

Customer Experience Advisory Committee Terms of Reference

1. Purpose

Reporting to the Board of Directors of Metrolinx (the "Corporation"), the GO Transit Customer Experience Advisory Committee (the "Committee") will be established as an advisory committee of the Corporation to provide for on-going public participation in customer service improvements.

2. Roles and Responsibilities

- a. Promote dialogue and information exchange regarding public communication of key customer issues.
- b. Serve as a sounding board for key GO Transit issues.
- c. Aid Metrolinx staff in providing consultation and advice related to customer service.
- d. Assist in advising on policy issues for services regarding the interests of customers.

3. Composition

Membership for this committee shall be open to those interested on a voluntary basis and will consist of the following:

- a. The Committee will be composed of ten (10) GO Transit customers, with each member representing a different train or bus service corridor or customer demographic.
- b. A member of the Corporation's Board of Directors, appointed by the Chair of the Corporation's Board of Directors, will serve as an ex-officio member of the Committee.

4. Selection Process

The membership selection process will be undertaken with a public solicitation through the GO Transit website. In addition, the Corporation will also accept nominations of qualified candidates from any existing Committee member.

The Corporation is looking for:

- a. Members who reside within the GO Transit service areas and are users of the GO Transit system, and who are willing to constructively bring their customer perspective to GO Transit. These individuals are willing to make the commitment to attend, participate and engage in meetings on the committee and any other related activities.

- b. Potential members are to outline their qualifications and reasons for wanting to participate on the committee.
- c. Applications for open positions will be reviewed and evaluated by a selection team composed of members of the Corporation's Board of Directors and staff. The selection team will make recommendation to the Chair of the Customer Experience Advisory Committee, who shall then make the final decision on all appointments.
- d. Members of the Committee will serve for an initial term of one (1) year from the date of their acceptance. Members may be re-appointed, without the requirement to re-apply, for an additional term of up to one (1) year, at the discretion of the Corporation. Notwithstanding expiration of a member's term (including any renewal term), any member of the Committee shall be permitted to re-apply for appointment for an additional one (1) year term.
- e. Please forward your application for membership including the reason(s) why you would like to participate on this committee to CEAC@gotransit.com.

5. Meetings

Meetings will be held on a quarterly basis or at the call of the Chair of the Corporation or the Chair of the Customer Experience Advisory Committee. The agenda for each Committee meeting will be set by the ex-officio member of the Corporation's Board of Directors.

6. Reporting

Minutes of each Committee meeting shall be provided on a quarterly basis by the ex-officio member of the Corporation's Board of Directors.

7. Staffing

- a. The Director of Customer Programs will act as liaison and resource to the Committee to ensure prompt responses for information and deal with any recommendations and concerns.
- b. A representative of Customer Services at GO Transit will be tasked to attend committee meetings, record and distribute any Committee minutes, meeting notices and correspondence.

These Terms of Reference take effect on the date so approved by the Board.

Date of Approval: June 25, 2015