

To: Metrolinx Board of Directors

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

Date: September 11, 2025

Re: **Operations (GO & UP) Quarterly Report (FY 2025 / 2026 Q1)**

Executive Summary

GO Transit and UP Express continued to deliver safe and reliable services across the Greater Golden Horseshoe (GGH) throughout Q1 of fiscal year 2025/26. Demand for services continued to grow, with UP Express exceeding pre-pandemic levels at 103 per cent compared to June 2019, GO Bus at 102 per cent and GO Rail approaching full recovery at 97.9 per cent. Overall, ridership increased by 9.1 per cent compared to last year's Q1 figures, growing from 17.3 million to 18.9 million.

Metrolinx advanced several newly established corporate strategic objectives this fiscal year, including strengthening safety practices, improving operational efficiencies and achieving major service delivery milestones. A key initiative contributing to these objectives is the Red Zone Green Zone (RZGZ) program, launched on June 1, 2025. The program aims to lead Canadian railway work practices by establishing a best-in-class approach to improving safety and productivity, reducing or eliminating major safety risks in train-to-worker and train-to-equipment interfaces. Since the launch, 71 per cent of work events were completed under Green Zone conditions.

With increasing construction activity, maintenance repairs, multiple special events and seasonal weather impacts, Metrolinx maintained its commitment to excellence by achieving corporate targets this quarter for On-Time Performance (OTP) and Customer Satisfaction (CSAT) across GO Rail, GO Bus, and UP Express. Operations supported significant events this quarter, including Coldplay's four sold-out concerts at the new Rogers Stadium, the NHL playoffs and other large-scale summer events, while prioritizing customer safety through proactive planning and enhanced staffing.

Punctual, Reliable Rail and Bus Services

Metrolinx continues to deliver high-quality, dependable service to meet customer demand and respond to seasonal patterns and major events. To support increased passenger volumes and crowding related special events, service was enhanced through targeted scheduling adjustments. Despite several days where service was impacted due to extreme weather, Operations maintained reliable performance by executing the Summer Extreme Weather Action Plan, incorporating pre-emptive measures and real-time monitoring to mitigate service impacts and enhance customer communication during adverse weather. This quarter, the network supported 18.9 million passenger boardings and delivered 155,455 trips, with

enhanced reliability and visible staff presence. Alongside, successfully supporting seven Major Track Closures (MTCs), where GO Bus provided bus bridging services and deployed an additional 315 driver shifts to ensure a seamless customer journey with minimal disruptions.

Concluding the quarter, OTP achieved corporate targets across all services. As of June, the GO Rail Moving Annual Average (MAA) achieved 97.2 per cent, exceeding the 95 per cent corporate target. GO Bus ended the quarter at 96.1 per cent MAA, meeting its 96 per cent target. UP Express achieved 97.9 per cent MAA, exceeding its 97 per cent goal.

Improving Our Customer Satisfaction

Customer satisfaction performance remained strong, exceeding all targets. GO Transit CSAT closed the quarter at 87 per cent, against the target of 84 per cent, with GO Rail at 88 per cent and GO Bus at 89 per cent. UP Express CSAT is currently at 93 per cent, exceeding the target of 91 per cent. This performance was supported by proactive communications and targeted staffing during high-demand periods, combined with event service planning and expanded frontline staff at key locations, enabling smoother crowd management and greater passenger support. During special events, Station Ambassadors and Customer Protection Officers were deployed to reduce crowding and ensure timely service departures.

In this quarter, the network supported a total of 251 events. A major milestone was the safe and reliable transport of more than 54,000 customers over four nights for Coldplay's concerts at Rogers Stadium. Frontline staff were deployed to manage crowd flows and customer movements, supported by pre-event wayfinding videos and customer communications. In partnership with Live Nation Canada, concertgoers holding valid event tickets were able to access GO Transit for free following each performance.

Safety remains a top priority in the customer journey. Customer perception of safety continues to trend positively. Since the start of the current fiscal year, scores have remained in the low 90s. As of June 2025, 91 per cent of customers reported feeling safe throughout their journey.

Keeping Our People Safe

Metrolinx continues to strengthen its safety culture and made early progress toward the new corporate safety strategic objectives introduced this fiscal year. The Lost-Time Injury Frequency Rate (LTIFR) for employees is trending toward target thresholds of less than 1.0 per 200,000 hours worked. In Q1, LTIFR for Metrolinx employees averaged 0.79, representing a 21.6 per cent reduction compared to the previous year. Efforts to improve near miss reporting continue across all business units, with specific targets established for each area.

Incidents of threats and violence against employees have significantly improved with a 50.2 per cent year-over-year reduction, bringing the current rate close to the target of 1.06 per million customer journeys. For customers, while the rate is 6.63 per million journeys against a 5.8 target, ongoing safety enhancements including enhanced patrols, police deployment, targeted investigations, specialized training programs, and deployment of body-worn cameras by Q3, are all actively advancing efforts to further reduce incidents across the network.

Construction Across Our Network

Majority of the work performed is open-line (Red Zone) working, where rail maintenance and construction personnel are performing work on or near active tracks without engineering controls to separate them from train movements. Tracks remain open for train passage while work is underway, often requiring crews to stop work for each passing train. While this is the most common method used on the GO and UP network, it presents higher safety risks, including bi-directional train movements, reliance on a single point of protection process, and reduced productivity.

To address these risks, Metrolinx has implemented the Red Zone / Green Zone (RZGZ) Program. Under this framework, Green Zone working uses engineering controls to fully separate workers from train movements, eliminating exposure to live track. The program went live on June 1, 2025, for the Lakeshore East, Lakeshore West, and Weston Subdivision of the Kitchener Corridor, prohibiting most Red Zone working.

As of June 2025, the first month under the new framework, 71 per cent of 2,970 work events were conducted under Green Zone conditions, advancing the strategic objective of transitioning to 90 per cent Green Zone working. This supports safer work delivery, reduces track-level exposure, and enhances operational efficiency. Within the corridors where RZGZ has been implemented, Lakeshore East achieved 90 per cent Green Zone working, followed by Kitchener at 86 per cent and Lakeshore West at 72 per cent.

Access utilization remains a priority in corridor planning. In Q1, 24 Major Track Closure (MTC) requests were submitted by the 35-week deadline for disruptive access, with 12 executed, resulting in a 50 per cent utilization rate. Overall, average access utilization in Q1 was 83 per cent against the corporate target of 80 per cent.

Building on these operational achievements, Operations (GO & UP) continues to deliver safe, frequent, and reliable services to our customers in the Greater Toronto and Hamilton Area.

Respectfully submitted,

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