

GO

News



GO Transit's newsletter for customers

Sign of the times

New plasma and LCD departure monitors are now in place at Union Station, both in the GO concourse and across the street at the bus terminal.



These new signs, similar to the type of departure boards found at airports, show passengers when trains and buses are leaving, and from which platform, and also list stations served by each bus or train.

The old system could no longer keep up with our

changing needs, nor could passengers keep up to date during service interruptions. The new signs are more dynamic and flexible than the previous ones, especially if there are disruptions to service.

Cancelled trips are displayed in red, track or platform changes are shown with blinking characters, and all other exceptions or changes are displayed in yellow. When required, additional information scrolls along the bottom of the screen.

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Our first millionth rider

September 1967

GO Transit's first train rolled out on May 23, 1967. Within four months, we welcomed our first millionth passenger, Gil Carlson. A Bell Telephone Company supervisor, she found out when she boarded a GO Train at Eglinton station, and was welcomed by Premier John Robarts when she arrived at

Union Station. In addition to a bouquet of roses, Premier Robarts (shown here) presented her with a scroll and a set of Ontario Centennial medallions to mark the occasion. Canadian National Railway's Vice-President, D.V. Gonder, presented Mrs. Carlson with a travel bag.



She's the 40 millionth rider

December 2000

After 33 years of service, GO carried, for the first time ever, 40 million passengers in just one year. To celebrate this achievement, we honoured Judith Brissett as the symbolic 40 millionth passenger. Judith was a commuter from Agincourt station and a resident of Scarborough. At a Union

Station ceremony, we presented her with a special, one-year GO pass and other gifts.

Sign of the times

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The indoor signs are higher-quality displays, while the bus platform signs are designed to be more weather-resistant. Although smaller in size, the new monitors are in more locations in and around the GO concourse.

We appreciate the input many of you have given us about the new system, and we'll be making some changes to the displays over the next few months.

Millionth rider on 407 bus service

October 2004

Our most recent "millionaire," GO passenger Maria Sysova, was the symbolic millionth rider on the Hwy. 407 bus service for 2004. A special ceremony at York University marked the occasion - the first time in any year since the service began that we have reached this milestone. York President and Vice-



Chancellor Lorna Marsden and GO Chairman Dr. Gordon Chong were among the special guests on hand for the occasion. Maria is a second-year psychology student at York University and regularly

commutes from Burlington. She was presented with a pass for one year of free travel on GO, as well as a York U backpack.

Coming up next

Here comes Kennedy

Two more stations are coming later this year, both on the Stouffville line. Kennedy GO Station will open on Eglinton Ave., next to the TTC's Kennedy subway and RT station, providing a convenient connection to the TTC. The fully accessible station will have elevator connections from the GO rail platform to the TTC's tunnel. Work is expected to be finished in June 2005.

Moving Milliken

We're relocating Milliken GO Station from the north side of Steeles Ave. to the south side to allow for better track sightlines and a bigger station which will have parking. The new station will have a full-length platform with a connecting walkway to Steeles, a station building, lighting and shelters. Work should be completed by August 2005.

What's GOing on?

We're keeping you in the know. Customer bulletins highlighting major GO Transit improvements and projects for 2005 are now available. The bulletins — one for each of our seven train lines — give you an idea about the work we're doing to make the system work better for our passengers. Bulletins are available at your GO station, and online at www.gotransit.com (click on News, then Bulletins).

Driving home safety at GO lots

Every year, over 10 million vehicles park in our lots. With so many thousands of cars parked daily, you might ask what we're doing to try to ensure that our lots are not only secure from vehicle theft and vandalism, but also safe for passengers.



The good news is just how few vehicle-related occurrences there are every year. In 2004, for example, we recorded 534 of these incidents, meaning that far less than 1% of vehicles parked at our stations were broken into, vandalized, or stolen. And we're working to make the numbers even lower.

GO Transit oversees your and your vehicle's safety in a number of ways, including routine patrols by GO's transit enforcement officers and local police, statistics gathering to observe trends, and closed-circuit television monitoring.

We've also partnered with police to help spread the word about reducing crime in our lots. Through the Lock it or Lose it program, for example, we check cars and remind passengers to lock up or hide valuables.

In addition to the things we're doing to make our lots safer, there are many

things you can do to help reduce the risk of incidents:

- Lock your vehicle.
- Hide or remove all valuables.
- Roll up windows - even a small opening can make it easier to break in.
- Consider using car alarms, "kill" switches, or steering wheel locks — they have all proven to deter thieves.
- Take advantage of our fare integration program and get a discounted ride on local transit to our stations — it's the most reliable method of safeguarding your vehicle!

By working together — GO Transit, local police, and you — we can help keep our parking lots safe and secure.

You've got e-mail E-News will help you plan

To better improve our communication with customers, we're soon introducing a new e-mail alert service to notify you of major service interruptions and routine GO info.

This voluntary opt-in e-mail service will tell you about disruptions as we become aware of them, giving you as much early notice as possible to make alternate plans for your commute. Alerts will begin by this summer, so watch for sign-up information.



A look around GO

Change for United Way

September 22 and December 8, 2004

A little means a lot. GO staff and volunteers asked riders at Union Station to donate spare change in support of United Way. Thanks to



all who donated and helped make these events a success. About 60,000 commuters pass through Union Station during the morning rush hour. If we could collect just 25 cents from each rider, it would

add up to \$15,000 going towards a great cause. This is an annual event so keep an eye out for us!

Ga-ga over Gwillimbury

November 1, 2004

Over 200 passengers came out to the new GO station in East Gwillimbury on opening morning, November 1. Harinder Takhar, Ontario Minister of Transportation, spoke to the crowd about the importance of public



transit. Also on hand were Region of York Chairman Bill Fisch, Mayor James Young of East Gwillimbury, Mayor Tom Taylor of Newmarket, and GO Chairman Dr. Gordon Chong.

Passengers were greeted with coffee, pastries, music, and giveaways. The new station is on the Bradford line, on Green Lane between Leslie St. and Yonge St. East Gwillimbury is our 54th station.

Lisgar gets a life

January 19, 2005

On a snowy January morning at Erindale station, the Ontario government and GO Transit announced plans for a new station in Mississauga. Lisgar GO Station will be on the Milton line, between Meadowvale and Milton stations.

It will be built at 10th Line and Argentia Rd. Construction is scheduled to begin this fall, and the station will be ready for riders in early 2007.

More than 24,000 passengers travel on the Milton line each weekday. It's expected that in the next 10 years, at least 800 new passengers will use the Lisgar GO Station each weekday.

"This is great news for area residents," said Transportation Minister Harinder Takhar. "Ridership on the Milton line has almost doubled over the past 10 years. When the new Lisgar station opens in 2007, this will make the daily commute for Mississauga transit riders far more convenient."



Morning over Mount Pleasant

February 7, 2005

With the sun barely peeking over the horizon, we opened our 55th station on Monday, February 7.

The new Mount Pleasant station is in west Brampton on the Georgetown line, at Creditview Rd. and Bovaird Dr. We welcomed passengers with coffee, goodies, and music while they waited for their trains. The new station has about 600 parking spaces, a kiss & ride passenger drop-off area, and a nine-bay bus loop to connect riders with GO and Brampton Transit buses.



The station is still under construction but is open for business with tickets being sold from a temporary trailer. Once the station building and elevators are built and open in early 2006, Mount Pleasant station will be accessible to passengers using wheeled mobility aids.

"Today, the commute in Brampton just got easier," Minister Takhar said at the station's opening.

GO travel

Welcome aboard!



Feel like taking a trip but never seem to have the time? Get on GO! Welcome to GO Travel — a new travel feature for GO News. In this section, we'll highlight some of the countless destinations you can explore without ever leaving the GO system. And you thought we just got you to work and back....

Destination: Port Credit

What	A quaint and picturesque “village on the lake” less than 18 km west of Toronto
Where	At the mouth of the Credit River in Mississauga, along the shores of Lake Ontario
GO station	Port Credit GO Station 30 Queen St. E., Mississauga (Lakeshore Rd. and Hurontario St.), Lakeshore West train line
To see the sights	From the GO station, walk three blocks south to Lakeshore and turn right to head towards the harbour, restaurants, shopping, and waterfront trail

With its waterfront location, small-town charm, and exceptional shopping, Port Credit makes the perfect place to visit for a day or an afternoon. Just a short train ride from Union Station, this friendly community is rich in history and offers lots of activities for the visitor.

Numerous shops, boutiques, and a beautiful harbour are all within easy walking distance of the GO station. There are also several fine dining and family restaurants offering an array of cuisines.

One of Port Credit's biggest attractions is the town's paved pathway — a haven for outdoor enthusiasts who like to walk, bike, hike, or in-line skate. This 15 km path is part of the much larger 450 km Waterfront Trail that extends from Niagara-on-the-Lake to Brockville, along the shores of Lake Ontario.

Check the GO Lakeshore timetable for train and bus times. Monthly pass holders can take advantage of our

weekend and holiday bonus and bring along a companion for free! For more information about Port Credit and the Waterfront Trail, visit www.portcredit.com or www.waterfronttrail.org

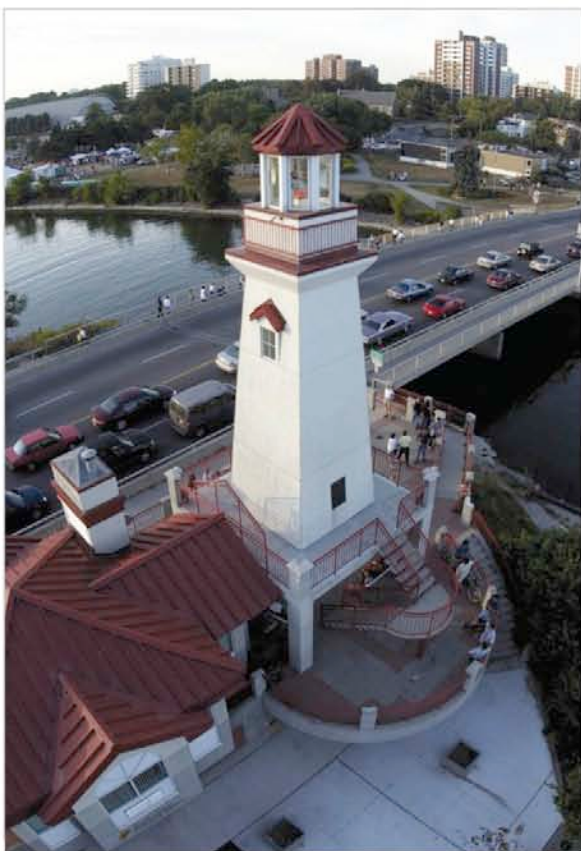


Photo: City of Mississauga



Courteous Commuter

Dear Courteous Commuter,

Why don't people take responsibility and pick up after themselves before getting off the train? Does GO do anything about this problem? There are many repeat offenders!

~ *Please Pick Up*

Dear Please Pick Up,

GO Train crews make announcements reminding passengers to please take all of their belongings (such as newspapers, packages, garbage) with them when leaving. One of the biggest changes from a few years ago is the abundance of free newspapers available now to commuters. We encourage passengers to take with them anything they brought onto their train or bus, and to dispose of or recycle their waste. If we all take our newspapers and coffee cups with us, we'll be on our way to a tidier, more comfortable ride.

Dear Courteous Commuter,

With cold and flu season still with us, I'm concerned about people who are coughing and sneezing on GO. I often notice that some riders aren't very hygienic when it comes to dealing with their symptoms, and I worry that I might get sick from their germs.

~ *Scared of Getting Sick*

Dear Scared of Getting Sick,

While we can't stop people who are feeling under the weather from riding GO, we can suggest some simple hygiene practices that can help prevent the spread of germs:

- Wash your hands or use a hand-sanitizing product before and after getting on the train or bus.
- Don't forget to carry tissues, cough drops, water, or whatever else you might need.
- If you are sneezing or coughing, please do so into a tissue as a courtesy to the riders around you.
- If your symptoms worsen or you're running a fever, think about resting at home or seeing your doctor — your fellow passengers and your body will thank you!

Whether you're sick or not, helping to prevent the spread of germs will make GO a healthier place for everyone.



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