

September 4, 2019

Don Wright, Board Chair
Metrolinx
97 Front Street West
Toronto, ON M5J 1E6

Dear Mr. Wright:

Please accept this correspondence as my formal comments to the Board of Directors of Metrolinx regarding recently enacted policies.

I have been a regular commuter on the GO train service for more than 30 years and would like to share some views from that perspective.

Specifically, my comments are with regard to the recently implemented changes as part of the 'Revenue Protection' presented at the board meeting in May 2019 by Mr. George Bell.

As part of 'Revenue Protection', Metrolinx has implemented a 'zero tolerance' program with regard to fare discrepancies.

I would like to express my concern that I believe that this policy implementation has lacked in oversight and consideration both with regard to fair treatment of customers and the collateral affects with regard to the resolution of disputes with the provincial court system.

Having experienced unwarranted inconvenience at the hands of this policy, on principal, I must directly communicate with those responsible in the event that there may be community silence with regard to poorly implemented services within the province.

I have reviewed the Memorandum from George Bell to the Board of Directors dated May 15, 2019 and taken the time to view the live board discussion on the matter and the representation and answers provided to the board by Mr. Bell.

With the Removal of discretion from fare officers as part of 'zero tolerance' for ticket variances (many caused by poorly working, or poorly instructed equipment), Metrolinx has been granted unfair leverage against its customers. I expect that customers will not view this as 'fare is fair' and both customers and transit staff will find little joy in encounters that will increasingly result from this policy.

