

# Media Advisory

April 28, 2010

## **TTC Customer Service Advisory Panel continues customer outreach**

The Toronto Transit Commission's Customer Service Advisory Panel members, including its chair, Steve O'Brien, will be at Bloor-Yonge Station today to greet the public, answer questions, and provide information on how people can share their ideas around improving the TTC customer experience.

### **Media Availability:**

April 28, 11:30 a.m. - 12:30 p.m.

### **Additional dates, times and locations:**

Bloor-Yonge Station  
April 28, 4:30 p.m. - 5:30 p.m.

Kennedy Station  
April 29, 4:30 p.m. - 5:30 p.m.

Kipling Station  
May 4, 7 a.m. - 8 a.m.

Finch Station  
May 6, 4:30 p.m. - 5:30 p.m.

The TTC Customer Service Advisory Panel was created in response to several challenges that the TTC has experienced in recent months. The TTC recognized that in order to improve rider experience and satisfaction, they would need to reach out and listen to their customers. By visiting [www.ttcpanel.ca](http://www.ttcpanel.ca), TTC customers and others can submit input as to how the TTC can improve customer service and TTC experience.

The volunteer panel was selected to help review several key aspects of the TTC operations in order to provide effective suggestions for improving customer service. The panel is expected to have a public report with their recommendations completed in June.

Follow the Customer Service Advisory Panel on Twitter - [www.twitter.com/ttcpanel](http://www.twitter.com/ttcpanel).