

From: [Martin Gallagher](#)
To: [Sarah Dessureault](#)
Cc: [Karla Avis-Birch](#)
Subject: Request to Reinstate Weekday January 2020 Levels of Service on the Metrolinx
Date: March 19, 2024 12:29:16 PM
Attachments: [image002.png](#)
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Dear Councillor Crawford,

Firstly, I apologize for the delay in getting back to you.

Thank you for sharing the Transit Executive Committee's October 4, 2023 resolution to increase GO Train service on the Lakeshore East (LSE) line to 2020 levels.

Metrolinx is constantly reviewing ridership levels to ensure we are providing the most effective service to our customers and we increase service when demand warrants and if the infrastructure is available. We are seeing some positive increases in ridership recovery on the LSE and will continue to monitor our data closely. We are also increasing construction along the LSE corridor to advance GO expansion, which will bring long-term high frequency service to Durham Region in the future.

Currently, 15-minute service is in place during the morning and evening rush hours on the Lakeshore East line, however, ridership volumes are not yet at a level to warrant all-day 15-minute service.

Recent ridership statistics show an average of only 16.5% of seats were occupied during the midday on the Lakeshore East. Within Durham Region GO stations, midday ridership activity is less than 50 passengers per trip.

Metrolinx and the province value Durham Region Transit's (DRT) partnership to help make it easier and more convenient to choose transit first. With free transfers between GO Transit and DRT, the Lakeshore East line current schedule provides frequent opportunities for easy connections between our transit services.

We remain committed to monitoring ridership to seek opportunities to improve and expand our service in Durham. Should you have any questions or wish to discuss this further, please reach out to me.

Sincerely,

Martin Gallagher

Chief Operating Officer (GO Transit and UP Express) & Chief Safety Officer

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