



# **Customer Service Update**

## **June 26, 2014**

Nick Mutton

Chair, Customer Service Committee

**The Committee discussed several  
topics:**

# 1) Update from GO's Customer Service Advisory Committee

- The Customer Service Advisory Committee, chaired by Board member Richard Koroscil, met in May.
- Members provided feedback on key customer service projects including PRESTO and an update on dispute resolution management.



## 2) UP Express

- UP Express continues to progress leading towards Spring 2015 launch.
- Key accomplishments include:
  - Ongoing construction progress at Pearson, Union, Bloor & Weston stations.
  - Vehicle manufacturing in Japan – first two pilot cars received in Rochelle, Illinois and currently undergoing fit-out & testing.
  - Uniform prototypes under development.



### 3) PRESTO

- Work continues with the TTC to deliver PRESTO on new streetcars in Fall 2014.
- Communication strategy for TTC Wave 1 (4 streetcars lines, 12 additional subway stations) is being finalized, targeting both new and existing customers. Wave 1 will be supported by a “soft launch” campaign:
  - Ensure customers understand how PRESTO affects them and how to use the system in their travels.
  - Communication tactics for each phase of PRESTO delivery will be developed to ensure messaging targets the right customers at the right time, e.g. **“Is PRESTO right for me now?”**



### 4) Metrolinx – Design Excellence Update

- Metrolinx Design Review Panel (MDRP) began in official capacity October 2013, with a focus on design excellence in architecture, urban design and landscape architecture, driven by excellence in the customer experience.
- Eglinton Crosstown LRT has explicitly identified Design Excellence principles as part of the project evaluation.
- Efforts are underway to develop a Vendor of Record list of architects and landscape architects qualified to assist with small, medium and large project categories.
- Work has begun on the design of GTHA Transit Wayfinding, a universal passenger navigation framework.



## 5) Union Station Revitalization

- Union Station revitalization continues to advance:
  - Train Shed atrium steel was completed in May.
  - The York Concourse is anticipated for turnover to the city of Toronto for Oct 2014.
  - UP Express structural steel has been finalized, trending towards Spring 2015 UP service start.



**We look forward to updating you  
again in September**