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Sent: September 1, 2022 5:08 PM
To: Chair of Metrolinx <Chair@metrolinx.com>; CEO Correspondence <CEOCorrespondence@metrolinx.com>
Subject: GO Transit Operations into Downtown Toronto

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Hi there,

I wanted to raise my concerns with GO Transit operations prior to the September 8 board meeting.

I am concerned about the number of buses being cancelled or rerouted because of congestion in and around Union Station. This diverts many riders onto a number of trains at stations outside of Union (e.g. Port Credit) that are being cancelled themselves, or simply crowded due to special events such as sports games or concerts.

This is becoming unsustainable. I understand the agency is coming under pressure due to COVID, return-to-work, turnover etc. but I don't have confidence that there's been enough done.

I myself went through the pain of travelling with two young kids in a stroller to and from a Blue Jays game this past Saturday (August 27). Since there is no weekend train service to Guelph, I opted to drive to Port Credit and take a train to Union. The process was smooth going in as I went early, but going back was a disaster. The first train available after the game was late due to an earlier disruption. The platform was not announced until 5 minutes prior, which then did not allow me to use the elevator in time to catch it. The second train out was then packed to the gills due to others who did not make the first train, and bus diversions to Port Credit. To top it all off, the elevator was out of service.

I do not believe the pressure on the system will abate for some time. COVID has not been eliminated and will continue infecting people, especially as we head into cold/flu season. More and more workplaces will shift back to the office, and on more flexible schedules. Post-secondary students will start / return to school. More and more events in downtown Toronto will occur. Construction by Metrolinx and the City of Toronto will cause additional traffic disruptions.

As such, I urge the board to start working on weekend capacity improvements in and out of downtown Toronto, including but not limited to:

- Extending train service to outer Greater Golden Horseshoe municipalities, where possible;
- Working with GTA municipalities to implement bus priority lanes similar to those made for the Pan Am Games;
- Increasing bus-train connections to GO train stations, and increasing the train service to those meet points.

Thank you. Regards,

Trevor Heywood