

## Frequently Asked Questions

### **Why is Metrolinx expanding GO service?**

Durham Region has seen solid growth over the last few years, which means the demand for transit has grown with it. Recently, the Conference Board of Canada named Oshawa as being among the top performing urban economies in the country, with growth of nearly 30,000 jobs since 2011 the economy in this part of Durham alone is expected to grow by 2.5 per cent this year. Metrolinx is working to build a regional transportation system that's modern, efficient and integrated, with more public transportation connections to keep residents of the Greater Golden Horseshoe moving today and tomorrow.

### **What is Metrolinx doing in Durham Region?**

Metrolinx is delivering the largest transportation infrastructure program in Canadian history to the Greater Golden Horseshoe, which includes investments in Durham Region to increase the frequency and scope of service to the area. To give you a sense of the scope of the project, Metrolinx has an ambitious plan that envisions more than 1,200 kilometers of rapid transit – more than triple what exists now. Currently, there are more than 400 rapid transit projects underway, creating enormous economic benefits of 800,000-900,000 person years of employment and an infusion of \$110-\$130 billion to our economy. When complete, the Metrolinx plan will transform the way the residents of the GTHA move.

### **What specific projects are expected in Durham Region?**

As part of the largest single service increase in the history of GO transit, in 2013 we doubled train service on the Lakeshore East line, from hourly all-day trains to half-hour all-day trains. We are now planning for 15-minute, all-day, two-way service between Oshawa GO station and Union Station, seven days per week. To bring this new level of service, we are building new track, new stations, new grade separations, new pedestrian bridges, a new underpass, a new Rail Maintenance Facility, and new bridge expansions, in addition to upgrading existing track, stations and other infrastructure. We are planning to electrify the full length of the Lakeshore East corridor – for riders this means quicker trains, for communities this mean no localized emissions and quieter trains. After years of consultations, in June of 2016 the Government of Ontario announced the Lakeshore East GO line would be extended by more than 20km from Oshawa to Bowmanville to give people in Durham even more transit options. Planning for the new line to Bowmanville is still in the early stages, but we anticipate four new stations north of the 401 (Thornton, Ritson, Courtice, Martin) to better reach residents where they live.

### **What projects are expected in Oshawa?**

We are currently building a new station building at Oshawa GO Station, in partnership with VIA Rail. The new building is designed to make it more convenient for customers to take transit, while accommodating the growing demand at one of our busiest stations. The station is expected to open this year. The Lakeshore East GO line will also be extended by more than 20km from Oshawa to Bowmanville to give people in Durham even more transit options. Planning for the new line to Bowmanville is still in the early stages, but we anticipate four new stations north of the 401 (Thornton, Ritson, Courtice, Martin) to better reach residents where they live.

### **When will construction start?**

Work has already started on many of the elements of our service increase in Durham Region, including in Oshawa. For instance, we are currently making substantial upgrades to the Oshawa GO Station which is expected to be complete in 2018. The Bowmanville Extension is expected to be completed by 2024 -- the first step is making the significant infrastructure improvements all along the Lakeshore East line in order to be able to deliver the extension and we are already working hard on delivering that first stage of work.

### **Will there be disruption to local GO service or road closures during construction?**

We know there will be community-level disruption required to build a region-wide, integrated transit network, but at this stage of the process, it's difficult to determine what the specific impacts of construction may be for all projects. While bringing new levels of GO service to Durham will create some disruption, we're committed to working with local officials to minimize any inconvenience during and post-construction as much as possible.

### **What is Metrolinx doing to minimize the impact of this construction on residents?**

Like any other large-scale construction project, expanding GO rail lines or modernizing and building new transit station facilities means temporary impacts for drivers, transit users, local residents and businesses, from road and

parking lot closures to transit service interruptions and redirection of pedestrian traffic. We're working closely with local communities to understand the impact of construction-related disruption as part of our project planning and are committed to minimizing the impact by providing alternative solutions wherever possible. In addition, each construction contractor must submit a plan to show what measures they will take to make the project as livable as possible.

**When will the Bowmanville Extension be completed?**

Our current estimated project completion timeline for the Bowmanville Extension is 2024. We understand the need is such that we cannot deliver fast enough. The first step is making significant infrastructure improvements all along the Lakeshore East line in order to deliver the extension and we are already working hard on delivering that first stage of work.

**What is Metrolinx doing to mitigate noise from additional trains, like whistleblowing?**

Bringing more service to communities across the region will also introduce a new level of activity and increase noise in and around rail corridors and rail facilities. We have a plan to get ready for this new level of service that includes working with communities and our partners to explore how we can reduce the noise associated with the day-to-day operation of our trains. Metrolinx follows the Noise Mitigation Protocol outlined by the Ministry of the Environment and Climate Change. Nothing is built or runs without meeting those standards. In addition, we are also leading a number of proactive noise mitigation initiatives such as heating train platforms so that residents will no longer hear snow removal at night; using electronic signage to eliminate the need for PA announcements; and ensuring track maintenance and lubrication is taking place to reduce rail-to-wheel noise.

With regard to noise from whistleblowing, this kind of noise is governed by Transport Canada rules and regulations. The use of whistleblowing is an important security and safety feature as it prevents accidents and provides needed warning for any number of reasons.

**How did Metrolinx determine new service levels for Durham?**

Lakeshore East train service in its current form is extensive – in fact it's the most frequent line in our network. All planning was based on years of rigorous study, which considered a number of influencing factors such as population density and feasibility of development. We will continue to look at service and opportunities to expand as part of the future planning.

**How can I expect to hear about project updates?**

We're committed to working with the communities impacted by this transportation infrastructure project every step of the way to ensure we're making the best decisions possible. From planning and design to construction, Metrolinx will meet with elected officials and community stakeholders, host pop-up engagements in the community and share information directly with residents as projects progress.

**How can I talk to Metrolinx if I'm concerned?**

Public input is an essential part of our work at Metrolinx. To learn more about Metrolinx projects and find out how you can give feedback, please visit [www.metrolinxengage.com](http://www.metrolinxengage.com).

**Where can I go for more information?**

For information, please visit [www.metrolinx.com](http://www.metrolinx.com).