

August 16 2023

David Anthony Tredente Jr.

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Board of Directors  
Metrolinx  
97 Front Street West  
Toronto, ON M5J 1E6

Dear Members of the Board, *Or whom it may concern*

It has come to my attention, via widely-published emails sent by Metrolinx customer protective services officer Michael Olsen, that there are glaring problems with the safety record at Metrolinx.

As you are aware, Olsen described an incident in June 2023 where a woman walking on the tracks near the Burlington GO station was struck and killed by a train over 6 minutes after GO dispatch had been alerted of the woman by Olsen. Olsen also described an incident in April 2023 where GO dispatchers refused to stop a train for a woman to receive emergency medical assistance. Most troubling of all is a report from January 2023 in which GO dispatchers refused a request from York Police to stop a train for a woman stumbling on the tracks near the Centennial GO station. All three of these incidents stand in stark contrast to Metrolinx policy which states that trains must be stopped in those instances.

It is deeply concerning to me that Metrolinx, as evidenced by the actions of its managers and dispatchers, feels they are above accountability to their own workers on the ground and from law enforcement agencies. My loved ones and I have relied on Metrolinx services, and in doing so comes an inherent trust in the safety policies that have been set in place. As a result of these deliberate actions prioritizing an on-time schedule over the safety of Metrolinx riders, that trust has been completely eroded.

I think nearly all riders would agree, along with the Board, that a few minutes' delay is a minuscule price to pay when compared to the potential loss and trauma of lives cut short. For that reason, I urge you to reinforce the importance of adhering to the current safety guidelines and ensure that all employees of the company are on the same page with this, with employees having full confidence in the Board's backing of the policies.

Respectfully,

[REDACTED]

David Tredente Jr.