.

I would like the money incorrectly charged to my account refunded, I would like compensation for the inconvenience caused, again, and I would like a new Presto card at no charge.

In terms of the larger issues I wonder how many people in Management or those on the Board are actually full-time transit users? It seems the public would be better served if the majority of management and those sitting on the Board were people who use transit regularly, not occasionally or, even worse, not at all.

In terms of signage/terminals etc. in your stations the confusion is legendary, as you know. How do you test this, or do you test these things? What expertise does the team creating signage have? What is being done to correct this nonsense? In two and a half years I have seen very little improvement. A few confusing signs have been added but the terminals are still in the wrong place at Bloor station and your colour coding system has not been rectified. Who is responsible for this? Why isn't it getting fixed? Near the end of his time as Mayor, David Miller told me that "Metrolinx is technically incompetent, we've had to educate them". This statement still holds true from a customer perspective. I would have to add complacency to Mr. Miller's assessment as well.

An important change that could be implemented immediately is to stop charging people an extra \$2 when they pay on the train. Maybe when you get your terminals and signage figured out you would be justified in this punitive charge but until then it simply adds insult to confusion.

Thanks for your time.

Jeff Winch

12/23/2018 2:29:27 PM	Union Pearson Express	Union Pearson Express Pearson Station	Fare Inspection	\$0.00	\$0.00	<b>\$0.00</b>
12/23/2018 2:26:17 PM	Union Pearson Express	Union Pearson Express Pearson Station	Fare Inspection	\$0.00	\$0.00	<b>\$0.00</b>
12/23/2018 2:23:00 PM	Go Transit	Union Station Rail	Fare Payment	\$0.59	(\$0.59)	<b>\$2.91</b>
12/23/2018 2:16:21 PM	Union Pearson Express	Union Pearson Express Pearson Station	Fare Inspection	\$0.00	\$0.00	<b>\$0.00</b>
12/23/2018 2:04:00 PM	Go Transit	Bloor GO Station Rail	Fare Payment	\$0.00	\$5.30	<b>\$2.32</b>
12/23/2018 2:04:00 PM	Go Transit	Bloor GO Station Rail	Payment by Card Balance	\$0.00	\$11.90	<b>\$7.62</b>
12/23/2018 2:04:00 PM	Go Transit	Bloor GO Station Rail	Auto Adjustment - Missed Tap Off 	\$0.00	\$11.90	<b>\$19.52</b>
12/21/2018	Toronto Transit					

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Service issues again  
**Date:** January-30-19 10:51:24 AM

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----- Original Message -----

**From:** Metrolinx Customer Relations  
**Received:** 1/21/19 6:32 PM  
**To:** Jeff Winch  
**Subject:** Metrolinx, An Agency of the Government of Ontario EM0019012414

Dear Mr. Winch,

Thank you for your patience while I reviewed your concerns with the PRESTO terminals at Bloor GO station and the customer experience. I'd like to offer my apology for the ongoing nature of your complaint.

First, I can confirm that your email will be provided to the board as requested. In addition, I have also confirmed that the charge to your PRESTO account was corrected in 2016. This was a very unusual situation, based on the length of time between the initial incident tap and the charge actually resolving on your account in December.

Although Metrolinx oversees both GO and UP Express service, they are handled as separate transit agencies. Because of this, we require each to have their own unique PRESTO reader, much like the TTC and other transit providers have for their own services. We have tried to ensure that GO and UP readers are visually different by design and branding and we have taken steps to try and make our signage more easily understood at these locations. In the near future we are revisiting the placement of the two brands of PRESTO terminal at Bloor and Weston stations to further improve the ease of use.

I appreciate your suggestion that the \$2.00 charge we add to tickets bought on the UP Express should be waived until the PRESTO set up is streamlined. The option to buy tickets onboard is intended as a last chance for customers headed to the airport and are short on time. There are many other options to purchase fare media before travelling, such as using the UP Express App, using the Ticket Vending Machines or of course tapping PRESTO. I've made sure your comments are noted and we appreciate your input on the topic.

I fully recognize how frustrating this is and we're continually looking for ways to improve. I want to thank you for taking the time to reach out to us with your questions and concerns.

Sincerely,

Derek Taylor, Manager, Customer Care  
Metrolinx