

Spring > Summer 2006

GO

News



GO Transit's newsletter for customers



Rail passenger survey: Thank you for sharing!

GO conducted its most recent rail passenger survey in November, and the response was tremendous. Of the 40,000 surveys we handed out, 34% of you got back to us. Thanks to all of you who completed it — your feedback is important to us!

We asked you questions about our service, including how and why you ride the GO, how you get to and from GO, how you like to receive information, and your demographic information. The results help us determine ridership patterns, service improvements, and how to communicate better with customers.

We take what you have to say very seriously. We use the results of our surveys to plan new services

continues on the next page

What's inside

A look at Union Station

GO grows

A look around GO

Exploring gotransit.com

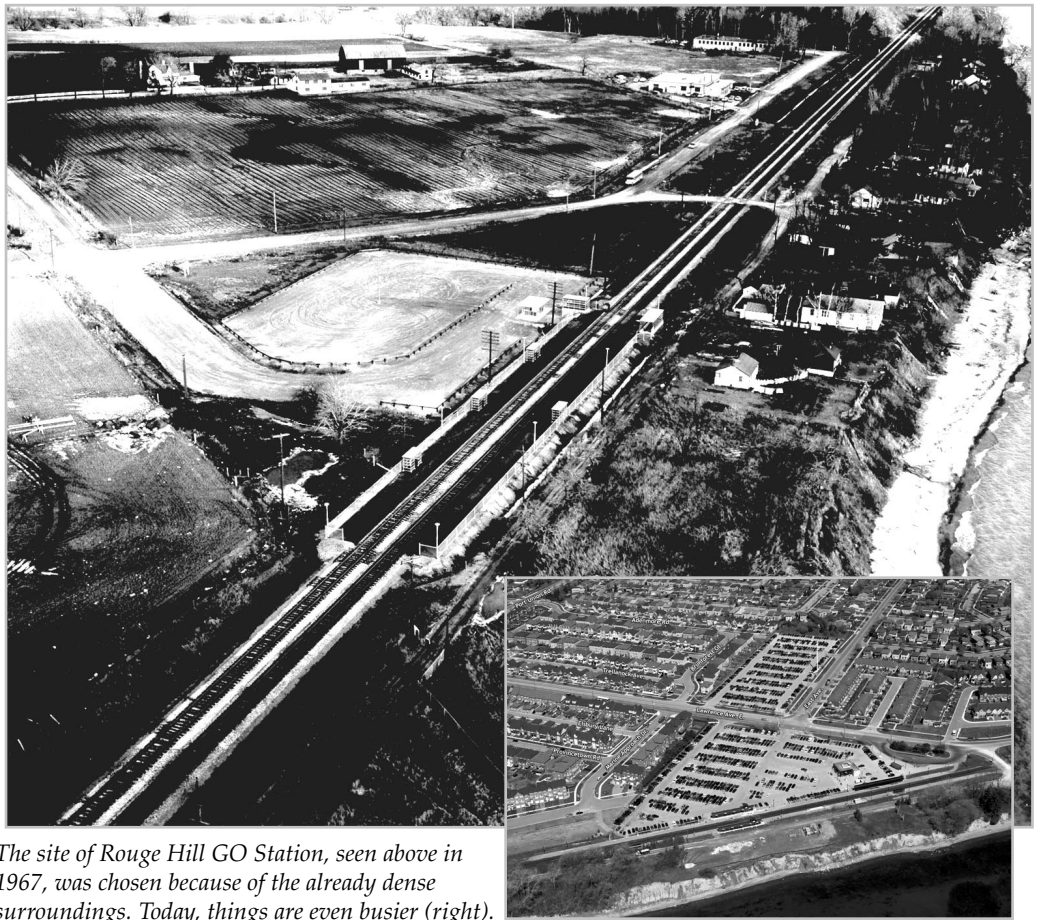
GO retro

Rouge Hill station then and now

Rouge Hill GO Station was among the first GO stations when we launched our train service in 1967.

Part of the inaugural Lakeshore line, this station was built in an already densely populated community, right along the shores of Lake Ontario. When determining where to provide rail service, we started by building stations in the busiest areas along the existing lakefront lines. Studies determined that the entire Lakeshore line, both east and west, would attract 15,000 passengers a day within the first two years.

Today, more than 5,000 customers use Rouge Hill GO Station on a typical weekday, while the Lakeshore carries almost 95,000 passengers a day.



The site of Rouge Hill GO Station, seen above in 1967, was chosen because of the already dense surroundings. Today, things are even busier (right).

Rail passenger survey

continued from cover page

and improve existing ones. In addition, the data is used for provincial, regional, and municipal planning of both transit and roads.

You may wonder why we ask some specific questions. For example, we want to know the area you live in and how you get to your station so we can plan each station according to your needs. We ask about demographic info (age, family make-up, occupation, etc.) to see who our riders are, which helps us serve passengers' needs. This information also helps communities plan around our stations. Also, we want to know where you get on and off so we can assess the impacts of scheduling and new service options. As with every survey we conduct, specific information about respondents is kept confidential. Only the overall results are shared with other transportation planning groups.

We'll continue to ask for your opinion, as we conduct more surveys — both paper and online — in the future.

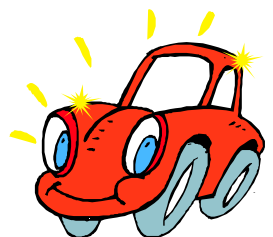
AutoShare car at Port Credit station

AutoShare is Toronto's first car-sharing network. For about \$6 an hour, AutoShare members get 24-hour, self-serve access to clean, modern cars — at over 60 locations across the city — without the hassles, costs, and headaches of ownership.

An AutoShare car is now available at Port Credit GO Station. If you live in the area, this is a convenient location to pick up a car for running errands.

If you're a regular GO Transit customer who works downtown, but you have midday meetings in the west end, there's no need to change your usual commute! Just take a Lakeshore West GO Train from Union Station to Port Credit, pick up the AutoShare car, and drive to and from your meeting. Corporate and non-profit memberships are available.

For more information about AutoShare, please visit autosshare.com.



GO grows — building for the future

GO Transit has embarked on a comprehensive rail expansion plan to respond to the growing demand for more train service. This multi-year expansion sets the stage for a bigger and better GO Transit.

We're always doing some renewal at the centre of it all — Union Station. In recent years, you've seen us add stairways and elevators, and new passenger information signs, but much more is on the way.

Major construction projects will include rehabilitation of the roof over the train platforms; a new platform will be built for tracks 13 and 14; and a second GO concourse will be created for passengers to wait in the west end of the building. We will also be replacing the tracks, modernizing the signal system to let us run more trains, and building a midday train storage yard east of the station. All of this will improve service for the customer when it's finished.

Several other big projects are also in the works across the GO system. These fall under the GO Transit Rail Improvement Program (GO TRIP) and are jointly funded by the federal, provincial, and municipal governments. They include adding miles of new track on the Lakeshore and Georgetown lines for more train service; rail overpasses that will separate GO Train service from CPR or CN freight traffic on the Georgetown, Bradford, and Stouffville lines; and improvements to allow GO Train service to extend north to Barrie.

The job is big and will take a number of years, but in good time, good things will happen for GO, our customers, and the communities we serve.

Detailed, up-to-date information will be available soon at gotransit.com — click on GO Grows from the home page. Also remember to sign up for E-News on our website to stay on top of news about your route.

Five tips on exploring gotransit.com

It's easy to explore the GO website. Everything you need can be found from the list of items down the left-hand side of the home page. Here's a look at some things you might not be familiar with:

- 5** Questions about parking or reserving a space at a GO lot? Check out the Stations and Stops section for all the answers.
- 4** Looking for an answer? Visit our FAQ for an A to Z reference on everything from accessibility to tourism.
- 3** Want the latest on what's happening at GO? See What's New in the Customer News and Media section.
- 2** Looking for a newsletter or brochure? Visit our Publications page for pdf versions of many of our publications.
- 1** Want to quickly print your schedule? All of our schedules, including our convenient quick tables, are now available in pdf format from the Schedules sections.

A look around GO

Celebrating 10 years of rail & road safety

GO and members of the Toronto Area Safety Coalition (TASC) celebrated the 10th annual



Rail & Road Safety Day on April 26 at Union Station. The event brought over 400 grade 3 and 4 GTA students together for a day of rail and road safety activities. Students got to experience a

variety of safety exhibits, including emergency simulations, a GO locomotive and railcar, safe street crossing, and a mock vehicle rollover. Toronto Police, Toronto Fire Services (above), TTC, Bombardier, and others joined GO and TASC for the fun, interactive day of events. This year, Rail & Road Safety Day took place during Injury Prevention Week and Rail Safety Week. For more information about TASC, visit torsafe.ca.

Supporting Earth Day and the 20-Minute Toronto Makeover



On April 21, GO Transit staff showed their support for Earth Day by cleaning up litter around Union Station (photo, above right) as part of the City of Toronto's 20-Minute Toronto Makeover. GO Transit encourages you to celebrate Earth Day all year long by keeping your office,

school, and neighbourhood clean! As always, please don't leave any litter behind on your train or bus, or at your station, stop, or terminal. For more information about the City of Toronto's 20-Minute Toronto Makeover, please visit toronto.ca.



Beavers & Cubs learn about safety

GO Transit is a member of Operation Lifesaver, a national public education program that works in co-operation with the Canada Safety Council, railway companies, and several other groups to teach rail safety to people of all ages. Earlier this year, Dave Wipperman, a GO employee and certified Operation Lifesaver presenter, visited a Beavers & Cubs troop to go over some of these important safety messages (above). The kids heard about the dangers of walking along train tracks, how to safely cross railway tracks, never placing objects on the tracks or throwing things at trains, reporting dangerous situations to a teacher, parent, guardian or police, and other important lessons.



upcoming events

Clean Air Day

Join GO Transit and our partners from Durham Region Transit, City of Pickering, and Ontario Power Generation at Pickering GO Station during the morning rush on Clean Air Day, Wednesday, June 7, for music, goodies, and giveaways. It's our way of thanking customers for contributing to a cleaner environment by taking transit.

KidSummer

GO KidSummer is Thursday, August 10. Kids aged 4 to 12 are invited to spend the morning at Union Station and Exhibition having fun and learning about rail safety. No need to pre-register for this free event; just be at Union Station by 10 a.m. The event will include a train ride to and from Exhibition station. Check kidsummer.com in early June for more info.

Tour Union Station during Doors Open Toronto

By City of Toronto staff



The Union Station Revitalization Public Advisory Group and the Toronto Railway Historical Association will host free tours of Union Station, Canada's most significant transportation hub. The tours are part of Doors Open Toronto, and run Saturday, May 27 and Sunday, May 28 between 10 a.m. and 5 p.m. This marks the second year that Union Station is participating in Doors Open Toronto.

Union Station is a designated National Historic Site and was built between 1914 and 1927. It was a joint project of the Canadian Pacific Railway Company and the Grand Trunk Railway (now Canadian National Railway), and consolidated their passenger rail services into one facility.

HRH Prince Edward, the Prince of Wales, officially opened Union Station on August 6, 1927. Also on hand for the

opening were the Duke and Duchess of York, British Prime Minister Stanley Baldwin, Canadian Prime Minister William Lyon Mackenzie King, Ontario Lieutenant Governor William Donald Ross, and Ontario Premier G. Howard Ferguson.

In August 2000, the City of Toronto and GO Transit purchased the assets of Toronto Terminals Railway that comprise the Union Station facility. GO Transit owns the rail tracks, platforms, and train shed. The City of Toronto owns the Union Station building.

For more information about Union Station, visit toronto.ca/union_station.

Full details about Doors Open Toronto are available at doorsopen.org.

See the GO grows article in this issue for more info on how GO Transit is building for the future.

GO travel

Will return!

In our next issue, we visit Barrie to explore the culture, check out the waterfront, and discover some of the history of the area.





Courteous Commuter

Dear Courteous Commuter,

Sometimes I want to take the GO Train downtown on the weekend and bring my bike. Is this allowed? I just don't see people with their bikes on GO during the week.

~ *Ridin' the Rails*

Dear Ridin' the Rails,

Yes, you can bring your bike on GO Trains, except for weekday trains arriving at Union Station between 6:30 and 9:30 a.m., and leaving between 3:30 and 6:30 p.m. The reason is simple — our trains are already crowded, many with standing room only. We do, however, encourage you to bring your bike on the train during off-peak times on weekdays, or on the weekend. Up to four bicycles fit in each railcar, two just inside each set of doors. Please note that bikes aren't allowed on the accessible cars. You can also ride to the station and lock your bike at one of the racks provided. Check our website FAQ for a list of stations with bicycle racks.

We'll continue to look at more ways to accommodate cyclists on our system.

~ CC

Dear Courteous Commuter,

My train is busy — too busy for me to hold seats for my friends who arrive a little later than I do. I wish I could sit with them, but I understand that it's not fair to other people who get there first. Some people, however, are always putting their bags or coats on seats to save them for others. I'm pretty sure this isn't allowed, but does everyone know it? This is a frustrating problem!

~ *Seat Unsaver-y*

Dear Seat Unsaver-y,

You're right — we do not encourage saving seats on our trains and buses. We get a lot of complaints about this, and we agree that it's not fair to riders. We remind all of you that GO operates on a first-come, first-served seating policy. Don't be afraid to politely ask people to move their belongings. We know some passengers will continue to rudely save seats, despite the inconvenience to others, and we ask your patience and tolerance in these situations. The bottom line: If you get there first, you are entitled to the seat first.

~ CC



GO News is published by GO Transit
20 Bay Street, Suite 600, Toronto, Ontario
Canada M5J 2W3
Spring > Summer 2006
Number 160 > ISSN 0226-5567



Printed on recycled paper