

## 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 GHTA 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?**

In Newmarket, Metrolinx is working to create more connections to the entire GO network with faster, more frequent local service. To make this happen, we're building a new station to serve area residents. Located just south of Newmarket GO Station, Mulock is one of four recommended new stations proposed to be built outside the City of Toronto. This is in addition to new weekend service on the Barrie line and expanded track work happening between Aurora and Union GO Stations. Our goal? To bring you 30-minute two-way weekday rush hour service between Newmarket and Union stations.

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

We are still in the early planning stages for Mulock station. The timeline for this station is subject to further planning, engineering and design, including an environmental assessment, which is required for all large-scale construction projects.

### **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 Newmarket 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 Newmarket?**

New weekend service was introduced in January 2017 as part of plans to expand GO train service. The Metrolinx GO Expansion Project is part of a larger Regional Transportation Plan that includes work in the GTHA over the next 10 years. Residents of Newmarket will continue to see service improvements over time as new phases of construction are complete.

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

While most residents are excited about increased 30-minute service, 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. In future, 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'll also be 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).