METROLINX

MEMORANDUM

To: Metrolinx Board of Directors

From: Frank Ibe
Executive Vice President, Customer and Transit Operations

Date: November 27, 2025

Re: **Operations (GO & UP) Quarterly Report (FY 2025 / 2026 Q2)**

Executive Summary

Building from previous years, Operations (GO&UP) continued to demonstrate consistency and operational resilience with increasing ridership, growing demand, and ongoing construction and state-of-good repair across the network. In Q2, demand for GO Transit and UP Express continued to grow with a 10.7 per cent increase in ridership compared to last year's figures, currently at 40.4M ridership against the annual target of 77.4M.

To support this demand while minimizing disruption to customers, construction, maintenance work, and service adjustments were strategically planned and communicated in advance. This proactive approach was reflected in the Customer Satisfaction score, which continued to show steady quarter-over-quarter improvements driven by reliability, effective communication, and ongoing enhancements to the customer journey.

Through another quarter of significant event coordination, Metrolinx successfully supported 304 major events across the Greater Toronto and Hamilton Area. With additional frontline staffing and structured onsite response teams, Metrolinx effectively managed large-scale events including Coldplay concerts at the new Rogers Stadium, Toronto Football Club games, the Canadian National Exhibition (CNE), Honda Indy, and Toronto Caribbean Carnival, safely transporting thousands of customers to and from their destinations. Despite these operational demands, Metrolinx successfully delivered punctual and reliable service across GO Rail, GO Bus, and UP Express, achieving all corporate targets.

Safety remained a priority with targeted initiatives to reduce preventable injuries, strengthen reporting, and build a stronger safety culture through visible safety engagement. In conjunction with ongoing safety efforts, every September, Metrolinx supports Operation Lifesaver's Rail Safety Week, emphasizing commitment to safety and the need to raise awareness among customers and communities about safe rail practices. As part of Rail Safety Week 2025, this year's theme was "there is no undo button," shifting the messaging from *what not to do* to *why it matters*.

Punctual, Reliable Rail and Bus Services

Metrolinx surpassed all three On-Time Performance (OTP) targets concluding Q2 and the 12-month Moving Annual Average (MAA). Performance across all modes were supported by proactive schedule management, effective coordination and communication, and execution of the Extreme Weather Action Plan (EWAP). The EWAP ensured safe, reliable service through

periods of extreme heat and increased construction, supported by climate-resilience initiatives such as track conditions adjustments, improved onboard HVAC systems, and updated contingency plans.

During summer, there were surges in ridership for weekend events, Metrolinx adapted and managed to get customers safely to their destination. Despite these challenges, GO Rail achieved 97.1 per cent MAA, well above the 95 per cent target, accommodating 13,823 workblocks within the rail corridor. GO Bus scored 96.4 MAA against the target of 96 per cent, working closely with municipalities and traffic management partners to implement detours and optimize route timing. GO Bus successfully supported six major track closures by providing alternative travel, deploying 228 buses and 308 driver shifts, ensuring seamless passenger travel during rail disruptions. UP Express exceeded the target at 97.6 per cent MAA, against 97 per cent.

Improving our Customer Satisfaction

GO Transit maintained a strong Customer Satisfaction (CSAT) year-to-date of 85 per cent, exceeding the target of 84 per cent, with GO Rail at 87 per cent and GO Bus at 89 per cent. UP Express concluded the quarter at 92 per cent, above the 91 per cent target. In this quarter, GO Transit and UP Express supported a total ridership of 40.4M, operating 158,070 scheduled trips, and 2,142 extra trips, while continuing to prioritize the customer experience.

Frontline staff played a critical role in providing real-time assistance, particularly during high-volume travel periods. With the return to office and back to school periods, crowding and platform safety remain key challenges. Efforts were focused on reinforcing platform safety and situational awareness, with staff actively reminding passengers to stay alert, avoid rushing and exercise caution while boarding. These measures combined with automated announcements and onboard messaging, supported passenger awareness and promoted safe behaviour across the network. Customer perception of safety across GO and UP Express concluded the quarter at 86 per cent and 95 per cent.

Keeping Our People Safe

Metrolinx continues to prioritize safety across the division. A dedicated Near Miss reporting campaign launched in August to educate employees to reinforce early hazard identification and strengthen safety culture, contributing to a 5 per cent improvement to reporting near miss incidents, reaching 27.5 per cent.

Ongoing prevention, de-escalation, and incident management efforts contributed to a further reduction in incidents of threats and violence across the network, even with customer journeys increasing by 16.5 per cent. In November, an additional twenty Customer Protection Officers will join, increasing visibility, deter workplace violence, and supporting the vulnerable and underhoused individuals. Concluding September, incidents and threats and violence, against customers, is 6.51 incidents per million customer journeys, against the target of 5.8; and against employees at 1.03 incidents per million customer journeys, against the target of 1.0.

Metrolinx remains on track to meet its annual goal of a 25 per cent reduction in rule violations, with 32 incidents year-to-date, well below the threshold of 114, across all business areas. Since

the start of the fiscal year, Rail Fleet and Operations have recorded 15 violations, Rail Construction and Maintenance have reported 11 violations, and Track Protection at 6. Current reduction improvements is a combined effort in categorization that prioritizes the escalation of incidents that represent a significant risk and systematic changes.

Construction on Our Network

Prohibition of Open Line Working was introduced in phases beginning in June and reached full implementation in September. During the transition period, the average Green Zone utilization across all corridors, including those onboarded in September, was 77 per cent. Following all corridors were fully operating in the Green Zone working exceeded the target, reaching 92 per cent in the first month of full implementation in September. In September 2025, the fourth month under the new framework, 92 per cent of work events, 3,016 of 3,279, were conducted under Green Zone working. This transition resulted in a 56 per cent reduction in radio call volume, equating to 125,558 fewer calls compared to the 2024/25 average monthly baseline of 223,302 associated with Open Line Working, indicating improved coordination across the network. These results affirm the success of the initiative as a cornerstone of Metrolinx's proactive safety strategy.

Operations (GO&UP) remains committed to continuous improvement in building a safety culture, driving operational efficiency, and delivering customer experience in the Greater Toronto and Hamilton Area.

Respectfully submitted,

Frank Ibe
Executive Vice President, Customer and Transit Operations