

GO News

GO Transit's newsletter for customers

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Mikey on the GO

Customers are in good hands

GO Streetsville Bus Facility

This new LEED facility houses and services over 200 buses including our double decker buses



Printed on recycled paper



Mikey on the GO

Customers were the first priority when GO made the heart-healthy decision to partner with The Mikey Network and the Toronto EMS Cardiac Safe City program to install public-access defibrillators, called MIKEYs, across the system.

A MIKEY can save the life of a person whose heart has stopped beating and is suffering from cardiac arrest. The device delivers an electronic shock to the heart through the chest wall to restore the heart to its normal rhythm. This shock can increase the chance of survival if it is applied in the first critical moments after a sudden cardiac arrest.

With about 100 MIKEY units installed throughout the network, GO customers are in good hands. These devices can be found on all accessible rail passenger cars (the fifth coach from the locomotive) and at many stations, all placed in publicly accessible areas so they are readily available.

These simple-to-use defibrillators provide a voice command with step-by-step instructions, so even a novice user may administer CPR and, if necessary,

Signs of cardiac arrest

A person may be experiencing cardiac arrest when he or she is:

- Suddenly not responsive, especially when called or tapped on the shoulder.
- Not breathing when you tilt the head back and check breath for at least five seconds.

(www.heartandstroke.on.ca)

- 2 | Mikey on the GO
- 2 | Signs of cardiac arrest
- 3 | How to use a MIKEY defibrillator
- 4 | GO Forward
- 5 | Centennial College's School of Transportation receives retired GO Bus
- 6 | GO Streetsville Bus Facility
- 6 | Fare increase means improved and expanded service
- 8 | Curious commuter

a shock to a cardiac arrest victim's heart.

As part of our standard safety procedures and to ensure the well-being of our customers, all frontline staff are trained in CPR and first aid. With the installation of the MIKEYs, personnel on board GO Trains and station attendants at train stations with a MIKEY unit have been trained by Toronto EMS on how to use the defibrillator. Customers can also access the defibrillators in an emergency.

With an annual ridership of 55 million passengers, installing public-access defibrillators across the GO system just made sense.



How to use a MIKEY defibrillator

There are three basic steps to using a MIKEY defibrillator to treat someone who may be in sudden cardiac arrest.

In case of emergency call 9-1-1

If the victim is not breathing...

1. Turn on MIKEY defibrillator.
2. Apply electrode pads.
3. Follow voice prompts.



For information on The Mikey Network, please visit www.mikeynetwork.com.
For the Toronto EMS Cardiac Safe City program: www.cardiacsafecity.org.

GO Forward

Our commitment to providing GO customers with an outstanding travel experience is the focus of our recently developed *Strategic Plan – GO 2020*.

GO Transit's vision for the future is to be the preferred choice for interregional travel in the Greater Golden Horseshoe. Together with the MoveOntario 2020 Provincial investment and the Regional Transportation Plan introduced by Metrolinx, the track is being laid that will take GO well into the future.

The *Strategic Plan* includes a number of visions, goals, and service strategies, which will guide us in achieving our objectives annually through to the year 2020. One aspect of this plan is increasing service to meet community needs as they continue to grow – this means more frequent service, consistent travel times, and enhanced reliability.

Customers may have noticed that many of the projects that will allow GO to achieve these visions and goals are already underway or projected to start in this next year. Projects nearing completion include: introducing longer, 12-car trains on more routes; building new tracks on the Lakeshore line; building multi-level parking structures; and improving and modernizing historic Union Station.

There is a lot of work to do, but lots to look forward to. The future begins now.



Centennial College's School of Transportation receives retired GO Bus



Late last year, GO donated a retired bus to be used as a training tool by students enrolled in the Truck/Coach and Heavy Duty programs at Centennial College's School of Transportation. Many students in this program go on to work at transit systems across the region, including GO.



GO Streetsville Bus Facility

At the end of February, GO opened an environmentally friendly, state-of-the-art bus facility in Streetsville. This new facility houses and services over 200 buses including our double decker buses, and is the first silver LEED (Leadership in Energy and Environmental Design) certified building at GO, as recognized by the Canada Green Building Council.

In addition to the numerous benefits to the environment, this building also benefits GO Bus customers. With the opening of the Streetsville facility, we can now store and service hundreds of buses in our west region.

Previously, many GO Buses were travelling each day from our north Toronto bus garage, which has been at capacity for many years. With an ever-increasing ridership demand in the west, opening a bus facility in Mississauga will save fuel and fleet mileage, and help minimize maintenance requirements. As GO ridership continues to grow, the Streetsville Bus Facility has the capability to expand as well.

What does the silver LEED certification mean for GO? It means that we are leading the way in sustainable green building and development practices.

We recognize that the decisions we make today will have a major impact on the world we'll live in tomorrow. Changing attitudes and shifting mindsets are putting the environment at the forefront of GO's plans – both today and in the future.

Fare increase means improved and expanded service

On March 14, GO Transit fares went up by a flat rate of 25 cents per adult ride. The needed fare increase will help cover our operating costs and provide more services needed to accommodate a growing ridership, including more bus and train service; improving service reliability; and allowing ongoing equipment maintenance.



Curious commuter



Q: While on the GO Train, I like to multitask – listening to music, returning voicemails, and checking my emails on my BlackBerry. However, sometimes my fellow passengers give me unpleasant glances. Do you have any tips on how I can get my tasks done without disrupting others?

~ A Multitasker

A: Some of the benefits of riding GO are that you can either relax or take advantage of your commute time to do work or study. Thank you for being concerned about your fellow passengers!

We do have some simple tips that should please your fellow commuters:

- When chatting on your phone or listening to music, try to keep your volume low.
- If your phone call is not urgent, waiting until you are off the train or bus may be an option to consider.
- Switching your cell phone or BlackBerry to vibrate may be less distracting to others.
- When chatting with a fellow passenger, use a soft voice.
- Remember, lowering your voice and adjusting your music volume not only benefits your fellow riders, it protects your own privacy!



~ CC

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