



Customer Service Update

September 10, 2013

Nick Mutton
Chair, Customer Service Committee



The Committee discussed several topics:

1) Capacity Constraints

- An update on GO Transit peak period capacity improvements was presented and included many ongoing projects to handle the increase in ridership demand.
- Strategies in place to add capacity and improve service include:
 - 13 new trips across four lines that were added in 2013
 - Increased train capacity with 12-car trains, with focus on the trips with the greatest crowding
 - New and more frequent off-peak services. The new 30 minute service on the Lakeshore lines has already attracted 30% more riders.



2) Update from GO's Customer Service Advisory Committee

- The Customer Service Advisory Committee, chaired by Board member Richard Koroscil, met last month. Members provided feedback into many key projects including the WIFI pilot, the real-time bus information project, and the refreshed online timetables.

3) Incident Review: July 8 Flash Flood

- On Monday, July 8, 2013 a massive storm dropped a record 126 mm of rain on the Toronto area. This caused flash floods, blackouts and a serious commuting incident.
 - Despite the issues GO Transit received as many commendations for the recovery as they did complaints.
- A complete incident review is under way that will look at several areas of concern. These include: identifying high risk areas, improving customer messaging systems, and upgrading the early warning storm warnings.



GO Transit 835 surrounded by water



Emergency Services rescue passengers

4) Communications

- Communication with the public and our customers is extremely important as Metrolinx works to tackle congestion and oversee the largest transit investment in North America – a \$16 billion investment.
 - Consulting with people across the fifth largest – and fastest growing – urban region in North America is a huge task. The GTHA is home to 7 million people.
 - We are enhancing communications with our GO customers in the areas of service expansion, schedule changes, as well as the improvements being made through our numerous construction projects.
 - We continue to expand our communications with our PRESTO customers. With over 750,000 card users and the tremendous growth in new customers, we are improving our communications about new enhancements and marketing the availability of the Presto card.
 - The Eglinton Crosstown and the Georgetown South are some of the largest transit projects underway and we are committed to keeping the local community informed of construction progress.

Much more to report when we
meet again in December