

**To:** Metrolinx Board of Directors  
**From:** Steve Levene  
*Chief Operating Officer, Rapid Transit*  
**Date:** September 7, 2023  
**Re:** **Operations - Rapid Transit Quarterly Report**

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This report provides an update on activity and key milestones in the Operations - Rapid Transit division over the past quarter.

### **Light Rail Transit Moving Forward**

Following successful collaboration between Metrolinx, the City of Toronto, and the TTC, the Train Operating & Funding Agreement for the Eglinton Crosstown LRT was executed in August 2023. This pivotal agreement defines responsibilities during the operating and maintenance period.

Collaborative work continues on the Finch West LRT Train Operating & Services agreement. This agreement with the City of Toronto and the TTC is a priority, and Metrolinx is targeting execution by the end of the year.

Metrolinx and the Cities of Mississauga and Brampton are in the process of finalizing an operating and maintenance document that will inform a draft agreement that outlines the Cities' responsibilities as the Hazel McCallion LRT's Passenger Interface Provider. Metrolinx continues to work with these municipal partners in establishing a framework for paying for the LRT costs associated with operations and non-lifecycle maintenance.

A vital Request for Proposal for Track, Signal, and Right-of-Way Maintenance Services in the East & Central Region closed in July. Evaluations of the submissions are currently underway with ranking of proponents and negotiations to follow, targeting an award date of December 2023.

### **Maintenance Delivery Success**

The Maintenance Delivery team continues to focus on attaining better On-Time Performance through a greater level of control over critical assets, resulting in an improved customer experience. Our efforts include enhanced maintenance efficiency and reduction in asset downtime through improved maintenance planning and scheduling, contractor oversight and audits, continued Lean maturity and skills development. Significant improvements in our maintenance program resulted in

record asset reliability, with On-Time Performance degradation of only 1.11 per cent (signals) and 0.56 per cent (track) through June 2023.

The Operational Improvement team was launched within Maintenance Delivery to continuously improve maintenance processes, in partnership with our major contractors. This investment was designed to further improve On-Time Performance and efficiencies within the maintenance program.

The Maintenance Delivery team has successfully completed the transition to a new maintenance provider on July 1, 2023. Siemens Mobility, the first new maintenance provider in almost two decades, is responsible for all signals, track, and right-of-way maintenance for the West Region, which includes the Lakeshore West and Kitchener corridors. Mobilization began in January 2023, and Siemens assumed control of the Kitchener Corridor on April 1 and the Lakeshore West Corridor on July 1. It is a testament to the Maintenance Delivery team and Siemens that the transition happened without disruption to GO train or UP Express service.

Respectfully submitted,

Steve Levene  
*Chief Operating Officer, Rapid Transit*