



**STUDENT TRANSPORTATION SERVICES OF
WATERLOO REGION (STSWR), INC**
130-4275 King Street East
Kitchener, ON
N2P 2E9

Grand River Transit's (GRT) New EasyGO Fare Card Changes to Tickets and Passes

Say Goodbye to GRT Tickets

Beginning in September 2018, GRT will no longer issue 1 trip tickets to STSWR. Tickets purchased before September 2018 must be used by December 31st, 2018; after which they become null and void.

2- Fare Cards (disposable) to Replace Ticket System

After September, the smallest number of fares available to STSWR from GRT will be 2 fares, issued on disposable cards. The 2 fare cards do not require photo id and look like this:



Schools may request the 2 fare card through Student Transportation Services of Waterloo Region (STSWR) to issue in special circumstances as was the case with the single-trip ticket system. To request the 2 fare cards please contact STSWR at 519-650-4934 x221 or via email to Susan_Carriere@stswr.ca.

It is necessary that individual students are given their own 2 fare card even when issued at the same time (i.e. if 2 students are riding home together they must each receive a card). 2 fare cards can be used to ride the bus and ION train. Cards cannot be tapped on the same device (either farebox or ION platform reader) within a 5-minute period.

Students may check the balance of any 2 fare card on an ION platform reader, ION fare vending machine, or with a customer service agent in person or on the phone.

Changes to GRT Term Passes

GRT still requires students receiving the term pass to visit their closest GRT terminal to obtain the new EasyGO fare card.

Terminal locations and hours can be found at <http://www.grt.ca/en/schedules-maps/terminals-and-stations.aspx>.

For September 2018, students can obtain their new EasyGO fare card with term pass beginning August 20st, 2018.



For this year only, GRT will **not** charge students \$5 for the new card, and from now on students will not be required to renew their photo at the beginning of every semester and/or school year. This means that the EasyGO fare card will last them until students graduate from secondary school.

Cards will be activated with the term pass at the beginning of each semester. Please note that during the school year, cards will NOT be activated until 24 hours after cards are issued.

Cards will be deactivated once students become ineligible for a term pass. If a student moves or is no longer eligible for a pass, STSWR will inform GRT to remove access to the term pass. It will take a minimum of 24 hours for the card to be deactivated. If a student taps their EasyGO fare card after this takes effect, the farebox will read "insufficient funds". The student can still use the EasyGO fare card to load monthly passes or stored value to ride transit.

Using the 2 Fare card and EasyGO fare card with a Term Pass

Both cards must be tapped on the farebox while boarding the bus and/or train. Additional information on EasyGO fare cards can be found at <http://www.grt.ca/en/fares-passes/tapping-your-easygo-fare-card.aspx>.

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 <http://www.grt.ca/en/fares-passes/resources/EasyGO-fare-card-consent-form-for-minors.pdf>.