

# Customer Experience Committee Update

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*Chair, Customer Experience Committee*

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# CUSTOMER EXPERIENCE ADVISORY COMMITTEE ("CEAC") UPDATE

- At the January meeting of the CEAC, the new Customer Charter and Safety Charter were presented. The Charters emphasize the customer as the core of our organization and elevates the role of safety.

**OUR CUSTOMER CHARTER.  
WE PROMISE:**

- To do our best to be on time
- To always take your safety seriously
- To keep you in the know
- To make your experience comfortable
- To help you quickly and courteously

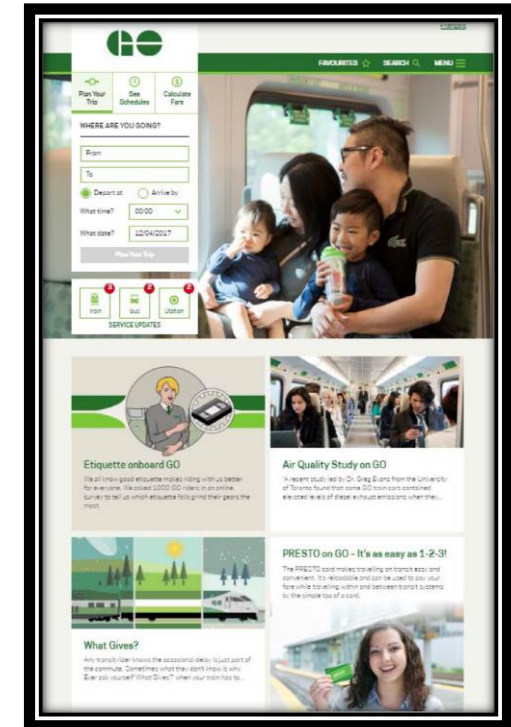
**OUR SAFETY CHARTER.  
I PROMISE:**

- To keep myself and everyone around me safe at all times
- To act and make unsafe situations safe
- To learn from safety incidents and to help others learn too

**METROLINX**  
**PRESTO UP**

# CUSTOMER EXPERIENCE ADVISORY COMMITTEE ("CEAC") UPDATE

- The CEAC was provided with an update on our retail partners and the Tim Hortons pilot program.
  - Comments included a request for extended hours (early morning train coverage); and a suggestion to continually monitor refuse levels (cups, paper bags, etc.) on GO properties as the program expands.
- An update on the recent GO website refresh was provided that incorporated changes made in response to customer feedback and we will continue to make future enhancements.



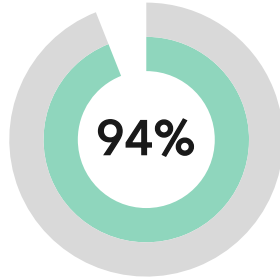
# ON-TIME PERFORMANCE CHALLENGES FOR GO SERVICES IN DECEMBER

Q3



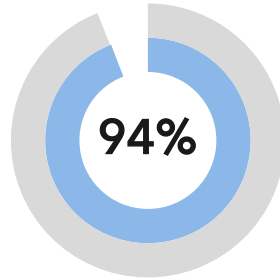
Train

● Target: 94% on-time



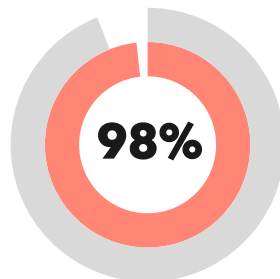
Bus

● Target: 94% on-time



UP Express

● Target :94% on-time

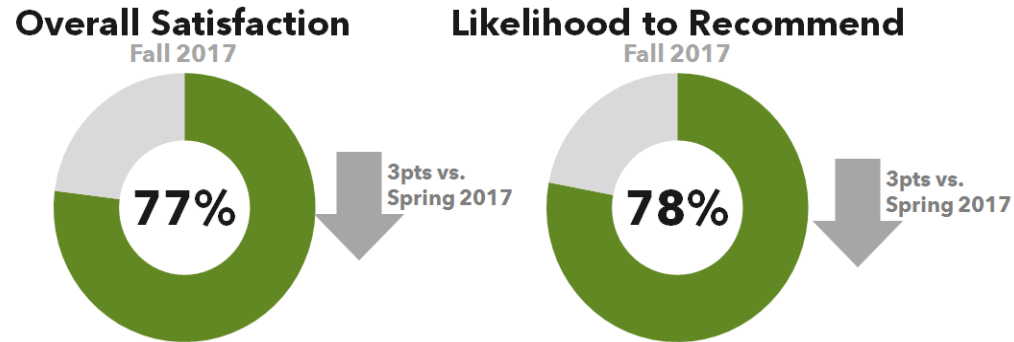


GO Train on-time performance continued to be strong in October and November, but fell below target in December. Consecutive days of extreme cold caused infrastructure issues and signal and switch issues which affected our service on multiple corridors.

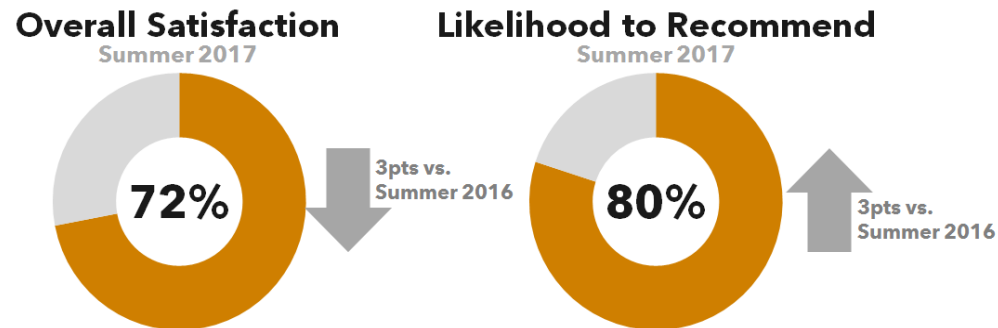
Most bus corridors experienced weather-related delays in December, and while on-time performance dropped compared to November, it was almost half a point higher than December 2016.

# FALL CUSTOMER SATISFACTION SURVEY RESULTS

Results of the GO Fall 2017 Customer Satisfaction\* survey show overall satisfaction with GO Transit is 77%, down 3 points from Spring 2017, but up 6 points compared to Fall 2016. The 2018 target is 86%.



In the Fall 2017 UP Customer Satisfaction\* survey, overall satisfaction is 72%, down 3 points from Summer 2016. 80% of guests were likely to recommend UP, an increase of 3 points from 2016.

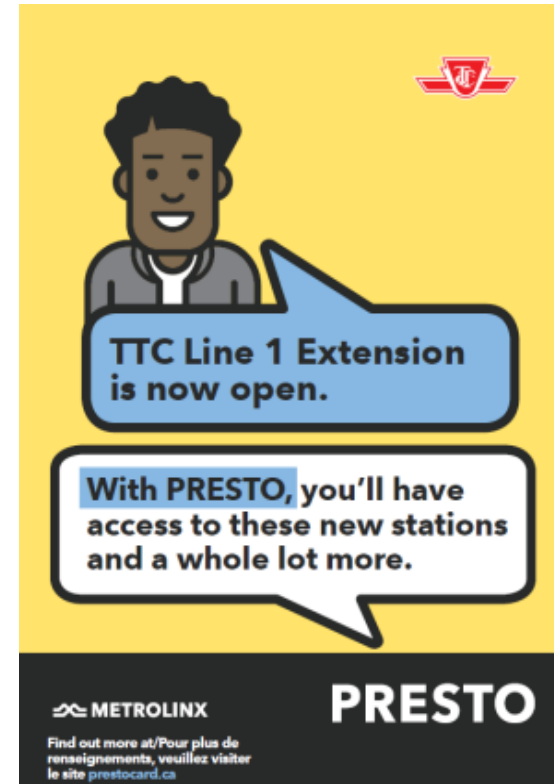


\*GO satisfaction is calculated using a top-4 box score (out of 10), while UP is calculated using a top-3 box score.

## PRESTO UPDATE

PRESTO continues its roll-out across the TTC. Highlights include:

- Opening of Line 1 extension with on-site PRESTO support to assist customers in buying and loading cards, educating TTC customers and demonstrating how to use the new PRESTO machines.
- New PRESTO machines are being rolled out across network that allow customers to load their PRESTO card instantly and have improved performance, reliability and responsiveness.





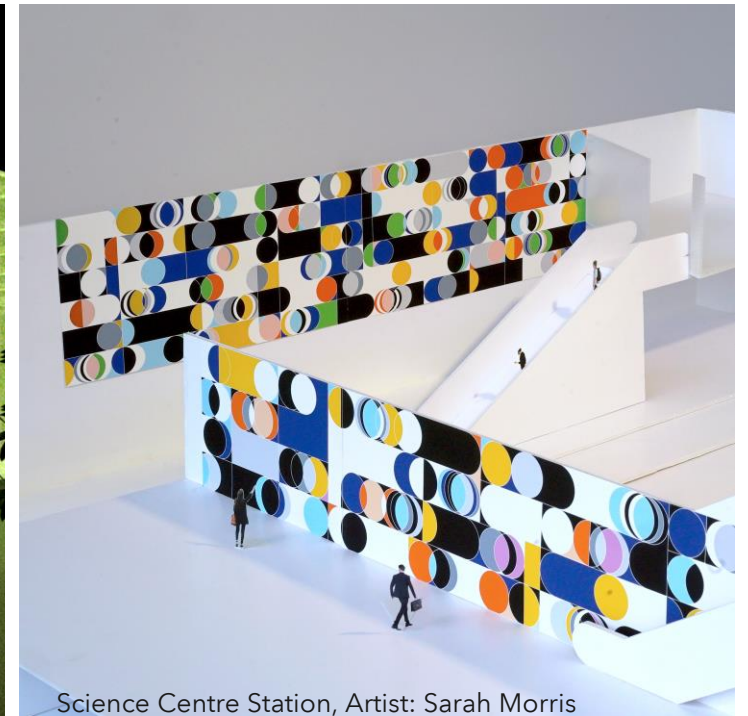
# DESIGN EXCELLENCE

## Eglinton Crosstown LRT Integrated Art Announcement

- Metrolinx publicly announced the 8 fixed, permanent artworks selected for the Crosstown on January 16, 2018 as part of a media event at the Ontario Science Centre.
- New program content has been added to the metrolinx.com and thecrosstown.ca web sites.



Kennedy Station, Artist: Dagmara Genda



Science Centre Station, Artist: Sarah Morris

