

Officially opened in 1927, Union Station in downtown Toronto is Canada's busiest transportation hub, welcoming 65 million GO Transit, VIA Rail and TTC passengers annually. Union Station is also the heart of the GO Transit network: 96 per cent of GO Train commuters ride to and from Union Station in downtown Toronto, and approximately 180,000 commuters pass through the GO concourse every day. Since it opened in 1979, the GO concourse has undergone a series of modifications and upgrades, including better access to platforms with more stairways and elevators, electronic signs that display trip information, and a dedicated Customer Service Centre.

We're excited to be moving forward with an extensive, multi-year project that will revitalize Union Station – maintaining the historical significance of the building, while creating a better commuting experience for our passengers.

The most noticeable aspect of the revitalization project will be the natural light streaming through the new roof and glass atrium that is being built over the passenger platforms and railway tracks.

We will also be rebuilding the GO concourse and linking it to a new concourse on York Street.

UNION STATION GO BUS TERMINAL

Union Station GO Bus Terminal is located across the street from the main building, at 141 Bay Street, and has been in service since March 2003. There are 561 bus trips arriving at or departing from this terminal every day, up from 275 when it first opened. GO Bus drivers and Customer Care Coordinators ensure the smooth functioning of operations at the bus terminal.

GO TRAIN STATIONS AND BUS TERMINALS

GO Transit's network of train and bus services is connected by 61 train stations and 16 bus terminals. Each station and terminal is equipped with amenities to facilitate and enhance passengers' travel experience. Common features include elevators and escalators, ticket vending machines, bicycle racks with shelters and kiss & ride passenger drop-off areas.

Station attendants at GO stations not only sell tickets and passes, but are also customer service experts and excellent sources of information regarding travel routes and lost and found articles.

GO passengers boarding trains can get line-specific trip information from LCD monitors at stations and real-time trip departure information from Union Station's electronic boards.

Many stations feature bicycle racks and covered shelters, providing a convenient option for customers wishing to cycle to their station. GO has adopted a station access strategy that encourages customers to get to and from GO stations on foot, by bicycle or on local transit.

GO TRANSIT CONTROL CENTRE

The GO Transit Control Centre (GTCC) is located at 141 Bay Street near the Bay Street entrance of the Union Station Bus Terminal, and consolidates our Rail Operations, Contact Centre Operations and Bus Operations Centres into a coordinated, multi-functional environment that ensure GO improves and enhances our passengers' experience, reliability and communication. The interim GTCC will allow us to provide a better, smarter and faster service delivery to our customers.

A new, permanent state-of-the-art consolidated centre that will also be home to our Station Services and Transit Safety departments is expected to be completed by early 2014.

