



*Office of the President & Chief Executive Officer*

Phil Verster

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January 11, 2021

His Worship Fred Eisenberger  
Mayor  
Office of the Mayor  
71 Main Street West, 2<sup>nd</sup> Floor  
Hamilton, Ontario L8P 4Y5

*Via Email:* mayor@hamilton.ca

Dear Mayor Eisenberger,

**RE: All-day GO bus service in the City of Hamilton**

Thank you for your letter with resolutions from the October 28, 2020 meeting of Hamilton City Council regarding Item 10.2 Appeal to Metrolinx to Resume All Day GO Bus Service in Hamilton (File #C20-023). I appreciate the opportunity to respond.

As you know, the COVID-19 pandemic has created a significant decline in ridership. As a result of this much lower ridership some of our trip options were, and continue to remain, suspended.

We recognize that Route 16A is an important link between Hamilton and Toronto, and we understand that this impacts travel times across the Greater Golden Horseshoe. We will continue to evaluate this route and others as a part of regular service change evaluations.

Be assured our teams will continue to monitor the schedule adjustments closely, adapt as the COVID-19 situation evolves, and remain committed to protecting the health and safety of our customers as we adjust services to meet demand. We hope to have further updates for you soon and will reach out to your office to discuss any updates as they arise.

Thank you again for your feedback, and for understanding our approach.

Keep well,

A handwritten signature in black ink, appearing to be "Phil Verster", written over a white background.

**Phil Verster**

President & Chief Executive Officer

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- c. Honourable Doug Ford, Premier of Ontario  
Honourable Caroline Mulroney, Minister of Transportation