






UNWRITTEN RULES OF
**PUBLIC
TRANSIT
ETIQUETTE**
WRITTEN DOWN



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TRANSIT
ETIQUETTE**
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Dedicated to all **#EtiquetteFail offenders. We couldn't have written this book without you.**

 GO Transit  @GOtransit  @gotransitofficial

FOLLOW US ON SOCIAL MEDIA

Tag us and use **#EtiquetteFail** to tell us about public transit etiquette offenses.

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Don't sweat it

Contents

Keeping your commute comfortable and stress-free is one of our top priorities.

This book is the result of countless hours of research and analysis by our top etiquette scientists (aka our riders). Through carefully curated lessons and tutorials, it aims to inform and educate the public transit masses on the most pressing etiquette-related matters that matter.

And moving forward, proper etiquette will matter even more. With more frequent service to more stations, there will be more opportunities to create even more better etiquette.



ANNUAL RIDERSHIP
70 MILLION+


REPORTED #EtiquetteFail
142,428+


BUSES
550+


TRAINS
586+


HOVERCRAFT
0


COVERAGE
11,000+
SQ KM

Inspired by true events, this book is written with the help of a collective of concerned GO riders.

GO riders are a humble, tenacious, and sometimes cheery lot. This book is curated and written (and possibly overanalyzed) based on their personal stories of restraint, courage and occasional bewilderment in the face of etiquette adversity.

WINSTON F. Lakeshore West Line	NADIR A. Route 96	MELISSA C. Lakeshore East Line	MARIAM K. Richmond Hill Line	HARUTO B. Route 29	EITAN Y. Lakeshore East Line
COBY L. Route 37	HERBERT T. Milton Line	SAFINA K. Route 38	DAVID T. Route 31	WANG W. Route 61	NATHAN H. Route 65
LUCAS T. Stouffville Line	RUSSEL W. Barrie Line	STEPHANIE T. Lakeshore West Line	CATHERINE M. Route 11	MIKE S. Stouffville Line	ELNAZ P. Route 15
CARL M. Richmond Hill Line	NADINE P. Route 12	ZDENKA J. Richmond Hill Line	SHANNON A. Lakeshore East Line	RICO T. Route 46	AFSHIN H. Route 15
HINATA Y. Route 92	RJ E. Route 66	ALEX V. Barrie Line	GUSTAV L. Route 71	KATHERINE B. Barrie Line	YAW A. Milton Line
SUMMER P. Richmond Hill Line	EMMANUEL O. Richmond Hill Line	ROY M. Lakeshore East Line	JAE E. Route 91	DOMINIK B. Lakeshore East Line	SYBIL A. Lakeshore East Line
EMMA B. Route 11	REMIE G. Milton Line	SHARYN B. Lakeshore West Line	CAMRON T. Stouffville Line	KATE F. Lakeshore West Line	CRAIG F. Stouffville Line
JACK T. Stouffville Line	LORETTA L. Route 65	MARY P. Route 33	THOM Y. Route 93	NOELLA C. Route 63	ZARENE S. Route 51
ADDISON Y. Richmond Hill Line	ALLAN T. Route 45	LORNE K. Route 34	ED O. Lakeshore West Line	JØRGEN S. Route 15	COSMO C. Barrie Line
VLADIMIR R. Barrie Line	PAUL W. Milton Line	IRAJ E. Lakeshore East Line	COLIN G. Route 81	FANG Y. Stouffville Line	SARA K. Barrie Line
BERNIE B. Lakeshore East Line	CARLY A. Barrie Line	ATIYEH B. Lakeshore East Line	MI N. Stouffville Line	BEN E. Kitchener Line	RYAN S. Route 27
SOPHIE T. Route 11	JACQUI F. Lakeshore East Line	ARJANG E. Route 66	JONNY G. Barrie Line	MASSIMO N. Route 47	JACQUELYN P. Route 15
AINSLEY L. Milton Line	LORRIE Z. Lakeshore West Line	VANESSA J. Route 70	PHILIP S. Route 45	MAZIYAR N. Route 47	EVAN W. Lakeshore East Line
LUTHER V. Milton Line	KYLE W. Route 36	JENNY K. Stouffville Line	JI S. Route 60	SARVIN H. Lakeshore East Line	MARLEE M. Route 31
WANDA R. Route 93	MANAHAN A. Richmond Hill Line	JULIE K. Barrie Line	FATIMA L. Route 81	LEIGH F. Lakeshore West Line	JARED K. Route 67
RAJ D. Lakeshore West Line	FRANK M. Route 11	PRASHANTHA R. Route 32	HAMZA H. Route 30	VICTORIA H. Route 11	DIEGO B. Route 16
DONNY B. Barrie Line	GEORGE L. Lakeshore East Line	JOYCE N. Route 11	DEAN H. Lakeshore West Line	CATHY K. Lakeshore West Line	DINA G. Kitchener Line
RAGNER K. Lakeshore East Line	MARY M. Route 68	SEANNA S. Route 40	SAMRA K. Lakeshore East Line	JOANNA C. Barrie Line	ELLE L. Lakeshore West Line
MACEO P. Route 33	LUCA S. Stouffville Line	GARY P. Lakeshore West Line	PATRICIA U. Route 11	MANFRED Y. Lakeshore East Line	NASEEM G. Kitchener Line
HADLEY C. Richmond Hill Line	ANDREW B. Barrie Line	NATASHA G. Barrie Line	MEHDI M. Lakeshore East Line	ASHIND T. Route 27	IRIS R. Route 52
ZEKE P. Route 81	GABRIELLE T. Milton Line	ADAM G. Barrie Line	LIDIA V. Route 90	ASAL R. Route 48	ELOÏSE V. Milton Line
PIPER G. Lakeshore West Line	SHEENA M. Richmond Hill Line	INDIANA G. Barrie Line	JAKE B. Stouffville Line	ZHANG W. Stouffville Line	DURI A. Route 38

Sitting



@GOtransit #EtiquetteFail : Seat slouching so his head can rest on headrest, earphones on, eyes closed & bag on adjacent seat. Infuriating!

11:15 AM - 29 Aug 2017



There are countless ways to sit, almost all of which require some kind of seat.

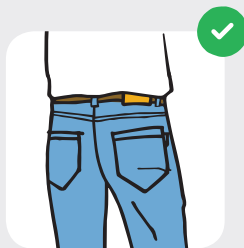
That said, there are only a few proper sitting options for public transit. In this chapter, we'll explore how to make sure you're always sitting pretty on public transit.

How to seat

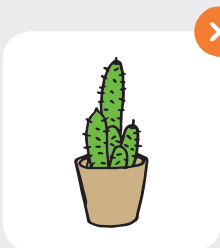


- 1 Locate seat.
- 2 Walk to seat.
- 3 Bend knees.
- 4 Lower buttocks until contact is made with seat.
- 5 Seat.

What goes on seats



BUTT



CACTUS



BACKPACK



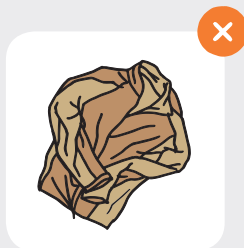
RUSTY MUFFLER



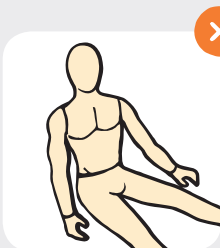
BRIEFCASE



CURLING ROCK



JACKET



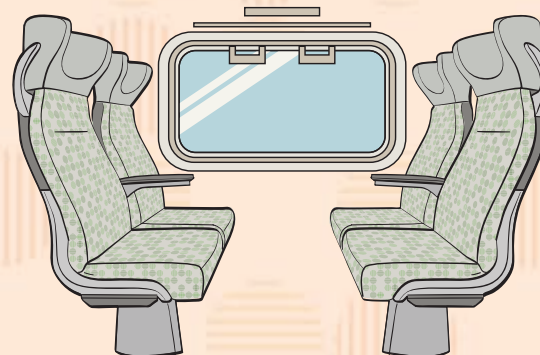
MANNEQUIN



GROCERIES

Quad Goals

A quad is a grouping of four seats facing each other in the train.



Wait for your quad-mates to settle in before beginning your commute routine.

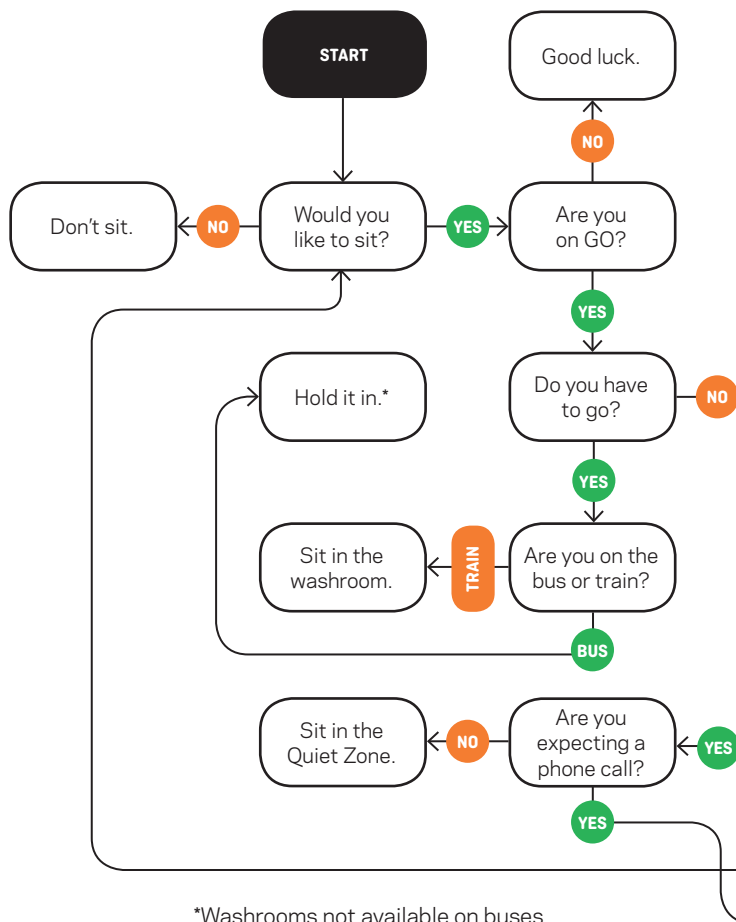
Once you pick a quad, stick with your quad, even as the train empties out.

Refrain from working your quads in the quad.

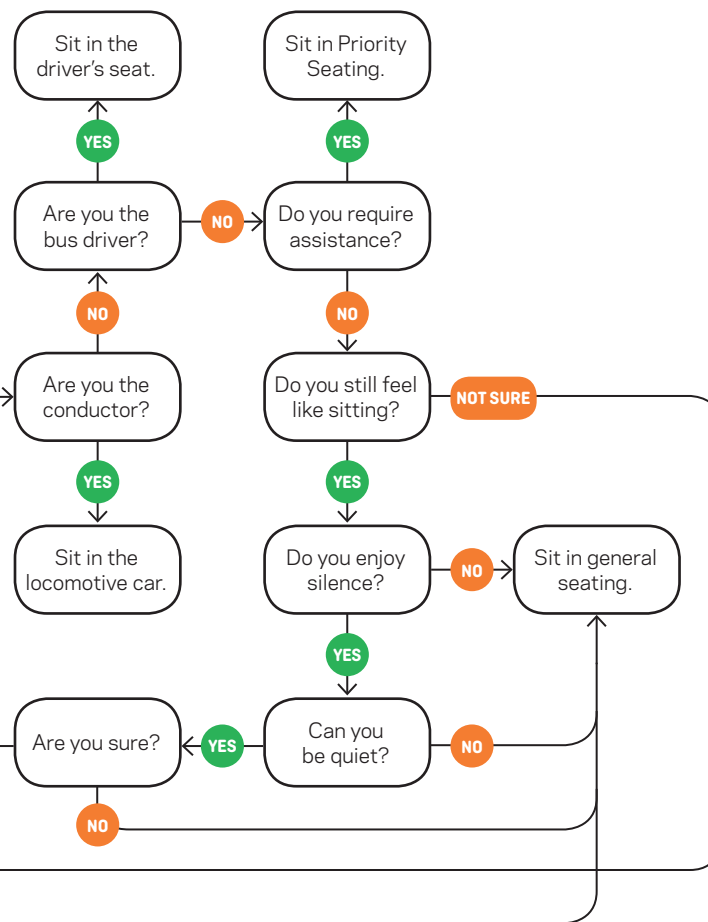
Don't heckle opposing quads.

Only rub elbows figuratively.

Appropriate seating zone



decision-making flowchart





**Manspreading*
is the practice of
opening one's legs
so far that they
'spread' beyond
the confines
of the seat.**

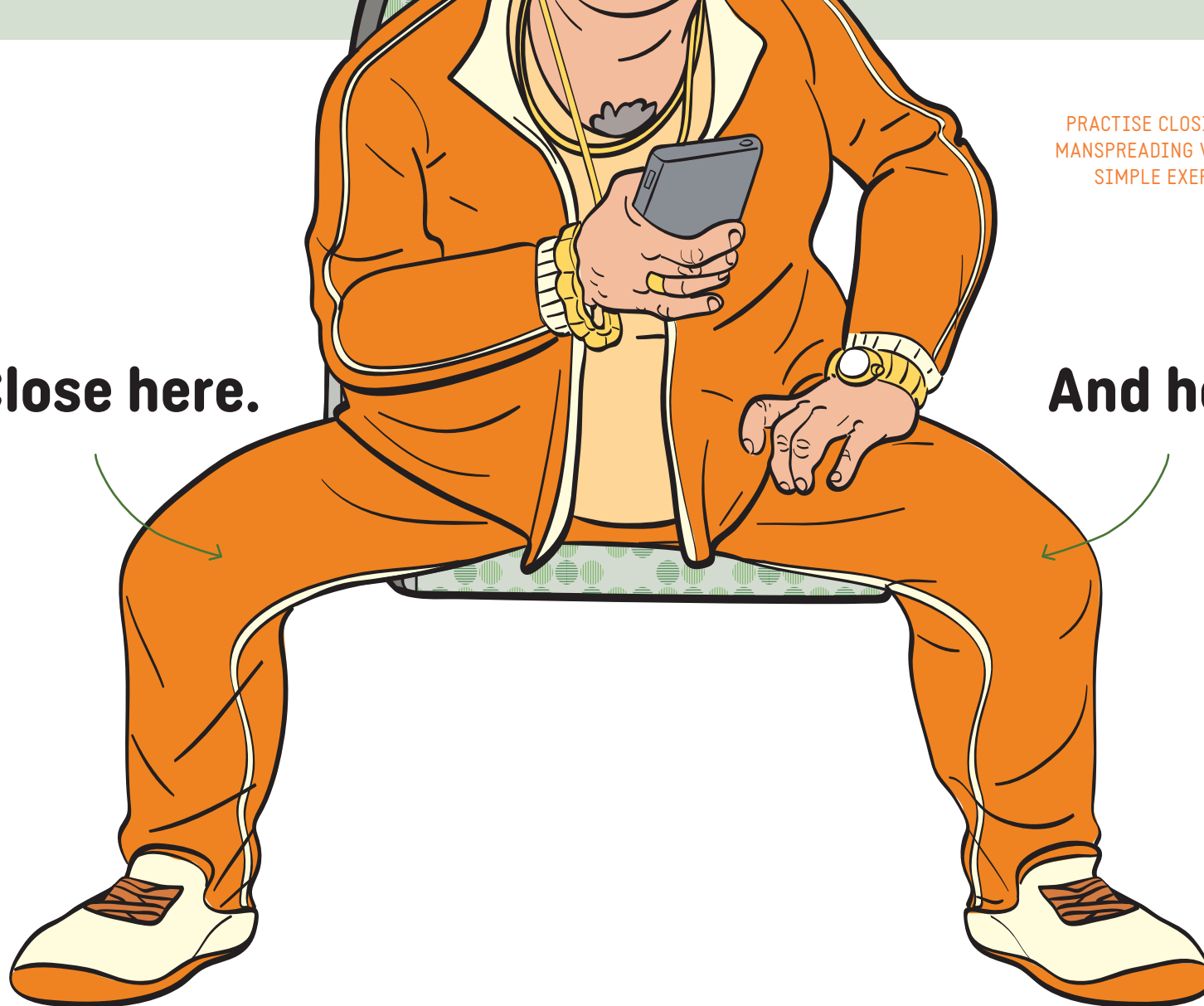
Manspreading can be uncomfortable for passengers sitting next to you, and unsettling for those sitting across from you.

*Contrary to popular belief, women are also capable of manspreading. In retrospect, perhaps 'manspreading' isn't the right nomenclature. Nomenclature. Big word.

PRACTISE CLOSING YOUR
MANSREADING WITH THIS
SIMPLE EXERCISE.

Close here.

And here.



Feet



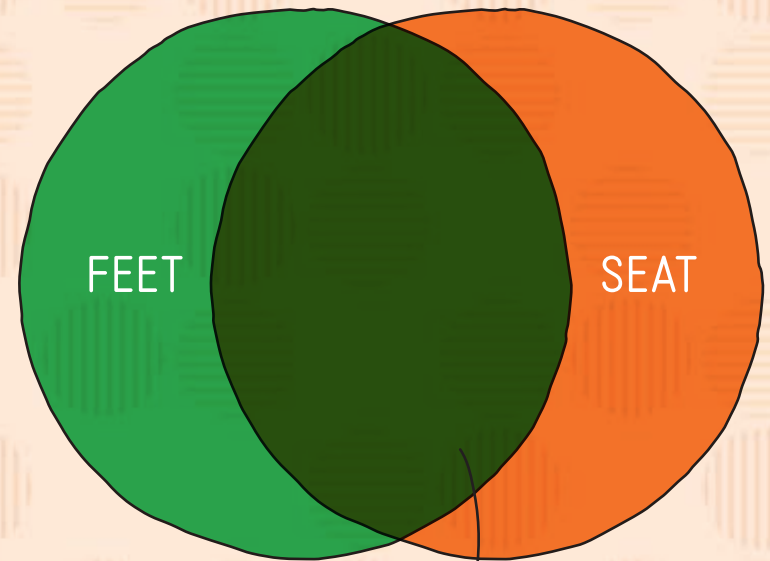
If you wanna put your feet on the seats just make sure you buy an extra ticket for them. **#EtiquetteFail**

2:34 PM - 17 Aug 2017



Since their invention by Charles Darwin, feet have become two of our most beloved extremities.

They help us walk, skip, skip rope, and even hop. But once in our seat, feet tend to be less useful and the subject of much controversy. In this chapter, we'll get a leg up on what to do with our feet on public transit.



#EtiquetteFail

AN ILLUSTRATED GUIDE OF WHAT NOT TO DO WITH YOUR FEET.*

*Also including, but not limited to: kicking the back of a seat, putting feet on your own seat, putting feet on the headrest in front of you, putting feet on an adjacent seat, on an adjacent person, on the ceiling, on the windowsill, and all other non-feet-on-floor variations on all GO Trains and GO Buses.



1

Feet on
opposite
seat

○ Feet

2

Bare feet
on seat



3

Feet on
armrest



4

Dirty feet
on seat



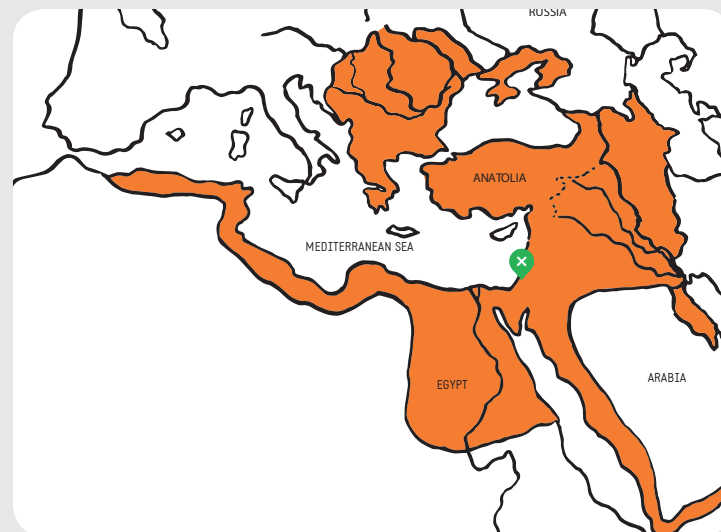
THE OTTOMAN

The ottoman traces its roots all the way back to the Ottoman Empire.

Since its introduction into culture, this humble footrest has cemented itself amongst the most revered pieces of furniture. Over time, the ottoman has seen countless iterations, including a less sturdy 3-legged design, as well as the addition of the backrest ottoman, otherwise known as the chair. There are no ottomans on GO, and the treatment of GO seats as ottomans is generally frowned upon.



Map of the Ottoman Empire at peak

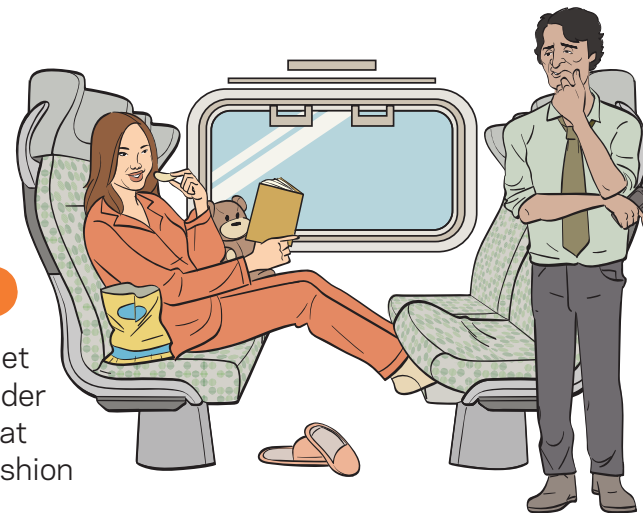


ASSUMED BIRTHPLACE
OF THE OTTOMAN.



5

Feet on
two opposite
seats



6

Feet
under
seat
cushion



7

Feet on
opposite
person

Food



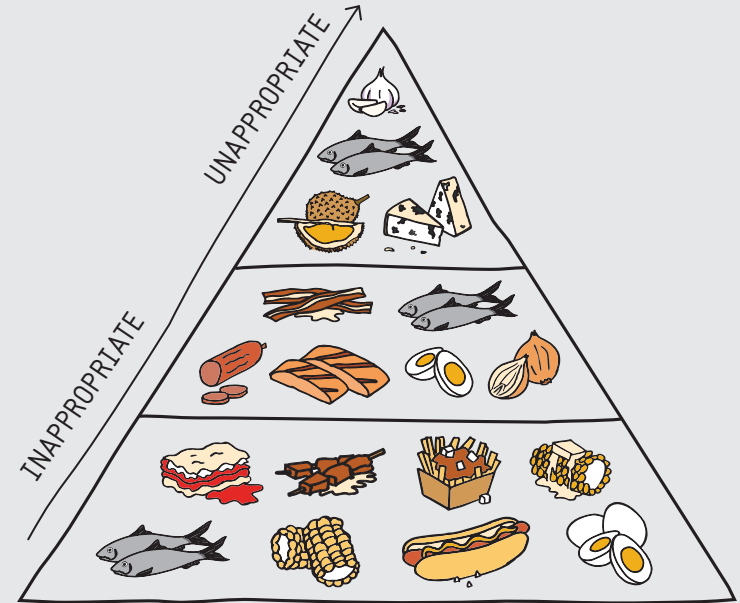
@GOtransit Is this a train or a food court? Who eats corn on a train? Corn!!!
#EtiquetteFail

9:23 AM - 3 Sep 2017



Eating is an excellent source of pleasure, especially for those who take great pleasure in eating.

However, the combination of what we eat and where we decide to eat can have dire consequences for those around us. In this chapter, we'll look at how to make sure you're always eating in good taste on public transit.



Public transit food pyramid

**Eating
rotten apples
is better than
dealing with
bad apples.**

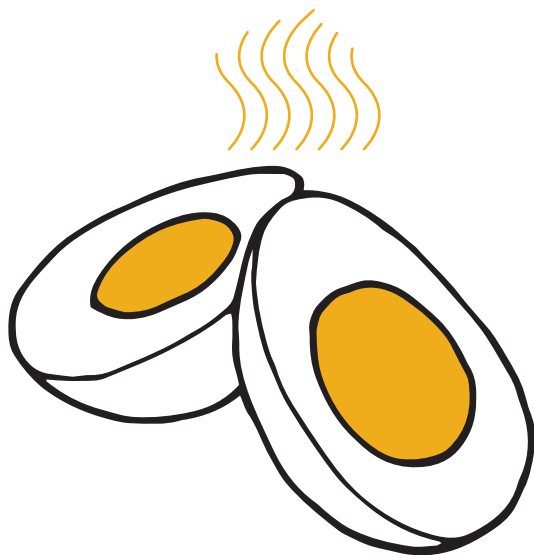
#HashtagRealTalk

**Historical food figures
ranked by sloppiness**

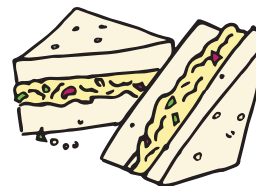
- 1** Sloppy Joe
- 2** Shepherd Pie
- 3** General Tso
- 4** Reuben Sandwich
- 5** Graham Cracker
- 6** Kaiser Roll
- 7** Granny Smith



RANKING EGGS BY RANK



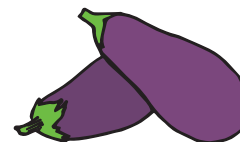
1 HARD-BOILED EGGS



2 EGG SALAD



3 PICKLED EGGS



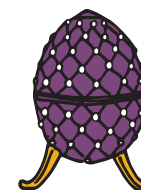
4 EGGPLANT



5 EGG CUSTARD



6 CHOCOLATE EGGS



7 FABERGÉ EGG

Accessibility



The biggest **#EtiquetteFail** is when people ignore people with disabilities.

12:46 PM - 12 Aug 2017



As humans, we're biologically conditioned to put our own needs before others'.

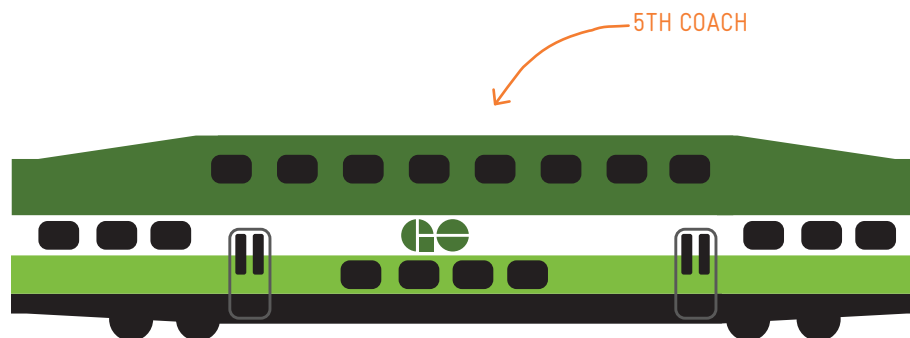
But did you know that on public transit, people with disabilities or special needs take priority? In this chapter, we'll prioritize the basic rules of etiquette for Priority Seating.



PRIORITY SEATING IS MANDATED UNDER PROVINCIAL REGULATION 191-11 (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT). PASSENGERS MUST VACATE THE DESIGNATED SEATING IF IT IS REQUIRED BY A PASSENGER WITH A DISABILITY.

Train

Priority Seating is located in the fifth coach from the locomotive.



Double-decker bus

Priority Seating is located on the lower level, near the stairs.



Highway bus

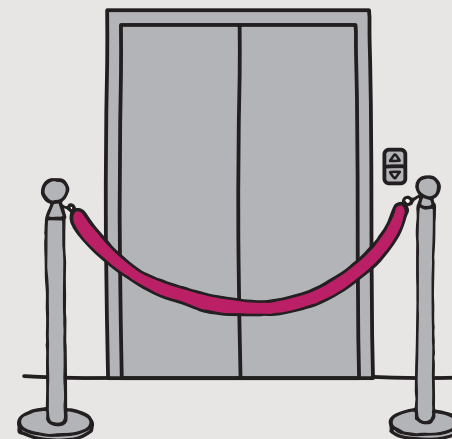
Priority Seating is located in the first few rows, near the bus driver.

IF YOU ARE SITTING IN ONE OF
THESE DESIGNATED SEATS, PLEASE
RESPECT ITS PURPOSE AND GIVE UP
YOUR SEAT TO THOSE WHO NEED IT.



**Courtesy Seating is intended
to provide preferred seating for
people who will benefit from
having a seat.**

Elevator VIPs



- Passengers with disabilities
- Expectant mothers
- Passengers with young children
- Passengers with strollers
- The elderly
- Elevator mechanics

THE UNIVERSAL LAWS OF COURTESY SEATING

1

Those who don't require Courtesy Seating should vacate Courtesy Seating for those who do.

2

$C = E \times M$
(Courtesy = Empathy x Motion)

3

Every courteous action is met with an equally thankful reaction.

SIR ISAAC NEWTON,
INVENTOR OF COURTESY.
NOT ACTUAL GO RIDER.



Parking Lots



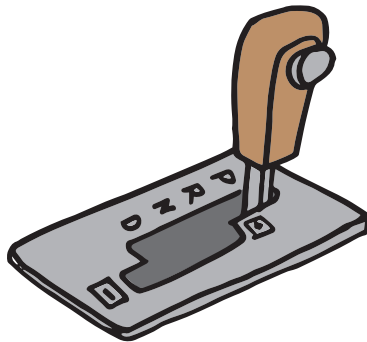
Slow clapping for the guy that just took 2 parking spots for his '03 minivan. Are you 4 real? [#EtiquetteFail](#)

10:12 AM - 29 Aug 2017



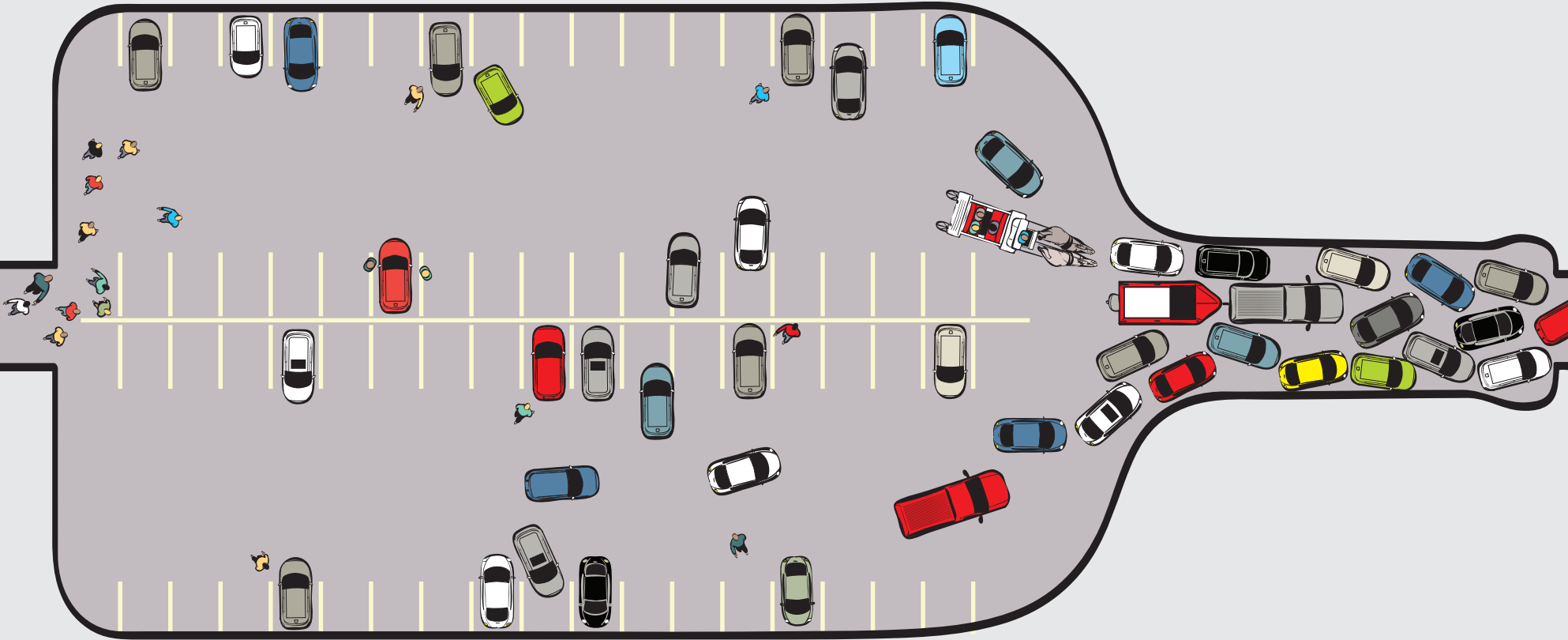
There's lots and lots to be said about parking lots.

We're only going to say a few words.
Parking lots are where we park our cars
and often forget where we parked our cars.
In this chapter, we'll drive the discussion on
how to park it on public transit.



There are many national parks in Canada but no national parkings.

#HashtagRealTalk

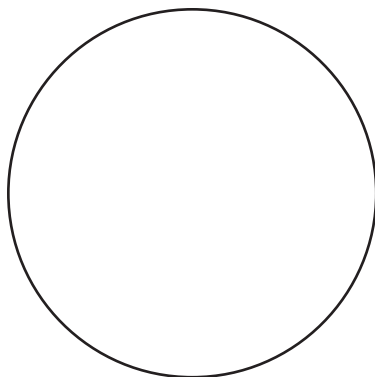


A bottleneck is the narrow passageway near the opening of a bottle or parking lot which causes a backlog in the flow of liquids or vehicles.

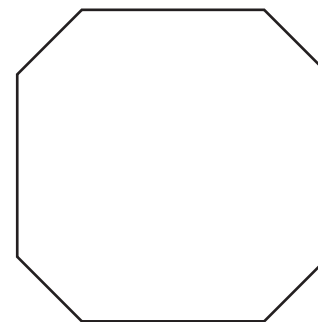
When it comes to parking lots, charging at the bottleneck, yelling at it, or trampling pedestrians are far less effective solutions than remaining calm or waving other people in.

Parking lots are like colouring books. The key is to stay inside the lines.

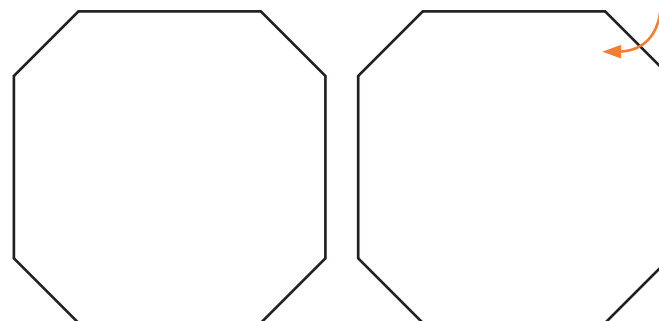
Practise your parking skills with these colouring exercises.



1 BEGINNER



2 INTERMEDIATE



3 EXPERT

Littering



@GOtransit Littering is by far the dirtiest **#EtiquetteFail** there is. Clean up your \$#! before leaving the train.

3:07PM - 21 Aug 2017

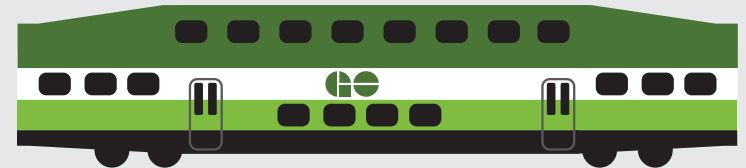


No one should ever have to put up with trash.

Whether it's a candy wrapper on a seat, a coffee cup on the floor, or an insensitive comment on social media. In this chapter, we'll learn how to clean up our act, and hopefully public transit along with it.



GARBAGE CAN



NOT A GARBAGE CAN



NOT A GARBAGE CAN

**One man's
trash is never
another man's
treasure.**



**Where to leave
your newspaper
after reading:**

- A** Not on the seat
- B** A
- C** Both A and B

Noise



How your headphones can be so loud that they wake me up from my train nap – while you're SOUND ASLEEP – is beyond me.
#EtiquetteFail

5:32PM - 7 Oct 2017

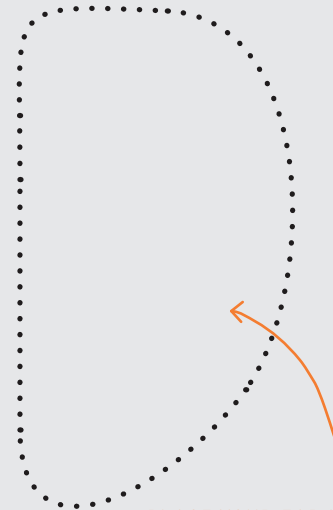


Pollution can come in many forms: air, water, locusts, and noise.

Whatever form it takes, pollution is always unwelcomed. In this chapter, we'll examine how to make sure you're hitting all the right notes on public transit.



The Quiet Zone is located on the upper level of all trains during rush hour. Having said that, the existence of the “Quiet Zone” is not tantamount to the rest of the buses or trains becoming the “Yell Zone.”



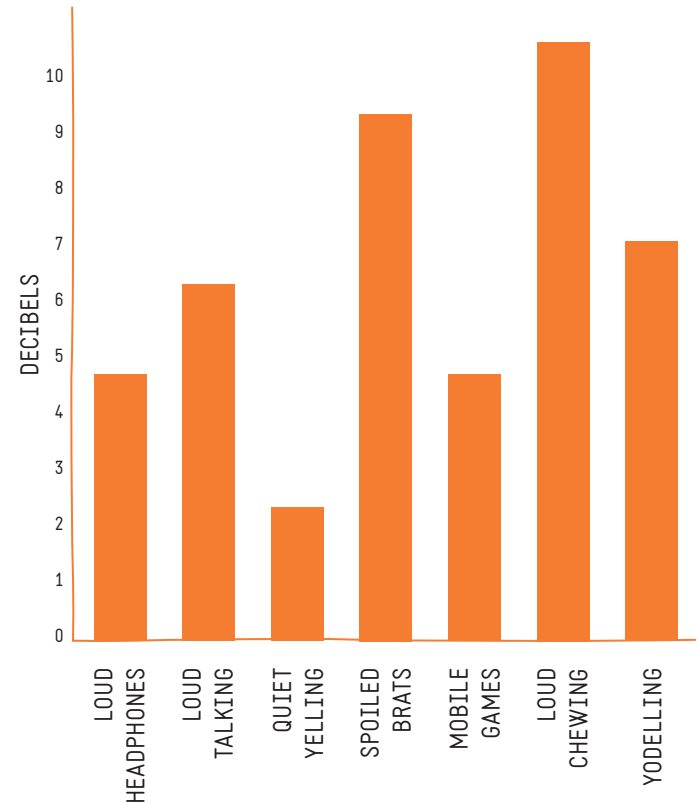
PLACE YOUR EAR HERE TO FIND OUT
IDEALLY HOW LOUD YOU SHOULD BE
IN THE QUIET ZONE.

**An adult
shushing
an adult is
uncomfortable
for both
adults.**

#HashtagRealTalk

SPOILER ALERT

**NOISES THAT CAN SPOIL
A PLEASANT RIDE**



TOP 40 MUSICAL GENRES

YOU DON'T WANT TO HEAR COMING THROUGH
SOMEONE ELSE'S HEADPHONES



1 Rock

2 Hard Rock

3 Soft Rock

4 Marching Band

5 Rap

6 Jazz

7 Acid Jazz

8 Trip Hop

9 Bluegrass

10 Mariachi

11 Bebop

12 Country

13 Funk

14 Jungle

15 Boogaloo

16 Pop

17 Britpop

18 K-pop

19 Barbershop

20 Schlager

21 Polka

22 Flamenco

23 Ska

24 Merengue

25 Drum 'n' Bass

26 Avant-garde

27 Tribal

28 Bollywood

29 Dubstep

30 Elevator Music

31 Euro

32 Dance

33 Eurodance

34 Ragtime

35 Chicano

36 New Wave

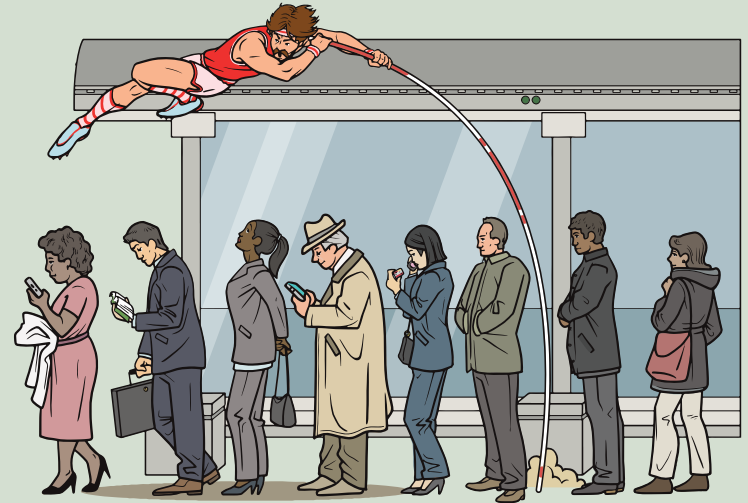
37 Opera

38 Rock Opera

39 Soap Opera

40 Zydeco

Bus Stops and Platforms



Luv waiting in nice lines for the train
and some guy just walks up and boards
the train 1st in front of everyone
[@G0transit](#) [#EtiquetteFail](#)

7:16 PM - 27 Aug 2017





**Sometimes
the journey is
the destination.
Sometimes the
destination is
the destination.**

Either way, there's a destination.
And bus stops and platforms are part
of the journey. In this chapter, we'll
scrutinize the subtleties of bus stops
and platforms, line by line.



1

A letter in the
English alphabet.

2

Short for
Question.

3

What the British
call a lineup
(spelled queue).

4

Based on number 3,
what you should do
before getting on a
bus or train.

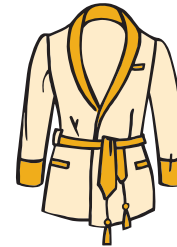
5

The name of
a character in an
intergalactic
crime drama.



**No one
has ever
ridden the
gravy bus.**

#HashtagRealTalk



**Smoking on public
transit is illegal,
but smoking jackets
are definitely not.**

Doorways and Aisles



@GOtransit Blocking the doors because there's three stations before your stop but have to be first **#EtiquetteFail**

4:44 PM - 4 Oct 2017





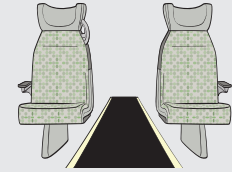
Whether revolving, sliding or hinged, doors are among the most fascinating parts of any structure.

Aisles and hallways are pretty neat too. As such, all GO Buses, Trains and Stations come fully equipped with doors, aisles, and hallways. In this chapter, we'll learn exactly where we stand on public transit.



Isles

vs



Aisles

SURROUNDED BY SEAS

IS THE DESTINATION

WALK AROUND IT

NO MAN IS AN ISLE

NO SHIRT NO SHOES
NO PROBLEM

LITTERING NOT OK

LOITERING PERMITTED

SURROUNDED BY SEATS

GETS YOU TO THE DESTINATION

WALK THROUGH IT

NO MAN IS AN AISLE, EITHER

NO SHIRT NO SHOES
YES PROBLEM

LITTERING NOT OK

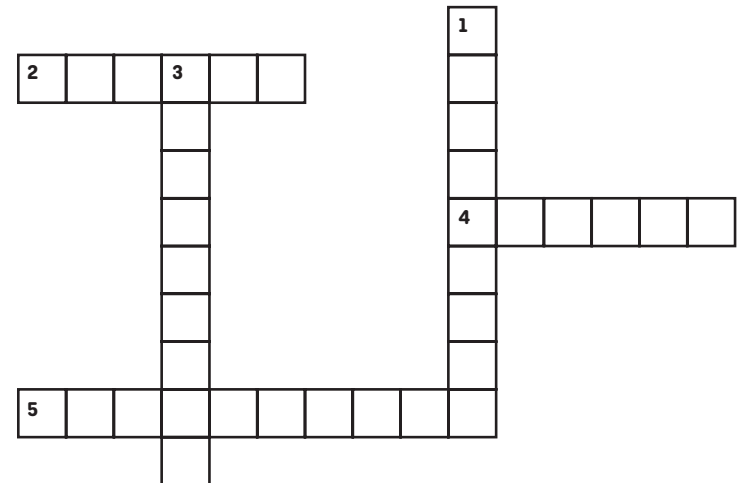
LOITERING NOT PERMITTED



Always employ a closed-door policy in the bathroom.

#HashtagRealTalk

Top blockers of doorways and aisles



Across

- 2. Singular for people
- 4. Plural for person
- 5. Cases that are brief

Down

- 1. Packs that go on backs
- 3. Cases made for suits

Answers
1. Backpacks
2. Person
3. Suitcases
4. People
5. Briefcases

Personal Hygiene



Just witnessed someone clipping their nails on the GO Bus. The sight and sound will haunt me the rest of the day.

#EtiquetteFail

5:18PM - 4 Oct 2017



Proper hygiene is one of the cornerstones of our civilization.

But while keeping clean is a sign of respect for one's self and others, where we decide to do it can have the opposite effect. In this chapter, we'll brush up on how to keep public transit clean.



ACCEPTABLE



NOT ACCEPTABLE

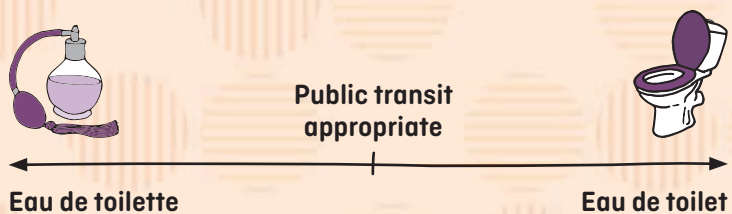
B

O

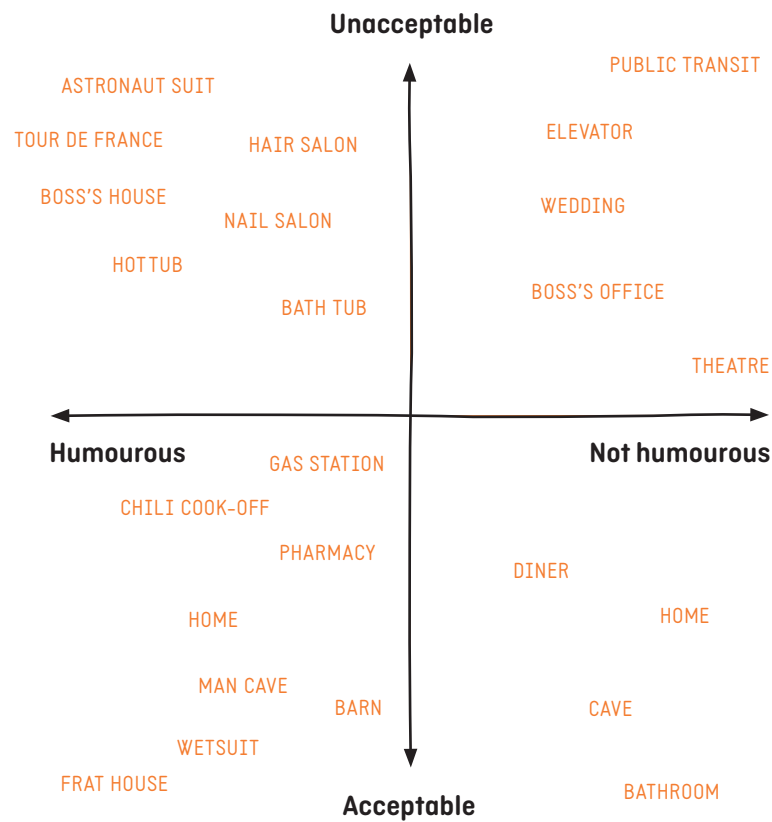


#EtiquetteFail

Personal odour spectrum



Flatulence by location



PERSONAL HYGIENE ETIQUETTE QUIZ

MATCH EACH
ETIQUETTE FAIL TO THE RIGHT
FACIAL EXPRESSION.

Nail
clipping

Toenail
clipping

Nose
picking

Zit
popping

Horking

Open-mouth
sneezing

Riding
shirtless





Afterword

This brings us to the end of our literary journey. If we've missed any etiquette-related concerns you may have, tweet us at [@GOtransit](#) with [#EtiquetteFail](#) and let us know.

THANKS FOR RIDING WITH GO
AND THANKS FOR READING WITH GO.



**I saw someone else reading it on the train
and read it over their shoulder.**

— Melissa C, Barrie Line

It puts the mute in your commute.

— Iraj E, Milton Line

**A tour de force
of etiquette.**

— Sheena M, Lakeshore West Line



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