



October 25, 2023

Mr. Martin Gallagher  
Chief Safety Officer  
Metrolinx  
50 Bay Street, 14th Floor  
Toronto, ON M5J 3A5

Mr. Steve Weir  
Inspector  
Metrolinx  
20 Bay Street, Suite 600  
Toronto, ON M5J 2W3

Ms. Morgan Wilson  
Team Lead, Transit Safety  
Operations  
Metrolinx  
20 Bay Street, Suite 600  
Toronto, ON M5J 2W3

**Subject: 2023 Safety Awards – Text-for-Help**

Dear Mr. Gallagher, Mr. Weir and Ms. Wilson,

We are pleased to advise that Metrolinx's *Text-for-Help Program* has been selected for the 2023 Safety Award of the - Passenger (intercity, tourist, commuter) – third party incidents category.

The Railway Association of Canada's (RAC) Evaluation Committee scored your initiative using a weighted evaluation system and concluded that it merited an award for your program to deliver a safe, reliable, and efficient transit service for your customers and communities and to help keep your workforce safe. By texting "HELP" to 77777, individuals can request assistance from anywhere on your network in the event of an incident or safety concern.

We thank Metrolinx for participating in this year's 2023 Safety Awards and for your continued commitment to develop and maintain industry best practices in safety and we congratulate you on this important recognition from your peers in the industry.

We hope that you all will be able to attend our awards ceremony that will take place during the RAC's annual holiday reception on **November 29, 2023, from 5:00 pm – 7:00 pm at the Metropolitan Brasserie in Ottawa.**

The RAC will be reaching out to officially invite each winner to the holiday reception and awards ceremony in the coming weeks. During the reception, we would like to interview each of you to discuss in greater detail your winning initiative so the RAC can post on social media channels to help give more attention to your organization's dedication to safety and to making the rail industry safer each year.

Sincerely,

Marc Brazeau  
President and Chief Executive Officer