

June 21, 2023

Hi Metrolinx Team,

I would like to convey my appreciation to the PRESTO team for resolving a technical issue with my account (both web and app versions) in the Spring of 2023. Front line customer service and management staff both on the phone and via Twitter were great at looking into the matter and explaining what they would do, providing a reference number for following up, and working with PRESTO IT staff to fix the issue. Please pass along my appreciation to the PRESTO team.

On a separate note, I have observed that due to surging ridership for the Kitchener Line, adding more PRESTO machines at the Bramalea GO Station would help reduce the lineups to 'tap off'. It's wonderful to see the ridership increase and I'm sure the PRESTO team is studying opportunities to add PRESTO machines to keep up with demand. Even saving a few seconds can make for a happier commute.

Thank you,
Chris Drew

Picture from June 2019 when my groomsmen and I took [a Lakeshore East GO train](#) and used PRESTO to get to my wedding. Photo credit: Nitish Bissonauth

