

GO News

GO Transit's newsletter for customers

gotransit.com • fall 2008



NEW bike racks
are now on GO Buses

Parlez-vous français?

Schedule and fare information, along with news and bulletins, is now available online in both official languages



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Bike racks on buses give you more options

New bike racks are now on GO Buses serving two routes in the Hamilton corridor.

Look for the new racks on the QEW express buses between Hamilton GO Centre and Union Station GO Bus Terminal, and the buses that connect Hamilton GO Centre with the Lakeshore trains at Aldershot GO Station. Bike racks will be introduced on the rest of our bus routes next spring.

The bike racks, located on the front bumper of the bus, can each carry up to two bicycles. There is no extra charge to use them, and availability is on a first come, first served basis. If the rack is full, please wait for the next bus. Customers are responsible for loading and unloading their own bikes.

Folding bicycles in proper carrying cases can be stored in the underfloor luggage compartment, if available.

We're making it easier to combine biking and GO Transit travel by offering new amenities and services to our customers. This new, cycle-friendly initiative lets our customers take their bikes on our bus service any time of day. For more information, please visit the Bicycles page at gotransit.com.

Happy cycling!





Parlez-vous français?

Since June, visitors to gotransit.com have been able to view our website in either English or French. Schedule and fare information, along with news and bulletins, is now available online in both official languages.

Printed train and bus schedules are also available in French, and our French-speaking staff in the contact centre can provide information by phone at 416.869.3200 or 1.888.GET ON GO (438.6646).



Parking grows at busy GO stations

In early September, GO Transit opened more than 800 new parking spaces at two of its stations. Burlington GO Station now has about 600 more spaces in a new, multi-level parking structure, while Barrie South GO Station has 200 more spots as a result of an expansion.

Burlington GO Station's multi-level parking structure, the first of its kind for GO, increases the station's capacity to more than 2,100 spaces and provides high-density parking at an already busy station. This structure is located in the north parking lot and has an elevator available to service all levels.

High-density parking is just one new initiative GO Transit is working on to improve the way customers get to our stations.

Announcements on buses improved

To make sure our customers are getting all the information they need, we've reviewed our policy on GO Bus driver announcements.

Since May, our drivers have been announcing every bus stop as they approach them. This is in addition to the existing announcements drivers make prior to bus departures, at all major terminals, and at trip end-point locations.

With the help of these additional announcements, our riders can get where they want to go with greater ease.

Man's best friend at Union Station

Customers may have noticed an increased canine presence at Union Station. As part of an agreement between GO Transit, the City of Toronto, Toronto Police Services, and other law enforcement agencies, Union Station is now a training environment for police dogs.

This busy environment was selected to train the dogs for a variety of circumstances. The dogs will be escorted by their handlers, who are specially trained police officers, and each dog will become an expert on a specific emergency situation. All dogs will become familiar with large crowds, as well as the sights, sounds, and smells of a large train station.

These are highly skilled animals that have been specifically trained to help with particularly stressful situations. Customers encountering any of these dogs and their handlers are reminded not to approach or pet the dogs.





Important safety alert for GO customers

It's a busy time at GO. We are involved in many construction projects along our routes and at our facilities, and it is more important than ever for our customers to obey posted railway signs and signals. Failure to obey these signs is dangerous and illegal.

Never walk over a railway crossing when the gate is down and the lights are flashing. Allow yourself extra time to get to your train platform if necessary whenever there is construction at your station. Keep an ear out for the sounds of an approaching train and remember to always be aware of your surroundings. GO Transit thanks you for your patience as we continue to work to improve service.

For more information about GO Transit and safety, please read our GO Safety brochure. It is available online at gotransit.com.

New GO Bus service for Stoney Creek and Milton

GO Transit recently launched bus service on two new routes.

In June, we introduced express weekday bus service between Stoney Creek and Burlington GO Station, connecting to Lakeshore West GO Train service to and from Union Station.



New weekday service between Milton and Bronte also began at the end of June. Buses serve Milton GO Station, the carpool lot at Bronte Rd. and Hwy. 407, and the Bronte GO Station to connect with Lakeshore West GO Train service.

We've also added more bus trips in Guelph, Acton, Georgetown, Brampton, and Malton. For more information, please visit our What's New? page at gotransit.com.

GO Transit opens Lincolnville GO Station

On Tuesday, September 2, GO's newest train station opened with passengers boarding the 5:18 a.m. southbound train to Union Station. Lincolnville GO Station, located at Bethesda Sideroad and 10th Line on the Stouffville line, extends this service even further into York Region.

This new station offers Stouffville and Uxbridge area residents even more options to get on the GO. This fully accessible station, with parking for 150 vehicles, is just one of the many projects GO is working on to improve transit services for our customers.



GO Transit Chairman Peter Smith helps open Lincolnville GO Station

New train and bus platform numbers for Union Station and bus terminal

Train and bus platforms are being renumbered at Union Station starting in early October. The new numbers will not include letters, making them more traveller-friendly and easier to read and remember. Please check the electronic departure boards and listen to announcements to make sure you are getting on the right train or bus, as your platform number will have changed.

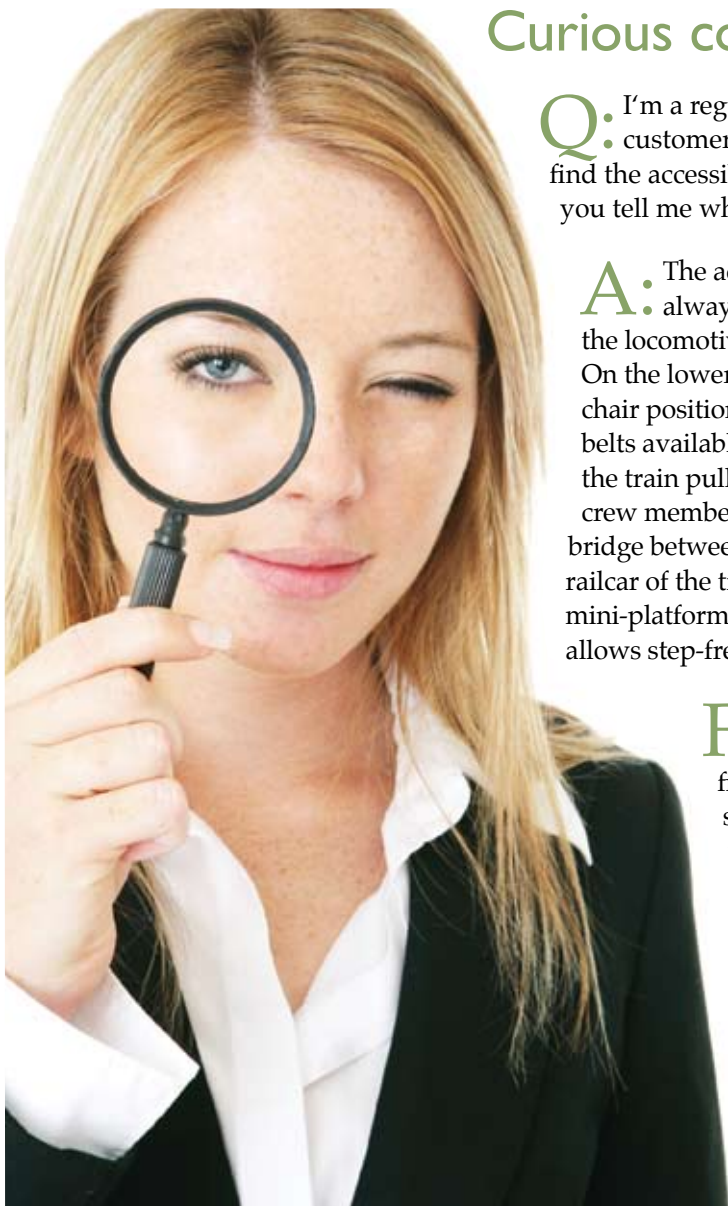
This is only a small part of the Union Station renewal project. You'll notice that we're updating signs to show the new platform numbers. Signs in and around Union Station, including those in the GO concourse, the Great Hall, the teamways, and the VIA concourse, will change to improve accessibility features and make it easier to navigate the station.

Curious commuter

Q: I'm a regular GO Transit customer, but I can't seem to find the accessible railcar. Could you tell me where it is?

A: The accessible railcar is always the fifth car from the locomotive end of the train. On the lower level it has wheelchair positions and retractable belts available for use. When the train pulls into the station, a crew member places a portable bridge between the accessible railcar of the train and the raised mini-platform at the station. This allows step-free access to the train.

For more information, and to find out if your GO station is accessible, please visit our website at gotransit.com. Click on the Accessibility tab on the left-hand side of the home page and follow the link to the information about accessible train service.



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