

**Ministry of
Transportation**

Office of the Minister

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**Ministère des
Transports**

Bureau de la ministre

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416 327-9200
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January 7, 2021

107-2020-4506

His Worship Fred Eisenberger
Office of the Mayor
mayor@hamilton.ca

Dear Mayor Fred Eisenberger:

Thank you for your email regarding the resumption of All-Day Express Bus Service in Hamilton (File #C20-023). I appreciate the opportunity to respond.

The impacts of the novel COVID-19 virus have resulted in unprecedented challenges around the world and in our province. It has affected our health, economy, community safety and everyone's quality of life.

Throughout this time, Metrolinx has monitored the ever-changing environment, including shifts in travel patterns. Currently sixty percent of Metrolinx GO Transit ridership is travelling outside of rush hour; whereas, only forty percent travelled in the off-peak prior to the enactment of the province's emergency declaration and associated measures. As a result, the agency continues to adjust services to meet demand.

Since the onset of the first wave of the virus, protecting the health and safety of the people of Ontario has been the province's top priority. In response, Metrolinx has implemented over 40 health and safety measures such as mandatory masks, seat barriers and to help keep riders safe. Measures include increased cleaning, seat dividers on vehicles, mandatory face-coverings and more than 4,000 hand sanitizers placed throughout the commuter journey.

Recognizing that we will be facing this pandemic for some time, we want to make sure that transit remains an attractive option for commuters and travellers across the region. Ridership will be closely monitored as people return to work, and adjustments will be made to ensure both the health and safety of passengers and that services meet ridership demand. The Ministry will continue to work with Metrolinx to put safety first and also get commuters, where they need to go.

Thank you again for bringing your concerns to my attention

Sincerely,

A handwritten signature in black ink, reading "Caroline Mulroney". The signature is written in a cursive, flowing style.

Caroline Mulroney
Minister of Transportation

- c. The Honourable Doug Ford, Premier of Ontario
Donald Wright, Chair, Metrolinx Board of Directors
Phil Verster, President & Chief Executive Officer, Metrolinx
Laurie LeBlanc, Deputy Minister
John Lieou, Associate Deputy Minister
James Nowlan, Assistant Deputy Minister