

Grand River Transit EasyGO Fare Card

Q & A

What is the EasyGO fare card? The EasyGO Fare Card is a reusable plastic smart card that will make paying fares on Grand River Transit (GRT) faster, easier and more secure. The cards use smart-card technology to store funds and will eventually replace GRT's current paper tickets and monthly passes.

How will the term pass work with the EasyGO fare card?

The process for issuing the term pass remains the same. Student Transportation Services of Waterloo Region determines which students are eligible for the term pass. When the student visits a GRT terminal to get their pass it will be loaded onto the EasyGO fare card at no cost to the student. Students should bring photo identification such as a previous student card, current timetable, passport, health card or drivers license with them to the GRT terminal.

Where do students pick up their EasyGO fare card?

The EasyGO fare card loaded with the term pass is available at GRT's Charles or Ainslie Street terminal. We encourage students to pick up their card early and avoid line-ups. It will be available beginning Monday, August 20, 2018.

Students 17-years of age and younger:

If a student is 17-years-old or younger they must bring with them to the terminal a Consent Form signed by a parent or legal guardian. This form is available at grt.ca.

[Download the consent form](#)

Cambridge high school student \$24 special promotion:

As part of the Region's Transit Supportive Strategy for the City of Cambridge, all Grade 9-12 students attending a Cambridge high school in fall 2018 are eligible to receive an **EasyGO fare card** pre-loaded one time with \$24.00 stored value (equivalent to ten rides at the 2018 high school reduced fare rate). The cards are non-refundable, non-transferable, and are registered to each student. This promotion cannot be applied to the cost of a monthly pass. Cambridge high school students must request this promotion by December 31, 2018.

How soon after the card is issued can a student use it?

The term pass is valid beginning September 1, 2018. However, if a student picks their EasyGO fare card on or after September 1 they should note that there is up to a 48 hour activation period, this means that it may take up to 48 hours for the card to register as valid on GRT buses and/or future ION light rail.

How do you use the EasyGO fare card to travel?

The student will simply tap the card on the farebox (located on GRT buses), or platform card reader (located at ION stations). The electronic chip embedded in the card will instantly verify the term pass. [Watch our How to tap video](#)

What happens to the card once the term(s) over?

When the term pass expires the card is still reusable. Students should keep the card for use the following year and/or if they wish to continue to use transit over the summer. The student can load the EasyGO fare card with a monthly pass, stored value, or a SunONE summer pass.

Benefits of the EasyGO fare card:

- Seamless travel between GRT bus and/or train with just one card.
- There is no fee for the first card issued to a student in 2018.
- No need to have a separate photo I.D. card.
- Students can keep the card and load it with fare product(s) of their choice over summer.
- The card is registered, which means any passes or stored value on the card can be transferred to a replacement card if it is lost or stolen.

What should a student do if they lose there EasyGO fare card?

If a student loses the card they should contact GRT customer service (519-585-7555) as soon as possible. A replacement card can be issued and their pass transferred to the new card, however the student will be asked to pay \$5.00 for the new card.

What is the EasyGO 2-fare card?

The EasyGO 2-fare card is an exclusive card available for purchase by Student Transportation Services of Waterloo Region and other qualifying not-for-profit agencies. Each 2-fare card holds two fares, plus two 90-minute transfers. It looks similar in design to the plastic EasyGO fare card, but is paper and non-reloadable. It replaces GRT's current paper Adult and Reduced tickets.

Benefits of the EasyGO 2-fare card:

- Seamless travel between GRT bus and/or train.
- Two fares, plus two 90-minute transfers built into one card.
- No longer need to differentiate between Adult and Reduced tickets.

Can two people use 1 EasyGO 2-fare card to ride?

No. Each person wishing to ride, whether adult, child or senior, must have their own card.

Can the value of the EasyGO 2-fare card be transferred to a regular EasyGO fare card?

No, the 2 fares/transfers on the EasyGO 2-fare card are built into the technology and are not transferable.

Why do we have the EasyGO 2-fare card and not just the regular EasyGO fare card?

The EasyGO 2-fare card was designed specifically for Student Transportation Services of Waterloo Region schools and other qualifying not-for-profit agencies currently giving out bus tickets to clients. These areas expressed a need to still have something for their clients, but did not want to manage the EasyGO fare card with the minimum \$10 stored value. The 2-fare card is not sold to the public.

How do you use the EasyGO 2-fare card to travel?

When you are ready to ride, simply tap the 2-ride card on the farebox (located on GRT buses), or platform card reader (located at ION stations). Your first fare will be deducted and the 90-minute transfer activated. The second fare will be deducted once the 90-minute transfer is up.

[Watch our how to tap video.](#)

Where can these cards be used?

Both cards will be accepted as fare on GRT conventional buses, including ION bus and the future ION light rail transit service.

Can the cards be stored with or in close proximity to a cell phone?

Yes, the cards will not be compromised by a cell phone.

What is stored value?

Stored value is the electronic equivalent of having cash on your card. It works much like a Tim Hortons card, where money can be added to the card and is deducted each time it is used. A minimum amount of \$10 must be loaded on the card. Students can load stored value on their EasyGO fare cards when their term pass is no longer active in the summer months.

Is this information available in other languages?

GRT will be working to translate our EasyGO fare card customer literature into Arabic, with the possibility of adding additional languages based on demand.

When will GRT stop accepting current paper tickets?

GRT will no longer accept paper tickets beginning January 1, 2019.