

To: Metrolinx Board of Directors

From: Martin Gallagher
Chief Operating and Safety Officer (GO & UP)

Date: June 26, 2025

Re: **Operations (GO & UP) Quarterly Report (FY 2024 / 2025 Q4)**

Executive Summary

GO Transit and UP Express continued to deliver safe, reliable, and efficient services across the Greater Golden Horseshoe (GGH), concluding the fiscal year with total ridership reaching a high of 71.8 million, a significant recovery milestone since pre-pandemic levels. This reflects Metrolinx's ongoing commitment to safety and operational excellence, driven by leadership and increased engagement of frontline employees.

In April 2024, Operations implemented the largest rail service expansion in the past decade to better align with customer needs and continue to drive increased ridership. Overall, this year weekly GO and UP rail trips increased by 14.7 per cent compared to 2023-24, recovering to 97.4 per cent of pre-COVID service levels. GO Bus ridership is the first transit mode to have surpassed pre-pandemic figures, reflecting a 119 per cent increase compared to 2019-20 ridership while optimizing 12 per cent of GO Bus services.

Combined efforts across the rail service changes, bus service optimization and strategic operational planning enabled the organization to respond effectively to growing customer demand while accommodating increased construction activity and seasonal weather impacts. As a result, Metrolinx optimized service deployment, reduced customer travel times, and improved asset utilization, supporting the delivery of high quality service. Metrolinx maintained a punctual and reliable service across GO Rail, GO Bus and UP Express, achieved On-Time Performance (OTP) targets for all services and achieving Customer Satisfaction (CSAT) targets for the fiscal year.

Concluding the fiscal year, Metrolinx made significant progress in its safety culture. The Lost-Time Injury Frequency Rate (LTIFR) concluded the fiscal year at 0.31, achieving the corporate target, and incidents of threats and violence were reduced by 35 per cent compared to the previous year. The corporate target to reduce rule and procedural violations was exceeded; targeted mitigation strategies are underway to address this, including the launch of the Red Zone/Green Zone Program.

Punctual, Reliable Rail and Bus Services

To meet the evolving demands of customers, changing travel patterns, and growing leisure travel, Metrolinx implemented service improvements, inclusive of new services, to increase capacity while continuing to plan for upcoming expansion.

In Q4, Metrolinx consistently delivered high-quality service across GO Rail, GO Bus and UP Express. GO Rail achieved a 97.1 per cent 12-month Moving Annual Average (MAA), against the 95 per cent corporate target, while successfully accommodating 37 major track closures (MTCs) and managing 39,971 work events. GO Bus concluded at 96.0 per cent MAA, meeting the performance target, while supporting 454 events and offering additional bus services to support customers during MTCs due to maintenance work and construction projects for GO Expansion. UP Express reached 97.8 per cent MAA, exceeding its 97 per cent target.

A significant milestone was achieved on April 5, 2025 with the launch of the GO Bus Route 15 extension to the Six Nations of the Grand River and Mississaugas of the Credit First Nation, marking the first time GO Bus services directly connected these communities.

Improving Our Customer Satisfaction

Despite challenging winter conditions, strategic deployment of the Winter Readiness Plan enabled the organization to navigate adverse weather while maintaining service reliability and safety. In preparation, proactive efforts included centralized customer messaging, enhanced station inspections, and targeted readiness measures across fleet, facilities, and staff. To support the customer journey and minimize service disruptions, operational planning included flexible service adjustments, enhanced driver readiness, and tiered rapid responses tailored to the severity of forecasted conditions. Ongoing coordination with regional authorities and clear communication with stakeholders enabled timely updates and effective snow and ice management across the network.

GO Transit CSAT concluded the year on target at 84 per cent, with GO Rail at 86 per cent and GO Bus at 89 per cent. During expanded event-based services, special events, and MTCs, Metrolinx strengthened frontline presence to effectively reduce crowding and overloading.

UP Express CSAT concluded at a strong 92 per cent, surpassing the target of 91 per cent and representing a significant improvement since the start of the fiscal year. As a result of the UP Express crowding mitigation strategy, 1,944 riders transitioned from UP Express to GO Transit at Bloor and Weston stations during morning peak hours from November 2024 to the end of the fiscal year.

Keeping Our People Safe

Safety remains a top priority across the network for customers, employees and communities. Customer safety perception remained high this year, closing at 89 per cent. The year concluded with a LTIFR of 0.31, below the corporate threshold of 0.5 per 200,000 hours worked. Incidents of threats and violence reduced to 7.44 per million customer journeys, meeting the corporate target and reinforcing efforts to safeguard both employees and customers.

At the close of the fiscal year, Metrolinx recorded 154 Canadian Rail Operating Rules (CROR) and procedural violations, exceeding the corporate target, consisting of 102 in Rail Fleet and Operations, 42 in Rail Construction and Maintenance, and 10 in Track Protection. To address this, Metrolinx is implementing targeted strategies focused on actions that will have an

immediate impact on the risk of CROR violations and reduce train crew workload to focus their activities on compliance with rules and operating procedures. Initiatives in place are expected to improve compliance, reduce risks and strengthen Metrolinx's overall safety culture.

As part of Metrolinx's commitment to improve safe planning and delivery of work in the rail corridor, extensive work was undertaken this year to implement the Red Zone/Green Zone (RZGZ) Program, commencing June 1, 2025. The implementation of a "Green Zone" significantly reduces workers' exposure on track to passing trains, ensuring improved safety controls, efficiency of construction and maintenance work occurring in the rail corridor, and enhanced compliance with rail operating rules. It is designed to improve productivity by enabling continuous work to be performed safely day and night. Once established, the RZGZ Program will be a best-in-class mechanism to improve safety and productivity across our rail corridor.

Respectfully submitted,

Martin Gallagher
Chief Operating and Safety Officer (GO & UP)