

To: Metrolinx Board of Directors

From: Sean Fuller
Chief Operating Officer

Date: February 12, 2026

Re: **Operations Quarterly Report (FY 2025/2026 Q3)**

Executive Summary

Building on the progress from earlier in the fiscal year, Operations, now consisting of GO Transit, UP Express, Rapid Transit (RT) services and Fleet and Corridor Maintenance, has continued to demonstrate resilience, adaptability, and strong performance throughout the third quarter (September through December). The quarter was defined by major service milestones, unprecedented ridership demand driven by the 2025 World Series, successful commissioning of new stations and the entry of the Finch West Light Rail Transit (FWLRT) and Eglinton Crosstown Light Rail Transit (ECLRT) into revenue service, and continued progress in strengthening safety culture and operational excellence across the network. There was a 6.3 per cent increase in ridership across GO and UP operations, compared to last year's quarter, rising from a total ridership of 18.2M to 19.4M.

Concluding 2025, Metrolinx is successfully tracking towards achieving the strategic objectives for On-Time Performance (OTP) and Customer Satisfaction (CSAT) for GO Rail, GO Bus, and UP Express (UPE), while managing high event coordination, extreme winter weather, peak holiday travel, New Year's Eve all-night rail service and extended late-night GO Bus service, and delivering critical construction work.

Safety remained a central priority, with continued reductions in Lost-Time Injury Frequency Rates, strengthened rail rule compliance oversight, and ongoing enhancements to public and employee safety initiatives.

Punctual, Reliable Rail and Bus Services

From September through December (Q3), Operations delivered on levels of punctuality and reliability, despite significant service pressures with the return-to-office mandate, major events, and management of critical construction activities. Concluding the third quarter, On-Time Performance (OTP) surpassed all three targets and the 12-month Moving Annual Averages (MAA). GO Rail achieved 96.9 per cent MAA, well above the 95 per cent target. GO Bus scored 96.6 per cent MAA, against the target of 96 per cent. UP Express exceeded target reaching 97.6 per cent against the target of 97 per cent.

Performance across all modes was supported by tactical strategies, including the use of modal shift and optimization of resources, to balance the increased demand and manage capacity effectively across the network, and activation of the Extreme Weather Action Plan (EWAP)

during the winter season. The EWAP supports maintaining safety while balancing service reliability during adverse weather conditions, inclusive of facility preparations and staff readiness to address snowfall, tiered service reduction approach to adapt to fluctuating demand, contingency protocols for stuck or disabled buses, and proactive dispatching to support snow clearing of rail infrastructure.

Quarter after quarter, Operations has managed high-profile, large-scale events, with this year marking a first to support the Toronto Blue Jays' playoff and 2025 World Series Major League Baseball (MLB) home games. In preparation, Metrolinx strengthened operational coordination, through crowd management at stations and on platforms, enhanced frontline staffing and security presence, increased GO train services and capacity across multiple corridors, standby buses, while continuing to advance critical infrastructure priorities across the network. Five major track closures and 23 individual construction projects were rapidly replanned to accommodate playoff schedules while maintaining progress on critical infrastructure priorities, coordinating with CN, CPKC, VIA, and Alstom to manage the pace and complexity of service adjustments, ensuring clear and consistent customer communication.

For the third consecutive year, on New Year's Eve Operations delivered all-night rail and extended bus services, across the Greater Toronto and Hamilton Area (GTHA), driven by months of effective service planning and managing resource requirements. A total of 1,761 trips were operated, including 62 additional rail trips.

With large crowds and high volumes of people, Operations remains focused on prioritizing the customer experience and their journey.

Light Rail Transit (LRT) Program

Q3 marked a major milestone with the launch of passenger revenue service on the Finch West LRT (FWLRT) on December 7, 2025. The FWLRT is an approximately 11-kilometre transit line connecting Humber College Station in the west to Finch West Station in the east, with connections to Toronto Transit Commission (TTC) Line 1, GO Transit, MiWay, Zum, York Region Transit and Brampton Transit.

Metrolinx is working closely with the City of Toronto and the TTC to optimize speed and frequency across the corridor, while continuing regular safety assessments to monitor pedestrian and motorist behaviour around stations and intersections. Winter maintenance plans have been activated, with snow conditions continuously monitored by both the TTC and the maintainer to minimize operational impacts during extreme weather events.

Eglinton Crosstown LRT reached major readiness milestones leading up to the opening of the line. Following the successful completion of the final 30-day revenue service demonstration, which enabled Metrolinx to assess and validate the line's performance and reliability, the TTC assumed full operational control on December 5, 2025. In preparation of revenue service, Metrolinx and TTC are finalizing the evaluation of overall line performance, reliability, quality, station infrastructure, and the customer experience, with revenue service opening on February 8, 2026.

Improving Our Customer Satisfaction

Customer satisfaction remained strong throughout the quarter (September through December), supported by consistent service delivery, effective crowd management, and reliable travel options during major events. GO Transit maintained a strong year-to-date Customer Satisfaction (CSAT) score of 85 per cent, exceeding the target of 84 per cent, with GO Rail at 86 per cent and GO Bus at 88 per cent. UP Express concluded Q3 at 93 per cent, above the 91 per cent target.

November service changes supported the return-to-office mandate, with additional and extended peak services on the Kitchener, Lakeshore West and East, Barrie and Stouffville corridors to address the anticipated ridership demand. GO Bus route optimizations and back-to-school reinstatements further supported commuter capacity on corridors connecting major hubs and interchanges.

As part of ongoing network expansion, Confederation GO Station opened on October 27, followed by Mount Dennis on November 16. Both stations were efficiently integrated into the network, with no safety incidents reported since opening.

Prioritizing customer safety and comfort, particularly during periods of high crowding, the introduction of new stations and expanded service options improved convenience and accessibility across the region. Frontline staff played a critical role in maintaining safe platform behaviour, supporting orderly boarding, and reinforcing situational awareness on train platforms, with continued efforts focused on crowd management across the network.

Concluding the quarter, the perception of safety averaged 89 per cent, reflecting the focus on ensuring customers travel safely and efficiently to their destinations.

Keeping Our People Safe

Safety remained a top priority, with strong performance across the strategic objectives, driven by strengthening of safety culture, enhanced reporting, and a reduction in preventable incidents.

Rule and procedural violations continue to track toward achieving the reduction targets, with Rail and Fleet Operations at 25 of a target of 76, Rail Construction and Maintenance at 15 against 31, and Track Protection at 6 against 7. The improvements are supported by the Metrolinx Violation Program, which drives consistency, strengthens compliance with the Railway Safety Act, Canadian Rail Operating Rules and internal procedures, providing a standardized framework, yielding continuous improvements to safety.

Incidents of threats and violence across the network have continued to decline, enabled by increased frontline and security presence and active collaboration with local police. In comparison to the previous quarter the 12-month rolling rate declined from 6.45 to 6.08 incidents per one million customer journeys. Operations will maintain focus on de-escalation training, strengthening partnerships with community supports, and strategic resource deployment.

Projects and Programs Underway

Operations and Capital Projects Group (CPG) are working with external stakeholders, York Region Transit and TTC, to ensure that the design requirements for Bridge Station are fully aligned with operational considerations. In parallel, work is progressing on the Kennedy Enabling Works operationalization program, led by CPG, to support operational readiness, and the Operations and Maintenance agreement with TTC continues to advance.

The Bus Rapid Transit (BRT) program has advanced on the Mississauga Transitway, with work underway to improve station information, staff facilities, infrastructure, and winter readiness. Following a thorough analysis, Parsons has submitted a digital signage feasibility study. Work is underway to refine options with stakeholder input and develop preliminary design and cost estimates to support real-time information at stations, including coordination with MiWay and TTC at shared locations. Facility upgrades at the Erin Mills Station are moving to tender. Metrolinx is currently working with City of Mississauga on a cost-shared stormwater retention pond retrofit to confirm scope compliance. Winter maintenance services have been renewed with the CSL Group at Metrolinx owned BRT stations, providing continuity of service, driven by timely responses, and improved snow clearing and salting performance this season.

Construction on Our Network

The Prohibition of Open Line Working continues to deliver significant benefits, prioritizing effective risk mitigation to both the safety of workers and operations, while supporting efficient project delivery. Following full implementation, Green Zone working achieved 94 per cent, surpassing the corporate target, where 2,518 access events operated under Green Zone conditions. This transition resulted in a 71 per cent reduction in radio call volumes, representing 157,534 fewer calls compared to the previous fiscal year, demonstrating improved coordination and reduced operational risk. The program continues to set a new benchmark in Canadian rail safety practices, receiving industry-wide recognition in Safety from the Railway Association of Canada. Continued efforts are underway to explore opportunities to minimize red zone exemptions and the need for active track protection and associated communications during peak hours.

Operations remains committed to continuous improvement in building a safety culture, driving operational efficiency, and delivering an improved customer experience in the Greater Toronto and Hamilton Area.

Respectfully submitted,

Sean Fuller
Chief Operating Officer