

Spring 2008

GO

News



GO Transit's newsletter for customers

Taking it to another level with double deckers



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e've grown bigger – and taller – with 12 new double deck buses that will be on the road here by the end of April 2008. We will be getting 10 more next year, and all will run on our fast-growing Hwy. 407 bus services.

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A first for our fleet, the double deckers can seat 78 people – 46 on the upper level and 32 on the lower level – offering 37 per cent more seating capacity than our regular highway buses. This will not only improve service on our busiest routes, but will also reduce the amount of fuel consumed and harmful emissions produced per passenger.

Customers will enjoy an exceptional view from the upper level, with reclining seats to make things even more comfortable. Features of the double deckers include individually adjustable air vents and individual reading lights.

A first for our fleet, the double deckers can seat 78 people – 46 on the upper level and 32 on the lower level – offering 37 per cent more seating capacity than our regular highway buses.

The buses are also equipped for improved passenger accessibility. They each have two wheelchair locations, a kneeling (lowering)

feature, a powered wheelchair ramp, wide aisles and front door, and low floors.

The double deckers will run on Hwy. 403 and Hwy. 407 between Oakville GO Station and York University, with stops

at Square One GO Bus Terminal and Bramalea GO Station. Our Bus Rapid Transit (BRT) service along Hwy. 407 is very successful, with over 500 bus trips carrying 13,500 customers every weekday during the school year. The new buses will increase capacity to keep up with demand on this busy service.



Ontario Premier Dalton McGuinty addresses guests and media at the unveiling of the first new GO double decker bus.

Let's all do our part this Earth Day

Earth Day 2008 is Tuesday, April 22. We should all make an effort to adopt a greener lifestyle on Earth Day – and every day.

At GO Transit, we are evolving our customer communications to make them more efficient and less wasteful. We've introduced the E-News service so customers can sign up to receive timely, customized emails informing you of changes to your trips. We also make sure that our website, gotransit.com, is updated with the latest schedule and

service info. This type of communication reduces the need for printed bulletins and schedules.



We still provide printed copies of our publications (such as this newsletter), but we are gradually decreasing the quantity that we print, as more and more customers make the move to our website.

You can do your part by recycling any paper notices or brochures you pick up on trains and buses, or at stations and terminals.

Did you know?

If you are a regular GO customer aged 65 or over, or if you have a child between the ages of five and 11 who uses GO frequently, there are now two new fare payment options available to you!

We have introduced senior and child 10-ride tickets and monthly passes. Senior and child single-ride fares are half off the equivalent adult fares. The new 10-ride tickets and monthly passes offer the convenience of paying for multiple rides at once. The cost of the 10-ride ticket is the same as 10 senior or child single-ride tickets. The cost of the monthly pass is equivalent to 40 senior or child single-ride tickets, and the pass is valid between specified fare zones for one calendar month.

Stay safe on the GO

The safety of our customers is GO Transit's top priority. If you need assistance, don't hesitate to approach any staff member.

Our uniformed transit enforcement staff work throughout the system, patrolling stations, terminals, parking lots, trains, and buses. All GO front-line staff are trained in first aid and CPR, and they can help you in an emergency or notify the appropriate emergency service.

To report any incident, talk to the nearest GO staff member, or call Transit Enforcement at 905.803.0642 or Crime Stoppers at 1.800.222.TIPS. You can also call 911 in any emergency.

Here are some tips on what to do if you need help while travelling.

On GO Trains

In an emergency, press the yellow priority alarm strip near the window or in the washroom. A train crew member – usually found in the accessible railcar, which is always the fifth car from the locomotive – will respond to all priority alarm signals. You can also walk to another railcar at any time, even when the train is moving.



Uniformed GO front-line staff are trained in first aid and CPR, and can help you in any emergency.

On GO Buses

Our bus drivers are in constant radio contact with our control centre and can call for help at any time. They are also trained in emergency procedures. At night, bus drivers can let you off anywhere along the route as long as it is safe to stop.

For more about GO Transit and safety, please read our *GO Safely* brochure. It is available online at gotransit.com, or you can pick up a copy on your train or bus, or at your station or terminal.

Stacking our way to success

Thirty years ago, on March 13, 1978, GO Transit introduced bi-level railcars to North America.

The railcars were designed by GO and Hawker Siddeley Canada (now Bombardier Transportation). They have since become a common design used by several North American rail transit systems.

The passenger-friendly and innovative bi-levels helped us increase capacity in a cost-effective manner.

Not only did this new equipment allow us to carry 68 more passengers per car – 162 compared to the previous capacity of 94 – it also improved passenger flow and comfort with a new seat design, brightly lit interior, and more headroom on both levels.

The new railcars were equipped with features never before seen on a GO

Train. For the first time, an onboard washroom was available in each car. Also, doors at both ends of every railcar allowed passengers to walk through the train.

Two years later, in March 1980, our bi-levels carried 41,000 passengers on a typical weekday. Today, we carry about 170,000 passengers a day on our fleet of more than 400 bi-level railcars.

We are once again raising the roof to expand our fleet, this time with our buses (see cover story). This spring, 12 new double deck buses will take to the streets and continue GO Transit's legacy as an innovator in the Canadian transportation industry.



*Single-level passenger railcars, used by GO Transit until the introduction of bi-level cars in 1978.
Top: A modern GO Transit bi-level railcar today.*

Get ready to *GO-by-Bike to Ajax* this summer

Every Sunday this summer, starting June 1, outdoor enthusiasts are invited to take their bikes on the GO Train to Ajax, and cycle the Waterfront and Trans Canada trails westward.

GO-by-Bike to Ajax will promote healthier communities by integrating active living, tourism, and cycling with transit.

Starting the 15-kilometre ride from the Ajax GO Station parking lot, cyclists will:

- Follow the Trans Canada Trail south along Duffins Creek to the Ajax waterfront;
- Go west along the Waterfront Trail to Pickering's Frenchman's Bay and Petticoat Creek;
- Stop for a rest at Scarborough's Rouge Park; and
- End their ride at Rouge Hill GO Station.

Markers will be posted the length of the route to direct riders. Avid cyclists can add another 15 kilometres by continuing on the Waterfront Trail west along Lake Ontario, then heading north up the Highland Creek bike path to Guildwood GO Station.





Each GO Train can hold about 30 bicycles. You can bring your bike on any railcar except the accessible one.

Cycling advocate Donald Wiedman initiated this exciting project in cooperation with the Town of Ajax, GO Transit, Durham Sustain Ability, City of Toronto, Toronto Region Conservation, Waterfront Regeneration Trust, and the Trans Canada Trail.

Information and directions will be available soon at gobybike.ca and gotransit.com.



Did you know?

You can bring your bike on any GO Train during off-peak hours on weekdays, and all day on weekends and holidays. Please do not use the accessible railcar if you have your bike with you, as room on this car is needed for people who require accessible services.

Soon you can bike and GO by bus

GO Buses in the Hamilton corridor will soon be sporting bike racks, and eventually you'll be able to bring your bike on buses across the system. The user-friendly racks allow you to load and unload your bike yourself.

We're introducing bus bike racks to encourage customers to combine cycling with public transit for a healthier lifestyle and community.

Union Station at your fingertips

Our website now features an online version of the departure boards at Union Station's GO concourse and bus terminal. This new web page provides real-time information from the comfort of your home or office, or while you're en route to the station, letting you know what is going on at Union so that you can plan accordingly.

The online version of the display mimics the five-column, 13-row departure monitors. Cancelled trips are displayed in red; track changes blink; and all other exceptions are in yellow.

Time	Line	Track/Platform	Remarks	Stopping at
08:30	Hamilton QEW	22	Proceed to Bus	Hamilton Exp.
08:30	Guelph/Caledon	25	Proceed to Bus	Shepper's World - Brimpton, Stouffville
08:40	Stouffville	-	Bus Terminal	Stouffville
08:43	Lakeshore W.	-	Standby, Wait for Info	Exhibition - Mississauga
09:00	Hamilton QEW	-	Bus Terminal	Hamilton Exp.
09:10	Newmarket/Bartle	-	Bus Terminal	East Gwillbary - Bartle Term.
09:13	Lakeshore E.	-	Wait for Train Info.	Danforth - Scarborough -
09:20	Milton/Mas	-	Bus Terminal	Dixie Stn - Cooksville -
09:30	Georgetown	-	Wait for Train Info.	Brimley
09:30	Hamilton QEW	-	Bus Terminal	Hamilton Exp.
09:40	Stouffville	-	Bus Terminal	Lakewood
09:40	Richmond Hill	-	Bus Terminal	Lakewood - Richmond Hill
09:43	Lakeshore W.	-	Wait for Train Info.	Exhibition - Mississauga

08:22

A basic version of the display formatted for PDA devices, using the BlackBerry as a model, will be available soon.

Access this information at gotransit.com, where GO brings Union Station to you.

New locomotive update

On February 14, we introduced the first of our new, more powerful locomotives into service.

In April, we started running some longer 12-car trains using the new locomotives on our Milton line.

Our existing locomotives can carry a maximum of 10 railcars each.

Two new locomotives will be introduced into service per month, primarily on the Milton and Lakeshore lines.



GO takes a swing at cricket

GO Transit will be participating in the fourth annual Chartered Institute of Management Accountants (CIMA) Mayor's Trophy cricket tournament on June 28 at Sunnybrook Park in Toronto.

This celebration of cricket will promote and showcase the game, which is a popular sport among many of Toronto's diverse communities.

CIMA, in partnership with the City of Toronto's Parks, Forestry and Recreation division, will be raising funds through this event to send a group of junior cricketers from priority neighbourhoods in Toronto to cricket training in the United Kingdom. Also supporting the tournament are the

British Consulate-General in Toronto and the Royal Borough of Kingston upon Thames in Surrey, UK.

Teams representing the City of Toronto, Metro Toronto Police, the Toronto Transit Commission, Toronto Community Housing, and various Toronto media outlets will be GO's competition at this event.

CIMA is an internationally recognized premier professional association of management accountants, with over 158,000 members and students in 161 countries.

For more information about the CIMA Mayor's Trophy cricket tournament, please visit cimacanada.org.

New bus services coming soon!

We are introducing new GO Bus routes to Toronto Pearson International Airport and to Canada's Wonderland, starting this spring.

The airport service will run daily between Square One, the Richmond Hill Centre, and Pearson.

Wonderland bus trips will serve Yorkdale and York Mills.

For fare and schedule information, please visit gotransit.com, pick up a new timetable, or ask a GO employee at any station.



New accessible train stations

GO Transit is committed to making our services and facilities as accessible as possible to all Ontarians. All new train stations are designed according to current North American standards, and we are working through a plan to add accessibility features to our existing stations.

Accessible train stations allow customers with disabilities to buy their ticket or pass, board the train, and ride independently or with a companion. A passenger with disabilities needing a companion for assistance may bring one along free of charge. If you are bringing an assisting companion, your GO ticket seller can endorse your single-ride or day pass as a “party ticket.” It will be marked so two people can ride with one ticket or pass.



So far, 45 of GO's 58 train stations are accessible to customers who use mobility devices such as wheelchairs and scooters, or anyone preferring step-free access to the train, including senior citizens or people with luggage or baby strollers. For a list of all accessible stations, or to find out if your station is accessible, visit the accessibility section of our website at gotransit.com or call 416.869.3200.

These GO stations became accessible in 2007:

- Barrie South (new station)
- Cooksville
- Guildwood
- Lisgar (new station)

These GO stations became, or will become, accessible in 2008:

- Erindale
- Malton
- Meadowvale
- Lincolnville (new station on the Stouffville line)

Improving passenger flow at Union Station

As part of the major improvement program happening at Union Station, we will be replacing all three escalators on the east side of the GO concourse with three new, larger stairwells. These stairwells will help with crowding issues, improve passenger flow, and offer direct access to the Bay West teamway from the concourse and track levels.

Work will be starting on these changes in fall 2008, with the new stairwells to be in place by summer 2009. Passengers with accessibility concerns can reach the train platforms using the elevators located throughout the concourse.



Fresh from the farm to your GO station

The benefits of purchasing locally grown food and other products have been in the news lately. Farmer's markets are a great way to support local businesses, reduce dependency on long-distance freight, and eat healthier.

For GO customers, farmer's markets could be as close as your local station!

Celebrating its 17th year, the Mississauga Streetsville Farmer's Market will be open this year on Saturdays from June 14 to October 25, in the Streetsville GO Station parking lot, located at 45 Thomas St. The market's hours are from 8 a.m. to 1 p.m.

Hosted by the Streetsville Lions Club, the market has up to 20 vendors and offers a variety of products, from fresh fruits and vegetables to baked goods.

To find a farmer's market near you, please visit farmersmarketsontario.com.





Curious Commuter

Introducing our newest Q&A column for GO customers, *Curious Commuter*. Send us any questions you have about train or bus “jargon” words you’ve heard but don’t understand, or general queries about how GO works. Questions can be submitted using our online customer comment form, available at gotransit.com.

Our regular *Courteous Commuter* column, with your comments and suggestions about making GO a friendlier place, will return.

Q: What is a “cab car,” and how is it different from a locomotive?

A: A cab car has all the controls of a locomotive and carries passengers at the same time, whereas a locomotive houses the train’s engine. The locomotive and cab car are at opposite ends of a train.

Our trains use push-pull technology, and don’t need to turn around in order to start travelling in the opposite direction. Depending on the

direction of travel, either the locomotive or the cab car is in front. The locomotive pulls the train when it’s in the lead, and pushes it when it’s at the back.

Q: I’ve heard GO staff talk about something called a “consist.” What does this mean?

A: A consist refers to the grouping of all the parts of a train consisting of the locomotive, railcars, accessible railcar, and cab car.



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