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407 ETR Customer Service Wins Highest Award *Customer Service takes Gold for Best Practices*

407 ETR has won the Service Quality Measurement (SQM) Quality Assurance Program Gold Award for Call Centre Best Practices. The award is in recognition of 407 ETR's very high level of customer satisfaction with the call centre and the effective and quick resolution of customer inquiries.

This particular recognition comes as a result of 407 ETR's new Call Quality Assurance Program. The program took into account the evaluation of hundreds of customer calls and involved the implementation of new call quality standards and training. As a result, First Call Resolution, a vital element in delivering customer service excellence, and Customer Satisfaction with the Call Centre has increased.

SQM is an independent organization that 407 ETR has had an association with for the past 10 years. SQM independently measures both call centre and customer service representative satisfaction rates - surveying hundreds of 407 ETR customers each month. SQM benchmarks call centre customer service for over 500 call centres around the world and provides call centres with feedback on how best to improve their services.

"Delivering excellent customer service remains a vital part of the 407 ETR customer experience and is as important as the fast, safe and reliable trip our customers enjoy on the highway," said 407 ETR President and Chief Executive Officer Jose Tamariz. "Today's announcement demonstrates the investments we have made in customer service continue to be greatly valued."

"Given the high quality of the other nominations and the very rigorous judging process, we are especially proud to have won the highest award," said Mike Miller, Chief Customer Operations Officer at 407 ETR. "This award shows the strength and commitment of our entire Call Centre team."

407 ETR's dedication to customer service has been recognized before and the ongoing investments the company continues to make, both on and off the highway, continue to earn the respect of customers as they save both time and money using 407 ETR.

Over the past several years, 407 ETR has invested over \$110 million into call centre systems and upgrades to ensure an excellent level of service is maintained at its call centre in Woodbridge, Ontario. 407 ETR continues to meet its goal of having 80% of all calls answered in 30 seconds or less. Customer surveys and a study by the Conference Board of Canada showed 407 ETR customers continue to be very satisfied with the highway and enjoy time and money saving benefits by using the highway.

407 ETR has won customer service awards in the past, most recently for best practices in call centre recognition programs and a first call resolution Leadership award. In addition to several national and international awards, 407 ETR was awarded the Intelligent Transportation Systems Society of Canada first-ever New Canadian Commercial Technology/Innovation or Research and Development Award for its vehicle fingerprinting system. The Canadian Council of Motor Transport Administrators recently recognized the Highway 407 Ontario Provincial Police (OPP) Detachment with a Police Partnership Award for the achievements of the Highway Safety and Toll Compliance Committee. 407 ETR, the Ontario Ministry of Transportation and other Regional and Municipal partners work together with OPP on the Committee to support many aspects of road safety and related research

407 International Inc. is owned by Cintra Infraestructuras Internacional S.L., a wholly owned subsidiary of Ferrovial S. A. (43.23%), by indirectly owned subsidiaries of Canada Pension Plan Investment Board (total 40%), and by SNC-Lavalin (16.77%).

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BACKGROUND

- Average daily workday trips have increased from about 237,000 in 1999, to over 380,000 in 2013.
- Total annual trips have increased from 71.9 million in 1999, to over 114 million in 2013.
- The number of transponders in circulation has increased from 346,371 with a user rate of 67% in 1999, to over 1,100,000 and a user rate of over 84% in 2013.
- Average length of a trip on the highway has increased from 17.75 km in 1999, to 20.52 km in 2013.
- Total vehicle kilometres travelled per year has increased from 1.275 billion in 1999, to 2.356 billion in 2013.
- The number and length of trips taken on 407 ETR and increased usage of transponders has happened alongside growth in development, extension of the highway in both the east and west, and the widening of 407 ETR by adding new lanes (over 220 lane kilometres since 2004).
- Extensions and expansions have been possible through 407 ETR investments of over \$1.4 billion to keep traffic free flowing.
- Investments in safety initiatives, both on and off the road, have continued to provide customers a fast, safe and reliable trip. Safety events and sponsorships continue to demonstrate 407 ETR's commitment to its customers.
- 24/7 monitoring of the highway and conditions from 407 ETR's control room keep the highway safe and free-flowing – safety patrollers can assist drivers and call for emergency responders when needed.
- 407 ETR is barrier free – with no congestion causing toll plazas.
- Over \$110 million has been invested to ensure excellent customer service. The average wait time when calling the 407 ETR Call Centre has been under 30 seconds for more than 8 years.
- 407 ETR is the winner of multiple Service Quality Measurement Group awards for Call Centre Excellence and Leadership, including, First Call Resolution (the industry's most vital indicator), and Best Practices. The 407 ETR Call Centre regularly has a large group of certified World Class Customer Service Representatives.
- Customers have many account options such as paperless billing and pre-authorized payment.
- 407 ETR continues to appreciate customer loyalty and has offered more than \$100 million to customers as part of its "ETR Rewards" customer loyalty program.
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