

Winter 2007 ➤ 08

GO

News



GO Transit's newsletter for customers

Next stop: Barrie!



Commuters in Barrie and the surrounding area have something to celebrate: GO Trains are returning!

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With service starting December 17, 2007, the Bradford line now extends to a new station called Barrie South, and the line has been renamed the Barrie line. The station is just northeast of the intersection of Mapleview Dr. and Yonge St.

The existing four morning and four evening GO Train trips on this line will start and end at the new Barrie South GO Station. Schedule information is available on our website, gotransit.com.

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We prepared for the new service throughout the fall of 2007 by running test trains along the tracks north of Bradford GO Station. These tracks had not been regularly used in nearly 15 years.

We also reached out to the community, educating residents that the tracks between Bradford and Barrie are not public property and should not be used for recreational activities like snowmobiling, riding ATVs, or hiking.

Going onto the tracks or the corridor is trespassing. Aside from being illegal, it is extremely dangerous.

Train service should make commuting to and from Barrie much more convenient for hundreds of customers.

Heavy, fast-moving trains as well as construction and maintenance equipment can be on the tracks at any time, not just when GO Trains are scheduled. We encourage GO News readers to share this

information with other members of your community who may have become accustomed to entering the areas near the tracks.

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Happy holidays from GO!



GO Transit, the Barrie Police Service, and the South Simcoe Police Service gathered in the Town of Gilford on November 6 to kick off the rail safety campaign for GO Train service returning to Barrie.

What goes on behind the scenes when there is a major service disruption?



Staff in GO's rail operations control centre work behind the scenes to keep things moving.

As a customer, you know first-hand how a major service disruption can upset your commute. Whether the cause is a five-alarm fire, a major snowstorm, or a power outage, the effect can be very frustrating.

When these delays happen, our goal is to get service up and running as quickly as possible. This often requires a lot of behind-the-scenes coordination. Whether it's helping and informing customers at stations, sending out E-News messages, making announcements, getting information out to staff and media, working with

emergency personnel and the railways, or making last-minute service adjustments to accommodate customers, it's all part of the process of getting service back on schedule. Fortunately, we have dedicated staff to help make this happen.

We would like to publicly thank our staff and our customers. Without our customers, we wouldn't be the system we have become. And if it weren't for our staff, we wouldn't be able to operate the system that we do. You may even recognize some of them: they're the face of GO.

Did you know?

On September 20, when a major fire erupted near Danforth station, our call centre took over 5,250 calls from customers.

Family holiday fun for all

There's a lot to do this holiday season in the Toronto area. From sipping hot apple cider to ice fishing, the possibilities are endless. To help you spend more time playing and less time planning, we have listed a few winter excursions that will cover every age group and activity level.

Many of these activities are accessible by GO Train or GO Bus. Make sure to check schedules and fares when you're planning your excursions. Happy holidays!

Stouffville Country Market

Browse and discover items at Ontario's original flea market.

www.stouffvillemarket.com

2.3 km from Stouffville GO Station

Air Canada Centre, Toronto

Cheer on your favourite team or see renowned musicians perform live.

www.theaircanadacentre.com

At Union Station

Chudleigh's Apple Farm, Milton

www.chudleighs.com

Farm closes for season Dec. 24

Will Farms Christmas Tree Farm, Hamilton

www.leeacademy.com/familyfarm.htm

Bronte Creek Provincial Park, Oakville

Tobogganing, cross-country skiing, and skating.

www.ontarioparks.com/English/bron.html

Kortright Centre, Woodbridge

Blaze your own trail cross-country skiing.

www.kortright.org



*Photo by Frederick Schuett
One Axe Pursuits, Guelph*

Cannings Fish Hut Co. Ltd., Barrie

Ice fishing on Lake Simcoe.

www.fishinontario.com/icefishing/lakesimcoe/cannings

Within 5 km of Barrie Bus Terminal and Barrie South GO Station.

One Axe Pursuits, Guelph

Scale a frozen waterfall!

www.oneaxepursuits.com

1.7 km from Guelph Bus Terminal

New Year's Eve events

Family First Night, Aurora

www.e-aurora.ca

0.8 km from Aurora GO Station

New Year's Eve 2007, Brampton

www.brampton.ca

0.7 km from Brampton GO Station

New Year's Eve 2007, Toronto

www.toronto.ca/special_events

1.1 km to Nathan Phillips Square skating rink from Union Station.

Happy New Year from GO Transit

On New Year's Eve, Monday, December 31, GO Transit will once again offer free GO Train and GO Bus service on all routes from 7 p.m. until service ends that night.

Trips will run according to the special holiday schedules available online at gotransit.com or at your local GO station.

We will offer some extra late-night trips to accommodate those who

wish to ring in the New Year with friends and family.

"Through this offer of free travel and extra late-night service on New Year's Eve, we encourage people to celebrate responsibly by not drinking and driving," said GO Chairman Peter Smith. "Let GO drive you home."

We would like to wish all our customers a very happy and safe New Year.

Bring a date on the GO

Here's a great incentive to leave your car at home on the weekend and take GO to social events and activities: if you have a GO adult monthly pass, you can bring a friend along for free on weekends!

In addition to the peace of mind of letting GO do the driving while you unwind on the weekend, and the convenience of free parking at most GO stations and bus terminals, GO adult monthly pass holders can take advantage of this offer that will save money.

Check our weekend schedules at gotransit.com to plan your next date on the GO.



A look around GO

Lisgar GO Station opens on the Milton line

On September 4, GO's 57th train station opened on the Milton line between Milton and Meadowvale GO Stations. Lisgar GO Station serves the communities of Lisgar, Churchill Meadows, and surrounding areas.



Former Transportation Minister Donna Cansfield was joined by GO Chairman Peter Smith;

Mississauga West MPP Bob Delaney; Mississauga Mayor Hazel McCallion; Mississauga Councillor Pat Saito; and Greater Toronto Transportation Authority Chair Rob MacIsaac to officially open the station, which will eventually serve more than 800 passengers per day.

Many Lakeshore West train trips extended to Aldershot

During fall 2007, we began running more of our Lakeshore West trains farther west to Aldershot GO Station. Previously, many weekday trips began and ended at Burlington GO Station, and the terminus point for all weekend trips was Oakville GO Station.

Now, most weekday trips and all weekend trips serve stations all the way from Oshawa to Aldershot.

Weekday rush-hour trains – three trips in the morning and four trips in the evening – still serve our westernmost train station in Hamilton. Throughout the day, GO Buses provide convenient service between Aldershot and Hamilton.

This service improvement is a direct result of GO Transit's expansion program funded by the Government of Canada, the Province of Ontario, and the Greater Toronto Area municipalities.

CPR Holiday Train brings cheer and supports food bank

The CPR Holiday train made its annual stop in Toronto on the evening of December 3. GO Transit and the Daily Bread Food Bank hosted the event in Toronto's Distillery District.

The train was decked out in holiday finery, and a railcar served double duty as a concert stage for rock band Wide Mouth Mason and pop singer Melanie Doane to entertain the crowd of winter revellers.



Attendees were encouraged to bring non-perishable food items to place in the large bins at the event. GO's head office staff participated in a food drive throughout the month of November, and collected over 3,800 lbs. of food for this worthy cause.

Weekend bus service in Durham Region extended to Goodwood and Uxbridge

This fall, we extended our weekend and holiday Stouffville GO Bus trips to serve the communities of Goodwood and Uxbridge. The new service provides a convenient transportation alternative for more

than 160 riders each weekend.

Our agreement with Durham Region Transit (DRT) makes transit simple,

convenient, and affordable by integrating GO Bus services in the region as part of the DRT system. DRT customers may travel on GO Buses within Durham Region with a DRT ticket, pass, or transfer. Customers must show DRT fare while boarding, or pay the regular GO Transit fare. When travelling on GO Buses beyond Durham Region, customers are required to pay the

appropriate GO fare (cash, tickets, or passes). Please contact GO or visit gotransit.com for more information about our fare agreement with DRT.

GO hits a new ridership record!



2007 will be the first calendar year in which GO Transit carries more than 50 million riders on its trains and buses.

This achievement shows how quickly our ridership is growing. In December 2000, we celebrated the first time we carried over 40 million passengers in one year. This means that our annual ridership has increased by 10 million in just seven years!

We have a major expansion program in the works to accommodate 50% more riders that we expect will get on the GO within the next 10 years. For information about the work we're doing to give you more room on our trains and buses, please visit the GO Grows page on our website, gotransit.com.



Sending the right signals



The current signalling system at Union Station dates back to the 1920s.

On November 9, GO Transit marked a milestone moment in our history when we awarded a \$281-million contract for the design, supply, installation, and commissioning of a new, modern train control signals system for Union Station.

The current signalling system dates back to the 1920s, and was designed to handle passenger train traffic at that time. It no longer meets the demands of modern-day rail operations.

The new signals system will improve train reliability at Union Station, enhance communications, offer more flexible train scheduling, and allow us to add more trains.

"This new signals system is long overdue," said Ontario Transportation

Minister Jim Bradley. "As the new signalling is installed, GO commuters can expect fewer winter delays, speedier entries into the station, and more reliable service."

The project is financed by the Province of Ontario and the Government of Canada.

Design work began in December 2007, and the project is expected to be substantially complete by 2012.

For more information and updates about this and other exciting work going on at Union Station, please visit our website at www.gotransit.com/unionstationrenewal.

GO in the snow

At GO Transit, we are proud to be known as a safe, convenient, and reliable transportation service for commuters in the Toronto area.

Our goal is for our trains to run on time, but extreme winter weather can sometimes challenge us to meet expectations – both yours and our own.

We know that delays disrupt your routine and leave those who depend on you wondering where you are. Despite our best efforts, these interruptions are a reality in winter.

We have published an updated version of our *GO in the Snow* brochure, which explains some of the most common types of weather-related train delays, as well as what we're doing to improve.

The brochure also contains some tips for customers to make sure they get where they need to go, whatever the weather is sending our way.

Pick up your copy of *GO in the Snow* at your station or on your train or bus. You can also check it out online at gotransit.com.



Lisgar – GO's new green station

On September 4, when we opened Lisgar GO Station on our Milton line, GO got greener!

As a part of our commitment to the environment, this station is one of several GO facilities to go green.

The design of Lisgar GO Station incorporates several environmentally friendly features:

- The use of recycled building materials in the construction of the facility;
- In-floor radiant heating powered by natural gas;
- Energy-recovering ventilation;
- High-efficiency windows, doors, lighting, and plumbing fixtures;
- Automated interior and exterior lighting controls;
- An environmentally friendly storm water management system that improves the quality of the storm water generated by the site;



Former Minister of Transportation Donna Cansfield officially opens Lisgar GO Station.

- Better indoor air quality through the use of environmentally friendly paints and solvents;
- A soon-to-be built wind turbine to supply power for the station.

GO Transit, the Province of Ontario, and Greater Toronto Area municipalities worked together to fund the construction of this station, which will eventually serve about 800 passengers each weekday.

For more facts and figures about GO and the environment, please visit: gotransit.com/PUBLIC/aboutgo/enviro.htm.

Save time this holiday season: Buy your bus tickets in advance!

To avoid long line-ups out in the cold while waiting to board your GO Bus, we suggest that you purchase your tickets or passes in advance, at Union Station, a GO Bus terminal or a GO Transit ticket agency near you.

This will shorten everyone's wait to get on the bus, and will help our drivers stay on schedule: two things everyone will appreciate during this cold, dark time of year.

gotransit.com:

Your destination for holiday service news

Every year, GO adjusts its train and bus service on the days surrounding statutory Christmas and New Year holidays. We run more trips earlier in the day, since many of our customers leave work early. We also reduce the total amount of trips offered, as many people take extra days off around this time. And, we offer special late-night trips on New Year's Eve, when service is free!

The publication of our special holiday schedules is always a much-anticipated event. We strive to get this information out to our customers as early as possible.

Here's a tip to help you get the information you need sooner: check our website, [gotransit.com](http://www.gotransit.com). Special holiday schedules, and customer bulletins explaining the changes, are posted to the web as soon as they are available.

We also print copies of the schedules and

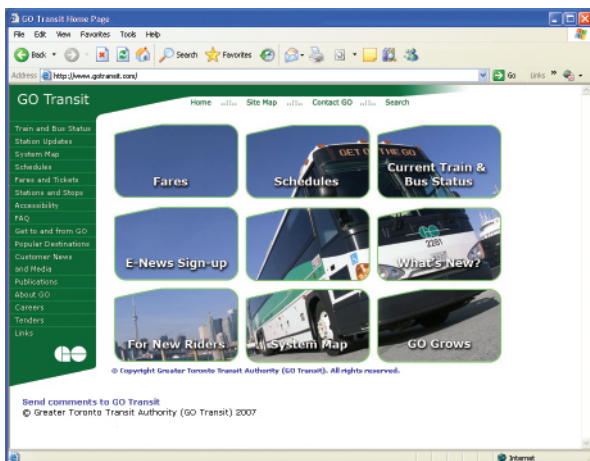
bulletins and deliver them to stations for customers to pick up, but this process generally takes several business days.

As an organization with a strong environmental conscience, we are aiming to reduce the amount of paper we produce, especially items like customer bulletins that are

generally checked briefly and then discarded.

Our website is your best bet to get the latest news, earliest.

Here's a tip to help you get the information you need sooner: check our website, [gotransit.com](http://www.gotransit.com). Special holiday schedules are posted to the web as soon as they are prepared.





Courteous Commuter

Dear Courteous Commuter,

One of my pet peeves is idling cars in parking lots. Pollutants are unnecessarily emitted when people sit in their cars with the engine on while they wait for their train to arrive. GO should reinforce the message that idling cars are harmful to the environment, and suggest other ways for customers to stay warm.

~ Peeved About Parking Pollution

Dear Peeved About Parking Pollution,

GO makes an effort to be environmentally conscious, and we suggest that our customers do the same by turning off their car engines once they park. We understand that it can get extremely cold in the winter, but there are other ways to stay warm.

Commuters can wait inside the station building or in the wind-blocking shelters on the platforms, and remember to bundle up! Parked cars will stay warm for several minutes

after the engine is turned off. Just think, if everyone takes the small step of turning off idling engines, it will make a big difference in the amount of emissions polluting our air.

~ CC

Dear Courteous Commuter,

I take the 5:07 train from Oshawa every morning. It's a pretty early start, and in winter it's even harder to get going in the morning. But once, as I was taking my seat, a fellow commuter smiled and said good morning. Surprisingly, it really brightened my day. So I decided to start saying good morning to the people sitting near me to see if it worked for them too. This may be something other GO riders want to consider doing. Just think about how much more productive we could be if we all arrived at work in a good mood!

~ Content Commuter

Dear Content Commuter,

Thank you for this story. A friendly greeting improves the mood of both the person who gives it and the person who receives it. Adding a bit of morning cheer to your commute is usually a great idea – just remember that not all GO riders are morning people.

~ CC



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