

From: [Hunter Culhane](#)
To: [Chair of Metrolinx](#)
Subject: November 30 Board Meeting Comments
Date: November 28, 2023 1:21:55 PM

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On the morning of November 28 alone, these were the issues on the Milton line:

7:59 train

- Delay of 2 minutes. Restricted speed zone between Streetsville and Erindale. No work equipment, no workers present.
- Delay of 7 minutes. "Signal issue" between Erindale and Cooksville. We actually moved slower than in the restricted speed zone.
- Delay of 3 minutes. Waited for a signal at Queen Street.
- Delay of 5 minutes. Waited for a signal to enter Union.

A 15-minute delay for nothing. The train doors did not open at Union until 9:21. Mind you, the 7:59 train is supposed to arrive at 9:03. If the scheduled arrival time was not pushed back from 9:03 to 9:13 because of 'track work' even though none was occurring, we would have been eligible for a service guarantee. And then, the 8:29 train was also delayed and did not arrive at Union until 10:10. A 30-minute delay on top of the 10 minutes already padded to the schedule. This is just unconscionable.

Most delays on the Milton line aren't even for freight train traffic, which would at least be somewhat more understandable. It's always 'signal issue' or 'operational issue', none of which are ever explained further or fixed to prevent future issues. For example, the signal east of Milton GO has had repeated issues for years and is almost a quarterly occurrence at this point. Many morning rush hours on an entire rail line have been destroyed by one signal, and nothing is ever done. No one at Metrolinx seems to care.

I only take two round trips per week, and this is just some of the experiences in the past two months:

- Trains were regularly delayed 10-15 minutes on top of the 10 minutes padded to the schedule due to restricted speed zones
- Several times the 15:40 train stopped after Erindale for 15-20 minutes.
- Platform restrictions at Meadowvale and Dixie have had CSAs constantly telling people where to go. Some are better about it than others, but one does it after every

stop... literally you are unable to watch a video or read a book or do anything productive when the CSA is talking so much. Many times it didn't even make sense. More people get off at Lisgar than Dixie. Why are we being told about Dixie platform restrictions at Milton?

- 19:10 train stopped before Kipling. The CSA did not say anything until the 14 minute mark, and we finally moved after 15 minutes waiting for a signal to enter the station. The GO Transit website said it was an 'operational issue'. The train arrived in Milton 12 minutes late on top of the 10 minutes padded to the schedule. Because only Milton GO has its arrival time moved back, everyone but Milton customers were eligible for a service guarantee. Add this to the innumerable occasions Milton is screwed over by Metrolinx.
- Multiple times the GO Train is crawling due to speed 'restrictions', yet we watch CP freight trains on the adjacent track go full speed.
- The vast majority of the time when a GO train is going slow there are no workers present or work equipment on adjacent tracks. I think one time we went regular speed even though there were workers...

The lack of information regarding the delays and nonsensical speed restrictions are extremely frustrating. This is compounded by the fact that the Milton line currently has fewer daily trains than in 1990, some 33 years ago (16 vs 19). And at off-peak times, people are relegated to buses even though they take far longer than trains. (Other lines, i.e. Stouffville, have off-peak trains even though in many cases buses are faster or take the same time.) The direct buses introduced in the mid-1990s with the removal of off-peak trains on the Milton line have now been removed as well, and people are taken to the Lakeshore line as was the case in the 1970s. It is truly shameful that there has been zero progress in a half-century.

When train service follows no schedule, it cripples the Milton Transit system as local buses are timed to leave 5 minutes after GO trains arrive. When trains come in randomly, dozens of people are waiting 30-40 minutes for a bus. Milton GO is supposed to be a transit-oriented station, but the unpredictable train service removes any incentive to take transit. Metrolinx is actively harming the revenue of municipal governments.

It feels like the Milton line has been effectively abandoned. When I contacted Metrolinx for an update on the IBC for the Milton line expansion, I was sent a link to the business case for the Milton-Trafalgar station. Service has never been worse. It is outrageous that people are even expected to pay fares. There should be refunds issued for all trips on the Milton line in the past two months.

Sincerely,

Hunter Culhane
Milton