

GO News

gotransit.com

GO Transit's Newsletter for Customers

winter 2011



Keeping You in the Know.



A Division of METROLINX

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Join GO's Online Advisory Panel and Have Your Say

Coming soon, we're inviting you to join our new Online Advisory Panel so you can tell us your thoughts and ideas about riding on the GO.

Going live this spring, the panel will provide a quick and easy way for you to give us feedback and have a say about GO services. Through surveys, your voice will be heard and will contribute to our decision-making process for making improvements and developing new initiatives.

Being a part of the panel is free and we encourage all of our customers to join – whether you take the GO Train to work every weekday, or hop on a GO Bus once in a while on the weekends, your opinions are unique and important to us.

When the panel officially launches this spring, we will begin holding monthly draws for prizes – you need to sign up and participate to be eligible to win!

We will be sure to let you know when sign-up begins. Visit gotransit.com/surveys for more information.

Introducing GO in the Snow on GO Transit TV!

Have you ever wondered how we clear snow off the tracks or how we make our buses safe for traveling in the winter?

Jennifer Singh, GO Transit's own transit reporter gets to the bottom of it in our new 'GO in the Snow' video. In it, she introduces you to Mike, Director of Rail Services; Barry, Manager of Bus Services; and Karen, Customer Communications Leader.

The first of many informative videos about riding with GO, our experts

explain what we're doing to make your winter commute easier and safer: Mike shows you how we keep switches clear of ice and snow; Barry explains how we make our buses safe; and Karen tells you how we communicate important service information.

Visit gotransit.com to watch the video and learn about getting on the GO in winter. Stay tuned for more GO Transit TV videos in the future.



Union Station Revitalization Update



Phase one of construction on the Union Station train shed revitalization has been underway since January 2010 and will continue through this summer. Our main priority is to ensure there are no disruptions to GO operations while still proceeding with the planned construction activities. The construction zone, which includes train platforms 24 and 25, is currently closed to ensure a safe and contained worksite.

Once this phase is completed later this year, the closed tracks and platforms will reopen and the first section of the new glass atrium will be in place – a significant milestone! The new facility will meet modern standards while maintaining the historical significance of the building and creating a better commuter experience for passengers – one that is faster, more comfortable and easier.

The most noticeable aspect of the project is the new roof and glass atrium that will allow natural light to stream through to the passenger platforms. These changes have many benefits in addition to beautiful aesthetics, including reducing the concentration of rainwater run-off

and generating electricity to offset the needs of the station.

We will keep you in the know of the construction progress every step of the way until the project is completed in 2014.

An MP40 Locomotive Milestone

On January 18, 2011, for the first time in GO Transit history, all 42 trains in operation were pulled (or pushed!) by an MP40 Locomotive. This is a major milestone for GO.

Behind the scenes, Rail Services has successfully completed the four-year transition of the locomotive fleet from the

older F-59 to the MP40. The newer MP40 locomotives use the best, cleanest diesel technology available, meeting all EPA Tier 2 Emission Standards. Also, these engines have the ability to pull 12 bi-level coaches, instead of the standard 10. This means greater passenger capacity on trains, delivering more people on time.



Random Acts of GO-ness

Have you experienced an amazing feat of customer service while traveling on the GO? Has a GO employee – or fellow passenger – gone above and beyond to help you or done something to brighten up your day?

Every month, we will publish new stories on our website. Visit gotransit.com to read about some of the incredible experiences your fellow commuters are having on the GO.

If you have a Random Act of GO-ness story you would like to share with us, send it to yourstories@gotransit.com.

A passenger on the Lakeshore East line told us about Sylvia's (at right) Random Act of GO-ness. She helped a customer retrieve her belongings that were left behind on a train.



Sylvia, Station Attendant

Follow GO on Facebook and Twitter!

GetontheGO

It's Carpool Week! Visit www.smartcommute.ca and register for the free Carpool Zone ride-matching service and start saving today!

PRESTO is getting ready to bring the GO Transit card and Smart Ride F during the coming year from 9:30 a.m. to 9:00 p.m. on weekdays.

Check out our GO on the Move app! <http://www.getontheGO.com> is the easiest way to get on the GO.

Go to www.getontheGO.com to learn more about the app and how to use it.

Get a discount on your fare! Visit www.getontheGO.com to learn more about the app and how to use it.

GO Transit is looking for people to help us improve our services. Visit www.getontheGO.com to learn more about the app and how to use it.

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Become a fan of GO on Facebook and follow our tweets on Twitter to find out about promotions, contests and upcoming customer appreciation days.

We're always working to make sure these applications give you the info you want and become tools that you can use to help make your experience with GO a better one.



facebook.com/Get.on.the.GO



twitter.com/GetontheGO

LIFE DEPENDS ON IT.



WATER

THE EXHIBITION

PRESENTED BY



RBC
Blue Water
Project



SPECIAL OFFER FOR GO RIDERS!

**\$5 OFF EACH ADMISSION TO
WATER: THE EXHIBITION**

OR

**\$20 OFF A FAMILY MEMBERSHIP
to the Royal Ontario Museum.**

Valid March 5 to September 5.

**Buy tickets online at www.rom.on.ca/water
and use promo code **GO2WATER****

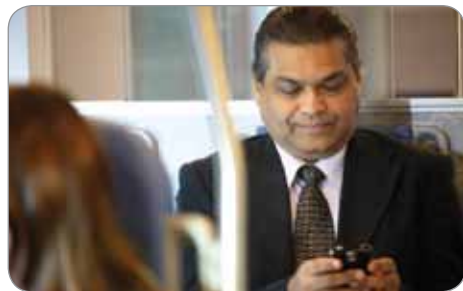
Water is organized by the American Museum of Natural History, New York, and the Science Museum of Minnesota, St. Paul, in collaboration with the Royal Ontario Museum, Toronto, Canada; Great Lakes Science Center, Cleveland; The Field Museum, Chicago; Instituto Sangari, São Paulo, Brazil; National Museum of Australia, Canberra; San Diego Natural History Museum; and Science Centre Singapore with PUB Singapore.

Offer valid from March 5 to September 5, 2011, for any online purchase of any ticket type or one-year family membership. Not valid on Friday nights after 4:30 pm. For online purchases, go to the "Buy Tickets" or "Become a Member" area of www.rom.on.ca/water and enter promo code GO2WATER. Applicable to new members only. Cannot be combined with any other offers. Principal photography © Daniel Ehrenworth.



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GO Keeps You in the Know with SMS Text Messages



You can now receive E-News messages by email or SMS text. We are keeping our promise to keep you in the know with timely and relevant service information.

E-News messages, either by email or SMS text, include information on service status, service improvements, new schedules and station updates. You can also receive information about contests and surveys.

The messages are fully customizable and allow you to select your train line, station or bus route. You can also choose the time of day, such as morning or afternoon peak-periods, that you want to receive service updates.

Sign up to receive SMS text messages on your mobile device at gotransit.com/enews.

Great News for Kitchener-Waterloo, Guelph and Acton Residents

We're expanding our rail service on the Georgetown line to Kitchener-Waterloo, Guelph and Acton, with service scheduled to begin by the end of 2011.

and two evening trains will run between Kitchener-Waterloo and Union Station.

To begin offering train service by the end of the year, we're building new infrastructure. This includes a storage facility in Kitchener and ticketing services at new stations in Acton, Guelph and Kitchener. Two morning

Coming next issue:

- Update on electrifying the GO network
- Touring GO Transit's Control Centre

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Toronto, Ontario, Canada, M5J 2W3

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