



GO Transit Accessibility Guide

Accessibility Services for Customers

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Introduction to the GO Accessibility Guide

This accessibility guide provides step-by-step information on how customers with disabilities can use GO Transit's services. From departure to arrival, this guide covers the essential information you will need for your trip, highlights the accessible features of GO Transit and directs you to further assistance when needed.

The Metrolinx Multi-Year Accessibility Plan outlines what Metrolinx is doing to ensure accessibility across all of its divisions and major programs, including GO Transit, PRESTO, UP Express and Rapid Transit Implementation. It can be found online at [metrolinx.com/accessibility](https://www.metrolinx.com/accessibility).



What is GO Transit?

A division of Metrolinx, GO Transit is the regional public transit service for the Greater Toronto and Hamilton Area (GTHA), with routes extending to communities across the Greater Golden Horseshoe. We carry 65 million customers a year.

Since May 1967, GO Transit has evolved from a single GO Train line along Lake Ontario's shoreline, into an extensive network of train lines and bus routes. Since service began, more than a billion riders have taken the GO Train or Bus – to work or school, to go home, or for leisure activities or personal

appointments. GO Transit provides customers with safe, fast, reliable, comfortable service to downtown Toronto and other urban centres.

GO Transit's Commitment to Customers

We are committed to offering convenient travel to all customers regardless of their abilities. Our customer service, vehicles, and stations are designed to meet the needs of customers with disabilities whether travelling independently or with a support person.

Metrolinx Accessibility Commitment Statement

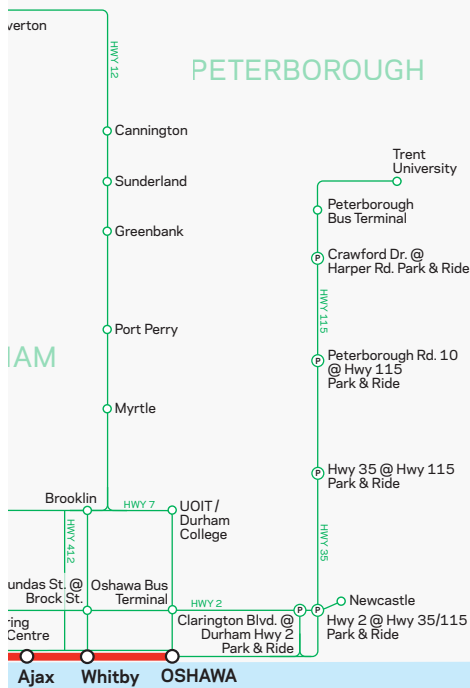
Metrolinx is committed to ensuring that its services and operations are accessible to all customers and employees in accordance with the Accessibility for Ontarians with Disabilities Act, and works with partners in the GTHA to plan, build and operate an integrated accessible transportation system.

Metrolinx works diligently to remove barriers to universal access, and will demonstrate leadership through consulting widely and incorporating best practices to enhance accessibility in its services.



System Map Plan du réseau





Where do we GO?

GO Trains and GO Buses serve a population of seven million in an 11,000-square-kilometre area, stretching from Hamilton and Kitchener-Waterloo in the west, to Newcastle and Peterborough in the east, and from Orangeville, Barrie and Beaverton in the north, to Niagara Falls in the south. We connect with every municipal transit system in the GTHA.

The GTHA consists of the City of Toronto and Hamilton and the Regions of Halton, Peel, York, and Durham. GO Transit also serves Simcoe, Dufferin, and Wellington Counties.

Our seven train lines are Lakeshore West, Milton, Kitchener, Barrie, Richmond Hill, Stouffville, and Lakeshore East. During rush hour periods, train service is available at all stations.

In weekday off-peak hours and on weekends, train service only runs between Aldershot and Oshawa on the Lakeshore line. The rest of the GO network is served by GO Buses.

There are also seasonal weekend services to Niagara Falls and to Barrie, and special event trains. For more information on seasonal and special event services, and to see which locations buses serve in your area, please visit gotransit.com/schedules.

GO BUS / AUTOBUS GO

Bus Routes / Lignes d'autobus

Hwy 407 Bus Service / Service d'autobus Hwy 407
Frequent Service Monday-Friday.
Service fréquent lundi-vendredi.

Major bus stop with parking / Arrêt d'autobus principal avec stationnement

TTC subway connection / Correspondance au métro de la TTC *

* Separate fare required / Titre distinct requis

416 869 3200 TTY 1 800 387 3652
1 888 GET ON GO gotransit.com

MAP NOT TO SCALE / CARTE NON À L'ÉCHELLE

Making cross-boundary travel easier

Metrolinx has facilitated a project with eight specialized transit providers to promote easier travel across municipal boundaries for people who use mobility aids.

The eight specialized transit agencies have signed a Memorandum of Understanding, which eliminates the need for customers using mobility aids to undergo more than one eligibility process.

If you use a mobility aid and are in good standing with a specialized transit

agency in the GTHA, you are now automatically eligible for specialized transit services with the other transit agencies identified below.

The agreement came into effect on January 1, 2014, and will make it easier for customers to cross regional or municipal boundaries. To arrange a cross-boundary trip that requires more than one specialized transit provider or connections to a GO service, please contact your local specialized transit provider for assistance.



General Accessible Service Information

Accessible customer service

GO Transit is proud of the service we offer to all customers. As you plan and take your journey, we are available to help you with any questions you may encounter along the way. While we cannot provide physical assistance during your journey, we work to ensure all our customers have the best experience possible on their trip.

Our employees will help customers secure their wheeled mobility aids (WMA) on buses, answer questions and give travel information. Customers with disabilities who require physical assistance are encouraged to bring a support person, who can ride for free with a Support Person Ticket.

Wayfinding assistance

GO employees also offer customers wayfinding assistance at staffed stations. Arrive at any staffed station at least 15 minutes prior to the train or bus departure time and an employee will arrange for or provide assistance in finding the way to the correct bus or train platform.

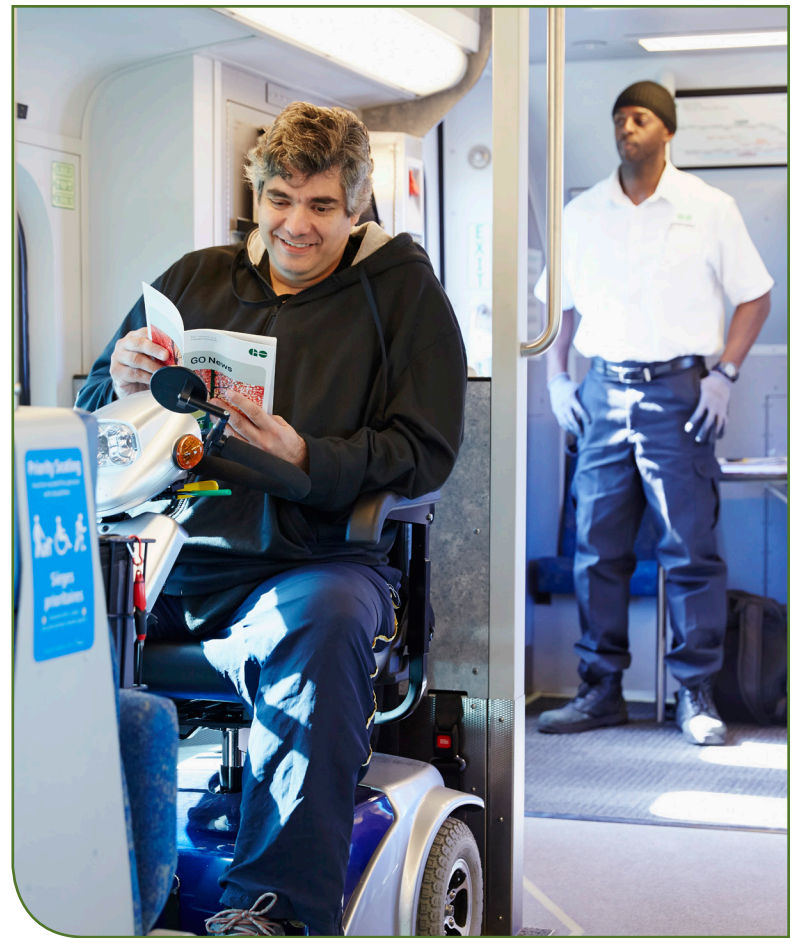
If arriving less than 15 minutes before the trip's departure time, a GO employee will make their best effort to provide assistance. To find out if a station is staffed and to see station hours, please visit our website or contact us using the information at the end of this guide.

Please note that most stations on the Lakeshore line are staffed all day, while other stations are staffed only during the morning rush hour. Some Lakeshore line stations close early on weekends on holidays, before the end of train service. Please visit gotransit.com/stations to find out if your station is staffed.



Other ways to find assistance:

- On buses: the driver is there to ensure your ride is safe and comfortable
- On trains: a Customer Service Ambassador (CSA) is located on the fifth car from the locomotive, also known as the accessibility railcar
- At our contact centre by telephone, teletypewriter or through a Relay Service, at the numbers listed at the end of this guide
- Our website: gotransit.com
- Free calls using payphones on every rail platform will connect you to Transit Safety Dispatch.



A GO Train Station is considered accessible when it incorporates 15 Easier Access Features that are described in the GO Transit Design Requirements Manual and in the Appendix of the Metrolinx Multi-year Accessibility Plan. The list on page 10 comprises some of these features.



General Information - GO Train & Bus Accessibility

Priority Seating

We promise to make your experience more comfortable. New and more visible Priority Seating decals have been placed by the accessible seating areas on GO Trains and GO Buses to make sure customers with a disability get a seat.

Priority Seating is mandated under Provincial Regulation 191-11 of the Accessibility for Ontarians with Disabilities Act. Customers without a disability will need to move from a priority seat if asked by a customer with a disability.

On GO Trains, Priority Seating is located on the lower level of the accessible railcar. The accessible railcar is the fifth railcar from the locomotive.

Priority Seating on GO highway buses is located in the first few rows near the bus driver, and on double-decker GO Buses it is near the stairs.

Look for the following image to identify Priority Seating.



Courtesy Seating

Courtesy Seating provides preferred seating for:

- seniors
- expectant mothers
- adults traveling with infants or small children
- any other customer who may benefit from a seat, including those with invisible disabilities.





Train Service Accessibility

Currently, nearly all of our GO Train stations are accessible. These stations are equipped with:

- Accessible parking
- Accessible washrooms
- Automated door openers
- Elevators (when required at station)
- Ramps and curb cuts
- Mini-platforms that help with boarding the train.

Bus Service Accessibility

All of our GO Buses are accessible for people using wheeled mobility aids, but not all bus stops are accessible. This is mainly due to some stops not being large enough to accommodate the lift on our highway coaches.

Please call us to confirm whether your bus stop is accessible. If your stop is not accessible, a GO employee will work with you as outlined in the following section to determine the best options for your travel.

The next generation of GO buses are expected to be designed with low floors, and will allow all customers access from all stops without prior arrangements.

We anticipate gradually transitioning to these new buses in 2016-2017, with fleet-wide conversion anticipated to take about 10 years. In the meantime, if you are planning your first trip by GO Bus, we encourage you to call us to help plan your journey. Contact us by telephone or teletypewriter using the numbers at the end of this guide.

Planning your trip

The following process has been set up to ensure that an accessible GO Bus trip is provided:

- Please call us to confirm if your stop is accessible at 1-888-GET ON GO (438-6646) or 416-869-3200 (Toronto local calling area) at least three days in advance of your trip
- Once you know that all the bus stops you will be using are accessible, there is no need to call in advance before the next time you travel

- If your GO Bus trip requires you to use a stop that is not accessible, our employees will find the nearest accessible boarding location and let you know this location prior to your trip. We will confirm your travel schedule so that we can let the bus driver know to look for you at the alternative location. If you would like to take the same trip again, please let us know at least two hours in advance. This will give us time to advise our drivers of when to serve you, to or from the alternative location.

Once you are familiar with the service, you can visit gotransit.com for train and bus times, fares, accessible trips and location information.

Please be sure to plan any taxi or specialized transit service connections to arrive at your GO stop or station 15 minutes early when possible.

Schedules

Printed schedules and the GO website indicate which train stations and bus terminals are accessible, using the international symbol of accessibility. Please note that schedules do not show all accessible bus stops due to the large number of stops that are accessible across our system.

The GO mobile website and the Triplinx trip planner mobile website and app are other resources you can use to access our schedule information while on the go. Please see the “Connecting with GO” section in this guide for more information.

Wheeled Mobility Aid securement

If you use a wheeled mobility aid (WMA), please check the dimensions of the WMA securement area on board our vehicles to ensure that your mobility aid will fit. A chart outlining these dimensions and weight capacity on our buses, and railcars is available on page 12.



Securement Area Measurements/Lift weight capacity

VEHICLE	NUMBER OF WMA POSITIONS	SECUREMENT AREA MEASUREMENTS (LENGTH)	LIFT/RAMP SIZE & MAXIMUM WEIGHT CAPACITY
HIGHWAY BUSES	<ul style="list-style-type: none"> Two 	<ul style="list-style-type: none"> 127 cm/50 in 	<ul style="list-style-type: none"> One person standing on lift is permitted Lift is raised to a height of 137 cm/4.5 ft Lift weight capacity: 750 lbs/340 kg
DOUBLE DECKER BUSES	<ul style="list-style-type: none"> Two 	Vehicle numbers: 8101-8125 <ul style="list-style-type: none"> Curbside: 151 cm / 59.4 in Roadside: 138 cm / 54.3 in Vehicle numbers: 8000-8021 <ul style="list-style-type: none"> Curbside: 146 cm / 57.5 in Roadside: 129 cm / 50.8 in 	<ul style="list-style-type: none"> 81 cm/32 in wide access ramp Ramp weight capacity: 700 lbs/318 kg Ramp cannot be deployed on a road surface, as the incline would be too steep
ACCESSIBLE RAILCARS	<ul style="list-style-type: none"> Eight positions, plus two extra spaces in the vestibule area 	<ul style="list-style-type: none"> Floor space: 152 cm /60 in Aisle clearance: 81 cm/32 in 	<ul style="list-style-type: none"> 90 cm/3 ft wide Ramp weight capacity: 600 lbs/272 kg

Some notes regarding the use of WMAs:

- Wheelchair brakes must be locked and the power to electric WMAs must be turned off while on the bus and/or train
- Drivers are responsible for applying the four retractable belts and buckles to lock your device in place
- A three-point lap and shoulder belt personal restraint system is also applied by the bus driver. This is optional for customers who are 16 years of age or older. If the customer is less than 16 years of age, the use of the personal restraint belts is mandatory.

Please allow at least 15 minutes to board, transfer and get off the bus when planning your trip.

Travelling with a service animal

Service animals accompanying customers with disabilities are allowed on all our services, and can enter premises owned or operated by GO at all times.

A customer travelling with a service animal can also travel with a support person on a Support Person Ticket.



Elevators

If you will be using an elevator during your trip, you are encouraged to check the information on elevator outages on our website before you leave. If you travel with us regularly, you can use our website to subscribe to “On the GO,” and receive alerts by e-mail or text about specific elevator outages. Audible announcements will also be made at stations regarding elevator outages.

Purchasing your fare/ticket

The price of your GO trip is based on the distance you are travelling and your customer category (adult, student, senior or child).

Each GO ticket is only valid for the trip it is purchased for, between the two fare zones. It does not matter whether you take a GO Train, a GO Bus, or a combination of the two on your trip – you may use the same ticket for travel.

Proof of Payment

For GO Train customers, we rely on a proof of payment system. You are not asked to show a ticket every time you board our trains, however you are required to present a proof of payment when asked by a Transit Safety Officer. Failure to do so may result in a fine.

For GO Bus customers, all drivers inspect tickets as you board the bus.

Ticket and Pass Types

Single-ride Ticket

- One-way ride between two specified fare zones
- Continuous travel only – no stopovers
- Trip must start within four hours of the time the ticket is issued
- Tickets are not refundable or transferable.



Day Pass:

- Unlimited travel in one day between two specified fare zones
- Sold at a rate of two times the fare that would be payable by an adult, child, or senior for a single, one-way fare
- Valid on the day of purchase only and cannot be purchased in advance
- Day passes are not refundable or transferable.

Group Pass:

- Valid on date of travel only, and cannot be purchased in advance
- Unlimited travel in one day between two specified fare zones
- Allows for a maximum of five people travelling together. At least one, but not more than two members of the group must be at least 18 years old. Members of the group do not have to be part of the same family
- Customers travelling on GO group passes are not eligible for discounts on local transit to and from GO Stations and Terminals
- Group passes are not refundable or transferable.

PRESTO Card:

PRESTO is an electronic card that determines your fare based on how far your trip is, and how often you travel. PRESTO works on many of the GTHA's transit systems, meaning one card is all you need for all your trips. Please see the PRESTO section on page 17 for more information.

Where to purchase:

Tickets are available for purchase from:

- GO Train Stations, GO Bus Terminals, and GO Transit ticket agencies
- GO Bus Drivers can accept cash up to \$20, and only sell single-ride tickets, day passes, and group passes
- Automated Ticket Vending Machines (TVMs) sell single-ride tickets and day passes. These machines are found at most GO Train Stations, and accept credit cards, debit cards, and most accept coins*
 - o On our website, choose your station from a list of all GO locations to find out if it has a TVM.

**Please note that machines at Long Branch, Mimico, and Bloor GO Stations do not accept cash.*

- PRESTO cards may be ordered online and mailed within 7-10 days, or can be purchased in person at a Customer Service Outlet, and are ready to use immediately. A new card costs a one-time fee of \$6, and you must load your card with value at the time of purchase.

** Please purchase your ticket from a TVM or Station Attendant, instead of a Bus Driver, when possible. This helps provide quick service at busy stops.*

Support Person Tickets

If you are bringing along a support person to assist you during your trip, a GO Transit Station Attendant can validate your single-ride, day pass or PRESTO card as a Support Person Ticket. A sticker will be affixed to the back of the PRESTO card, and single ride tickets and day passes will be stamped. This validates the ticket, indicating that two people can ride together using the one ticket or pass.

Please note that although you can purchase tickets from GO Bus Drivers and at TVMs, you can only have your fare validated as a Support Person Ticket by a GO station attendant.





GO Transit Ticket Vending Machine (TVM)

The TVM allows riders to purchase tickets and passes for trips across the GO Transit service area.

TVMs issue single-ride, day pass and group pass tickets only, and are intended to provide customers with self-service options to buy a GO ticket, especially at unstaffed stations. They are equipped with Low Vision,

or Audio Assist Mode, which provide a modified touch screen interface with text-to-speech instructions in English and French through an audio jack that is identified by a bilingual French and English Braille label. Please note, customers require their own headphones in order to use this feature.

PRESTO card



A PRESTO card is a convenient and inexpensive way to pay if you travel with GO fairly often, or use several transit agencies. PRESTO allows customers to ride on any participating transit system without pre-purchasing tickets or having to search for the correct change. The PRESTO card, which is the size of a debit card, uses “stored-value,” which replaces the need for tickets, tokens, passes or cash.

Where to purchase a PRESTO card

A one-time \$6 issuance fee is applied to new PRESTO cards. They can be purchased from staff at any GO Station, with the exception of Bloor, Centennial, Kennedy and York University, which are unstaffed. They can also be purchased

at our Customer Service Outlets across the GTHA transit network. Please visit prestocard.ca for the full list.

PRESTO cards can be reloaded online or in person at various Customer Service Outlets. A self-service kiosk is available for PRESTO cardholders at Toronto's Union Station. Self-service kiosks at other stations will be installed in the future. The self-service kiosk allows you to:

- Load funds
- Check your card balance
- Check your transaction history.

When you load funds at the self-service kiosk, your PRESTO card balance is updated instantly and ready to use. The self-service kiosk accepts debit and credit card payments.

The self-service kiosk offers audio support for the visually impaired via headphone jack.

PRESTO's new Self-Serve Reload stations will be introduced to TTC subway stations as part of a phased rollout, in 2015.

Please visit prestocard.ca or call 1-8-PRESTO-123 (1-877-378-6123)

TTY: #711, 1 (800) 855-0511 to find out more.

How to use PRESTO on GO Trains

PRESTO fare payment devices are located near GO Train platform entrances, and you must "tap on" before entering a GO Train, and "tap off" when you exit.

If you travel between the same two GO stations regularly, you can have your regular trip set as "default" on your card. When you tap on at the start of each default trip, your full fare is deducted. This way, you will only need to tap once for each trip. Please see a station attendant to have this option set up for you. If a default trip is not set, you will need to tap off.

How to use PRESTO on GO Buses

Customers "tap on" against a PRESTO Fare Payment Device located at the vehicle door as they board a bus, and the system deducts the minimum fare from their card balance.

You must also "tap off" when you exit the bus, regardless of whether you have a "default" trip set on your card.

Using PRESTO within the GTHA and Ottawa

Your PRESTO card can be used when travelling with the following transit agencies:

- Brampton Transit
- Burlington Transit
- Durham Region Transit (DRT)
- GO Transit
- Hamilton Street Railway (HSR)
- MiWay (Mississauga)
- Oakville Transit
- OC Transpo (Ottawa)
- Toronto Transit Commission (TTC) – currently only available in select stations. Please visit prestocard.ca for updates
- York Region Transit/Viva (YRT/Viva).

Each transit agency sets its own PRESTO fare and transfer policies. Please visit prestocard.ca to find out more.

PRESTO Devices

There are two PRESTO devices, the Fare Payment Device and the Balance Checker.

Fare Payment Device: Green in colour, this device is used to pay your fare by



simply tapping your PRESTO card on the indicated area. Once tapped, the device will provide a positive audio sound and green or green/yellow lights when a fare is successfully deducted. If there is a problem deducting the fare, the device emits a negative audio sound and shows a red light.

Balance Checker: Yellow in colour, this device provides you with your card balance and details of your last five transactions. Simply tap your card on the indicated area. It emits a positive audio sound when the farecard is presented (same as the Fare Payment Device).

To learn more about how to use a PRESTO card, and to view how-to videos, please visit prestocard.ca, or refer to the contact information at the end of this guide.

Accessible GO Train service

Getting to the GO Train

- Most train stations are physically barrier-free for easy access
- Accessible parking spaces for vehicles displaying a valid accessible parking permit are located close to the entrance of the building, and/or in the proximity of an accessible route to the rail platform
- Bus and car drop-off areas are accessible, and have curb cuts
- Elevators and ramps are in place at most stations to provide barrier-free access between different elevations.

To ensure our customers are in the know, electronic signage is available at each train station to provide up-to-the-minute trip information including departure times and platform numbers, and any service updates. We are currently working toward audio trip information solutions for our customers with visual impairments.

Announcements are also made to advise customers of improvements at their stations, service disruptions or changes, or construction information that affects their station.



Boarding the GO Train

1. Tap your PRESTO card or purchase a ticket/pass and Support Person Ticket (if necessary).
2. Go to the raised mini-platform in the middle of the train platform that has a ramp at both ends, which serves the accessible railcar. For reference, the accessible railcar is the fifth railcar from the locomotive. (Please note that customers not using mobility aid devices can board any railcar if they wish).
3. Stay behind the yellow, bumpy warning strips that are tactile attention indicators, at the edge of the mini-platform.
4. When the train arrives, a crew member will place a portable bridge plate across the gap between the train and the mini-platform.
5. When the bridge plate is securely in place, cross the bridge plate independently onto the railcar's lower level floor.

Customer Service Ambassadors (CSA) cannot physically assist customers on or off the train. If assistance is required, customers are encouraged to bring a

companion and travel with a Support Person Ticket.

Each accessible railcar has eight WMA securement positions (plus one in the vestibule area of the railcar at the opposite entrance to the boarding entrance for WMAs).

Brakes must be locked and the power to electric WMAs must be turned off while riding. Optional retractable belts and buckles for securing devices are provided in each position.



While on the GO Train

A CSA is on board the accessible railcar at all times, and you can communicate about any required assistance by flagging or approaching them on the accessible railcar, or by pressing the yellow emergency strip. When it is safe and possible to help, they will.

Customers with hearing loss can request a stop notification from the crew while on the lower floor of this railcar.

If the accessible railcar Priority Seats are fully occupied and the CSA observes a customer with a visible disability boarding or trying to locate a vacant Priority Seat, the CSA will make localized announcements to the lower level of the accessible railcar to request that a customer kindly relinquish their seat, or move to another area on the train to give the customer with a disability the opportunity to use a Priority Seat.

Customers with non-visible disabilities who require a Priority Seat are encouraged to approach the CSA request that they make a similar

announcement. If customers without disabilities do not heed the request to vacate a Priority Seat, the CSA will repeat the initial request and if necessary escalate the request by indicating that the train will not resume travel until the customer with a disability is accommodated.

Each accessible railcar also has an accessible washroom.

For emergency assistance, customers are encouraged to press the yellow alarm strip under the window to alert the train crew.

The CSA will announce the “next stop” upon leaving each station, and again as the train approaches the next station stop. Well before you reach the station, please proceed to the door area to be ready to exit the train once the CSA has positioned the portable bridge plate.



Accessible GO Bus service

GO Bus Drivers provide similar assistance to that of GO Train CSAs.

If a customer with a disability is trying to board when the bus is at capacity, they (like anyone else) will need to wait for the next trip. Anyone who has already paid a fare cannot be asked to exit the bus to provide space for a customer wanting to board. If this is the last scheduled bus, please contact the Call Centre or Transit Safety Dispatch using the numbers listed at the end of this guide to determine your options.

All of our buses accommodate two customers using WMAs, and each position offers a four-point belt system to secure the device and a three-point belt system to secure the customer.

Boarding a GO Bus

1. Arrive early, as boarding can take between 10-15 minutes.
2. Purchase your ticket or pass from a customer service outlet or TVM, if one is available. If not, please wait to purchase it from your driver.

3. Have your ticket, pass, or fare ready for the driver.
4. The driver will prepare the wheelchair securement area on the bus and enable the motorized lift, if necessary*.

** GO highway buses use lifts, while double-decker buses use folding ramps.*

5. For a highway bus, move onto the lift with the driver's direction, lock brakes, and turn off the WMA. The driver will raise the lift.
6. Move from the lift into the bus with the driver's direction.

Standing on the lift

Customers have asked to use our motorized lift on buses when using a cane, walker, or crutches. Please note the following:

- Our lifts are not designed for this use and we encourage customers to use the stairs to board our buses if at all possible. However, we allow this option to our customers upon their request and at their own risk

- Only one person can use the lift at a time, and they must be able to firmly grip the handrails while maintaining their balance when the lift is in motion
- Someone who stands on the lift may also need to lower his or her head when entering and exiting the bus.

Securement inside the bus

1. Ensure the brakes on your WMA are locked and the device is turned off once in position.
2. The driver must secure the WMA, and belts will attach the device to the floor.
3. Customers younger than 16 must also wear shoulder and lap belts, however they are optional for customers aged 16 or over. The driver can help fasten the belts if required.

If you use a scooter, you may wish to transfer into another seat immediately in front of or behind your device, if you are able to do so. Sitting on the scooter is not safe in an emergency stop or turn.

All GO Bus Drivers are trained to deploy the lift and secure the WMA. Drivers are not permitted to provide personal assistance, or move or lift heavy objects such as scooters or electric wheelchairs. If personal assistance is needed, please travel with a companion on a Support Person Ticket.

When leaving the bus, let other customers exit first, then exit the same way you boarded (facing outward from the bus).



Union Station

Union Station is a busy transit hub, and is currently undergoing a transformative renewal project. The revitalization of Union Station will restore historical elements, and improve the commuting experience for customers. While construction is underway, we suggest that customers plan for extra time, especially during peak hours.

Union Station can be entered from the York Street doors. Customers can also enter from Front Street, which leads into the Via Rail departure area. From there, the GO Transit concourse can be accessed by using the connecting elevator and ramp.

The TTC's Union subway station has a ramp that leads to the GO Transit concourse level.

Within Union Station, 35 York Street (York Concourse) is where all ticket sales and staff are located in the GO concourse, Union Station Departure Boards provide up-to-the-minute trip information including platform numbers and departure times on screens located throughout the station, and

audio announcements to communicate changes to schedules.

Accessibility is always maintained within Union Station. Elevators to the platforms are located throughout the station, indicated by blue directional signs.

If customers encounter problems, there are GO Transit employees on site who can assist. Since renovations may affect accessibility routes, please visit gotransit.com for the latest information or call ahead to the numbers listed in this guide.

Union Station is located at
35 York Street, Toronto, ON.

The Union Station Bus terminal
is at 141 Bay Street, Toronto,
ON.



Connecting with GO Transit online

GO Website

GOTransit.com is the most comprehensive resource for finding up-to-date information on all things GO, including schedules, service updates, fare information and news.

GO Mobile Website

GOTransit.com is also available in an easy-to-use mobile format, accessible on all smartphones and tablets.

Its look is tailored to your mobile device and incorporates features to help people with sensory and manual dexterity disabilities. It is also compatible with 'Voice Over' assistive technologies.

The mobile website will provide real-time GO Transit schedule and service status information to mobile users in one view.

The mobile website provides a personalized experience, allowing customers to create 'favourite' trips and receive information tailored to their needs.

Triplinx Trip Planner

Triplinx.ca is the official online transit trip planner for the Greater Toronto and Hamilton Area (GTHA). It has schedules, fares and service information for all transit systems in the GTHA and contact information for specialized transit providers.

Triplinx lets you customize your trip plan using a variety of preferences such as accessibility, walking distance or the type of transit vehicle to find the best route for you.

Triplinx is also available in an easy-to-use mobile format that is accessible on all smartphones and tablets. It has text-to-speech and gesture capabilities to assist customers with sensory and manual dexterity disabilities and is compatible with 'Voice Over' assistive technologies.

Find out more about Triplinx at triplinx.ca.

On the GO

On the GO is a subscription service that lets you sign up for timely, customized news about the specific service(s) you use. Once registered, you will receive e-mail or text message alerts about any major delays, cancellations, new schedules, service improvements, construction notices, and other news and information. You can subscribe by visiting onthegoalerts.gotransit.com.

GO Tracker

GO Tracker is a mobile-enabled web application that gives you the real-time status of your GO Train. On your mobile device or computer, you can view your estimated train departure times and platform information. No downloading is necessary, simply visit gotracker.ca.

Your feedback is important to us

GO Transit continues to invest in improvements that will make its services accessible for all customers. If you encounter any difficulties in your travels, or have suggestions on how we can make travel easier for our customers, please let us know by telephone or by using our online comment form. We look forward to serving you, and appreciate your feedback.



Contacting GO

Telephone:

Information is available by phone
24 hours a day.

Customer Care representatives are
available:

Monday to Friday: 7:00 a.m. to 11:00 p.m.
Weekends and holidays: 8:00 a.m. to
9:00 p.m.

Toronto local calling area 416.869.3200
Long distance toll free
1.888.GET ON GO (438.6646)
TTY teletypewriters only 1.800.387.3652

Contact Us

Safety and security:

To report crime or security matters, call:
1.877.297.0642 (Transit Safety
Dispatch)
416-202-4400

Customer Service Centre:

Union Station, 35 York St., Toronto, ON
Weekdays: 6:00 a.m. to 12:45 a.m.
Weekends and statutory holidays:
6:30 a.m. to 12:45 a.m.

The Metrolinx Accessibility Advisory Committee

The Metrolinx Accessibility Advisory Committee is composed of individuals with expertise and experience related to accessible transportation, with representation from across the region. Members include customers with a wide range of disabilities, seniors, and staff from agencies that support people with disabilities.

The Metrolinx Accessibility Advisory Committee provides input on policy, planning, procedures, and multi-agency accessibility matters.

If you are interested in applying to join this Committee, please email us at accessibility@metrolinx.com.

This document is available in alternate formats by request.



