

---

# CUSTOMER EXPERIENCE COMMITTEE UPDATE

---

Marianne McKenna

Chair, Customer Experience Committee

September 22, 2015



**METROLINX**

An agency of the Government of Ontario

---

---

**The Committee discussed several topics:**

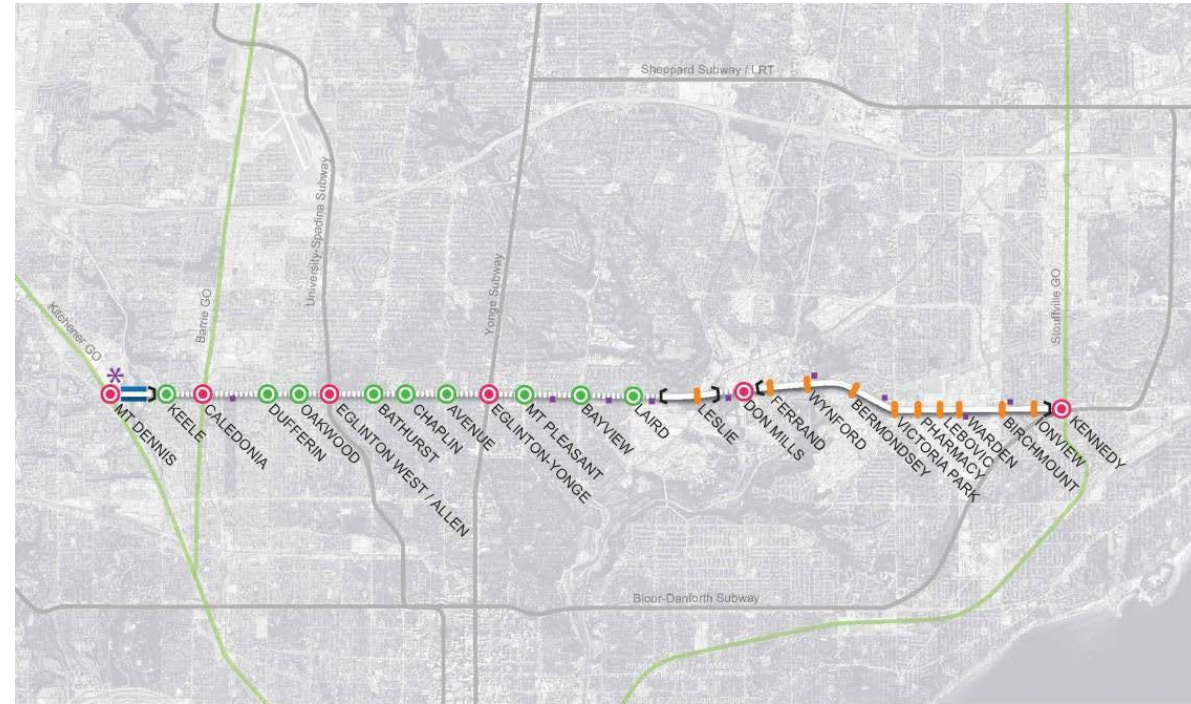
# 1. Customer Experience Advisory Committee Update

- Featured at the July meeting:
  - How GO is working to create a strong self-serve environment for customers that includes upgraded Ticket Vending Machines and PRESTO Add Value machines.
  - The Committee also welcomed its new Chair, Carl Zehr.



## 2. Eglinton Line LRT Update

- The Committee discussed the Eglinton Line LRT, a light rail transit line across Eglinton from Mt. Dennis in the West to Kennedy in the East. The network includes 15 underground stations, 10 street level stops, including 3 at TTC stations.
- The project was awarded to the Crosslinx team. The lead design consultant is Renée Daoust of Montreal-based architecture firm Daoust Lestage.
- The overall design will focus on clarity and simplicity for customers and will incorporate art and public areas.



Eglinton LRT System Infrastructure Map



# 3. GO Transit Update

- GO Transit provided an update on several initiatives:
  - The Regional Express Rail program which reached a major milestone with 14 new trips on the Kitchener corridor; and
  - The Bay Concourse which was successfully closed for renovation.

## KITCHENER CORRIDOR SERVICE CHANGES



**BAY  
CONCOURSE  
CLOSING**  
August 16, 2015



# 4. PRESTO Update

- PRESTO updated the Committee on:
  - The roll-out of PRESTO on TTC legacy streetcars which will be completed over the remainder of 2015
  - A new handheld mobile payment device is being tested that will help extend PRESTO to other transit services such as paratransit.



EXPECT  
PRESTO  
TO PUT YOU  
FIRST





# 5. UP Express Update

- UP Express provided an update on service since launch. As of August:
  - On-time performance is 96%
  - Average daily ridership is 2,500 and on-track with the objective to achieve 5,000 daily riders by the end of year one
  - Friday is the busiest day of the week and 3 to 7 pm are the peak hours.
- UP also shared a comprehensive update on marketing tactics used to drive ridership, including the additional signage and an information desk at the airport to better serve customers.



---

---

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



# Thank you

