

GO News

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GO Transit's Newsletter for Customers

fall 2011



Keeping You in the Know.



A Division of METROLINX

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Join GO's online customer panel

Let GO Know, GO's online customer panel, is looking for more panelists! Over 5,000 customers have already joined, but we're always recruiting new members to help ensure that riders from all across the GO system are represented and their thoughts are heard. Whether you take the train on the weekend or the bus all week, your opinion is important.

Being a part of Let GO Know will give you a voice during an exciting time of transit expansion and improvement in the Greater Toronto and Hamilton Area. Sign up now at www.letgoknow.com.



Passenger Charter: our promises to you

Nearly a year ago we launched the GO Transit Passenger Charter – a set of five promises we've made to you, our customers.

From on time improvements, to making your ride more comfortable, we're sharing all of it with you online. If you haven't visited the Passenger Charter section of our website recently, be sure to check it out to see what we've accomplished and what we're doing to continue improving.

Visit gotransit.com/promise to find out more.





The tower crane is up!

This past August, a tower crane was erected high above the Union Station train shed roof, over the train platforms and tracks. This massive crane was installed in sections over a single weekend and marks a significant milestone in the restoration of the historic train shed.

The crane will be used for the installation of the steel and glass atrium portion of the new roof and allows for faster, more efficient construction, with less disruption to you - our passengers - and GO service.

The crane will be onsite for the entire duration of the atrium construction, which is expected to be completed by the end of 2014.

Stay tuned for updates on this incredible project!

Get ready to GO in the Snow



Winter is just around the corner. We're getting prepared and will help you get ready too.

Watch out for GO in the Snow – our guide for travelling on GO in the winter. The guide will soon be available as a printed booklet available on trains, at stations and bus terminals and also on our website. You will also be able to get service status information and updates on gotransit.com when an extreme weather alert is issued.

Stay tuned!

The Extraordinary World of Chagall

GO Transit and the AGO have partnered to offer GO customers a discount off admission to see masterpieces of Chagall and the Russian Avant-Garde. The collection from the Centre Pompidou in Paris, features works by Chagall, Kandinsky and other Russian visionaries.

Marc Chagall, Double Portrait with Wine Glass (Double portrait au verre de vin), 1917–18. Oil on canvas, 235 x 137 cm. Collection of the MNAM, Centre Pompidou, Paris. © Adagp/Centre Pompidou, Mnam-CCi / Dist. RMN. © SODRAC 2011 and ADAGP 2011, Chagall



By presenting your GO ticket, pass or PRESTO farecard at the AGO box office, or visiting ago.net/gotransit and using the promotional code: GOAGO, you will receive 20% off exhibition admission to the exhibit or \$20 off a Family Membership to the AGO from October 18 to December 24, 2011. It's easy to visit the places you want to go.

Find GO schedule information easier!

You asked, we listened. Soon, you'll notice changes to GO schedule information in print, online and on signage at stations and terminals. These changes will make it easier to access the schedule information you need and enhance your GO travel experience.

The new printed schedules will be easier to understand through a helpful 'how-to read' section, clearer route maps, simpler route identification and a larger font size.

Online schedules will also undergo significant changes in the overall design, while making it easier to read and access the information you need.

At train stations and bus terminals, redesigned schedule signs, maps and station notices will make accessing information at these locations quicker and easier.

Several GO Bus route names will be changing and route numbers will be added to trips that currently don't have one. These changes will help make getting the schedule and route information you need easier.

These changes are just the beginning of a number of improvements being made to help make accessing GO schedule information easy.



MYSTICAL. MAGICAL. MYSTERIOUS.
THE EXTRAORDINARY WORLD OF CHAGALL

chagall

AND THE RUSSIAN AVANT-GARDE

MASTERPIECES FROM THE COLLECTION OF THE CENTRE POMPIDOU, PARIS

Lead Sponsor:  **Sun**
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See masterpieces from the Centre Pompidou without travelling to Paris

From October 18 - December 24, GO customers will receive 20% off admission to Chagall and the Russian Avant-Garde or \$20 off an AGO Family Membership.

Present your GO ticket, pass or PRESTO farecard at the AGO box office
or visit ago.net/gotransit and use promo code: **GOAGO**

It's easy to visit the places you want to go.

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Pour plus de renseignements, veuillez visiter le site
gotransit.com ou composer un des numéros ci-dessus.

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GO's Transit Safety is 15 stronger

Fifteen new Transit Safety Officers were sworn in as special constables on October 3 at Union Station. In front of family, friends and veteran officers, GO Transit's newest recruits swore under oath to preserve the peace and prevent offences to the best of their abilities.

Trainees undergo a rigorous 16 weeks of training in safety, enforcement and customer service before becoming Transit Safety Officers. Transit Safety Officers are appointed as special constables by the Commissioner of the Ontario Provincial Police in order to obtain limited police officer powers as defined by the OPP. Transit Safety Officers are held to a high level of professionalism and accountability through the conditions of their appointment and a strict code of conduct.

Just last month, probationary Transit Safety Officers Michael Walton and Anthony Lafrate assisted a distraught customer in tracking down her purse, which was lost on the GO system. These officers went above and beyond to put the customer first. "We are supposed to put ourselves in the customer's shoes," commented TSO Walton, "The goal is to get the customer home safe."

This is just another example of how we're taking your safety seriously.

Join us in welcoming our newest Transit Safety Officers.





The Pickering bridge opens soon

Earlier this year, GO Transit began construction on a 250-metre, fully enclosed pedestrian bridge to connect the Pickering GO Station and an office tower currently being built on the north side of Highway 401.

Once complete, the bridge will provide the residents of Pickering and GO commuters with a safe and convenient way of crossing the highway. GO passengers will also have easy access to an additional 500 parking spaces which will be available adjacent to the new office tower.

Some additional touches still need to be made to the bridge, including encasing it in exterior glass, before it is open to the public in November of this year.

During the final phase of the project, in spring 2012, the bridge will be wrapped in a metal shroud, which is a light and durable shell.

In addition to other recent upgrades at the station, including a new station building and redesigned bus loop, the pedestrian bridge will help make Pickering GO Station a modern and commuter-friendly link between multiple modes of transportation.

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