

## Frequently Asked Questions

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

The Greater Toronto Hamilton Area (GTHA) is growing fast, and while this growth is a sign of success and opportunity, our transportation networks are at their limit. Metrolinx is working to build a regional transportation system that's modern, efficient and integrated, with more public transportation connections to keep GTHA residents moving today and tomorrow.

### **What is Metrolinx doing in the GTHA?**

Expanded GO service is just one part of what is being developed in the Region. Metrolinx is delivering the largest transportation infrastructure program in Canadian history and it will transform the GTHA. To give you a sense of the scope of what is planned, Metrolinx has an ambitious plan that envisions more than 1,200 kilometers of rapid transit – more than triple what exists now – so that over 80 per cent of residents in the GTHA will live within two kilometers of this network. 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 GTHA moves.

### **What specific projects are expected in my community?**

Along the Stouffville GO line, Metrolinx is working to create more connections to the entire GO network with faster, more frequent local service that extends beyond the peak service currently available. All of the work being done along the Stouffville corridor will bring all day, evening and weekend service to residents of Whitchurch-Stouffville.

To make this happen we're adding a second track from Union to Unionville and making enhancements at Unionville, Milliken and Agincourt GO Stations. We've also proposed a grade separation at Steeles Avenue East to support increased service along the line, and over time we'll be introducing electrification infrastructure to enable new trains that will cut journey times by up to 20 per cent.

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

Construction is already underway to add a second track to a five-kilometer subsection of the corridor between Milliken and Agincourt GO Stations, and we're in the design phase to expand an additional 12-kilometers of track that will enable increased service along the entire Stouffville corridor. Expansions to Unionville and Milliken GO Stations are in the design phase and planned to begin later this year.

### **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 early 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 Markham 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.

### **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.

**When will this new service be operational in Whitchurch-Stouffville?**

For Whitchurch-Stouffville residents, the expansion work along the entire Stouffville corridor will significantly increase frequency of service, including more GO service during the day, on evenings and weekends. Our ultimate goal is to provide 20-minute service from Lincolnville Station to Union Station in the morning and from Union Station to Lincolnville Station in the afternoon/evening. In January, we introduced two new peak period trips per weekday along the Stouffville corridor, and we will continue to phase in additional service as we can as part of the Metrolinx GO Expansion Project, which includes work in the GTHA over the next 10 years.

**How did Metrolinx determine new service levels for Whitchurch-Stouffville?**

We recognize a desire by all communities to see as frequent service as possible. 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.

**What is Metrolinx doing to ensure safety at crossings where trains and traffic meet?**

As part of our ongoing commitment to safety, we are undertaking a study to identify recommended improvements for at-grade crossings across the entire GO network. Municipal input will be a critical part of this exercise.

**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).