

**To:** Metrolinx Board of Directors

**From:** Ian Smith, *Chief Operating Officer*  
Laura Kutisker-Jacobson, *Vice President, Operations Commercial Management*

**Date:** September 23, 2021

**Re:** Southwestern Ontario GO Service and By-law Updates

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## **Executive Summary**

As announced by the Province, Metrolinx will be launching a new service to London starting October 18, 2021. Service will be introduced initially as a pilot, with one trip from London to Toronto weekday mornings and one return trip from Toronto to London weekday afternoons. The service will be delivered along the "North Corridor" with intermediate stops at Stratford, and St. Marys (see map at Appendix C), using existing VIA Rail stations at St. Marys, Stratford, and London, and CN's existing track infrastructure. Metrolinx will manage all operating costs associated with the service from within the existing operations budget allocation.

As Metrolinx grows the market in the region and learns more about customer and operational needs, we will explore incremental service increases and infrastructure and customer experience improvements with CN, VIA and local municipalities for subsequent phases. This kind of collaboration and phased approach has been instrumental in delivering service enhancements elsewhere on the GO network, including the recent introduction of hourly all-day service to West Harbour GO Station in Hamilton.

The province is amending Ontario Regulation 189/09 (the "Regulation") to include the municipalities for London, Stratford, and St. Marys in the GO Transit Service Area, to enable the new service and associated fare collection and enforcement activities. Amendments to the Tariff of Fares in Metrolinx By-Law No. 2A (the "By-Law"), which sets out the base fares to be charged on the transit system for travel between identified points/zones, are also required. Therefore, staff are recommending the By-Law be revised to reflect the addition of travel zones and associated base fares for GO Train service to St. Marys, Stratford, and London - as well as for the new Bloomington GO Station, which opened to the general public on May 3, 2021, as part of the GO Expansion project.

## RECOMMENDATION

### RESOLVED:

**THAT**, as further described in the Report dated September 23, 2021, from the Chief Operating Officer and the Vice President, Operations Commercial Management (the "Report"), subject to the amendment of Ontario Regulation 189/09 and effective October 18, 2021, as announced by the Province of Ontario Metrolinx will extend GO Train service to Stratford, St. Marys and London in Southwestern Ontario (the "New Station Stops");

**AND THAT** the Corporation is authorized to amend Metrolinx By-law No. 2A to reflect the addition of the new fares and travel zones required to deliver GO Train service to the New Station Stops, and to the new Bloomington GO Station, as further described in the Report;

**AND THAT** By-law No. 2A will be repealed and replaced with By-law No. 2A attached to the Report, subject to the amendment of Ontario Regulation 189/09 and effective October 18, 2021;

**AND THAT** the Chair and Secretary are authorized to sign the revised By-law;

**AND THAT** management is authorized to establish service frequency, routes and schedules for the New Station Stops as required, with regard to customer demand in and around the Southwestern Ontario region.

## BACKGROUND

### Southwestern Ontario GO Service Details

Due to third-party ownership of the stations and corridor, the service at the New Station Stops may initially look and feel different from other parts of the GO network. Launching as a pilot allows Metrolinx to learn more about customer needs in the region to inform future service, infrastructure, and/or customer experience enhancements to bring the service closer to that of the rest of the GO network (for example, the use of tactile markings on platforms, PRESTO and/or ticket vending machines ("TVMs") at stations, digital signage, PA speaker systems, CCTV, etc.).

#### Introductory Service Details:

- One morning peak service from London to Toronto and one afternoon peak service from Toronto to London. Travel time from London to Toronto is approximately four hours.
- Using existing VIA Rail stations with minor alterations needed for accessibility.
- eTickets only for initial launch - PRESTO and TVM infrastructure to be explored through subsequent phases.
  - Customers can also purchase printable tickets on the VIA Rail website.

- Future improvements to customer experience (CCTV, PA speaker and information systems, WiFi, etc.) to be explored through subsequent phases.

## **Customer value proposition**

With the reduction of transportation services in Southwestern Ontario (SWO) by VIA and private bus companies, due in part to the pandemic, introducing GO train service increases connections for communities to other cities within the region and the GTHA. The North Corridor is conducive to leisure visitors, with one morning trip out of London and a return trip from Toronto in the evening; this service introduction supports getaways for customers and increases access to Stratford, St. Marys and London. It also provides more options for commuters within the region, creating more weekday connections to Kitchener and London.

While the current market demand is strongest on weekends, maintenance work on the Kitchener Corridor prevents an initial weekend service offering. As the economy recovers, the pilot will offer a new commuter service option between London and the GTA (seeing strong potential for markets in Georgetown, Guelph and Kitchener) and into downtown Toronto. Incremental future phases could explore additional peak, off-peak and weekend service into the SWO region.

Metrolinx's service in the region offers fares for GO at \$30 between London and Union, with GO Transit's KIDS GO FREE program offering additional affordable travel options for the communities (see table on page 5 and Appendix A for full fare details). Finally, this service increases access to post-secondary institutions in London and Kitchener-Waterloo. Children 12 and under ride London Transit for free. Post-secondary students get free access to London Transit as part of their tuition, enabling getting to/from the London VIA Station with only a 15-minute bus ride from the main campuses. University of Waterloo and Wilfred Laurier students benefit from free Grand River Transit access, while college students receive discounts on their Grand River Transit fares.

## **COMMUNICATIONS**

The Communications and Community Engagement teams have established a dedicated website, newsletter, and email address to support engagement and share information with customers in this new region. Residents will be encouraged through social media and other tactics to sign up to receive a regular e-newsletter so they can stay current on updates. Further, community engagement will occur to inform the development of the business case as we seek to better understand the requirements of this new operating region.

## **SERVICE READINESS ACTIVITIES**

Metrolinx has undertaken a thorough approach to operational readiness to support a safe and pleasant experience for customers and employees. Elements addressed in early

planning include service recovery planning, stations inspections, schedule design, safety and emergency response planning, accessibility, operator training, and partner engagement to refine service details. As we move closer to the October 18 launch date, we will undertake marketing and communications activities to engage with and inform the customers, finalize the finer operational elements, and ensure our eTicketing platform is ready.

## **BLOOMINGTON GO**

The fare structure for Bloomington GO necessitated the creation of a new fare zone (98) that will require an amendment to Metrolinx by-law 2A, needing full signoff from the Metrolinx Board. The opening of Bloomington GO enabled Metrolinx to review its pricing structure to ensure a fair yet competitive price point based on the following rules/factors:

- Proximity to adjacent stations: Aurora GO customers, whose adult cash fare to Union Station is \$10.15, will also be serviced by Bloomington GO offering an alternative on a separate corridor while providing customers with schedule flexibility and parking relief.
- Station Features & Amenities: Station access features such as ample vehicle parking, pickup/drop off area and bike storage coupled nicely with a LEED-certified gold building that provides heated shelters and a platform snowmelt system for waiting passengers
- GO's Fare by Distance Model: All pairs to/from Bloomington GO will follow this model, whereby the \$/km rate decreases the further a customer travels, as per the current fare strategy.

Based on these factors, it was recommended that the adult cash fare between Union Station and Bloomington GO, which is forecasted to account for ~97% of total ridership to/from Bloomington GO, be set at \$10.05. Given that Bloomington GO is a new, state-of-the-art station, the fare strikes a balance between adjacent stations and the full suite of amenities that customer will enjoy.

## ZONE AND BASE FARE BY-LAW AMENDMENTS

New travel zones and associated base fares need to be established in the By-Law to enable the new service and associated fare collection and enforcement activities at the New Station Stops. An updated Tariff of Fares will be posted following the addition of London and Bloomington travel zones and fares as described in the Report. The new travel zones to be added are summarized in the table below; a cross-section of the associated base fares for service between the New Station Stops is set out in the fare tables attached to the Report at Appendix A.

New Zone	Location	Fare (to Union)
47	Stratford	\$25.00
48	St. Marys	\$27.50
49	London	\$30.00
98	Bloomington	\$10.05

See Appendix A for complete fares and Appendix B Report the revised By-Law.

## CONCLUDING REMARKS

Metrolinx has an opportunity to increase rail service to an underserved region of Ontario, creating connections in emerging hubs such as London and Kitchener. Initiating service through a pilot enables Metrolinx to build an understanding of customer needs in the region and requirements for future operational enhancements. Approval of the By-law amendments related to this service and acceptance of the recommended base fares and travel zones will allow Metrolinx to implement service to and associated fare collection and enforcement activities at Stratford, St. Marys and London beginning on October 18, 2021.

Pursuant to subsection 8.1(3) of the Act, the Board is required to pass by-laws to establish the fares that will be charged for transit services. Before passing any by-law changing or introducing fares, the Act requires Metrolinx to hold a meeting of the Board open to the public (subsection 11(3)) and to provide written notice to the (subsection 8.1(4)). In accordance with the Act, Metrolinx has advised the Minister of its intent to make the By-law amendments outlined in this Report, effective October 18, 2021.

The By-law attached at Appendix B will replace the existing By-law No. 2A and become the new By-law No. 2A, effective October 18, 2021, subject to staff appending an updated table of fares

Respectfully submitted,

Ian Smith, Chief Operating Officer

Laura Kutisker-Jacobson, Vice President, Operations Commercial Management

## **APPENDICES**

APPENDIX A: FARE TABLES

APPENDIX B: BY-LAW NO. 2A (revised)

APPENDIX C: NORTH AND SOUTH CORRIDOR MAP

APPENDIX D: SOUTHWESTERN ONTARIO SCHEDULE

## APPENDIX A: FARE TABLES

### Southwestern Ontario Service

Kitchener Corridor															
Adult Cash Fare	Union	Bloor	Weston	Etobicoke North	Malton	Bramalea	Brampton	Mount Pleasant	Georgetown	Acton	Guelph	Kitchener	Stratford	St. Marys	London
Union		\$4.40	\$5.65	\$5.65	\$8.70	\$9.55	\$10.30	\$11.60	\$12.50	\$14.25	\$16.15	\$19.40	\$25.00	\$27.50	\$30.00
Bloor	\$4.40		\$4.40	\$4.40	\$6.30	\$9.55	\$10.30	\$11.60	\$12.50	\$14.25	\$16.15	\$19.40	\$25.00	\$27.50	\$30.00
Weston	\$5.65	\$4.40		\$4.40	\$4.40	\$5.50	\$7.15	\$9.60	\$11.05	\$12.65	\$14.65	\$17.75	\$23.75	\$26.25	\$29.25
Etobicoke North	\$5.65	\$4.40	\$4.40		\$4.40	\$5.50	\$7.15	\$9.60	\$11.05	\$12.65	\$14.65	\$17.75	\$23.75	\$26.25	\$29.25
Malton	\$8.70	\$6.30	\$4.40	\$4.40		\$4.40	\$4.40	\$5.65	\$9.45	\$11.60	\$13.95	\$17.55	\$23.00	\$25.00	\$27.60
Bramalea	\$9.55	\$9.55	\$5.50	\$5.50	\$4.40		\$4.40	\$4.40	\$6.85	\$10.85	\$12.75	\$16.25	\$22.00	\$24.50	\$26.95
Brampton	\$10.30	\$10.30	\$7.15	\$7.15	\$4.40	\$4.40		\$4.40	\$5.10	\$9.40	\$11.20	\$15.25	\$21.00	\$23.50	\$26.00
Mount Pleasant	\$11.60	\$11.60	\$9.60	\$9.60	\$5.65	\$4.40	\$4.40		\$4.40	\$6.65	\$11.20	\$14.65	\$20.50	\$23.00	\$25.75
Georgetown	\$12.50	\$12.50	\$11.05	\$11.05	\$9.45	\$6.85	\$5.10	\$4.40		\$4.40	\$9.80	\$13.70	\$19.75	\$22.75	\$25.00
Acton	\$14.25	\$14.25	\$12.65	\$12.65	\$11.60	\$10.85	\$9.40	\$6.65	\$4.40		\$7.45	\$11.85	\$18.00	\$21.00	\$24.00
Guelph	\$16.15	\$16.15	\$14.65	\$14.65	\$13.95	\$12.75	\$11.20	\$11.20	\$9.80	\$7.45		\$9.50	\$16.00	\$19.00	\$21.00
Kitchener	\$19.40	\$19.40	\$17.75	\$17.75	\$17.55	\$16.25	\$15.25	\$14.65	\$13.70	\$11.85	\$9.50		\$12.50	\$15.00	\$17.50
Stratford	\$25.00	\$25.00	\$23.75	\$23.75	\$23.00	\$22.00	\$21.00	\$20.50	\$19.75	\$18.00	\$16.00	\$12.50		\$7.50	\$12.50
St. Marys	\$27.50	\$27.50	\$26.25	\$26.25	\$25.00	\$24.50	\$23.50	\$23.00	\$22.75	\$21.00	\$19.00	\$15.00	\$7.50		\$10.00
London	\$30.00	\$30.00	\$29.25	\$29.25	\$27.60	\$26.95	\$26.00	\$25.75	\$25.00	\$24.00	\$21.00	\$17.50	\$12.50	\$10.00	

### Bloomington GO

Richmond Hill Corridor (Adult Cash Fare)							
Stops	Union	Oriole	Old Cummer	Langstaff	Richmond Hill	Gormley	Bloomington
Union		\$6.15	\$6.15	\$8.05	\$8.15	\$9.35	\$10.05
Oriole	\$6.15		\$4.40	\$4.40	\$5.50	\$7.60	\$8.25
Old Cummer	\$6.15	\$4.40		\$4.40	\$5.50	\$7.60	\$8.25
Langstaff	\$8.05	\$4.40	\$4.40		\$4.40	\$5.10	\$5.85
Richmond Hill	\$8.15	\$5.50	\$5.50	\$4.40		\$4.40	\$4.70
Gormley	\$9.35	\$7.60	\$7.60	\$5.10	\$4.40		\$4.40
Bloomington	\$10.05	\$8.25	\$8.20	\$5.85	\$4.70	\$4.40	

**METROLINX**  
(the "Corporation")

A by-law to establish the fares that shall be charged for transit services and establish the approximate routes, locations and frequencies of the transit services provided

BE IT ENACTED as a by-law of the Corporation as follows:

By-law No. 2A of the Corporation is hereby repealed and the by-law contained herein shall become the by-law of the Corporation with respect to the subject matter contained herein.

**1. DEFINITIONS**

1.1 In this by-law and in all other by-laws of the Corporation, unless otherwise defined or the context otherwise requires:

- (a) "Child" or "children" means a person or group of persons who individually have not yet reached thirteen (13) years of age;
- (b) "Convenience Fee" means, with respect to the UP Express contactless payment program and subject to section 2.5, the \$2.00 processing fee charged in addition to the base fare where an acceptable contactless payment media user fails to validate their ticket;
- (c) "Inspection Fare" means, with respect to the UP Express contactless payment program, the base fare for one-way travel between Union and Pearson stations, plus the Convenience Fee
- (d) "Max Fare" or "Maximum Fare" means the base fare amount that may be charged to a PRESTO electronic fare card and acceptable contactless payment media for one-way travel on the transit system within the Tariff of Fares enumerated zones and represented by the furthest distance on the train line or bus route on which the journey was initiated, which amounts may be further set out on the Corporation's Public Websites
- (e) "Minor" means a child who has not yet reached six (6) years of age;
- (f) "Tariff of Fares" means the Tariff of Fares attached hereto, setting out the amount to be paid for single one-way travel on the transit system within the enumerated zones, as determined by the Corporation from time to time in accordance with By-law 2A, approved by the Board of Directors the ~~26<sup>th</sup>-23<sup>rd</sup>~~ of ~~November~~September, ~~2020-2021~~ with effect as of ~~January-October~~ 18<sup>th</sup>, 2021 pursuant to Subsection 8.1(3) of the *Metrolinx Act*, 2006.
- (g) Terms not defined herein shall bear the meanings associated with such term as set out in By-law No. 2.

**2. FARES**

**Fares to be charged**

*available to  
the public*

2.1 The Tariff of Fares may be read by members of the public at the head office of the Corporation during regular business hours and on the Corporation's Public Websites.



<i>one-way ride base fare</i>	2.2	Except as otherwise provided in this by-law, the amount to be paid for a single one-way ride on a transit system operated by or for the Corporation is the applicable base fare amount set out in the Tariff of Fares for travel between enumerated zones.
<i>maximum fare</i>	2.3	Except as otherwise provided in this by-law, a person who fails to tap off a PRESTO electronic fare card or acceptable contactless payment media correctly at the end of their journey will be charged the Max Fare.
<i>inspection fare</i>	2.4	Where a person's acceptable contactless payment media is inspected by a proper authority and is found to not have been validated for the trip, the Inspection Fare will be charged to the person's acceptable contactless payment media.
<i>convenience fee limit</i>	2.5	Notwithstanding anything else in this by-law, a Convenience Fee may only be applied a maximum of three times to any specific contactless payment media, following which that specific contactless payment media will no longer be an acceptable contactless payment media.
<i>concessions and special fares</i>	2.6	<p>The Corporation may establish concessions and special fares for:</p> <ul style="list-style-type: none"> <li>(a) passengers that qualify as youths, students, seniors, or any other class of passenger, as determined by the Corporation in accordance with this by-law;</li> <li>(b) package trips provided that the portion of the special fare applicable to transportation is not less than 77% of the regular fare otherwise provided in this by-law;</li> <li>(c) multi-ride or volume-based discounts for passengers or groups of passengers applying to a limited or unlimited number of rides per ticket occurring within a specified time period;</li> <li>(d) discounted marketing programs or loyalty programs;</li> <li>(e) encouraging additional commuter or other ridership;</li> <li>(f) promoting special or seasonal events; or</li> <li>(g) promoting, piloting, and/or implementing new or revised programs, services or technologies.</li> </ul> <p>The Corporation reserves the right to change, modify or cancel such concessions and special fares as necessary. The terms and conditions of and information about such concessions and special fares shall be published on the applicable Public Websites.</p>
<i>Children</i>	2.7	A child may ride the transit system free of charge and without a ticket.
<i>Minors</i>	2.8	No minor may ride on the transit system unaccompanied.

- passengers over 13 years of age* 2.9 The amount to be paid for a single one-way ride on a transit system by a passenger 13 years of age or over is the amount payable pursuant to Section 2.2.
- police officers exempt* 2.10 No fare is required to be paid by a police officer as defined in Section 2 of the *Police Services Act*, R.S.O. 1990, Chapter P.15 or a police officer of the Royal Canadian Mounted Police who is in possession of the official identification issued by the police services engaging such officer. For greater certainty, the benefit of this provision does not extend to any special constable, by-law enforcement officer, or any auxiliary or civilian member of a police force.
- veterans* 2.11 On days that are for National or Provincial recognition of war veterans, no fare is required to be paid by: (i) a war veteran and any person accompanying him or her; or (ii) the immediate family of a deceased veteran, provided that such individual is carrying something that identifies his or her relation to the deceased veteran, including an identification card or service papers.
- passengers with disabilities* 2.12 If a proper authority is satisfied that a passenger has a disability that hinders his or her ability to travel alone, the passenger may purchase a ticket at the rate for that passenger as determined pursuant to this by-law, that is endorsed by the proper authority as a party ticket for the carriage of both the passenger and an attendant accompanying him or her. For greater certainty, where the passenger is a child and a proper authority is satisfied that the child has a disability that hinders his or her ability to travel alone, the attendant accompanying him or her may ride the transit system free of charge and without a ticket.
- premium fares* 2.13 Where more than one transit service is provided between two places by the Corporation, a local transit system, or a combination thereof, the Corporation may charge a premium on any such service operated by it and the amount of the premium shall be set out on the applicable Public Websites.
- excursion fares* 2.14 For excursion trips that have an origin or destination or any combination thereof, the Corporation may charge in addition to the fare set out in the Tariff of Fares, a premium fare up to a maximum of \$3.00 per single one-way ticket.
- refunds* 2.15 No refunds of fares shall be made except in accordance with Metrolinx fare refund administrative policy, as amended from time to time, and as posted on the applicable Public Websites.

### **3. TARIFF OF FARES**

- 3.1 Tariff of Fares is as appended to this by-law.

### **4. ROUTES AND SCHEDULES**

- schedules* 4.1 The Corporation's Board of Directors may establish the approximate location, routes and frequencies of the transit services provided by or on behalf of the Corporation.

- available  
on  
Internet*
- 4.2 The approximate location, routes and frequencies of the transit services provided by or for the Corporation shall be as published in any schedule whether in paper or electronic form. The official version shall be the version as published on the applicable Public Websites from time to time.
- rights reserved*
- 4.3 The Corporation reserves the right to change, modify or deviate from any posted schedule as necessary.

The foregoing by-law is hereby enacted as a by-law of the Corporation by the Board of Directors effective as of the 18<sup>th</sup> day of ~~January~~October, 2021 pursuant to Subsection 8.1(3) of the *Metrolinx Act, 2006*.

\_\_\_\_\_  
Donald A. Wright, Chair

\_\_\_\_\_  
Alba Sandre Taylor, Corporate Secretary

c/s

**METROLINX**  
**(the “Corporation”)**

**Tariff of Fares**  
**(Effective ~~January-October~~ 18, 2021)**

1. This Tariff of Fares shall be maintained at the head office of the Corporation, 97 Street West, Toronto, and shall be available for public review during the regular business hours of the Corporation.
2. This Tariff of Fares sets out: the base fares applicable for a single one-way ride on the transit system within the enumerated zones, including all applicable taxes.
3. Passengers who use a PRESTO card to pay for their fares, or otherwise qualify for a concession pursuant to a criteria determined and published by the Corporation in accordance with By-law No. 2A, will receive a discount from the base fare amount set out on this Tariff of Fares. Details of applicable discounts/concessions are available on the applicable Public Websites.
4. When a passenger travels on the transit system from a point outside the City of Toronto to another point outside the City of Toronto, and can only do so by travelling through the City of Toronto by means of more than one transit service provided by the Corporation, the following rules apply in determining the total fare payable:
  - (a) If there is more than one transit service available between the passenger's point of departure and the City of Toronto or between the City of Toronto and the passenger's destination point, the fare payable for each transit service shall be the lowest fare available for the trip, regardless of which transit service the passenger actually takes.

Schedule of Amount Between Zones – GO Train

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Zone	and	Zone	Base Fare
[Revised Schedule of Amount Between Zones for GO Train service to be incorporated after approval by the Board]			

Schedule of Amount Between Zones – Union Pearson Express

Zone	and	Zone	Base Fare
[No changes proposed to the existing Schedule of Amount Between Zones for Union Pearson Express service]			

**APPENDIX C: NORTH CORRIDOR MAP**



## APPENDIX D: SOUTHWESTERN ONTARIO SCHEDULE

31

Kitchener - Guelph - Acton - Georgetown - Brampton - Toronto

Existing trip

Covid reinstatement

Modified trip

New trip / stop

Removed trip / stop

Board date: Oct 16, 2021  
Effective: Oct 16, 2021

DRAFT October 2021 Board - WeekDAY

EASTBOUND

Trip Number	London VIA	St. Mary's VIA	Stratford VIA	Kitchener GO	Guelph GO	Acton GO	Georgetown GO	Brampton Mount Pleasant GO	Brampton Brampton GO	Brampton Bramalea GO	Mississauga Malton GO	Etobicoke Etobicoke North GO	Toronto Weston GO	Toronto Bloor GO	Toronto Union Station
3760	05 20	06 13	06 43	07 32	07 53	08 08	08 23	08 33	08 39	08 46	→	→	→	→	09 13

31

KITCHENER

Kitchener - Guelph - Acton - Georgetown - Brampton - Toronto

Board date: Oct 16, 2021  
Effective: Oct 16, 2021

Existing trip

Covid reinstatement

Modified trip

New trip / stop

Removed trip / stop

DRAFT October 2021 board - WeekDAY

WESTBOUND

Trip Number	Toronto Union Station	Toronto Bloor GO	Toronto Weston GO	Etobicoke Etobicoke North GO	Mississauga Malton GO	Brampton Bramalea GO	Brampton Brampton GO	Brampton Mount Pleasant GO	Georgetown GO	Acton GO	Guelph GO	Kitchener GO	Stratford VIA	St. Mary's VIA	London VIA
3775	16 19	→	→	→	→	16 46	16 53	17 00	17 12	17 26	17 41	18 06	18 55	19 27	20 17



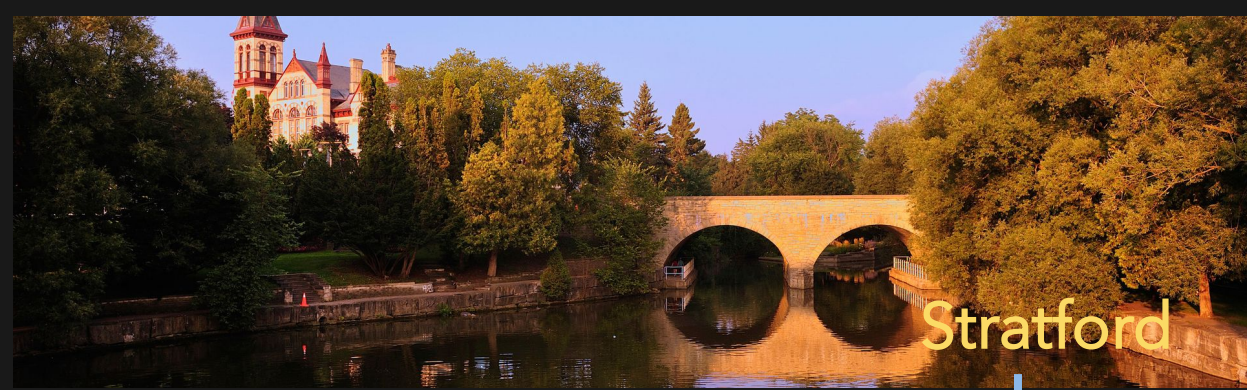
# Southwestern Ontario Service Update

Presentation to Metrolinx Board of Directors

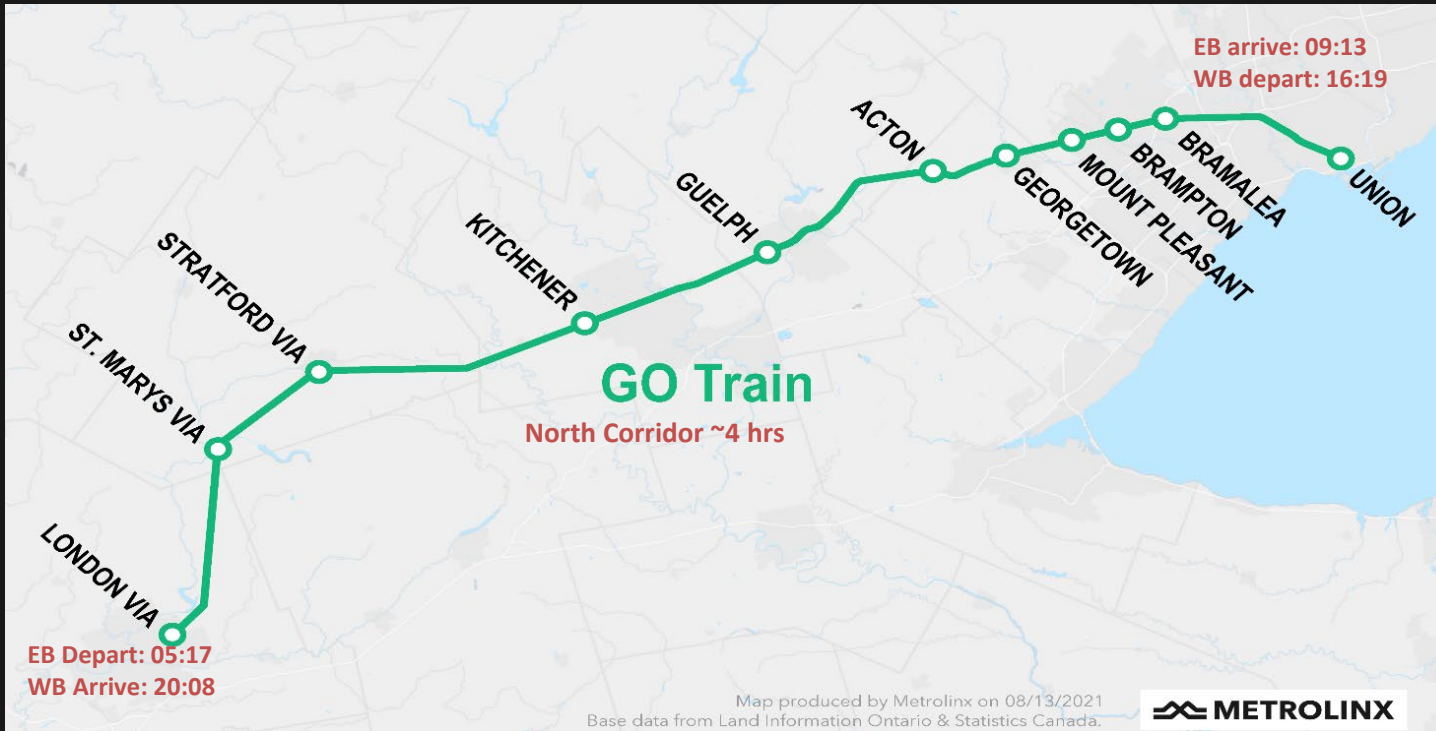
September 2021

# Context

- Metrolinx is initiating GO Train service to Stratford, St. Marys and London, to increase access to public transit
- We're piloting GO Train service to London, enhancing transit connections within Southwestern Ontario
- Since this is a brand new service, we'll closely evaluate how the pilot goes and, working with our rail partners, determine next steps
- GO Train service not only restores connections to residents that were reduced during the pandemic, it also enables Metrolinx to gain customer and operational insights to inform future service enhancements



# LONDON SERVICE OVERVIEW



Trip	Duration
London to Kitchener	2 hours
London to Guelph	2.5 hours
London to Brampton	3.5 hours
London to Toronto	4 hours

## LAUNCH: *OCTOBER 18, 2021*

- Targeting *October 18* for weekday service
- One morning peak service from London to Toronto and one afternoon peak service from Toronto to London
- Using existing VIA stations with minor alterations for accessibility
- Future improvements to customer experience (CCTV, PA, information systems and Wi-Fi to be explored through subsequent phases)
- Initially using eTickets only - PRESTO and TVM infrastructure to be explored through subsequent phases
  - Printable tickets can also be purchased on the VIA Rail website
- Three new fare zones are required for St. Marys, Stratford and London
- Additional service options being explored for subsequent phases
  - Exploring the potential to provide harmonized VIA/MX services along both the North and South corridors



# Customers & communities

- The Southwestern Ontario service is conducive to leisure visitors, supporting getaways for customers and increasing access to Stratford, St. Marys and London.
- It also creates more connections for commuters within the region from London to Kitchener and Toronto.
- GO fares are an affordable option at \$30 per adult between London and Union, along with GO Transit's KIDS GO FREE, amounts to a significant savings to families.
- Students will also gain increased access to post-secondary institutions in London and Kitchener-Waterloo. Post secondary students have free London Transit as part of the student tuition. Similarly, university students in Kitchener Waterloo have free local transit as part of their tuition.








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## KITCHENER

Kitchener - Guelph - Acton - Georgetown - Brampton - Toronto

Board date: Oct 16, 2021  
Effective: Oct 16, 2021

	Existing trip		Covid reinstatement
	Modified trip		New trip / stop
			Removed trip / stop

## DRAFT October 2021 board - WeekDAY

## WESTBOUND

Trip Number	Toronto Union Station	Toronto Bloor GO	Toronto Weston GO	Etobicoke Etobicoke North GO	Mississauga Malton GO	Brampton Bramalea GO	Brampton Brampton GO	Brampton Mount Pleasant GO	Georgetown GO	Acton GO	Guelph GO	Kitchener GO	Stratford VIA	St. Mary's VIA	London VIA
3775	16 19	→	→	→	→	16 46	16 53	17 00	17 12	17 26	17 41	18 06	18 55	19 27	20 17

# SOUTHWESTERN ONTARIO






## SERVICE SCHEDULE

31

## KITCHENER

Kitchener - Guelph - Acton - Georgetown - Brampton - Toronto

Board date: Oct 16, 2021  
Effective: Oct 16, 2021

	Existing trip		Covid reinstatement
	Modified trip		New trip / stop
			Removed trip / stop

## DRAFT October 2021 Board - WeekDAY

## EASTBOUND

Trip Number	London VIA	St. Mary's VIA	Stratford VIA	Kitchener GO	Guelph GO	Acton GO	Georgetown GO	Brampton Mount Pleasant GO	Brampton Brampton GO	Brampton Bramalea GO	Mississauga Malton GO	Etobicoke Etobicoke North GO	Toronto Weston GO	Toronto Bloor GO	Toronto Union Station
3760	05 20	06 13	06 43	07 32	07 53	08 08	08 23	08 33	08 39	08 46	→	→	→	→	09 13



# LONDON SERVICE - ESTIMATED FARE STRUCTURE

Kitchener Corridor															
Adult Cash Fare	Union	Bloor	Weston	Etobicoke North	Malton	Bramalea	Brampton	Mount Pleasant	Georgetown	Acton	Guelph	Kitchener	Stratford	St. Marys	London
Union		\$4.40	\$5.65	\$5.65	\$8.70	\$9.55	\$10.30	\$11.60	\$12.50	\$14.25	\$16.15	\$19.40	\$25.00	\$27.50	\$30.00
Bloor	\$4.40		\$4.40	\$4.40	\$6.30	\$9.55	\$10.30	\$11.60	\$12.50	\$14.25	\$16.15	\$19.40	\$25.00	\$27.50	\$30.00
Weston	\$5.65	\$4.40		\$4.40	\$4.40	\$5.50	\$7.15	\$9.60	\$11.05	\$12.65	\$14.65	\$17.75	\$23.75	\$26.25	\$29.25
Etobicoke North	\$5.65	\$4.40	\$4.40		\$4.40	\$5.50	\$7.15	\$9.60	\$11.05	\$12.65	\$14.65	\$17.75	\$23.75	\$26.25	\$29.25
Malton	\$8.70	\$6.30	\$4.40	\$4.40		\$4.40	\$4.40	\$5.65	\$9.45	\$11.60	\$13.95	\$17.55	\$23.00	\$25.00	\$27.60
Bramalea	\$9.55	\$9.55	\$5.50	\$5.50	\$4.40		\$4.40	\$4.40	\$6.85	\$10.85	\$12.75	\$16.25	\$22.00	\$24.50	\$26.95
Brampton	\$10.30	\$10.30	\$7.15	\$7.15	\$4.40	\$4.40		\$4.40	\$5.10	\$9.40	\$11.20	\$15.25	\$21.00	\$23.50	\$26.00
Mount Pleasant	\$11.60	\$11.60	\$9.60	\$9.60	\$5.65	\$4.40	\$4.40		\$4.40	\$6.65	\$11.20	\$14.65	\$20.50	\$23.00	\$25.75
Georgetown	\$12.50	\$12.50	\$11.05	\$11.05	\$9.45	\$6.85	\$5.10	\$4.40		\$4.40	\$9.80	\$13.70	\$19.75	\$22.75	\$25.00
Acton	\$14.25	\$14.25	\$12.65	\$12.65	\$11.60	\$10.85	\$9.40	\$6.65	\$4.40		\$7.45	\$11.85	\$18.00	\$21.00	\$24.00
Guelph	\$16.15	\$16.15	\$14.65	\$14.65	\$13.95	\$12.75	\$11.20	\$11.20	\$9.80	\$7.45		\$9.50	\$16.00	\$19.00	\$21.00
Kitchener	\$19.40	\$19.40	\$17.75	\$17.75	\$17.55	\$16.25	\$15.25	\$14.65	\$13.70	\$11.85	\$9.50		\$12.50	\$15.00	\$17.50
Stratford	\$25.00	\$25.00	\$23.75	\$23.75	\$23.00	\$22.00	\$21.00	\$20.50	\$19.75	\$18.00	\$16.00	\$12.50		\$7.50	\$12.50
St. Marys	\$27.50	\$27.50	\$26.25	\$26.25	\$25.00	\$24.50	\$23.50	\$23.00	\$22.75	\$21.00	\$19.00	\$15.00	\$7.50		\$10.00
London	\$30.00	\$30.00	\$29.25	\$29.25	\$27.60	\$26.95	\$26.00	\$25.75	\$25.00	\$24.00	\$21.00	\$17.50	\$12.50	\$10.00	



# Critical path to service delivery

Elements addressed in early planning include:

- Service recovery planning
- Stations inspections
- Schedule design
- Safety & emergency response planning
- Accessibility planning
- Operator training
- Customer and operations change readiness plans
- Partner engagement and support in service design
- Agreements and service details with partners

Elements to come in preparation for launch include:

- Marketing & customer communications
- Community communications and outreach
- Accessible ramps installed on platforms
- eTicket readiness
- Finer operational readiness elements
- Customer experience elements at stations (e.g. signage, testing PA systems)

2021

Early planning

September

October

North Corridor Pilot Launch

Oct 18

Today



## COMMUNITY ENGAGEMENT



**@Metrolinx**



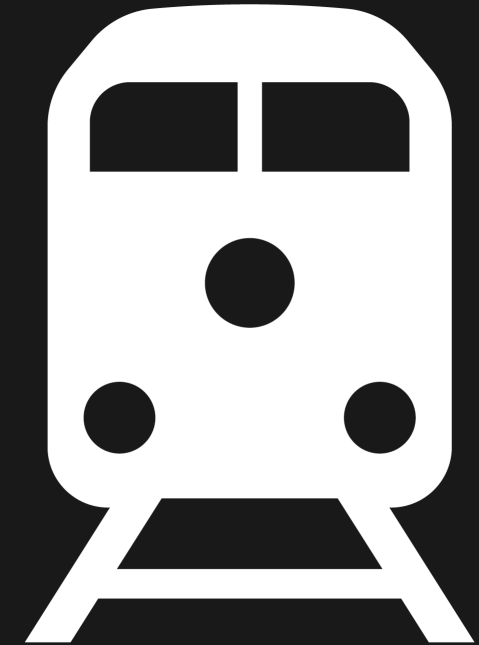
**@GOExpansion**



**Metrolinx.com/SouthwesternOntario**



**Southwestern.Ontario@metrolinx.com**



**Greg Medulun**

Director, Community  
Engagement

E: greg.medulun@metrolinx.com

T: 416-202-1839

C: 416-358-2506

**Loretta Allen**

Senior Manager, Community  
Engagement

E: loretta.allen@metrolinx.com

T: 416-202-4736

C: 416-578-3146

**Laura Durie**

Community Engagement  
Specialist

E: laura.durie@metrolinx.com

T: 416-202-3467

C: 416-578-0450



