

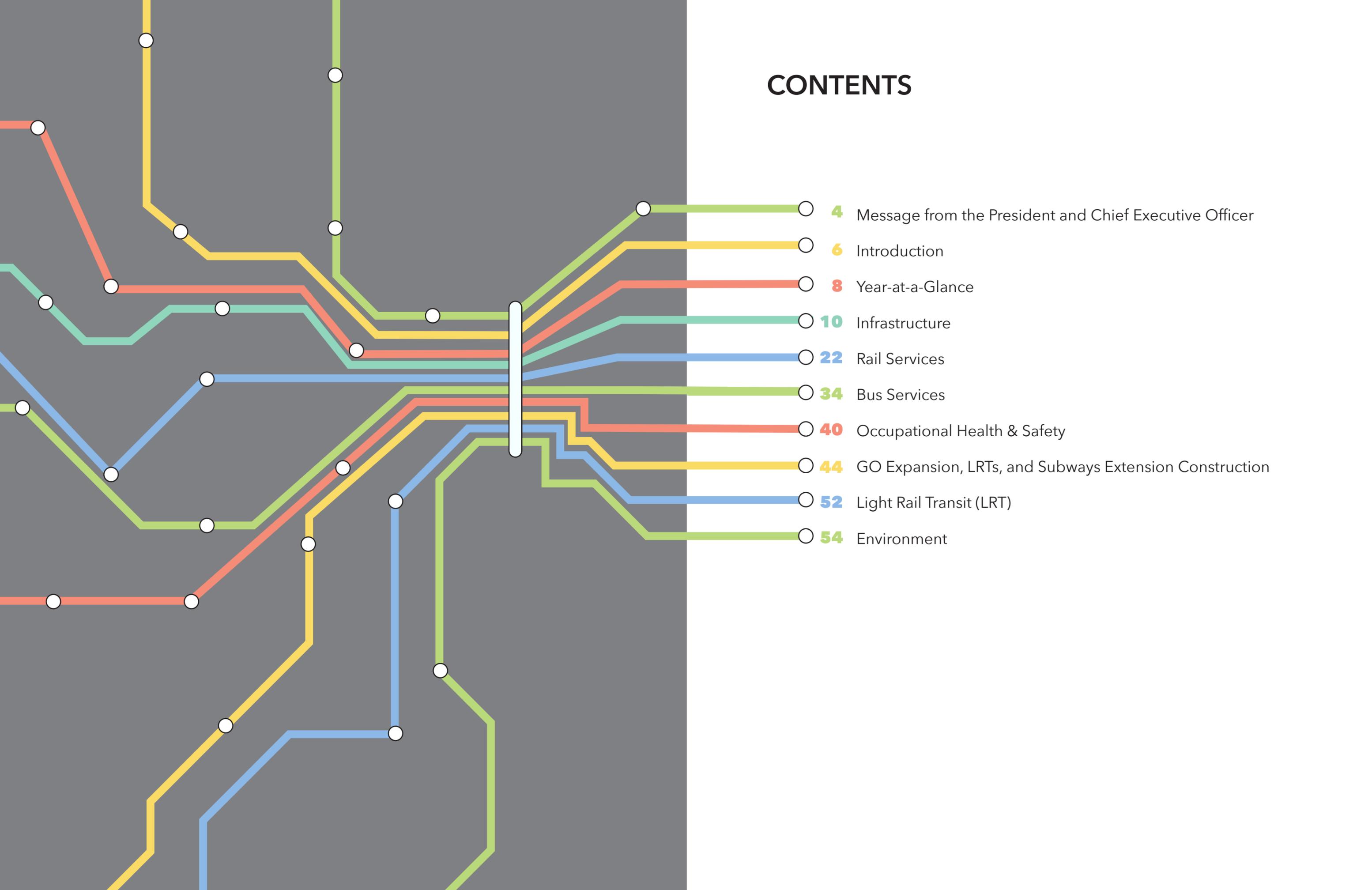


# **ANNUAL SAFETY PERFORMANCE REPORT FISCAL YEAR 2024-2025**

**SECOND EDITION**



# CONTENTS



- 4** Message from the President and Chief Executive Officer
- 6** Introduction
- 8** Year-at-a-Glance
- 10** Infrastructure
- 22** Rail Services
- 34** Bus Services
- 40** Occupational Health & Safety
- 44** GO Expansion, LRTs, and Subways Extension Construction
- 52** Light Rail Transit (LRT)
- 54** Environment



## MESSAGE FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

I am honoured to present Metrolinx's Annual Safety Performance Report for Financial year 2024/25. Safety is the foundation of every decision we make. It is how we protect the people who use our network and respect the trust of those who fund it.

This year marks the first time we are publishing this report publicly. That choice reflects our belief that transparency is more than a principle. It is accountability in action. By sharing our results openly, we invite scrutiny from government, our partners, and the communities we serve, because accountability makes us better.

The report highlights where we have made progress and where challenges remain. Our task is to keep improving, ensuring every investment delivers value to taxpayers while keeping our customers and employees safe. That balance of safety, value, and trust is how we will continue to earn the confidence of Ontarians.

As we move forward, we will continue to apply lessons learned from across our operations, guided by the insights of our workforce, regulators, and stakeholders. Safety requires constant vigilance and collaboration, and through this shared effort we can build a transit system that is not only safe and reliable but also worthy of the confidence that Ontarians place in us every day.



Michael Lindsay  
**President & Chief  
Executive Officer**

# INTRODUCTION

At Metrolinx, safety is central to everything we do as we both build and operate our transit network. We are committed to prioritizing safety across all parts of the network, for everyone - from our colleagues and contractors, to our customers, to the communities we touch. This is one of the pillars of our Vision which is "Getting you there safer, faster, easier."

This year's Annual Safety Performance Report is the first edition that is publicly available, offering a comprehensive view of our safety performance for the Financial Year 2024/25, covering the span of April 2024 to March 2025. This initiative demonstrates the Metrolinx's proactive stance in fostering trust with the public and stakeholders

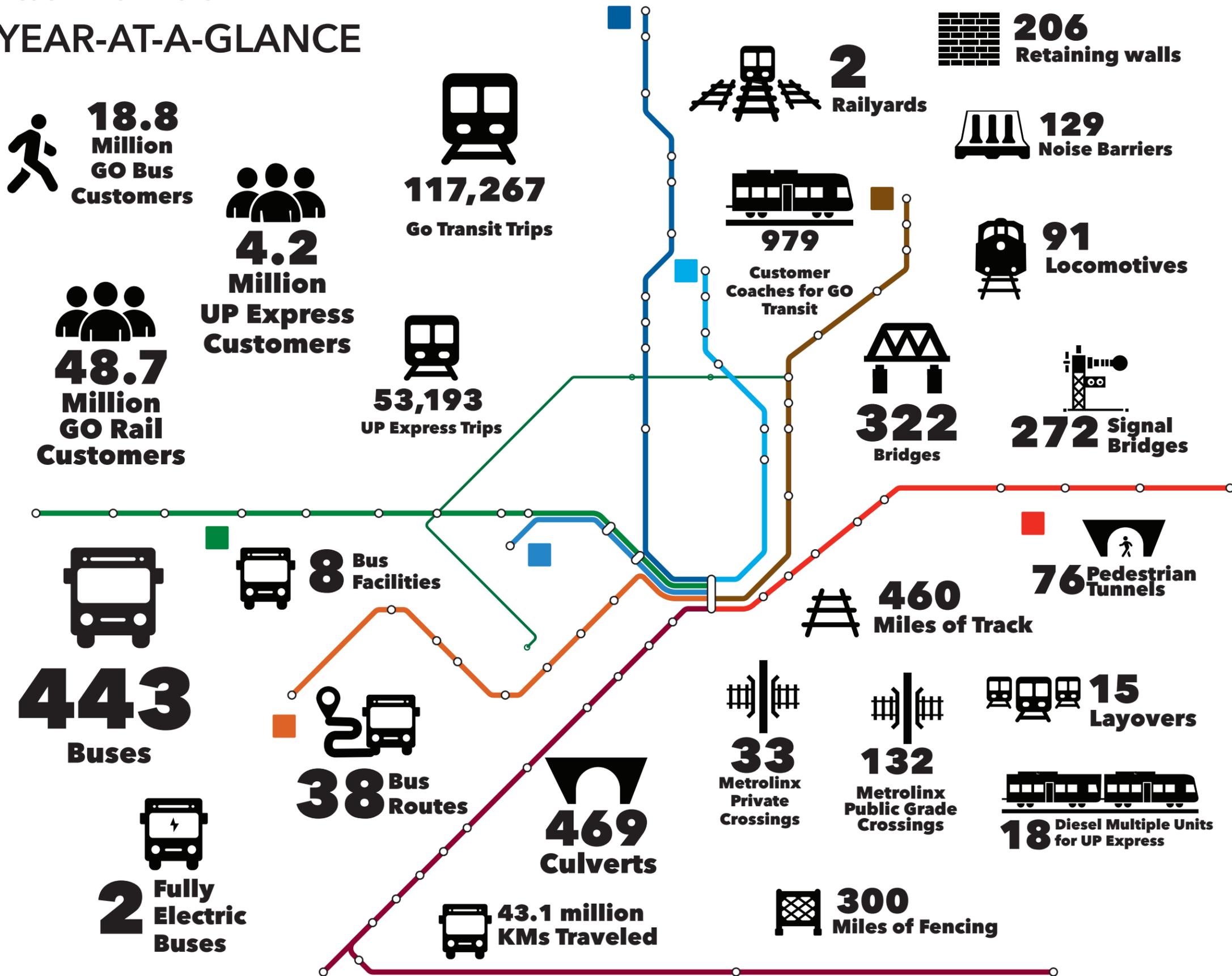
We want to provide the data and insights that help the public stay informed. Transparency in safety reporting is a cornerstone of our commitment to social responsibility. This report aims to strengthen transparency, accountability, trust, communication, compliance, and continuous improvement in our safety practices and outcomes.

This report is not just a record of what has gone well or where challenges have arisen over the past year. More importantly, as we gain access to increasingly accurate and comprehensive data, we are better able to understand the underlying causes of incidents. This insight supports safety professionals and the systems they develop, helping to anticipate potential issues and prevent them before they occur.

The report is thoughtfully organized into seven key sections: Infrastructure, Rail Services, Bus Services, Occupational Health and Safety (OHS), GO Expansion, LRTs, and Subways Extension Construction, Light Rail Transit (LRT), and Environment. It not only reflects on Key Performance Indicators (KPIs) but also showcases the initiatives we have implemented to elevate safety performance throughout the FY 2024/25 and the forward looking strategies for FY 2025/26.



# YEAR-AT-A-GLANCE



## Safety Record

- 0 Bus and Train Passenger Fatalities**
- 0 Train Fires**
- 4 Bus Fires**
- 0 Main-Track Derailments with Passengers on Board**
- 14% Decrease in the Railway Crossing Collision Rate**
- 22.8% Reduction in Grade Crossing Safety Risk**
- 7 Fatalities as a Result of Intentional Acts**
- 3 Fatalities as a Result of Trespasser Misadventure**
- 90.4% Customer Perception of Safety for GO Rail and UP Express Services**
- 92% Customer Perception of Safety for GO Bus Services**
- 26.2% Reduction in Lost Time Injury Frequency Rate (LTIFR)**

## Safety Awards

- Canadian Workplace Wellbeing Award
- WSIB Excellence Award for Canada's Best Health & Safety Culture
- E-Bike Strategy Safety Award in the Passenger - Third Party Incidents Category (RAC Safety Award)
- Driver Check Award for Canada's Safest Public Transportation Employer
- Canadian Urban Transport Association's Innovation Award

# 1 INFRASTRUCTURE

## OVERVIEW

Asset Management at Metrolinx works to get the best value from our assets. This means achieving our goals for safety, on-time performance, and customer satisfaction. Metrolinx oversees \$25 billion worth of assets, including fleet, tracks, structures, facilities, signaling & communications, and fare revenue systems within the GO Rail, UP Express and GO Bus transit systems. We proactively manage these assets throughout their lifecycle to ensure they remain in good condition and perform well which reduces safety risks. Our maintenance practices help us understand and manage the state of our assets. There are capital renewal plans to refurbish, rehabilitate, and replace assets, ensuring they stay in good repair.

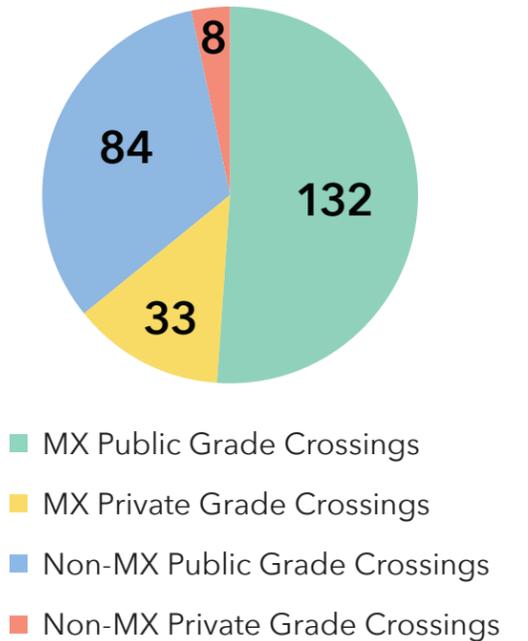


## SIGNALS AND COMMUNICATIONS

Metrolinx is committed to enhancing the safety of all signaling and communication assets across the Greater Toronto and Hamilton Area (GTHA), with a key strategic priority being the improvement of grade crossing safety. Our goal is to exceed Transport Canada's regulatory requirements by achieving a 33% reduction in grade crossing safety risk by 2026, measured against the April 1, 2022 baseline. To reach this target, Metrolinx is advancing its Grade Crossing Risk Reduction Strategy, supported by an advanced Grade Crossing Safety Risk Model that evaluates the safety risk profile of every grade crossing in the network. The strategy is further reinforced by the Metrolinx Grade Crossing Design Standard, which establishes the minimum requirements for warning devices, signage, and pavement markings. Together, these tools enable consistent and measurable improvements. By the end of Fiscal Year 2024/25, the cumulative grade crossing safety risk had already been reduced by 22.8%, with several key safety projects delivered, including:

- ▶ Conducted a network-wide risk assessment study to identify hazards and enhancement strategies for each crossing;
- ▶ Conducted formal municipal engagement focused on enhancing grade crossings;
- ▶ Developed a plan for closing or grade separating high-risk crossings;
- ▶ Implemented a risk-based strategy to equip all private grade crossings with active warning devices.

**Figure 1.** Number of grade crossings by type on the network



The reliability of our assets plays an important role in keeping our rail network safe. Grade crossings are especially critical, as they manage the interaction between trains, vehicles, and pedestrians. To make these crossings safer and more reliable, Metrolinx has introduced new measures, such as remote monitoring systems for real-time tracking, additional safety features at crossings, and more frequent audits of signaling equipment to spot and fix potential issues early. These improvements help ensure that crossings continue to operate as intended, reducing the chance of problems and supporting the safety of everyone who uses our network.

In Fiscal Year 2024/25, there were 54 reported incidents, in which vehicles made contact with or caused damage to grade crossing equipment.

- ▶ Two (2) train-vehicle collisions occurred during the reporting period. The first took place at Rivermede Road (Newmarket Subdivision - Mile 14.82) on April 2, 2024, and involved a single vehicle occupant who sustained fatal injuries. The second occurred at Kirby Road (Newmarket Subdivision - Mile 20.67) on March 15, 2025, when a vehicle entered the crossing after the grade crossing warning system had been activated, resulting in the driver's serious injury. In both cases, the crossing warning systems functioned as designed, providing the appropriate warning times in line with regulatory requirements.
- ▶ Of the three (3) train-pedestrian collisions, two (2) were found to involve intentional acts resulting in fatal injuries. The third was an unintended occurrence that led to minor injuries.

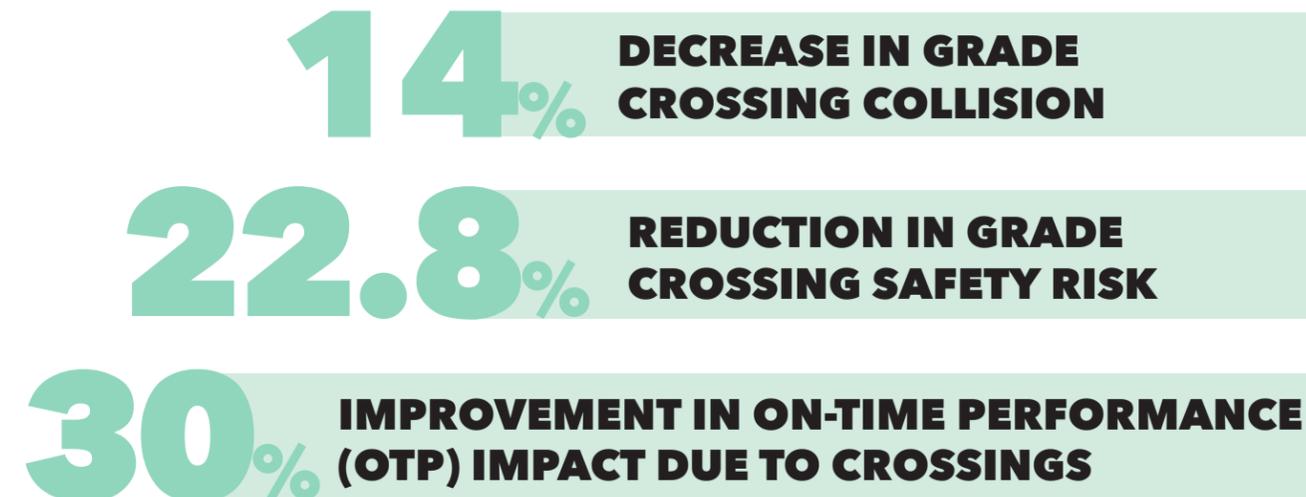
Between April 2024 and March 2025, there were approximately 1,655,480 crossing activations on the network (crossings managed and maintained by Metrolinx) which is synonymous to the number of interactions with the public and a passing train at Metrolinx grade crossings. Of the total grade crossing interactions, 99.99% were uneventful (normal activation and recovery).

In Fiscal Year 2024/25, there were two (2) train to vehicle collisions at grade crossings involving Metrolinx trains, and three (3) train to pedestrian collisions. This represents a rate of 0.30 collisions per 100,000 trains or a 14% decrease in the railway crossing collision rate compared to Fiscal Year 2023/24 (0.35 collisions per 100,000 trains).

Detailed safety investigations are completed for all grade crossing occurrences. These investigations focus on identifying root causes and implementing corrective actions to enhance safety and minimize the risk of recurrence.

Railway crossing safety is a shared responsibility. Educating the public about the dangers around railway crossings is crucial to promoting safe behaviour, keeping the public safe, and reducing the overall safety risk at grade crossings. During Rail Safety Week in 2024, Metrolinx

partnered with local law enforcement to host more than seven rail safety pop-up events, engaging directly with passengers, the public, and employees throughout the week's activities. This initiative highlighted the importance of obeying grade crossing signals and emphasized that everyone has a role to play in railway safety.



## CIVIL STRUCTURES

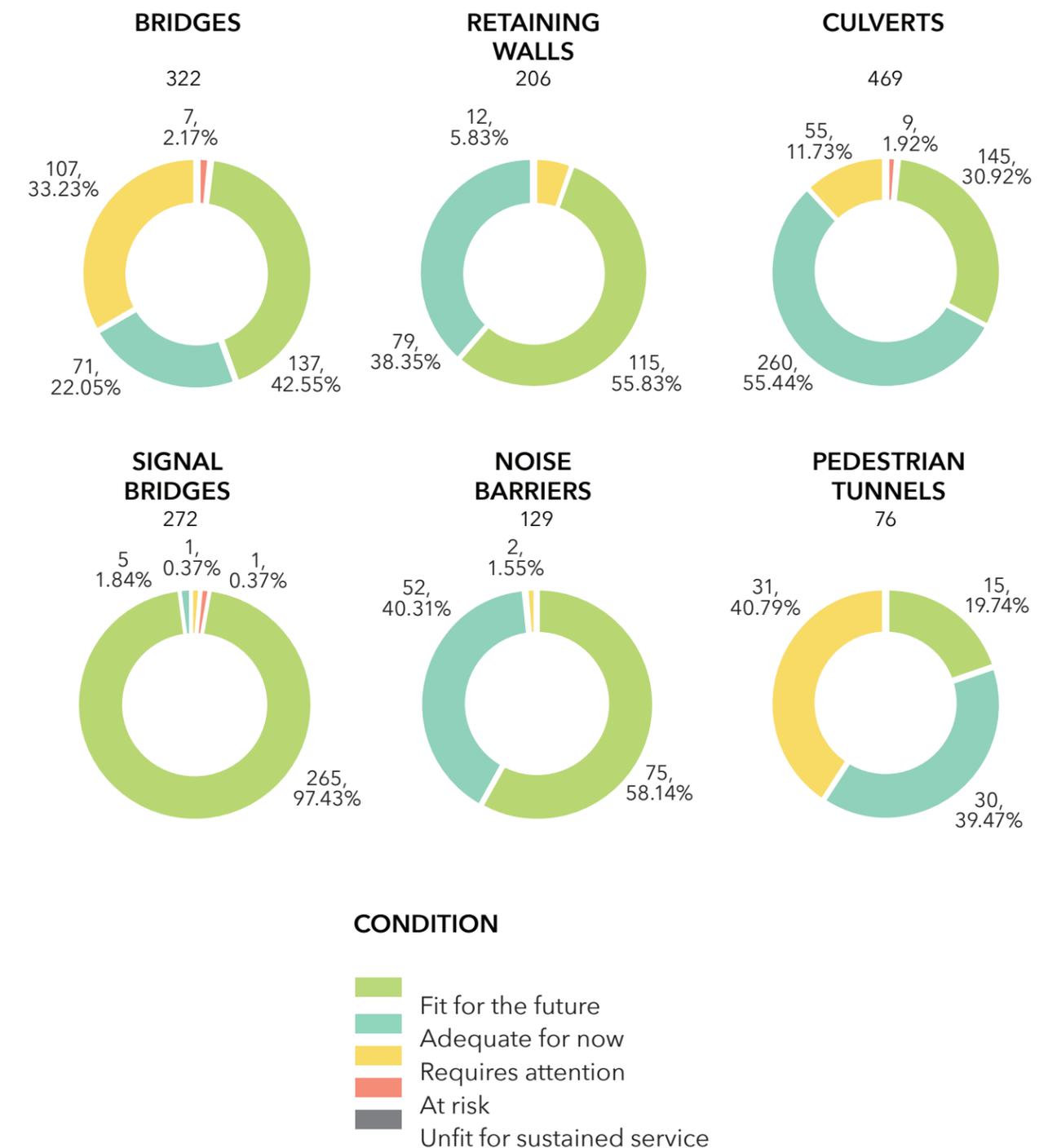
Behind every train journey is a network of bridges, tunnels, retaining walls, culverts, and noise barriers that keep people moving safely. These civil structures are some of the most visible parts of our system, and they play a vital role in connecting communities across our region.

Keeping these assets safe is a responsibility we take seriously. Each year, our teams complete thousands of inspections using a mix of hands-on reviews and modern technology. These inspections guide repairs, upgrades, and long-term renewal plans. When urgent issues are found, temporary measures such as speed adjustments or structural reinforcements are put in place right away, followed by permanent repairs or replacements.

This approach balances day-to-day maintenance with long-term planning, ensuring our infrastructure remains in good condition while also preparing for future needs.

The AREMA (American Railway Engineering and Maintenance-of-Way Association) Condition Ranking evaluates the health of civil structures, such as bridges, using a scale from 1 to 5. A rating of 5 indicates a structure is in very good condition (fit for the future), while a rating of 1 indicates that the asset is unfit for sustained service. Assets rated as at risk or unfit for sustained service are prioritized for rehabilitation. Currently, no Metrolinx assets are rated as unfit for sustained service. Assets in at risk condition include seven (7) bridges, all of which are not used to carry passengers, nine (9) culverts, and one (1) signal bridge (see Figure 2 for a summary).

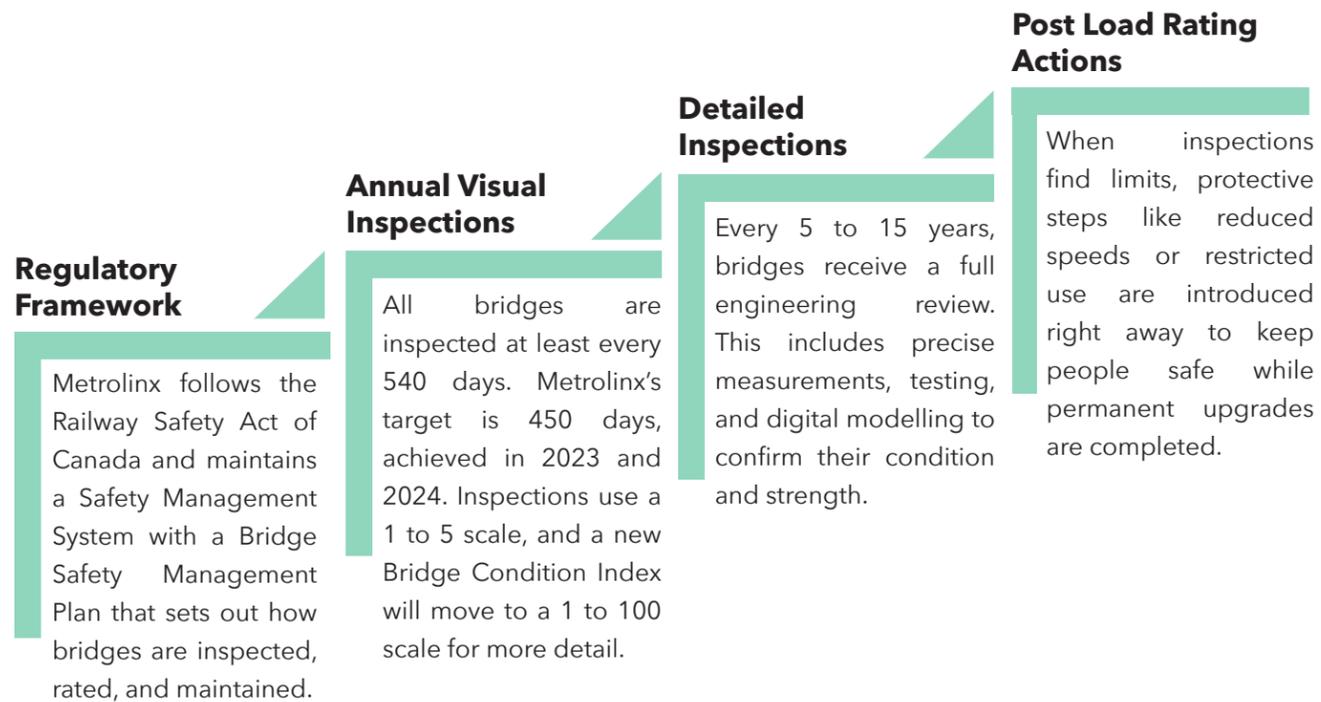
**Figure 2.** Asset condition per asset type



## CIVIL STRUCTURES

In Fiscal Year 2024/25, our Civil Structures team carried out detailed inspections on 37 bridges and overhead structures at 23 locations. These inspections are led by qualified professionals under our Bridge Safety Management Plan and are designed to catch issues before they affect safety or service. By 2027, we will complete 140 detailed inspections on our highest-priority structures, guided by risk-based assessments and national standards.

To strengthen this work, we are transitioning to a Bridge Condition Index system, which gives a more detailed and accurate picture of each structure's health. This allows us to better prioritize investments and direct repairs where they are needed most. When inspections identify immediate concerns, protective measures such as speed restrictions are applied until full repairs can be completed.



## MIND THE HEIGHT: BRIDGE SAFETY

A bridge strike occurs when a vehicle collides with a bridge, overpass, or tunnel structure, potentially posing safety risks to both road and rail users and causing serious impact on the operation of the railway. After every occurrence, the bridge needs to be examined to make sure it's safe and any debris needs to be cleared.

To reduce the bridge strike occurrences, Metrolinx has established rigorous standards and review processes for both new and existing bridge infrastructure:

- ▶ **For new rail-over-road grade separations,** Metrolinx Bridge standard requires a clearance of 5.3 metres, exceeding the Ontario Ministry of Transportation (MTO) requirement of 4.8 metres. If this clearance is not possible, the project must undergo the Metrolinx Standard Deviation process for approval of a mitigation strategy.
- ▶ **For existing Metrolinx road-over-rail bridges with reduced clearances,** a review is underway to confirm clearance measurements and signage effectiveness. Additional mitigation strategies include advanced signage and crash beam installation.
- ▶ **For reduced-clearance bridges being replaced or rehabilitated,** strategies to reduce bridge strike risks include bridge jacking to increase clearance, strategic placement of crash beams, and enhanced warning signage exceeding code requirements.

In response to bridge strike incidents, a Metrolinx Civil Structures Asset Management (CSAM) representative and the bridge inspection contractor must be on-site promptly to assess the situation and consult with a railway bridge engineer to determine if train movement is safe. Post incident inspection schedules vary based on the location and extent of the damage.

There were five (5) bridge strikes that took place on Metrolinx owned assets from April 2024 to the end of March 2025. Metrolinx personnel along with the bridge inspection contractor responded to all bridge strike incidents and it was determined that no impacts to the structural stability of the bridges occurred. Metrolinx continues to monitor hotspot locations.

Bridge Strikes	
FISCAL YEAR	
2022/23	0
2023/24	1
2024/25	5
NO INJURIES REPORTED	
NO IMPACTS TO THE STRUCTURAL STABILITY OF THE BRIDGES OCCURRED.	

## TRACK

The Metrolinx network consists of 460 miles (≈ 740 km) of track. Metrolinx ensures the performance and integrity of safety-critical infrastructure by monitoring a suite of Key Performance Indicators designed to measure improvement and guide asset management decisions. Metrics, such as the Track Quality Index (TQI), Track Deterioration Index (TDI), and Track Reliability Index (TRI), along with component-specific indices like the Defective Tie Count Index (DTCI), Ballast Fouling Index (BFI), and Rail Wear Index (RWI), provide insight into asset condition and performance trends. Tracking these indicators allows the team to model lifecycle patterns, plan targeted interventions, and optimize investment timing.

In addition to KPIs, trained track inspectors conduct follow-up quality assurance inspections on maintenance work identified as critical through the Railway Safety Management System (RSMS) and Transport Canada (TC) requirements. These inspections are regulatory in nature and provide an additional layer of assurance that maintenance activities meet safety and performance standards.

Metrolinx is actively investing in technology to enhance the safety and reliability of our network:

- ▶ **Autonomous Track Infrastructure Testing:** By the end of 2026, Metrolinx will have the first locomotive equipped with Autonomous Track Inspection Systems (ATIS) to continuously assess track conditions. This technology will monitor the health of rails, ties, and ballast, providing real-time data to our Operations and Maintenance teams for proactive and preventive maintenance. In addition, the system will enhance track and track component lifecycle management and state-of-good-repair strategies, helping to deliver rail on-time performance. This technology will also minimize interference with revenue operations and improve track inspectors' safety by reducing or eliminating the risk from visual inspections.
- ▶ **Wheel Impact Load Detector (WILD):** In 2025 and 2026, Metrolinx is upgrading and expanding its WILD network, which uses strain gauges to detect wheel impacts, hunting, and identify flat spots that are reported via internet-based servers in real-time to Fleet Maintenance forces. This initiative will improve wheel reliability, reduce track damage and wear, improve ride quality for passengers and reduce noise.

- ▶ **Electronic Tie Inspection:** In FY 2024/25, maintenance vehicles equipped with high-resolution cameras were deployed to capture images of the condition of wooden track ties across the entire Metrolinx heavy rail system. Automated algorithms and data processing was used to evaluate the condition of each tie and provide condition scoring and categorization. These detailed reports will help Metrolinx in estimating remaining wooden tie lifespan accurately and assist in the development of efficient maintenance and replacement plans.
- ▶ **Rail Life Optimization:** Following the successful completion of a pilot program on the Pearson Subdivision in 2023, Metrolinx conducted a networkwide Rail Surface Testing program in 2024 to assess rail surface conditions and support the development of a Grinding/Milling strategy as part of Stage 1. As part of Stage 2, Metrolinx will implement a networkwide Grinding/Milling campaign in three phases, each spanning two years. Phase 1 is scheduled to commence in 2025, focusing on the GO and Newmarket Subdivisions, with full implementation across the network planned by 2027. This networkwide program will eventually enhance rail life, reduce rail breaks thereby enhance reducing long-term rail maintenance costs through proactive Rail Management.
- ▶ **Vegetation Management Survey:** This initiative is a preliminary approach to support Metrolinx in developing a Vegetation and Asset Management system across an approximately 210-mile railway corridor. Using innovative remote sensing solutions, primarily aerial LiDAR and high-resolution imagery, the project enhances Metrolinx's ability to manage vegetation encroachment, monitor tree health, and maintain infrastructure assets efficiently and safely. Beyond operational benefits, the initiative supports environmental stewardship by preserving tree health, ensuring compliance with vegetation clearance standards, and minimizing ecological impacts along the railway corridor.

These technological advancements are part of our commitment to maintaining a safe, reliable and efficient transit system for the public.

## TRACK

The Metrolinx network experienced ten (10) rail breaks over Fiscal Year 2024/25. Four (4) of these breaks are suspected to be attributed to rail corrosion, with the remainder resulting from internal defects within legacy welds. This past winter showed a trend of rail breaks directly linked to corrosion, which is the disintegration of the rail from chemical decay through oxidization. Corrosion typically occurs in areas adjacent to heavily salted locations, such as platforms and road crossings. To address this, Metrolinx has engaged the market to identify available strategies and methods for quantifying rail corrosion, with the results to be used in prioritizing rail replacement initiatives.

A total of 11 broken joint bars were also identified across the network, prompting a comprehensive root cause analysis to determine the underlying issues. Based on the findings, multiple corrective actions were developed to enhance track safety

and reliability. These actions included a thorough review of existing track standards, including the methods used to secure joint bars, as well as improvements to inspection protocols and review of the materials employed in joint bars manufacturing. Other actions included performing electronic inspection of rail joints for cracks or broken bars and exploring methods of collecting and updating the inventory count of insulated joints across the railway network.

These measures are intended to mitigate future failures and ensure the long-term integrity of the rail infrastructure.

### Broken Rails

FISCAL YEAR	
2022/23	6
2023/24	3
2024/25	10

### Broken Joint Bars

FISCAL YEAR	
2022/23	0
2023/24	1
2024/25	11



# 2 RAIL SERVICES

## OVERVIEW

Rail Services at Metrolinx bring together Rail Operations and Rail Fleet Maintenance to deliver safe, reliable, and efficient service for our customers. Rail Operations oversees the day-to-day movement of trains, including communication with crews, adherence to operational protocols, and rapid response to challenges to minimize disruptions. This work ensures that trains run safely, on time, and at a consistent standard of service quality. Supporting these operations are two (2) primary rail yards at Willowbrook and Whitby, along with 15 smaller layover yards, where train sets are stored, built, and maintained, and where operating crews and maintenance staff perform the work required to keep the fleet safe and ready for service.

**117,267 GO RAIL TRIPS**

**53,193 UP EXPRESS TRIPS**

Rail Fleet Maintenance complements these efforts by ensuring the ongoing safety, reliability, and performance of the fleet itself. The department manages the inspection, repair, and upkeep of 91 locomotives and 979 passenger coaches for GO Transit, as well as 18 Diesel Multiple Units (DMUs) for UP Express. Through rigorous maintenance schedules, compliance with strict industry standards, and continuous improvement practices, Rail Fleet Maintenance provides the foundation for dependable passenger service and supports the operational excellence that defines Metrolinx Rail Services.

Together, these functions enabled 117,267 GO Transit trips and 53,193 UP Express trips during Fiscal Year 2024/25. The network covered 4.39 million miles (≈ 7.06 million km) for GO Rail and 0.90 million miles (≈ 1.44 million km) for UP Express, resulting in the safe travel of 48.7 million Go Rail customers and 4.2 million UP Express customers across the region.

## CORRIDOR SECUREMENT AND UNAUTHORIZED PEOPLE ON TRACK

Ensuring the safety and integrity of the rail corridor remains a top priority, particularly in mitigating risks posed by unauthorized access to the tracks. Physical barriers such as fencing play a critical role in securing the corridor by deterring trespassing and protecting both infrastructure and public safety. Metrolinx currently maintains 300 miles (≈ 483 km) of fencing across the network. During the fiscal year 2024/25, an additional 10 miles (≈ 16.1 km) of new fencing was installed, including 6.54 miles (≈ 10.52 km) of high-security fencing and 3.55 miles (≈ 5.71 km) of standard chain-link fencing.

In Fiscal Year 2024/25, Metrolinx recorded 1,947 trespassing incidents, including individuals in the right-of-way or riding on trains (“train surfing”), a 14.7% increase year over year at a rate per 1000 train movements. These incidents typically rise during warmer months, with May 2024 recording the highest at 273.

During the fiscal year 2024/25, Metrolinx recorded a total of ten (10) trespass collisions within Metrolinx controlled territory. Of these, eight (8) involved Metrolinx operated trains, while two (2) involved third-party trains operating on Metrolinx territory. Additionally, three (3) trespass collisions occurred in third-party territory involving Metrolinx operated trains.

There was a rise in Fiscal Year 2024/25 in train surfing and social media stunts. Incidents involved individuals climbing moving locomotives or staging videos in live rail zones,

with one (1) April 2024 case resulting in a critical injury, as a result of the train surfer hitting their head on the signal gantry.

To address these risks, Metrolinx implemented a targeted coach end-door modification program. The Rail Fleet Maintenance and Engineering teams worked together to design and install custom 3D-printed locking covers on select coach doors, complemented by high-visibility warning decals. These modifications physically restrict access to exterior platforms between coaches.

Metrolinx's safety program includes a Trespass Taskforce that brings together experts and partner agencies to reduce risks along the rail corridor. Through data-driven analysis, behavioral insights, and collaboration, the Taskforce helps identify why trespassing occurs and applies targeted solutions such as improved education, enforcement initiatives, and information sharing. Its continued focus is on advancing practical measures that keep communities safe and discourage unsafe behaviour near the railway. Key focus areas for the upcoming fiscal year include:

- ▶ Expanding physical deterrents at high-risk access points.
- ▶ Scaling up public awareness campaigns aimed at youth and vulnerable groups.
- ▶ Strengthening partnerships with first responders, MTO, and mental health services.

## ENSURING AUTHORIZED MOVEMENTS

Railway operations are inherently complex and dynamic, yet Metrolinx manages these operations safely every day. A critical aspect of this safe operation is ensuring that each train operates within its proper authority on the rail network. Occasionally, a train may exceed its assigned limits of authority, known as a “rule violation”, which Metrolinx addresses promptly to maintain the safety of passengers and employees. These rare exceedances may include instances where a train passes a stop signal indicating the track ahead is occupied or unauthorized (Rule 439), a train enters a construction or maintenance zone without clearance from the foreperson (Rule 42), a train is operated while maintenance work is actively flagged for protection (Rule 26), a train exceeds authorized speeds (Rule 33), or an unplanned or uncontrolled train movement occurs posing risks to safety.

To further strengthen the safety of rail operations, Metrolinx is committed to reducing the occurrence of these rule violations. We have established a strategic objective to improve safety performance by addressing these rare events through a comprehensive Rule Violation Reduction Program. This initiative will focus on identifying the underlying causes of rule violations and implementing corrective measures to enhance procedural compliance across our network. In addition, Metrolinx is undertaking a holistic review of its track protection program to ensure the appropriate method of protection (or rule) is chosen for each situation, helping to reduce safety occurrences and streamline operations.

In the Fiscal Year 2024/25, there were no collisions or injuries as a result of trains exceeding their assigned area of authority. However, there were a total of 13 occurrences involving Metrolinx-operated trains and two (2) occurrences involving Third-Party Operators where trains exceeded their assigned limits on main tracks in Metrolinx-Owned Territory\*. By the end of the fiscal year, the Train Operating Rule Violation (TORV) rate for Metrolinx trains was 2.2 per million kilometers.

Metrolinx Occurrences		Third-Party Operator
4	<b>Signal Passed At</b> Danger Rule 439	0
1	<b>Red Flags</b> Rule 42	2
4	<b>Overspeed</b> Rule 33	0
4	<b>Other</b>	0
<b>13</b>	<b>Total</b>	<b>2</b>

NO COLLISIONS OR INJURIES AS A RESULT OF TRAINS EXCEEDING THEIR ASSIGNED AREA OF AUTHORITY

*\*Note: Metrolinx-Owned Territory refers to the land, tracks, stations, and infrastructure that Metrolinx owns and manages for building, maintaining, and modifying railway systems. In contrast, Territory Operated by Metrolinx includes land or tracks used by Metrolinx for its services under running rights, while ownership remains with another entity.*

## SAFE TRAIN OPERATION

Safe train operation starts with the people at the front of every journey. Their training, vigilance, and adherence to safety procedures are essential in keeping customers, employees, and communities safe.

In Fiscal Year 2024/25, Metrolinx strengthened how it supports train crews through technology, coaching, and proactive monitoring. The Locomotive Voice and Video Recording (LVVR) Review Program provides regular feedback that reinforces safe practices and helps identify risks early. More than 4,600 signal encounters were reviewed under this program in the last quarter of the year, with crews achieving over 94 percent compliance.

Main Track Derailments	
FISCAL YEAR	
2022/23	0
2023/24	0
2024/25	0

Non-Main Track Derailments	
FISCAL YEAR	
2022/23	1
2023/24	2
2024/25	2*

THERE WERE NO INJURIES IN ALL REPORTED OCCURRENCES

*\*Note: One of the occurrences took place at a layover location, resulting in the consist fouling the main track. There were no conflicts with other trains*

With more than 170,000 trips delivered across GO Transit and UP Express, safety remained strong. There was zero main-track derailment and two non-main-track derailment, both occurring in yard environments where locomotives were being moved at low speeds. Investigations confirmed there were no injuries, no passenger trains involved, and corrective actions were implemented quickly.

In February 2025, two trailing trucks of a locomotive derailed at a hand-thrown switch during yarding operations at Shirley Layover. As a result, the consist fouled the main track with no conflicts with other trains. In June 2024, a second incident occurred when two axles of a locomotive derailed while the unit was being maneuvered to the fueling track at Willowbrook Yard. A prompt investigation revealed that the derailment was caused by a switch being operated prematurely, prior to the locomotive fully clearing the line. These occurrences were promptly investigated, and corrective actions were implemented, ensuring a continued focus on safe and controlled rail operations across all areas of the network.

These results show that while occasional operational challenges occur, they are rare, closely examined, and used as opportunities to strengthen our processes. Above all, they demonstrate Metrolinx’s commitment to safe, well-controlled rail operations that protect customers, crews, and the communities we serve.

## RAIL FLEET MAINTENANCE

Every journey depends on trains that are safe, reliable, and well-maintained. At Metrolinx, our Rail Fleet Maintenance teams work year-round to keep GO Transit and UP Express vehicles in top condition. Their efforts combine routine inspections with innovative programs that address new challenges, support environmental responsibility, and strengthen customer and staff safety.

- ▶ **Keeping Trains Winter-Ready:** In February 2025, extreme weather temporarily affected some signaling devices, including bells and whistles. To prepare for future events, our teams introduced additional inspection cycles and winterization measures. These steps improve performance in snow and ice, ensuring equipment remains safe and reliable in all seasons.
- ▶ **Protecting Against Battery Risks:** With more e-bikes and battery-powered devices on board, Metrolinx expanded its battery risk mitigation program in 2024/25, focusing on GO Train bike coaches. Cars are now equipped with fire-resistant materials, designated containment areas, and enhanced emergency signage. Staff also received updated procedures and training to ensure rapid, effective responses.
- ▶ **Cleaner Operations Through Wastewater Treatment:** A new wastewater treatment system was installed at the Willowbrook train wash facility. This upgrade meets City of Toronto by-law requirements and reduces the environmental impact of our maintenance operations, supporting both safety and sustainability.
- ▶ **Smarter Idling, Safer Environments:** Metrolinx continued installing the Wi-Tronix Idle Management System on UP Express trains. This technology monitors locomotive idling in real time, helping teams reduce unnecessary fuel use, lower emissions, and decrease noise and heat exposure for staff. The system supports regulatory compliance while creating a safer and more efficient rail network..

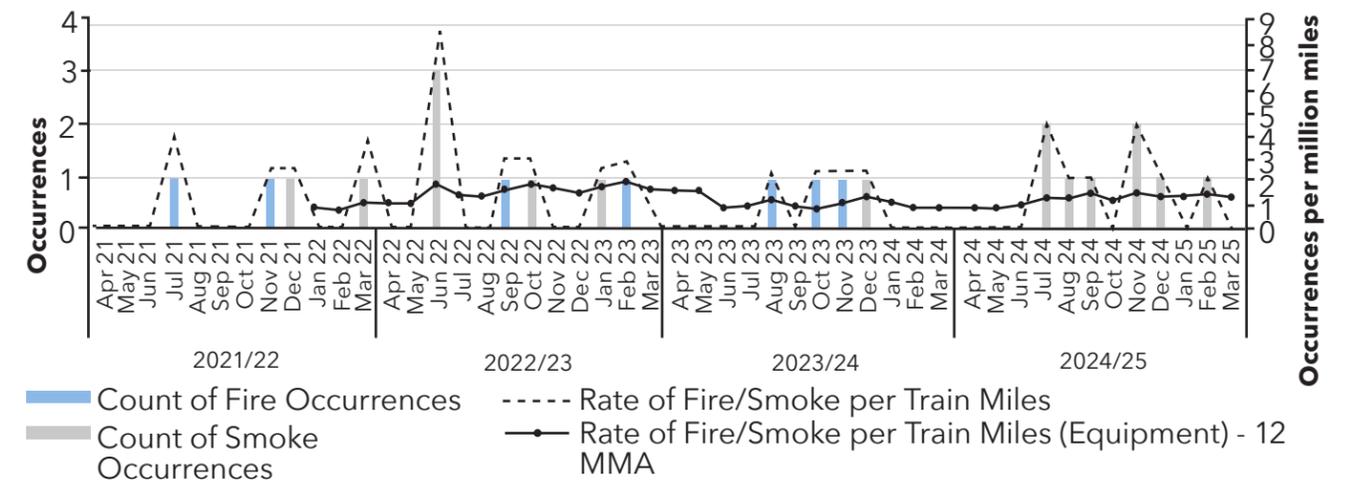
## STRENGTHENING RAIL FIRE PROTECTION

Fire safety is a top priority across our rail fleet. Over the past two years, Metrolinx has strengthened protections by introducing clearer emergency signage, updated evacuation guidance, and enhanced training for crews. These steps go beyond North American safety standards and are designed to ensure passengers and staff can rely on quick, safe responses if an issue ever arises.

In Fiscal Year 2024/25, there were zero (0) fire and eight (8) smoke occurrences on board. In each case, crews acted immediately, equipment was inspected, and preventive measures were applied. Importantly, there were no injuries to passengers or employees.

Every occurrence is carefully reviewed so that lessons can be applied across the network. This approach ensures that safety standards are continuously raised and that customers can travel with confidence knowing risks are managed quickly and effectively.

**Figure 3.** Number of Fire and Smoke Occurrences and their Rates per 1,000,000 Miles Travelled over the Past Four Fiscal Years



**0 FIRE OCCURENCES**

**0 INJURIES TO PASSENGERS OR EMPLOYEES FROM SMOKE**

## THIRD-PARTY RAILWAY INTERFACES

As part of normal operations, Metrolinx operates trains on partner railway infrastructure inclusive of freight operations and vice versa. The Metrolinx Network Operations Center (NOC) collaborates with various third parties, including partner railways, government agencies, and private companies. This collaboration is essential for ensuring the seamless operation, maintenance, and safety of the rail network .

### Third-Party Trains Coordinated by Metrolinx

FISCAL YEAR 2024/25

**7530  
FREIGHT  
TRAINS**

**22080  
CUSTOMER  
TRAINS**

The safety of Metrolinx trains is closely linked to how they interact with freight trains and other passenger trains, whether they run on the same tracks or nearby ones. These interactions involve managing differences in speed, track usage, maintenance, noise, and safety rules. By coordinating these factors carefully, performing timely maintenance, and following strict safety measures, we keep both passenger and freight train services safe and efficient.



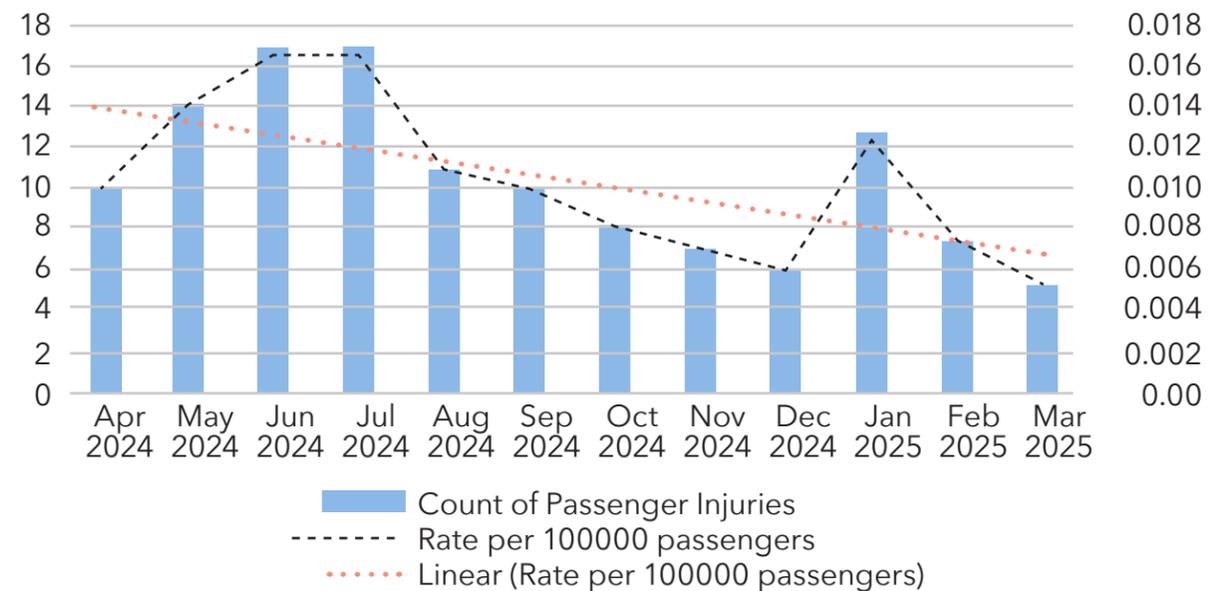
The Transportation Safety Board of Canada (TSB) requires freight companies to report rail occurrences to ensure safety and oversight in the rail industry. These reports are vital for maintaining safe rail operations in Canada. Between April 2024 and March 2025, there was one (1) derailment of third-party operated trains in subdivisions owned by Metrolinx, which happened on a non-main track (Oakville Yard).

## STATION OPERATIONS

The rail network, serving 69 GO Transit stations and UP Express stations, is designed with safety, accessibility, and comfort in mind. Our Station Customer Operations team works year-round to ensure a safe, consistent, and high-quality experience across the network. Throughout the year, we advanced a series of initiatives to strengthen safety, enhance the customer experience, and maintain high perceptions of security across all stations. These included:

- ▶ The Station Safety Ambassador (SSA) program which expanded further this year with resources strategically deployed at priority stations and throughout the Union Station campus to deter incidents, provide reassurance to customers, and respond quickly to any emerging safety concerns.
- ▶ The embedding of the Managing My Platform (MMP) program which improved staff visibility and engagement on platforms, with Station Ambassadors proactively keeping customers safe of platforms through safety announcements, assisting with boarding and alighting of trains, and managing platform crowding during busy periods. This program was further complemented by infrastructure improvements on station platforms, such as refreshed yellow platform edge caution markings and new blue accessibility strips, improving safety and accessibility for all customers.
- ▶ The installation of new security hardware across the network, enhancing CCTV monitoring capability enhancing the security and the integrity of our facilities. The frontline emergency alert system, now available to all front-line employees, provides immediate support in emergencies.
- ▶ Enhanced front-line employee training which focused on de-escalation, engagement with vulnerable individuals, mental health awareness, and emergency response. Together, these training interventions empower our frontline colleagues to better manage a range of situations and maintain a safe and welcoming environment for customers.
- ▶ The implementation of the Duty Manager deployment model which strategically positioned Duty Managers across the network during peak travel periods, special events, and operational disruptions, ensuring immediate on-site leadership to address emerging safety concerns. By providing real-time oversight and rapid decision-making at stations, Duty Managers were able to coordinate incident responses more effectively, support frontline staff, and proactively manage crowding and platform safety risks.

**Figure 4.** Number of passenger injuries and the injury rate per 100,000 passengers at stations over the past fiscal year

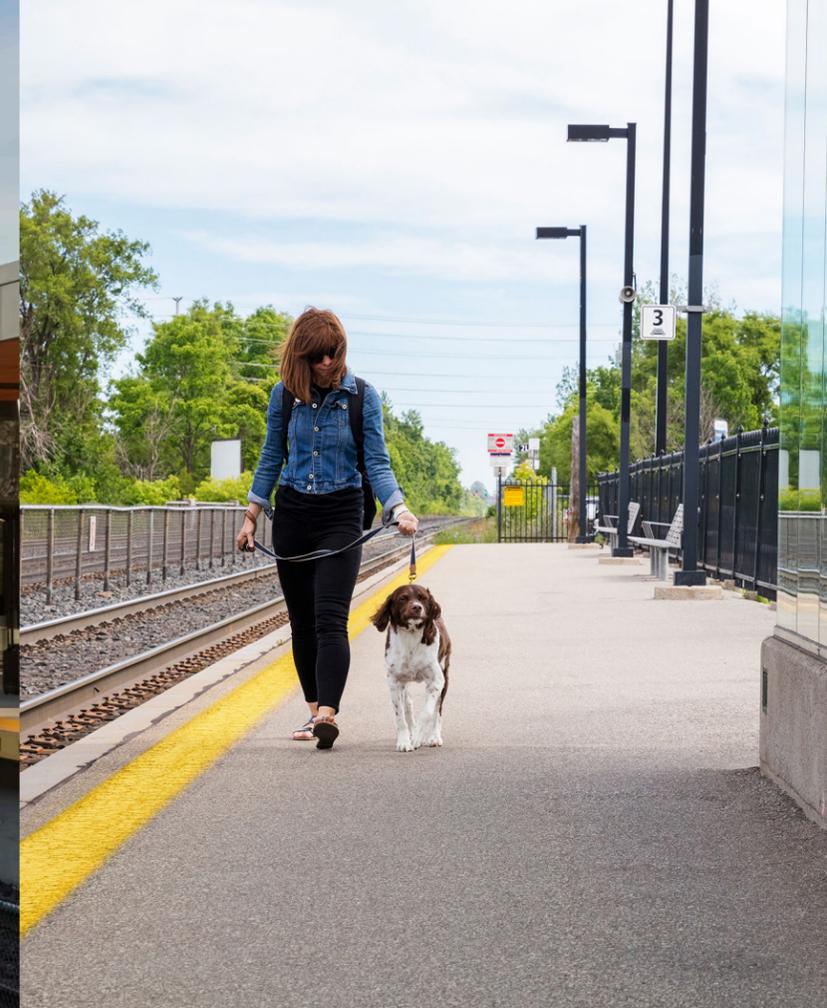


Across Fiscal Year 2024/25, passenger injuries at GO and UP stations remained rare, with rates consistently low compared to the millions of customer journeys each month. A total of 125 incidents were recorded, marking an improvement from the previous year's 159. Most of these involved slips, trips, and falls, often during the busy summer months or in winter weather transitions when surfaces can be more challenging. One occurrence of a critical injury was reported at Long Branch GO Station, where a customer was struck by a passing train while walking along the edge of the platform.

In response, Metrolinx launched a comprehensive review of station platforms across the network to further strengthen customer safety. Metrolinx is also developing a Platform-Train Interface (PTI) Risk model. This model will identify hazardous conditions at the platform-

train interface in all stations and support the organization's risk-based decision-making for targeted investments in PTI improvements. Other proactive measures, such as seasonal safety campaigns, clear signage, targeted hazard removal, and ongoing station audits, play a critical role in enhancing customer safety at stations. Together with a visible staff presence, these steps reduce risks and support safe travel for all customers.

Despite fluctuating passenger volumes, injury rates have not increased, and the overall trend remains downward. At the same time, customer perceptions of safety across GO and UP stations remained high, ranging from 89 to 94 percent throughout the year. These results demonstrate the effectiveness of the safety initiatives in place and our continued commitment to keeping stations safe and accessible for everyone.



## ADVANCING CUSTOMER SAFETY AND SECURITY

Over the past fiscal year, Metrolinx has focused on targeted interventions, strategic deployment of resources, and stronger collaboration with law enforcement and community partners. Efforts have been concentrated at high-risk locations, particularly Union Station, based on evolving trends. Partnerships with police agencies have also been strengthened through paid duty programs, integrated patrols, and plainclothes details, enhancing both visibility and deterrence.

Looking ahead, Metrolinx will continue to refine its data-informed deployment model and expand partnerships with police services, mental health agencies, and municipal organizations. Strategic initiatives for the coming year include:

- ▶ **Body-Worn Cameras and Evidence Systems:** Launching the Body-Worn Camera (BWC), In-Vehicle Camera, and Digital Evidence Management System, beginning November 2025, supported by robust policy development aligned with privacy, legal, and oversight standards.
- ▶ **New Customer Protection Officers:** Recruiting and onboarding new Customer Protection Officers to enhance frontline visibility and deterrence, with new hires beginning in September 2025.
- ▶ **Special Constable Training:** Implementing updated Special Constable training, compliant with the Ministry of the Solicitor General and Community Safety and Policing Act. Training vendor selection is underway, with the new curriculum starting September 2025.
- ▶ **Sustained Police Support:** Sustaining overtime details and paid duty officer presence at key locations like Union Station, driving a continued reduction in calls for service and improved support for vulnerable individuals.

These efforts are instrumental in reinforcing safety, trust, and operational integrity across the transit system, improving the safety and security of employees, customers and the communities we serve.

**90.4%** CUSTOMER PERCEPTION OF SAFETY FOR GO RAIL AND UP EXPRESS SERVICES

**86%** CUSTOMER SATISFACTION WITH GO RAIL & UP EXPRESS SERVICES BUS

The Text for Help program, launched in January 2023, gives customers a discreet, real-time way to request assistance or report safety concerns. This ensures privacy while allowing the Network Operations Centre (NOC) to quickly dispatch the right resources to the right location. In FY24/25, the program supported 5,554 unique customer contacts, up from 3,579 the previous year, with 88,699 messages exchanged and an average response time of 82 seconds. This growing usage demonstrates customer trust in the program as a reliable safety tool.

Arrests increased to 58 from 39 the previous year, all carried out lawfully and only as a last resort, underscoring Metrolinx's commitment to proportional response. Officers consistently exercised sound judgment and relied on de-escalation tactics to manage situations safely.

Metrolinx continued to use intelligence to issue Be-On-The-Lookout (BOLO) alerts, which have been critical in identifying and apprehending high-risk individuals. These alerts are shared across the organization and with police and agency partners to help identify persons of interest, including individuals responsible for violent incidents on the network. BOLOs remain an important tool in reducing violence and ensuring the removal of perpetrators from the system.

To further reinforce accountability, Metrolinx maintains a strong governance framework. The weekly Arrest Review Committee provides oversight to identify coaching needs and inform continuous improvement, while the Independent Use of Force Committee ensures monthly review and accountability for all force applications.



# 3 BUS SERVICES

## BUS SAFETY

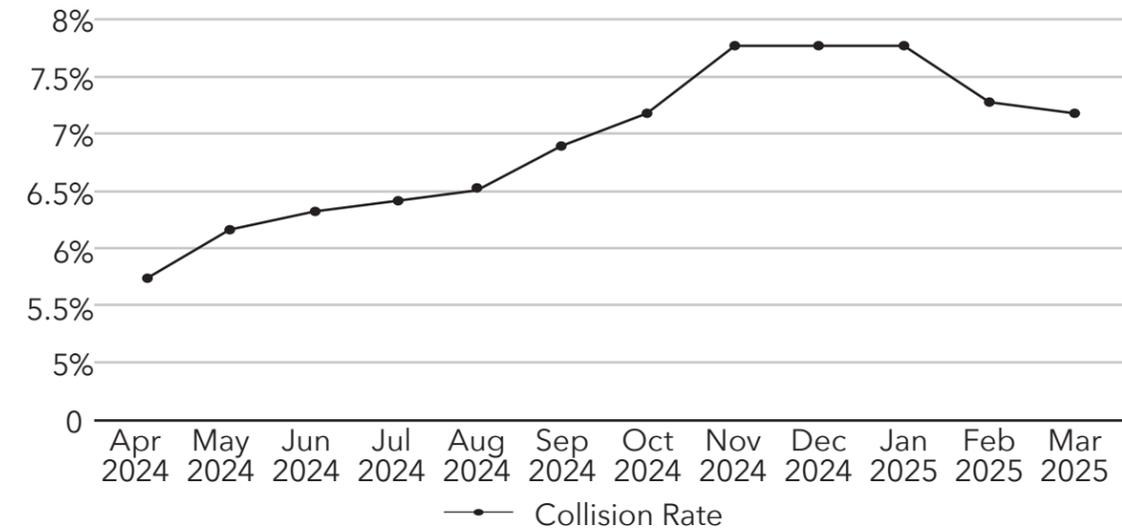
GO Bus service connects communities across the region every day, carrying thousands of passengers safely to their destinations. Behind every trip is a strong commitment to safety that focuses on our drivers, our vehicles, and the passengers we serve.

In Fiscal Year 2024/25, safety performance on the bus network remained strong, with most incidents being minor and resulting in no injuries. A total of 18 onboard passenger injuries were recorded, primarily resulting from abrupt stops. No fatalities were reported in relation to these incidents. Customer perception of bus safety remained high at 92 percent throughout the year.

- ▶ **Safety Talks:** In October 2024, we launched a series of Safety Talks aimed at engaging all bus drivers in meaningful discussions on safety and collision prevention. Feedback from drivers has been overwhelmingly positive, highlighting the value of these open conversations.
- ▶ **Engagement with Staff:** We hold regular feedback sessions with drivers and garage managers to better understand on-the-ground challenges and collaboratively develop actionable solutions.
- ▶ **Red Light Camera (RLC) and Automated Speed Enforcement (ASE) Awareness:** A bulletin emphasizing RLC and ASE awareness has been posted on all driver-facing boards, including control boards, to ensure consistent visibility and understanding among operators.
- ▶ **Staff Deployment at Key Locations:** We have deployed staff at high-risk infrastructure locations such as York Mills, Yorkdale, and Finch Bus Terminal. Their presence reinforces safety messaging, particularly around restricted double-decker platform access zones, helping drivers remain cautious and compliant.
- ▶ **Targeted Speed Monitoring:** During the early weeks of each board period, we conduct targeted speed monitoring at key locations including Hamilton, Aberfoyle, and Guelph. Using on-route LiDAR technology, we track bus speeds in real time to identify and address speeding trends proactively.

These initiatives reflect our commitment to continuous improvement in safety performance and operational accountability. By maintaining a strong focus on education, awareness, and real-time monitoring, we aim to reduce preventable incidents and support a safer transit environment for everyone.

**Figure 5.** GO Bus Collision Rate



In 2024/25, most GO Bus collisions were minor with no injuries, though one moderate multi-vehicle collision occurred at an intersection. Our review of collisions has identified a clear uptick in collisions involving other vehicles, often related to lane management and maintaining proper following distance. To address this, we are conducting an analysis to explore root causes and categorize collision types. Garage managers are currently developing targeted strategies to mitigate these incidents. Action plans are expected to be finalized by early fall 2025, with implementation to follow shortly thereafter.

**92% CUSTOMER PERCEPTION OF SAFETY**

**89% CUSTOMER SATISFACTION WITH GO BUS SERVICES**

**96% BUS ON-TIME PERFORMANCE**

**18 BUS PASSENGER ONBOARD INJURIES**

**0 BUS PASSENGER ONBOARD FATALITIES**

## BUS FLEET MAINTENANCE

Bus Fleet Maintenance (BFM) is responsible for the upkeep of 443 buses operating from eight facilities located in Streetsville, Oshawa, Aberfoyle, Brampton, Hamilton, Steepprock, Kitchener, and East Gwillimbury. The sites include 33 in-ground and 36 mobile wheel lift hoists, as well as dual-speed wash bays.

BFM supports the safety and reliability of the GO bus fleet through Preventative Maintenance Programs, Service Line Maintenance, and Ministry of Transportation (MTO) Inspections. These programs are designed to ensure safe operating conditions and reliable service delivery.

Metrolinx is proceeding with the renewal of its coach fleet. The current fleet is approaching the end of its service life.

### BUS MAINTENANCE PROGRAMS

- ▶ **Preventative Maintenance Programs:** These programs address major components, such as engines and transmissions, and include regular seasonal and system-level maintenance. Tasks include replacement of filters, inspection of HVAC systems, and preparation for winter operations.
- ▶ **Service Line Maintenance:** Daily maintenance includes fueling, interior and exterior cleaning, and fluid checks. Buses undergo deep cleaning twice annually. Winter service includes floor de-icing and replenishment of washer fluids. Tire tread depth is regularly inspected.
- ▶ **Ministry of Transportation (MTO) Inspections:** Buses are subject to routine inspections by MTO under the CVOR (Commercial Vehicle Operator's Registration) program. These inspections assess braking systems, tires, suspension, steering, and other safety-critical systems.

To replace its existing coach fleet, 177 new MCI D45 CRT 45-foot diesel coaches have been procured. These vehicles are equipped with cleaner diesel engines that meet the latest emissions standards. They have demonstrated operational reliability in Canadian climate.

Vehicle deliveries are scheduled to begin in September 2025 and continue through February 2027. Pre-deployment activities include quality inspections, installation of onboard equipment, MTO regulatory inspections, integration with third-party systems, and training for approximately 1,250 staff members, including drivers, technicians, and service personnel. Preparations for deployment began in early 2025 to ensure operational readiness.

## STRENGTHENING BUS FIRE PROTECTION

Metrolinx works continuously to protect the public and advance fire safety across the bus fleet. This includes ongoing monitoring, preventive inspections, and upgrades that reduce the likelihood of smoke or fire-related events. When an issue does occur, it is investigated immediately, and any necessary changes are applied not only to the affected bus but also across comparable vehicles to keep the entire fleet safe.

If a fire-related issue is identified in one vehicle, comparable vehicles are proactively inspected. Where necessary, technical upgrades or repairs are carried out across the affected group.

Between April 2024 and March 2025, a total of four (4) fire occurrences happened within the GO Bus fleet. These incidents involved occurrences in both engine compartments and interior sections of the vehicles. Following standard procedures, each event was investigated to determine root causes and implement corrective actions as required. There were no reported injuries to employees or passengers resulting from these incidents.

0

INJURIES TO  
PASSENGERS  
OR EMPLOYEES  
FROM FIRE  
OCCURRENCES





# 4 OCCUPATIONAL HEALTH & SAFETY

## OVERVIEW

Metrolinx is committed to protecting the health and well-being of employees, contractors, and the communities we serve. In 2024/25, more than 34 million hours of work were completed across the region to keep transit moving and projects advancing. Throughout this effort, we continued to build a culture of shared responsibility, where everyone contributes to identifying hazards and preventing injuries.

Our approach combines strong reporting practices, proactive interventions, and collaborative problem-solving with employees, unions, and contractors. Together, these efforts ensure that health and safety is integrated into every aspect of our operations.

The following sections highlight how we measure and improve health and safety performance: supporting injured employees with early return-to-work programs, learning from near misses to prevent incidents, addressing potential serious injury or fatality risks, and preventing threats or violence in the workplace.

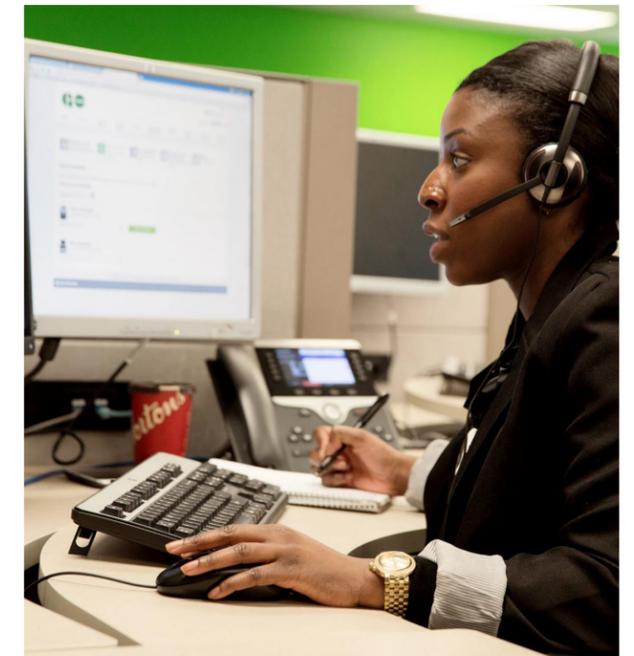
- ▶ **Supporting Employees' Safe Work**
- ▶ **Learning from Near Misses**
- ▶ **Preventing Serious Outcomes**
- ▶ **Creating Safer Workplaces**

## SUPPORTING EMPLOYEES' SAFE WORK

The health, safety, and wellbeing of the Metrolinx workforce remain essential to the safe and efficient operation of our services.

Helping employees return to work safely after an injury is a critical focus for Metrolinx. We track two key measures

- ▶ **Lost Time Injury Frequency Rate (LTIFR):** how often workplace injuries occur
- ▶ **Lost Time Injury Severity Rate (LTISR):** how many days are lost due to those injuries



In 2024/25, Metrolinx outperformed both measures. The LTIFR target was 0.5, and the result was 0.31, showing that workplace injuries remain infrequent across millions of hours worked. The LTISR target was 0.5, and the result was 0.07, reflecting that when injuries do occur, employees are supported in returning to work quickly and safely.

**26.2%** **REDUCTION IN LOST TIME INJURY FREQUENCY RATE (LTIFR) COMPARED TO FISCAL YEAR 2023/24**

## LEARNING FROM NEAR MISSES

Near misses are opportunities to spot risks before they cause harm. By encouraging reporting and analyzing these events, Metrolinx can identify hazards early and take action to prevent incidents from happening in the first place.

In 2024/25, Metrolinx set a target to capture near miss reports for 40 percent of all incidents. Reporting fell short of this goal, with a year-end average of 23 percent, but awareness campaigns and focused analysis are helping to close the gap. These insights are already being used to strengthen preventative measures and guide improvements across the network.

## PREVENTING SERIOUS OUTCOMES

Potential serious injury or fatality (SIF) events highlight where risks could escalate if not addressed. Tracking and responding to these reports allows Metrolinx to apply corrective measures quickly, reducing the chance of severe occurrences.

In 2024/25, 205 SIF events were reported, resulting in a rate of 5.2 percent. While this was an increase over the previous year, the rise reflects stronger reporting and better visibility of potential hazards. Every event was reviewed in detail, and corrective actions were applied to reduce risks and prevent recurrence.

## CREATING SAFER WORKPLACES

Protecting employees and customers from threats or violence is an essential part of safety. In 2024/25, incidents of threats and violence declined to 7.44 per million customer journeys, representing a 18.8 percent decrease compared to the previous Fiscal Year and well below the corporate target of 11.5.

This achievement was supported by Customer Protective Services officers, Station Safety Ambassadors, and targeted deployments of Revenue Protection staff. Officers also provided outreach during the winter months, assisting vulnerable individuals and connecting them with community supports. Together, these measures contributed to safer and more secure environments across the GO and UP networks.



**18.8%**

REDUCTION IN THE RATE OF THREATS AND VIOLENCE INCIDENTS AGAINST METROLINX EMPLOYEES AND CUSTOMERS



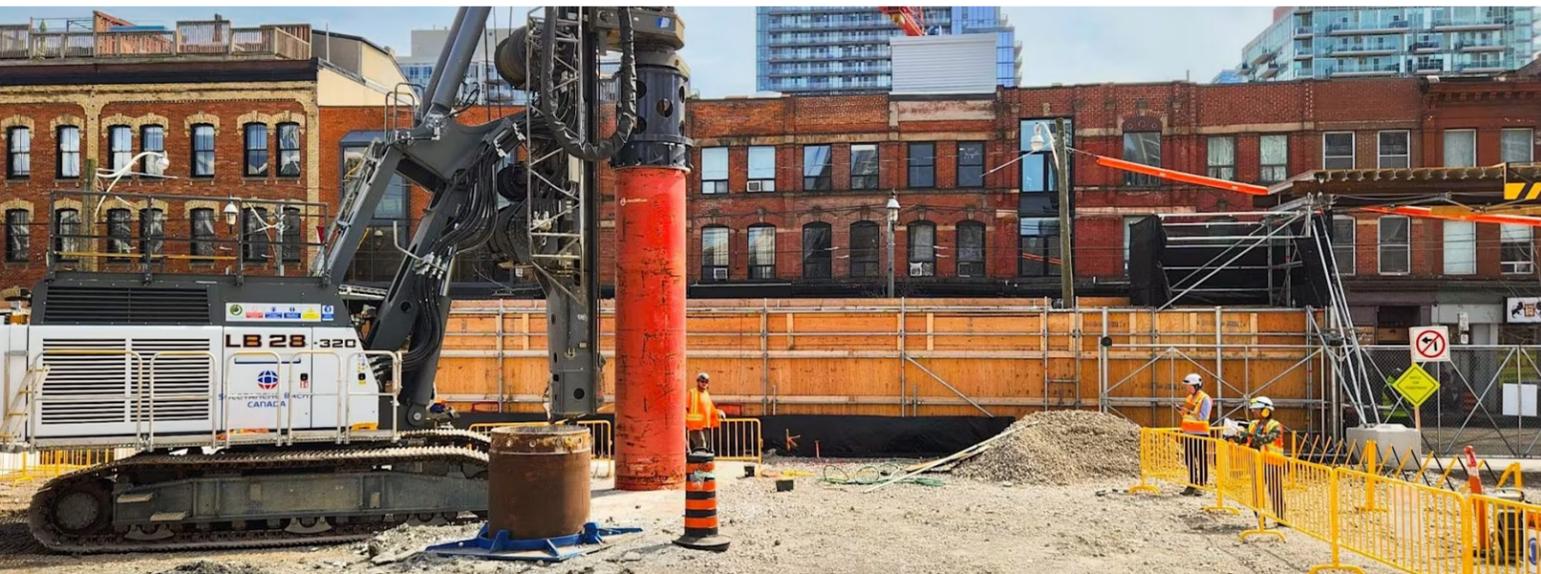
# 5 GO EXPANSION, LRTS, AND SUBWAYS EXTENSION CONSTRUCTION

## OVERVIEW

Metrolinx is undertaking the largest transit expansion in North American history. In the Fiscal Year 2024/25, Metrolinx' capital expenditures reached \$8.1 billion, advancing significant projects within the GO Expansion and Rapid Transit programs:

- ▶ GO Expansion, which will bring two-way, all-day, service to the core segments of the GO rail network through various packages of Early Works, Off-Corridor and On-Corridor Works;

- ▶ Rapid Transit projects, which include both Subway and LRT projects, will provide reliable and seamless connections to the TTC and other municipal transit systems and to the GO network, while providing rapid transit access to previously underserved neighbourhoods. A key initiative under the subway category is the Ontario Line, a new 15.6-kilometre subway line stretching from the Eglinton Crosstown LRT at Don Mills Road to Exhibition Station. Significant progress has been achieved on the Ontario Line during the 2024/25 Fiscal Year.



## GO Expansion

## Rapid Transit

5,006,908		Hours worked	12,662,8445
0		Number of construction worker fatalities	0
1		Lost Time Injury (LTI) events	0
0.04		Lost Time Injury Frequency Rate (LTIFR)	0.00
0		Serious Injury	6
0		Fatality	0
17		Utility Strike	62
8		Track substructure deficiencies	7
<b>Collisions</b>			
1		Between construction equipment or vehicles	5
2		Construction equipment or vehicle collision with non-rail infrastructure	9
0		Construction equipment or vehicle collision with rail infrastructure	2
1		Equipment or vehicle collision with road users	15

## REDUCING UTILITY STRIKES

The impact of construction activities on existing infrastructure has been a key focus for Metrolinx. Utility strikes can cause injuries, service interruptions, project delays, high repair costs, legal expenses, and reputational impacts. To address these risks, Metrolinx established the Utility Strike Working Group (USWG) in January 2024, bringing together key stakeholders from across the organization to develop strategies to reduce utility strikes and near misses on Metrolinx projects.

In Fiscal Year 2024/25, there were 79 recorded utility strikes across all Metrolinx projects. 17 strikes occurred on the GO Expansion project and 62 strikes in Rapid Transit. Most of these strikes were against communications utilities (25 strikes), of

which 48% led to confirmed internet and/or phone outages. Electrical conduits were the next most affected (10 strikes), followed by gas and oil conduits/lines (8 strikes). The number of recorded utility strikes in Fiscal Year 2024/25 represents a 44% decrease compared to 141 recorded in Fiscal Year 2023/24.

Since its inception, the USWG has created an internal webpage and dashboard to track when, where, how, and why incidents occur. The group has also fostered collaboration across teams through activities, such as 'Lessons Learned' sessions and an inaugural Lunch & Learn hosted by Enbridge Gas Inc. in October 2024, where best practices for working near their assets were shared.

## SAFE LIFTING, RIGGING, AND HOISTING

Lifting, rigging, and hoisting incidents can lead to severe injuries and fatalities, operational interruptions, project delays, and reputational damage. To address these risks, Metrolinx established the Lifting, Rigging, and Hoisting Working Group in February 2025. This group is developing strategies to reduce the likelihood of incidents and near misses on Metrolinx projects. Their work includes analyzing past incidents, assessing current knowledge and competency in this area, setting minimum standards for all lifting activities, and creating or sharing best-practice guidance for use

by capital and maintenance contractors. To date, seven (7) common lifting, rigging, and hoisting issues have been identified for further discussion and action.

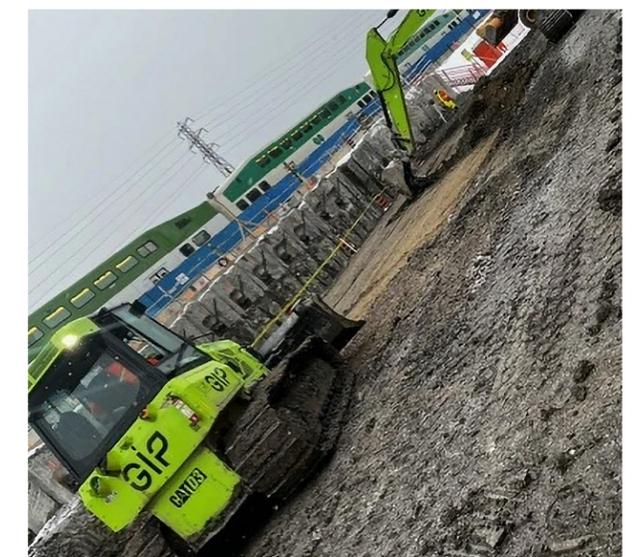
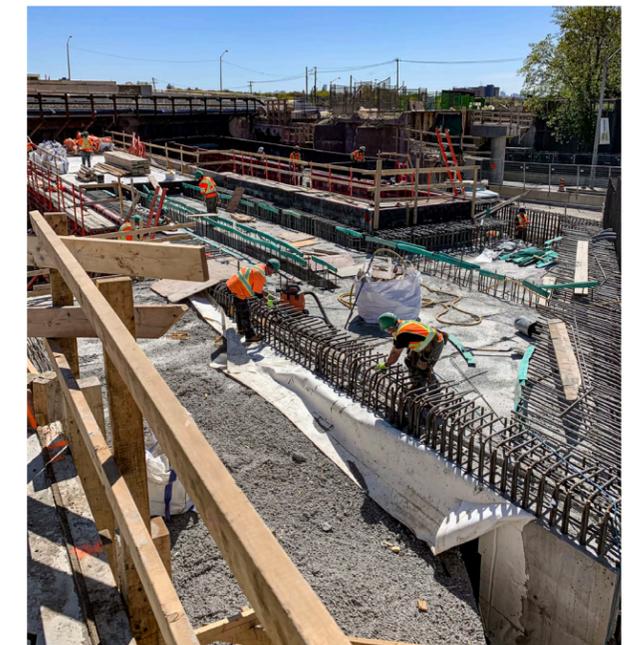
## PROHIBITION OF OPEN LINE WORKING

Metrolinx is committed to improving the safety and productivity of capital works on our railways. We are taking a first-in-Canada approach to reducing safety risk by implementing a strategy focusing on separating workers and train movements. Currently, most work undertaken on Metrolinx tracks is performed during "open-line working" with active bi-directional train movements and human-centric protection methods, such as using warning signals and requiring permission from a foreman (an employee to supervise train crew movement) to allow trains to pass through the work area.

With increasing levels of construction, Metrolinx's network has never been busier. Over the Fiscal Year 2023/24, a significant number of work blocks were completed under open line working, with an anticipated increase in work events in the coming years. Over the course of 2024/25, Metrolinx is developing Green Zone working protocols based on the Hierarchy of Controls which will achieve the highest levels of protection for workers and reduce productivity impacts. This method uses a risk-based approach to limit or eliminate workers' exposure to train movements through engineering controls and enables continuous day-or-night work to be performed safely, protects workers, and improves worksite efficiency. Reducing Red Zone sites and moving to Green Zone requires flexible and appropriate methods of protection for the variety of work undertaken. We are working closely with our industry partners to ensure changes are considerate of their complex operational

needs and commercial agreements, while maintaining safety as the primary priority for our workers, crews, and communities.

The Green Zone program is tracking for launch in early 2025 with an overarching strategy to support Metrolinx employees and contractors in its application.



## GO EXPANSION

To ensure we deliver the large-scale Capital Works mandate and transformation benefits of GO Expansion to our customers across the GTHA as quickly as possible whilst ensuring our workers, delivery partners, customers and neighbors all go home safe and well every day, it is vitally important we recognize and hold Safety as a core value and develop a culture of trust, collaboration and continuous improvement both internally and with our supply chain partner. Over the past year, the GO Expansion program has focused on defining what this culture looks like. These efforts are now progressing through four strategic initiatives:

### ► Embedding Safety Culture Through Training and Upskilling

We have developed and launched a new Project Delivery and Construction Management Competence Framework to define expectations for competency. If a knowledge, behavioral, or technical gap in competency is identified, a tailored development plan on effective safe delivery and leadership is created to address these gaps. This includes our internally developed 5 Steps to Safety training program; delivered to over 600 employees. The program equips participants to hold effective safety conversations on site and strengthens their understanding and application of practical safety leadership.

### ► Simplifying Reporting Through Digital Innovation

We introduced a new digital tool that has streamlined and simplified submission of Safety Observation Reports (SORs) and Near Misses. Incident and nearmiss reporting have increased from 44 reports during the period January 2024 to January 2025 to 100 reports during March 2025. We have been able to better identify safety trends to implement risk mitigation strategies and share lessons learned from incidents with the wider team at weekly Integrated Delivery Planning Centre (IDPC) meetings within CPG.

### ► Partnering with Our Supply Chain

Collaboration with our supply chain partners has been instrumental in advancing our safety culture. In the previous year, we established the Supplier Safety Leadership Forum, an industry-wide leadership community that brings together project leaders and key supply chain partners. The Forum drives transformative safety improvements through collaborative problem solving and the sharing of lessons and innovative practices. This year, the community has grown, with the addition of working-level Learning Forums and Working Groups. A major milestone was the co-development and launch of the GO Expansion Safety Charter, which formalizes our shared commitment to safety, continuous learning, and challenging the status quo.

### ► Oversight, Intervention and Driving Impact Through Data and Effective Controls

We have established a robust weekly leadership review across all levels of the organization to assess planned works, focusing on readiness and understanding of safety-related risks and mitigations. This process includes regular executive reviews of work planning and assurance risks, implementation of mitigation actions, and targeted oversight of the highest-risk activities. These enhancements in controls, approach, and reporting are enabling the GO Expansion team to make more data-driven decisions and take timely interventions based on trends and leading indicators. Over the past 12 months, these efforts have contributed to a 20% reduction in the Total Recordable Injury (TRI) rate and a 94% increase in Near Miss Reporting.



## RAPID TRANSIT

In Fiscal Year 2024/25, the Rapid Transit Program advanced construction on the Ontario Line, Scarborough Subway Extension, Hazel McCallion Line, Hamilton LRT, and Eglinton Crosstown West Extension.

In February 2025, the Rapid Transit Program Safety team was established to review community safety concerns and develop a Community Safety Initiative in collaboration with Community Engagement, Traffic and Transportation, and Project Delivery teams. The initiative will launch in May 2025 and will focus on bringing stakeholders together to strengthen public safety across Rapid Transit projects

On February 6, a subcontractor vehicle was involved in a serious incident at Pape Avenue and Mortimer Avenue, resulting in a pedestrian sustaining life-threatening injuries. In response, safety reviews, stand downs, and enhanced traffic control measures were implemented to reinforce safe operations in dense urban environments.

Further actions include a review of truck haul routes and traffic safety across the Ontario Line and, more broadly, the Rapid Transit portfolio. This work is being carried out jointly by Rapid Transit and Preconstruction Services, with a focus on traffic and transit management, contract requirements, and public safety in residential areas near construction sites.

Additional strategies underway include participation in safety leadership forums, collaboration with local police divisions, and planning for the transition of Metrolinx safety oversight as projects move into operations. Beginning in May 2025, the Rapid Transit team will also launch an Executive Safety Leadership Committee, creating a forum for project leaders to share lessons learned, exchange best practices, and promote a strong safety culture.

## THIRD-PARTY ADJACENT WORK

In support of Metrolinx's high standards for construction, operational, and personal safety, the Adjacent Construction Review (ACR) department within Metrolinx conducts technical reviews and issues permits for all third parties, such as developers, landowners, municipalities, and utility companies, carrying out construction adjacent to/or within Metrolinx rail corridors, including GO Heavy Rail, LRTs, and subways.

ACR's Construction Compliance and Enforcement Officers conduct regular site inspections across the Metrolinx network to ensure compliance with issued work permit conditions for both Building Transit Faster Act (BTFA) priority transit and GO heavy rail

corridors. The Red Zone Green Zone program along with the Hierarchy of Controls and related safe systems of work are also being implemented on heavy rail third party projects where applicable.

During Fiscal Year 2024/25, ACR issued Corridor Development Permits (CDPs) and GO Heavy Rail Permits and conducted over 1,500 site visits across 330 sites to support compliance and enforcement activities.



On-going monitoring of construction for a residential building under construction adjacent to the track at 31 Parliament Street along the Union Station Rail corridor.

# 6 LIGHT RAIL TRANSIT (LRT)

## OVERVIEW

As Metrolinx progresses towards opening new Light Rail Transit (LRT) lines across the region, four major projects are well underway including: the Eglinton Crosstown LRT (25 stops), the Finch West LRT (18 stops), the Hurontario LRT (Hazel McCallion LRT) (19 stops), and the Hamilton LRT (17 stops). Two major projects, the Eglinton Crosstown LRT and Finch West LRT are in the non-revenue operations phase. This phase involves Light Rail Vehicles (LRVs) running on the tracks as part of testing and commissioning activities. It is crucial for identifying and addressing potential issues in a controlled environment, such as system errors, procedural failures, and their consequences. This ensures all systems, vehicles, and signals work seamlessly before public use.

The Eglinton Crosstown LRT is a 19 km long line, with 10 km of track in an underground tunnel, while the remainder is at surface level along Eglinton Avenue serving a total of 25 stations along its route.

The Finch West LRT is a 10.3 km line with 18 stops, providing essential connections to TTC and regional transit services.

Both the Eglinton Crosstown LRT and Finch West LRT projects focused on testing and commissioning through Fiscal Year 2024/25 and are working towards Trial and Revenue Service Demonstration. These stages are crucial to ensure the system's safety and reliability for operating at full capacity before public use begins.

Significant progress has been made on both the Eglinton Crosstown LRT and Finch West LRT projects. Notable milestones include the adoption of revenue service operating rule books, comprehensive TTC operator training, and emergency response exercises conducted in partnership with first responders. The Rail Transit Operations Delivery and Operational Safety teams has actively monitored mainline and yard operations to ensure adherence to procedures, safety protocols, and communication standards.

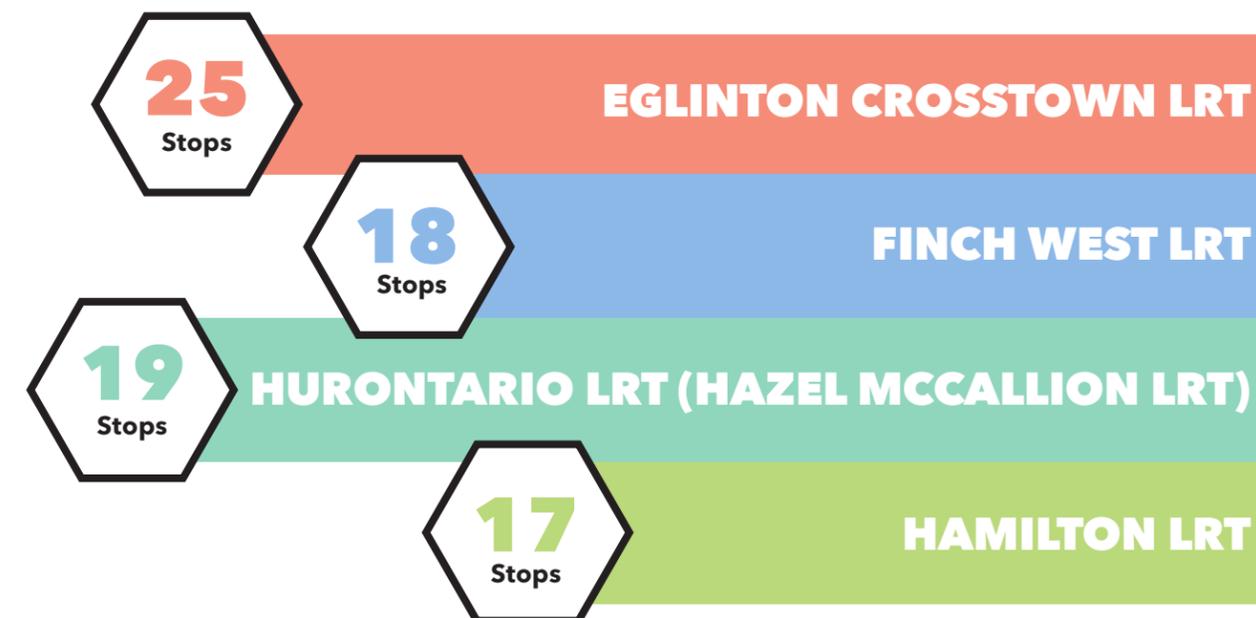
To enhance public safety, risk assessments and behavioural observations have been carried out along both LRT corridors. These efforts have identified high-risk behaviours, such as jaywalking, trespassing, and illegal vehicle turns that increase the likelihood of collisions involving light rail vehicles,

automobiles, and pedestrians. In response, Metrolinx is working closely with the City of Toronto to develop and implement targeted mitigation strategies.

As we progress through the critical testing and commissioning phases of both the Eglinton Crosstown LRT (ECLRT) and Finch West LRT (FWLRT), our safety focus remains steadfast. During this phase, Metrolinx is closely monitoring for safety incidents and near misses along both corridors. To proactively address potential risks, teams have enhanced real-time coordination through Control Centre updates, increased guideway inspections, and strengthened communication protocols. These measures are expected to further support safe operations as Metrolinx advances toward full service on both corridors.

These efforts, along with the lessons learned during this phase, position these two major projects for a seamless transition to full operations, supporting our vision of providing better, faster, and easier transit services.

## METROLINX OVERSEES FOUR LRT PROJECTS:



# 7 ENVIRONMENT

## OVERVIEW

Metrolinx was recognized as one of Canada's Greenest Employers for its commitment to Environmental Stewardship in Fiscal Year 2024/25. This achievement underscores our ongoing efforts to integrate sustainable practices into our operations, projects, and culture.



## SPILL MANAGEMENT

Metrolinx takes environmental protection seriously, especially when it comes to managing spills across our operations and construction projects. We closely monitor all spill incidents and work in partnership with third-party contractors to ensure that any spills are promptly reported and cleaned up in full compliance with environmental regulations. Spills can pose risks to the environment, so each incident is thoroughly investigated to determine the root cause and implement corrective

actions to prevent recurrence. In Fiscal Year 2024/25, Metrolinx recorded a total of 452 spills, including 168 related to construction activities. Of these, 82 were considered reportable to the Ministry of Environment, Conservation and Parks (MECP) and local municipalities. Our commitment to responsible spill management reflects our broader goal of minimizing environmental impact and maintaining high standards of safety and accountability across all areas of our work.

## ENTERPRISE ENVIRONMENTAL MANAGEMENT SYSTEM (EEMS) IMPLEMENTATION:

In Fiscal Year 2024/25, Metrolinx introduced a formal Environmental Policy, approved by senior leadership, which now guides our Enterprise Environmental Management System (EEMS). This system helps us manage our environmental responsibilities more effectively and is supported by a newly revised EEMS Manual. We also updated our Environmental Legal Registry to ensure we're meeting all federal, provincial, and municipal environmental requirements. As part of our commitment to international standards, we developed an Aspects & Impacts Registry that tracks over 500 environmental activities and their associated controls, in line with ISO14001 requirements. To further strengthen our environmental practices, we finalized 11 Environmental Performance Standards that outline how we manage risks related to waste, water, energy use, greenhouse gas emissions, fuel storage, spills, and local ecosystems. We also launched three new training courses (Environmental Awareness, Introduction to ISO, and Spill Response) on our internal learning platform, with approximately 5,000 employees completing the training.

The EEMS plays a key role in helping us stay compliant with environmental regulations. Metrolinx currently manages over 110 environmental permits and monitors

more than 300 compliance points. In Fiscal Year 2024/25, we developed 21 Spill Contingency Plans, 6 Emergency Management Plans for propane systems, and 54 Operating & Maintenance Manuals for HVAC and water infrastructure. We also conducted over 30 water sampling events to support responsible water management. In addition, we launched major compliance programs focused on assessing storage tanks and water wells across our network.

To ensure the system is working effectively, we developed an auditing and non-conformance program and completed our first internal audit at the Oshawa Bus Garage. This audit assessed over 600 compliance points and showed a strong compliance rate of 85.8%. Overall, the EEMS has been successfully implemented across our GO and UP operations, aligning with ISO14001 standards. Looking ahead, we plan to continue auditing and improving the system, with a focus on maintaining regulatory compliance and expanding into sustainability initiatives such as decarbonization, green infrastructure, and other projects that deliver environmental and economic benefits while enhancing our corporate reputation.

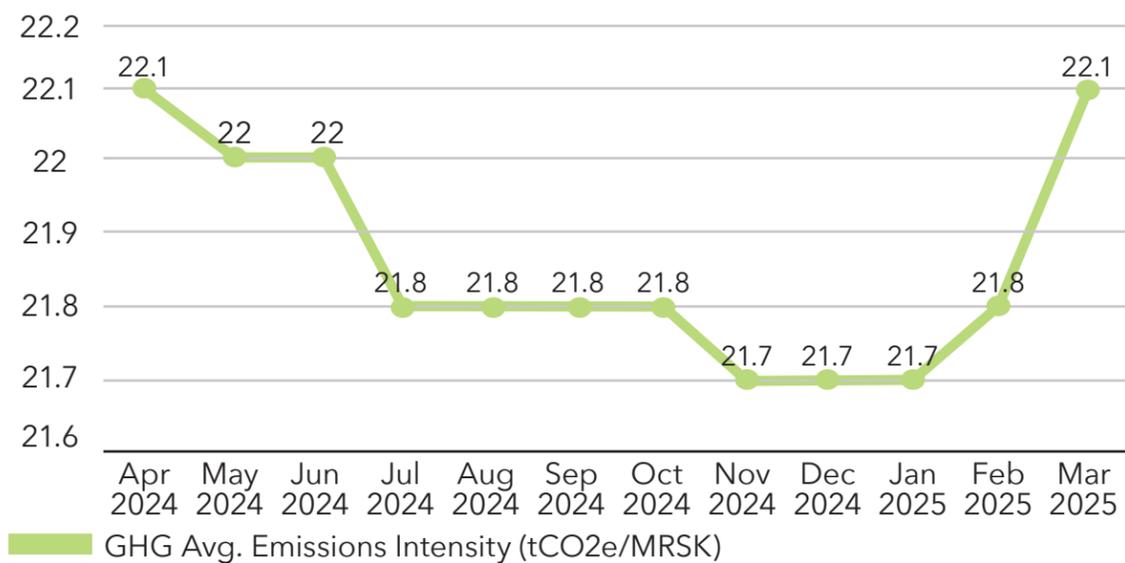
## GREENHOUSE GAS (GHG) EMISSIONS

In Fiscal Year 2024/25, Metrolinx continued to make progress in reducing greenhouse gas (GHG) emissions across its rail, bus, and facility operations. Our goal was to lower emissions intensity to 27.1 tonnes of carbon dioxide equivalent per million revenue seat kilometers. Tonnes of carbon dioxide equivalent per million revenue seat kilometers (tCO<sub>2</sub>e/MRSK) is a measure of how efficiently we move passengers while minimizing environmental impact. We surpassed this target, achieving an average of 21.6 tCO<sub>2</sub>e/MRSK, consistent with last year's performance of 21.7 tCO<sub>2</sub>e/MRSK. All operational areas, including GO Rail, UP Express, GO Bus, and Facilities, met their respective year-end emissions targets. This achievement is especially notable given the 22% increase in ridership compared to the previous year, as more people returned to transit following the pandemic.

To support these results, we implemented short-term efficiency measures, such as reducing unnecessary vehicle movements and limiting idling across the fleet. These efforts are part of a broader strategy that includes upcoming fleet upgrades (new light rail transit (LRT) lines, modernized rail coaches, and improved diesel buses) that will further reduce emissions in the medium term. Longer-term initiatives, including rail electrification and the transition to zero-emission buses, are also underway.

In addition to fleet improvements, four Metrolinx facilities earned new Leadership in Energy and Environmental Design (LEED) certifications this year: the Network Operations Centre (NOC), and the Bramalea, Agincourt, and Rutherford GO Stations. These buildings incorporate sustainable design features that improve energy efficiency and reduce environmental impact, further supporting our commitment to a greener future.

**Figure 6.** Metrolinx Overall GHG Emissions

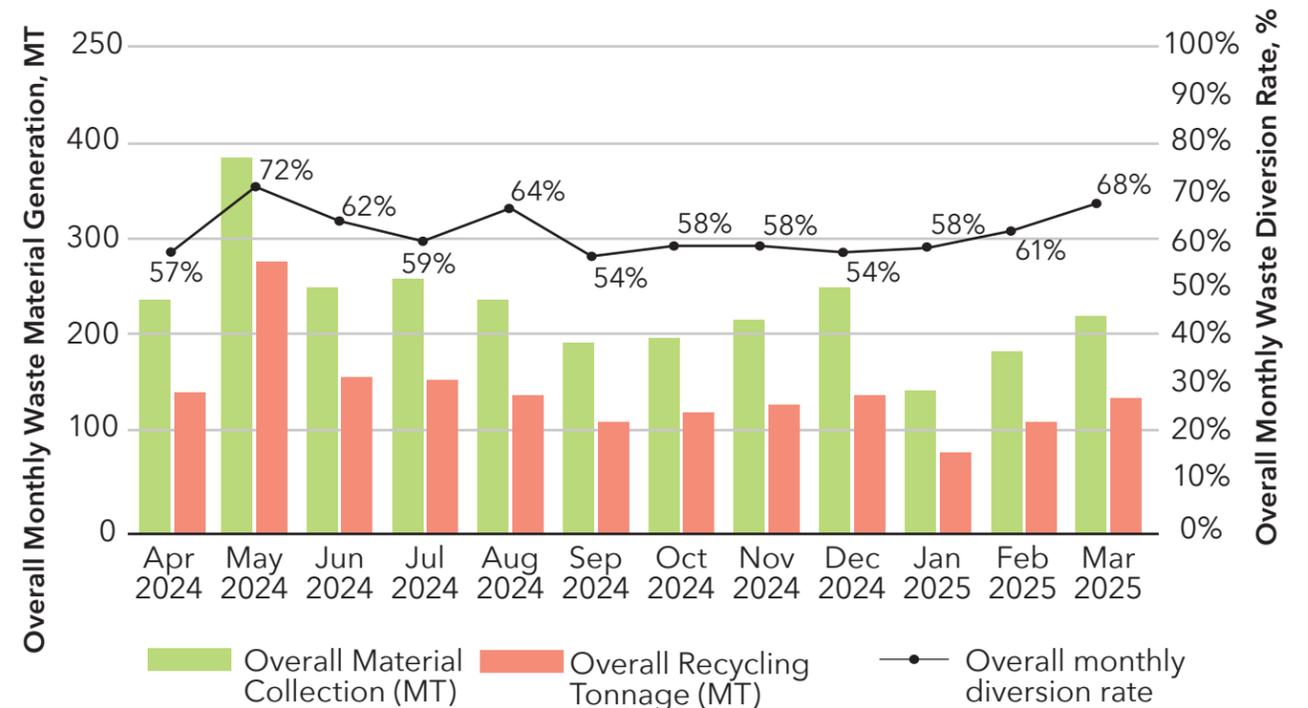


## WASTE DIVERSION

In Fiscal Year 2024/25, Metrolinx exceeded its waste diversion target, achieving an average of 137.05 metric tonnes of waste diverted from landfill each month, well above the strategic goal of 111 metric tonnes. Over the course of the year, a total of 1,507.50 metric tonnes of materials were successfully diverted, including scrap metal, wood, tires, batteries, electronics, glass, textiles, and items collected through blue box recycling. Our overall waste diversion rate reached 60.7%, surpassing the soft target of 56.2%. Bus Operations led the way with a diversion rate of 78.1%, followed by Stations at 74.2%, and Rail Operations at 35.5%. Throughout the year, we improved how waste data is collected and reported, working closely with third-party recycling

vendors to ensure materials are properly sorted at the source. Three waste audits were conducted to assess performance and identify opportunities for improvement. These audits showed that over 90% of recyclable materials were correctly sorted, with only about 10% ending up in the wrong waste stream. We also continued working with our procurement teams to ensure waste and recycling practices are included in contracts where waste is generated. As we improve how materials are separated, our focus is shifting toward reducing and reusing waste altogether. This includes exploring alternatives like using lighter absorbent pads instead of granules for spill response and reusing packaging containers and drums to minimize waste.

**Figure 7.** Metrolinx Overall Waste Diversion





**Fiscal Year 2024-2025**