
CUSTOMER EXPERIENCE COMMITTEE UPDATE

Marianne McKenna

Chair, Customer Experience Committee

February 17, 2017



METROLINX

An agency of the Government of Ontario

1. Customer Experience Advisory Committee Update

The Committee met in January and discussed:

- The future of service and schedule information with examples of innovative industry practices. The Committee also discussed opportunities to improve how GO and UP Express communicate service information to customers.
- Milestones achieved in 2016, including additional GO train service to Milton, Stouffville and Richmond Hill lines, year-round weekend service on the Barrie line, and service to Gormley Station.

Gormley Station



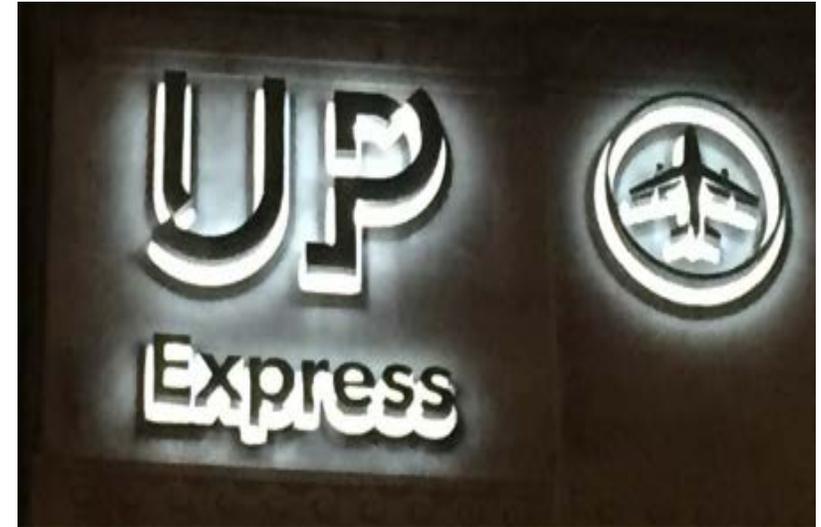
2. GO & UP Express Update

- In response to customer feedback, GO introduced corridor-specific Twitter handles in November to provide real time, accurate and relevant service communications to our customers.
- Metrolinx is working to upgrade the current Ticket Vending Machine (TVM) Pin Pads. This will ensure that we continue to meet changing industry standards and evolving customer expectations. The upgrade is planned for all 200+ machines across the combined GO Transit and UP Express networks and is targeted to be complete by Fall of 2017.



2. GO & UP Express Update Cont.

- The installation of a new, illuminated sign on York Street for the UP Express terminal was completed just in time for the holidays to help seasonal travelers locate the UP terminal from outside the building.
- To enable a seamless end-to-end customer experience for UP Express customers, Metrolinx is exploring opportunities to secure a transportation partner (e.g. car-share, shuttle, etc.) that would connect passengers to and from UP Express. This partnership will be conducted as a sponsorship agreement, solicited through an expression of interest posted on Merx (which closed on January 27, 2017).



3. PRESTO Update

In December 2016, Metrolinx completed its accelerated device rollout across the TTC network, reaching its goal of making at least one entrance to all subway stations, and all surface vehicles PRESTO-enabled.

- All 69 subway stations have at least one priority entrance PRESTO-enabled.
- All 1,952 TTC buses are equipped, exceeding the original target of 1,800 buses and includes new buses delivered to TTC.
- Over 250 streetcars (approx. 230 legacy and 28 new) are PRESTO-enabled.
- All 500 Wheel-Trans and contracted taxis are PRESTO-enabled and in revenue service.



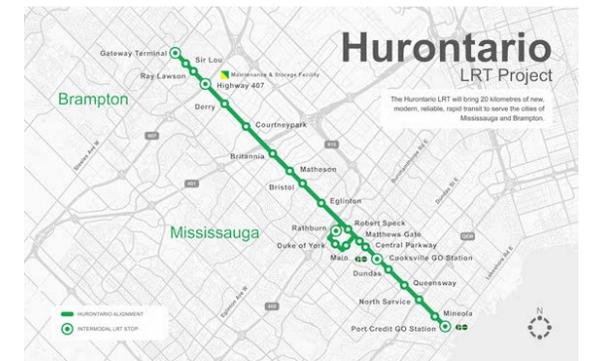
4. Design Excellence Update

Hamilton and Hurontario LRT's

- Work is underway to develop the Design Excellence Principles and Requirements documents for both the Hamilton and Hurontario LRT projects, and Metrolinx staff is undertaking a series of presentations to brief municipal staff on Design Excellence.

Davenport Diamond Grade Separation Project

- The procurement of Technical Advisors for the Davenport Diamond Grade Separation project is now complete. A Community Advisory Committee has been formed and comprises local residents, a municipal councillor, and local MPP. The Committee will provide advice to the Technical Advisors on community issues relating to the design and construction of the project.



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