



Mary Proc is the Vice President of Customer Service Delivery at Metrolinx. She and her 800 staff are responsible for anticipating and addressing customer needs across the agency's three transit operations: GO Transit, the regional rapid transit network for the Greater Toronto and Hamilton Area; Union Pearson Express, the air-rail link between downtown Toronto and Pearson International Airport; and PRESTO, the electronic fare card system used by 11 transit agencies across the Region and in Ottawa. She was named "2015 Woman of the Year" by Progressive Railroading magazine and the League of Railway Industry Women. Mary was also the 2015 President of the Toronto Railway Club. She lives just northwest of Toronto and takes GO Transit every day.