



Customer Service Update

March 3, 2015

Nick Mutton

Chair, Customer Service Committee

The Committee discussed several topics:

1) Update from GO's Customer Service Advisory Committee

- Featured at the January meeting was:
 - A plan to improve GO line stations with more comfortable waiting areas and easy-to-find service information, and
 - A new “app” coming later this spring that will give visitors and new transit users a better way to plan their travel across the region



2) GO Transit

- GO Transit provided an update on the February 2nd winter storm that affected GO service at the same time as real-time updates on the GO website became unavailable.
 - GO does a post-storm technical review whenever service has been severely impacted, and did so again following this major winter storm
 - GO has already contacted its rail partners to improve readiness for future storms, and the GO website is being strengthened to make sure customers can always get real-time information.
 - Live hits on media & increased use of Twitter updates helped to mitigate the web outage



3) PRESTO

- PRESTO continues to expand. Our Committee received updates on:
 - The accelerated roll-out on TTC to put PRESTO basic functionality on all subways, buses, and trains by the end of 2016
 - Incorporating UP Express into the latest software release, and
 - More PRESTO cards now available at nine Fortino's stores in Hamilton as of October 2014 and at one TTC Metropass vending machine in Union Station as of February 2015



4) UP Express

- UP Express continues to prepare for launch later this spring
- UP is undergoing a comprehensive end-to-end testing program to ensure the guest experience is seamless. Over 300 elements will be tested in 37 simulations to validate that the system is integrated and operating as envisioned
- Pre-launch marketing and communications activities are being executed to build awareness for launch



5) Welcome to the new Chair

- The Committee welcomed the new Chair Marianne McKenna.
- Marianne is a founding partner of KPMB Architects. In 2010, she was named one of Canada's Top 100 Most Powerful Women and was made an Officer of the Order of Canada in 2012.
- We are thrilled to have her leadership for the next several years.

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