



# GO in the Snow

Your guide to winter on GO Transit



A Division of METROLINX

# GO in the Snow

With temperatures dipping and snow in the forecast, GO is a safe and comfortable choice for commuting during winter weather. We're committed to getting you where you need to be, so let us do the driving while you relax, especially when it's snowing.

Winter weather can be difficult for many types of travel, including GO Trains and GO Buses. On an average winter day, we expect it to be business as usual on the GO. When the weather turns nasty, we're prepared to help you get to where you need to go and we will keep you in the know with information affecting your trip.







# Get on the GO to get through winter

Taking GO in the winter means you leave the driving up to us. As with any mode of transportation in winter weather, there will be times that weather-related problems will have an effect on GO service. You hear us talk about these issues, and we want to explain what they mean and tell you what we're doing to improve.

## When we talk about...

**'Frozen' switches** happen when ice and snow build up between moving rails, blocking and freezing the switch. Switches allow trains to move to other tracks in areas where we have more than one set of tracks, such as Lakeshore West.



**Mechanical issues** that trains and buses face are similar to some of the challenges other vehicles experience in winter, such as sticking doors and ice and snow build-up.



## What we are doing...

- Across our system we continue to add fans that blow hot air on to the switches to prevent them from freezing.
- We have high-pressure snow-blower trucks that drive along the tracks to remove snow.

- A storage yard east of Union Station allows GO to store trains nearby so they don't have to travel through as much snow and ice to get back to Union Station for the afternoon commute.
- We keep our trains at a certain temperature when not in use to make start-up easier in the cold mornings and prevent mechanical issues.

## When we talk about...

**Salt** helps reduce ice build-up, but it can also cause problems with GO equipment, such as salt collecting in the doorways, causing them to stick.



**A ripple effect** of delays can happen when one late train (even by a few minutes) causes delays to dozens of other trains. Year-round, GO runs a tight schedule to offer as many trips as possible and, as a result, severe winter weather can have a major impact on GO service.



**Responding and communicating** is a top priority when there is a problem with our trains or buses. We work as fast as we can to find out the reason for a delay and how soon we'll be back on schedule so that we can let you know.



## What we are doing...

- Snow melting systems have been installed beneath many platforms, reducing the amount of salt we need to use and keeping stations clean and safe for you.

- When the weather gets really bad, GO has a plan to reduce delays and offer the best type of service for you.
- Earlier trips, trains making all stops and keeping stations open later are all options we will consider to get you where you need to go in extreme winter weather.

- E-News updates are customized to your trip and give you timely information affecting your ride.
- Service updates on [gotransit.com](http://gotransit.com) are updated in real time.
- Our Customer Contact Centre has up-to-date information about your trip and can help you find alternatives in challenging weather conditions.
- Trip status updates are available on electronic display monitors at Union Station.

# Taking GO in severe winter weather

## The weather

We promise to keep you informed about any weather-related changes to our schedules. In cases of very severe winter weather – the type that usually only occurs a couple of times each year – we will run a special schedule.

## A special schedule

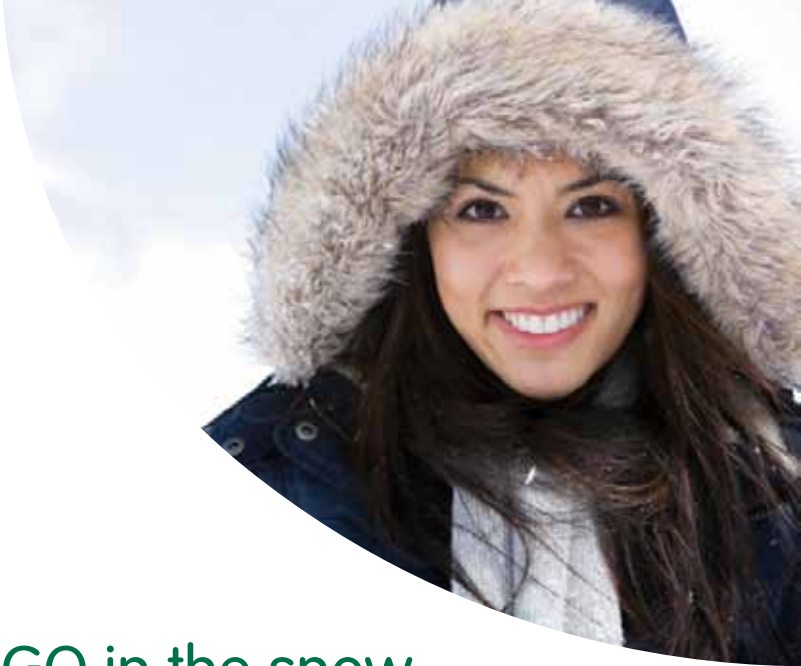
The goal of a special schedule is to run as many trips as possible to get you to your destination. That means express train trips become all-stop, local service to ensure that everyone has commuting options. It would also include earlier trains home, while buses would do their best to wait for you and connect with trains to accommodate as many passengers as possible.

If we decide to run a special schedule, we will keep you in the know with E-News messages, information on the Service Updates webpage, announcements at stations and on your train and through the media.

## At our stations

We know that it's not just about getting you where you need to be, but also about making your whole trip as comfortable as possible. In severe winter weather, we keep GO stations open late and offer a warm place for you to wait for your bus or ride home. We also work around the clock to clear parking lots, sidewalks and platforms of ice and snow to ensure your journey is a safe one.





## Make GO in the snow that much easier

Making sure you are prepared for traveling in the winter is important to us. Here are a few tips to keep in mind when winter weather is in the forecast:

- Check the Service Updates page at [www.gotransit.com](http://www.gotransit.com) for up-to-date service information.
- Sign up for E-News to receive updates affecting your trip.
- Stay tuned to CP24, 680News and other media outlets for GO Transit service updates and weather forecasts.
- Give yourself extra time to get to your destination and take an earlier trip if possible.
- Carry important contact information and necessities for your comfort.
- Arrange for back-up child or pet care so if you need it, it's there.
- As always, please contact us if you have any questions.

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