

To: Metrolinx Board of Directors

From: Martin Gallagher, Chief Operating and Safety Officer (GO & UP)

Date: June 26, 2025

Re: Fare By-law Updates for GO Bus Route 15 Extension to Six Nations of the

Grand River & Mississaugas of the Credit First Nation and the Veterans and

Canadian Armed Forces Ride Free Program

EXECUTIVE SUMMARY

This memo summarizes the Fare By-law Updates for the GO Bus Route 15 Extension to Six Nations of the Grand River & Mississaugas of the Credit First Nation and the Veterans and Canadian Armed Forces ("CAF") ride free program on GO Transit. Additionally, it outlines the required regulation and by-law amendments for the extension of services and accompanying fare collection and enforcement activities.

Route 15 Extension

In collaboration with Six Nations of the Grand River and Mississaugas of the Credit First Nation, Metrolinx extended GO Bus Route 15 (Brantford/Burlington) service to these communities starting April 5, 2025. This expanded GO Bus service runs six daily trips, seven days a week, connecting to Brantford Bus Terminal, McMaster University and to Lakeshore West GO Train service at Aldershot GO Station (see map in Appendix A). Metrolinx is managing all operating costs associated with the service from within the existing operating budget allocation.

The province has amended Ontario Regulation 189/09 (the "Regulation") to include Six Nations of the Grand River and Mississaugas of the Credit First Nations in the GO Transit Service Area, to enable the new service and associated fare collection and enforcement activities. Amendments to the Tariff of Fares in Metrolinx By-Law No. 2A (the "By-Law"), are also required.

Veterans and Canadian Armed Forces

The Minister of Transportation directed Metrolinx to provide free, year-round travel on GO Transit and UP Express for all CAF members and veterans, including Regular and Reserve Forces. CAF members and veterans are eligible for free travel on GO Transit by presenting a valid ID, including a Veteran's Service Card or an appropriate Canadian Military Service Identification. Fare By-Law amendments are required to support implementation of this program.



RECOMMENDATION

RESOLVED:

THAT, as further described in the Report dated June 26, 2025, from the Chief Operating & Safety Officer (GO & UP) (the "Report"), the Corporation is authorized to amend Metrolinx By-law No. 2A to:

- Ensure that all Canadian Armed Forces members and veterans, including Regular and Reserve Forces, have access to free travel on GO Transit and, on a date to be named by the Corporation, on UP Express, in accordance with a Letter of Direction dated November 11, 2024, received from the Minister of Transportation; and,
- Extend GO Bus Route 15 service to Six Nations of the Grand River and Mississaugas of the Credit First Nation (the "New Bus Stops") effective April 5, 2025.

AND THAT the Corporation may make changes to By-law 2A to reflect the addition of the new fares and travel zones required to deliver GO service to the New Bus Stops, as well as Other Incidental Base Fare By-Law Amendments, as further described in the Report;

AND THAT By-law No. 2A will be repealed and replaced with By-law No. 2A attached to the Report, effective June 26, 2025;

AND THAT the Chair and Secretary are authorized to sign the revised By-law;

AND THAT management is authorized to establish service frequency, routes and schedules for the New Bus Stops as required.

BACKGROUND

Route 15 Extension

Six Nations of the Grand River and Mississaugas of the Credit First Nation are key partners in Metrolinx initiatives and two of the largest First Nations communities in the Greater Golden Horseshoe. Moreover, the communities are located within close proximity to GO Bus Route 15 (Brantford/Burlington) that connects riders to key local and regional destinations in Brantford, Hamilton and Aldershot. GO Bus Route 15 service was extended to these communities starting April 5, 2025 (Appendices A and B), providing access to key local and regional services (e.g. groceries, healthcare, education, employment) and destinations identified by community members with a safe and reliable transit service, as part of an integrated regional transit network. More than 100 riders per week are using the bus service, which operates weekdays, weekends and holidays in both directions.

Veterans and Canadian Armed Forces

In line with the direction from the Ministry of Transportation, Canadian Armed Forces and Veterans now receive free, year-round travel on GO Transit, effective March 1, 2025. This initiative underscores Metrolinx's commitment to supporting Canadian Armed Forces members and veterans in recognition of their service. In addition, free travel for Canadian Armed Forces and Veterans on UP Express will follow in the subsequent months.



COMMUNICATIONS and READINESS

Route 15 Extension

The Metrolinx Communications and Community Engagement team in partnership with the Indigenous Relations Office, working in consultation and coordination with Six Nations of the Grand River and Mississaugas of the Credit First Nation, developed an integrated communications and engagement strategy and plan that is suitable to the unique needs of each community to support this bus route extension.

Tactics included attending briefings within each Indigenous community, attending community events, holding open houses, and making resources available in-person and online. Through these channels, trip planning tools and fare payment information have been provided, as well as information on how to receive service-related updates.

Veterans and Canadian Armed Forces

An integrated communications strategy has informed key audiences about the new program. Target audiences include customers, veterans and their families, current members of the CAF and their families, the media, Metrolinx employees, associations, and stakeholders. This strategy leverages media relations, customer communications, social media, and marketing channels to manage awareness and engagement.

ZONE AND BASE FARE BY-LAW AMENDMENTS

To accompany the Route 15 service extension, and associated fare collection and enforcement activities, a new fare zone and associated base fares need to be established in the By-Law. Metrolinx By-Law 2A allows the organization to introduce fares for new stations/services prior to Board approval, provided full sign-off is obtained from the Metrolinx Board in a following Board session. An updated Tariff of Fares will be posted following the addition of the Six Nations of the Grand River and Mississaugas of the Credit First Nation fare zone as described in the report.

A new fare zone (zone 100) is required as Six Nations of the Grand River and Mississaugas of the Credit First Nation are outside the presently delineated geographic fare zones. Fare proposals follow GO Transit's fare-by-distance structure for similarly distanced trips. Sample fares from the new fare zone to key destinations are summarized in the table below:

Summary of Route 15 Extension Fare Table

	SNGR ↔ MCFN (~10km)	SNGR/MCFN ↔ Brantford (~20km)	SNGR/MCFN ↔ McMaster (~60km)	SNGR/MCFN ↔ Aldershot (~70km)	SNGR/MCFN ↔ Union (~125km)
Standard: Adult Fare	\$4.40	\$7.00	\$13.25	\$13.50	\$20.00
PRESTO: Adult Fare	\$3.70	\$5.89	\$11.16	\$11.37	\$16.84
PRESTO: Youth/Student Fare	\$2.64	\$4.20	\$7.95	\$8.10	\$12.00
PRESTO: Senior Fare	\$1.97	\$3.15	\$5.96	\$6.08	\$9.00

Standard Fare Comparison vs other OD pair distances: Union to Port Credit (~20 Km) - \$7.15, Union to Hamilton (~60 Km) - \$13.50, Union to Niagara (~130 Km) - \$21.15



Other Incidental Base Fare By-Law Amendments (April 2024 Service Package) requiring Board approval can be found in Appendix C. The Fare By-Law also requires amendments to support implementation of the Veterans and Canadian Armed Forces Ride Free Program.

Pursuant to subsection 8.1(3) of the Act, the Board is required to pass by-laws to establish the fares that will be charged for transit services. The Act also requires Metrolinx to hold a meeting of the Board open to the public (subsection 11(3)) and to provide written notice to the Minister (subsection 8.1(4)). In accordance with the Act, Metrolinx has advised the Minister of its intent to make the by-law amendments outlined in this Report, effective June 26, 2025.

In collaboration with Six Nations of the Grand River and Mississaugas of the Credit First Nation, and the Canadian Armed Forces, Metrolinx is improving community members' access to key local and regional services and destinations as part of an integrated regional transit network, addressing transportation gaps for underserved communities and demonstrating our commitment to supporting our armed forces members and veterans in recognition of their service.

The By-law attached in Appendix D will replace the existing By-law No. 2A and become the new By-law No. 2A, effective June 26, 2025, subject to staff appending an updated table of fares.

Respectfully submitted,

Martin Gallagher, Chief Operating & Safety Officer (GO & UP)



APPENDICES

Appendix A: GO Route 15 Extension Map Appendix B: GO Route 15 Schedule Appendix C: April 2024 Fare Changes

Appendix D: BY-LAW NO. 2A (revised)



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Appendix A: GO Bus Route 15 Extension Map







Appendix B: GO Route 15 Schedule

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Appendix C: April 2024 Fare Changes

In April 2024, GO Transit required an amendment to its fare structure to allow for the introduction of service changes across the network and to ensure a fair, yet competitive price point based on its fare by distance principles. Metrolinx By-Law 2A allows the organization to introduce fares for new stations/services prior to Board approval, provided full sign-off is obtained from the Metrolinx Board in a following Board session.

Route 17

The introduction of Route 17 (Waterloo/Hamilton) necessitated a fare change to properly reflect a new direct connection between Aldershot and Guelph/Kitchener, including surrounded areas. To reflect shorter distances, fares were adjusted in-line with GO's fare by distance structure.

				To/From Gu	ielph Via /	Aldershot GO				
		East of Aldershot						West of Aldershot		
Station	Distance	Current Fare	Proposed Fare	Change		Station	Distance	Current Fare	Proposed Fare	Change
Burlington	49.0	\$23.55	\$12.50	-\$11.05		Hamilton	52.2	\$24.70	\$13.30	-\$11.40
Appleby	55.6	\$23.05	\$13.00	-\$10.05		Stoney Creek	61.4	\$24.70	\$13.80	-\$10.90
Bronte	60.7	\$22.20	\$13.25	-\$8.95		Grimsby	78.1	\$26.10	\$14.50	-\$11.60
Oakville	66.1	\$21.30	\$13.75	-\$7.55		Lincoln	89.1	\$26.80	\$15.25	-\$11.55
Clarkson	73.6	\$12.30	\$14.00	\$1.70		Brantford*	90.8	\$29.00	\$15.25	-\$13.75
Port Credit	79.9	\$12.75	\$14.25	\$1.50		St Catherines	103.7	\$29.30	\$16.50	-\$12.80
Long Branch	85.1	\$16.15	\$15.00	-\$1.15		Niagara	121.7	\$31.45	\$18.00	-\$13.45
Mimico	89.7	\$16.15	\$15.25	-\$0.90						

To/From Guelph, fares were increased for Port Credit (\$1.50) and Clarkson (\$1.70)

< than 5 boardings in either direction 3 months prior to April 2024 service change

				To/From Kito	chener Via	Aldershot GO				
		East of Aldershot						West of Aldershot		
Station	Distance	Current Fare	Proposed Fare	Change		Station	Distance	Current Fare	Proposed Fare	Change
Burlington	80.0	\$17.35	\$15.75	-\$1.60		Hamilton	83.2	\$18.70	\$16.75	-\$1.95
Appleby	86.6	\$17.10	\$16.00	-\$1.10		Stoney Creek	92.4	\$18.70	\$17.00	-\$1.70
Bronte	91.7	\$16.20	\$16.20	\$0.00		Grimsby	109.1	\$20.85	\$17.50	-\$3.35
Oakville	97.1	\$17.00	\$17.00	\$0.00		Lincoln	120.1	\$21.55	\$18.25	-\$3.30
Clarkson	104.6	\$16.55	\$17.25	\$0.70		Brantford*	121.8	\$23.05	\$18.25	-\$4.80
Port Credit	110.9	\$17.10	\$17.50	\$0.40		St Catherines	134.7	\$24.10	\$19.50	-\$4.60
Long Branch	116.1	\$18.30	\$18.00	-\$0.30		Niagara	152.7	\$26.25	\$20.50	-\$5.75
Mimico	120.7	\$18.30	\$18.30	\$0.00						

To/From Kitchener, fares will be increased for Port Credit (\$0.40) and Clarkson (\$0.70)

< than 5 boardings in either direction 3 months prior to April 2024 service change

GO Zone Map Amendment

Lastly, GO Zones will need to be amended to correct a gap in the zone map that exists along Route 17, between Guelph/Aberfoyle and Aldershot. This amendment must be completed and provided to the PRESTO service enablement team in order to have them add it into the GPS Controller Master Configuration EOD file. This enables GO buses to calculate fares based on their location if they are not at a GO station or stop with an SFTP device. It is recommended to have zone 39 (Guelph) extended south to border zone 16 (Aldershot)

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MEMORANDUM



Route 21

As part of previous adjustments to the Route 21 (Milton), customers travelling between Cooksville and Union Station, via Port Credit, would have received a fare increase due to inconsistent applications of GO Transit's lower base fare.

Cooksville GO

Through the Fare Strategy team's fare impact work on previous Route 21 adjustments, it was discovered that Cooksville GO customers would see an increase in their fare (+ \$0.13), despite having to transfer at Port Credit GO. In addition, they would pay a higher PRESTO fare (\$6.15) than that of the stop preceding it at Square One (\$5.01).

- Despite Cooksville GO and Port Credit GO being separated by only 4.8km, the fare between these 2 destinations is not reflective of the lower base fare (LBF) GO Transit charges for trip less than 10km.
- The fare between Square One & Port Credit GO is reflective of the LBF at a distance of 7.6km.

			To/From Union	
Route	Origin/Dest.	PRESTO Direct	PRESTO Transfer	Difference
	Milton GO	\$10.31	\$9.13	-\$1.18
21A - Oakville	Trafalgar PnR	\$8.16	\$7.15	-\$1.01
	Sheridan College	\$8.16	\$7.15	-\$1.01
	Lisgar GO	\$9.34	\$8.80	-\$0.54
21B - Clarkson	Meadowvale GO	\$8.75	\$8.51	-\$0.24
21b - ClarkSOII	Streetsville GO	\$8.25	\$7.83	-\$0.42
	Erin Mills	\$8.25	\$7.83	-\$0.42
	Erindale GO	\$7.45	\$6.15	-\$1.30
21C - Port Credit	Square One	\$6.35	\$5.01	-\$1.34
	Cooksville GO	\$6.02	\$6.15	\$0.13

It is recommended that the standard fare between Cooksville GO and Port Credit GO be lowered from \$5.75 to \$4.70 to reflect the distance travelled between these two destinations and to match fares from customers travelling to/from Square One. The proposed fare reduction will lead to a PRESTO fare of \$5.01 when transferring at Port Credit GO. While further adjustments to the Route 21 were made in April 2024, these fare changes are still required.

			To/From Union	
Route	Origin/Dest.	PRESTO Direct	PRESTO Transfer	Difference
21C - Port Credit	Cooksville GO	\$6.02	\$5.01	-\$1.01

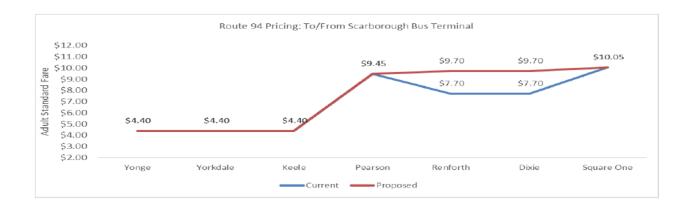
Route 94

Former Routes 34 and 94 were consolidated into Route 94 (Pickering/Mississauga) to provide airport access to customers from both Durham region (Pickering GO) & Mississauga (Square One). Merging services created fare discrepancies between Pickering GO/Scarborough Terminal and the Mississauga Transitway stops. Fare changes along Route 94 were implemented that reflected distance travelled and to align with GO Transit's fare by distance model.



Increased fare between Pickering GO and each of Dixie and Renforth Transitway Stations from \$10.40 to \$12.90

• There was no ridership recorded between Pickering GO and these locations in 3 months prior to the April 2024 service change.





Higher fare between Scarborough Bus Terminal and each of Dixie and Renforth Transitway Stations from \$7.70 to \$9.70

• There was no ridership recorded between Scarborough Bus Terminal and these locations in the 3 months prior to the April 2024 service change.

		To/From Renfo	orth and Dixie Tr	ansitway (Stand	ard Adult Fare)	
Station	Ajax	Whitby	Oshawa	Courtice	Bowmanville	Newcastle
Current	\$11.40	\$12.25	\$13.05	\$13.55	\$14.20	\$14.95
Proposed	\$13.55	\$14.40	\$15.20	\$15.75	\$16.25	\$17.35
Increase	\$2.15	\$2.15	\$2.15	\$2.20	\$2.05	\$2.40

Increased fares between various Durham Region stops and each of Dixie and Renforth Transitway Stations

• There was no ridership recorded between these Transitway stops and these Durham Region stops in 3 months prior to the April 2024 service change.

Appendix D: BY-LAW NO. 2A (revised)

BY-LAW NO. 2A

METROLINX

(the "Corporation")

A by-law to establish the fares that shall be charged for transit services and establish the approximate routes, locations and frequencies of the transit services provided

BE IT ENACTED as a by-law of the Corporation as follows:

By-law No. 2A of the Corporation is hereby repealed and the by-law contained herein shall become the by-law of the Corporation with respect to the subject matter contained herein.

1. **DEFINITIONS**

- 1.1 In this by-law and in all other by-laws of the Corporation, unless otherwise defined or the context otherwise requires:
 - (a) "Child" or "children" means a person or group of persons who individually have not yet reached thirteen (13) years of age;
 - (b) "Max Fare" or "Maximum Fare" means the base fare amount that may be charged to a PRESTO electronic fare card and acceptable contactless payment media for one-way travel on the transit system within the Tariff of Fares enumerated zones and represented by the furthest distance on the train line or bus route on which the journey was initiated, which amounts may be further set out on the Corporation's Public Websites
 - (c) "Minor" means a child who has not yet reached six (6) years ofage;
 - (d) "Canadian Armed Forces Member" means a member of the Canadian armed forces, and includes any predecessor naval, army or air forces of Canada or Newfoundland and includes both regular and reserve forces.
 - (e) "Veteran" means a former member of the armed forces and includes both regular and reserve forces.
 - (f) "Tariff of Fares" means the Tariff of Fares attached hereto, setting out the amount to be paid for single one-way travel on the transit system within the enumerated zones, as determined by the Corporation from time to time in accordance with By-law 2A, approved by the Board of Directors the 30th of June 2022 with effect as of August 11th, 2022 pursuant to Subsection 8.1(3) of the *Metrolinx Act*, 2006.
 - (g) Terms not defined herein shall bear the meanings associated with such term as set out in By-law No. 2.

2. FARES

Fares to be charged

available to the public

2.1 The Tariff of Fares may be read by members of the public at the head office of the Corporation during regular business hours and on the Corporation's Public Websites.

one-way ride base fare

2.2 Except as otherwise provided in this by-law, the amount to be paid for a single one-way ride on a transit system operated by or for the Corporation is the applicable base fare amount set out in the Tariff of Fares for travel between enumerated zones.

maximum fare

2.3 Except as otherwise provided in this by-law, a person who fails to tap off a PRESTO electronic fare card or acceptable contactless payment media correctly at the end of their journey will be charged the Max Fare.

2.4 The Corporation may establish concessions and special fares for:

concessions and special fares

- (a) passengers that qualify as youths, students, seniors, or any other class of passenger, as determined by the Corporation in accordance with this bylaw:
- (b) package trips provided that the portion of the special fare applicable to transportation is not less than 77% of the regular fare otherwise provided in this by-law;
- (c) multi-ride or volume-based discounts for passengers or groups of passengers applying to a limited or unlimited number of rides per ticket occurring within a specified time period;
- (d) discounted marketing programs or loyalty programs;
- (e) encouraging additional commuter or other ridership;
- (f) promoting special or seasonal events; or
- (g) promoting, piloting, and/or implementing new or revised programs, services or technologies.

The Corporation reserves the right to change, modify or cancel such concessions and special fares as necessary. The terms and conditions of and information about such concessions and special fares shall be published on the applicable Public Websites.

Children

2.5 A child may ride the transit system free of charge and without a ticket.

Minors

2.6 No minor may ride on the transit system unaccompanied.

passengers over 13 years of age

2.7 The amount to be paid for a single one-way ride on a transit system by a passenger 13 years of age or over is the amount payable pursuant to Section 2.2.

police officers exempt

2.8 No fare is required to be paid by a police officer as defined in Section 2 of the *Police Services Act*, R.S.O. 1990, Chapter P.15 or a police officer of the Royal Canadian Mounted Police who is in possession of the official identification issued by the police services engaging such officer. For greater certainty, the benefit of this provision does not extend to any special constable, by-law enforcement officer, or any auxiliary or civilian member of a police force.

Canadian

2.9a Effective March 1, 2025, for GO and on a date to be named by the Corporation for UP Express, no fare is required to be paid by Canadian Armed Forces Members or

Armed Forces Members and Veterans

- veterans, including both regular and reserve forces. Each individual must be in possession of official identification issued by the Department of National Defense.
- 2.9b On days that are for National or Provincial recognition of war veterans, no fare is required to be paid by: (i) a war veteran and any person accompanying him or her; or (ii) the immediate family of a deceased veteran, provided that such individual is carrying something that identifies his or her relation to the deceased veteran, including an identification card or service papers.

passengers with disabilities

2.10 If a proper authority is satisfied that a passenger has a disability that hinders his or her ability to travel alone, the passenger may purchase a ticket at the rate for that passenger as determined pursuant to this by-law, that is endorsed by the proper authority as a party ticket for the carriage of both the passenger and an attendant accompanying him or her. For greater certainty, where the passenger is a child and a proper authority is satisfied that the child has a disability that hinders his or her ability to travel alone, the attendant accompanying him or her may ride the transit system free of charge and without a ticket.

premium fares

2.11 Where more than one transit service is provided between two places by the Corporation, a local transit system, or a combination thereof, the Corporation may charge a premium on any such service operated by it and the amount of the premium shall be set out on the applicable Public Websites.

excursion fares

2.12 For excursion trips that have an origin or destination or any combination thereof, the Corporation may charge in addition to the fare set out in the Tariff of Fares, a premium fare up to a maximum of \$3.00 per single one-way ticket.

refunds

2.13 No refunds of fares shall be made except in accordance with Metrolinx fare refund administrative policy, as amended from time to time, and as posted on the applicable Public Websites.

3. TARIFF OF FARES

3.1 Tariff of Fares is as appended to this by-law.

4. ROUTES AND SCHEDULES

schedules

4.1 The Corporation's Board of Directors may establish the approximate location, routes and frequencies of the transit services provided by or on behalf of the Corporation.

available on Internet

4.2 The approximate location, routes and frequencies of the transit services provided by or for the Corporation shall be as published in any schedule whether in paper or electronic form. The official version shall be the version as published on the applicable Public Websites from time to time.

rights reserved

4.3 The Corporation reserves the right to change, modify or deviate from any posted schedule as necessary.

The foregoing by-law is hereby enacted as a by-law of the Corporation by the Board of Directors on June 26, 2025 and effective as of the 1 day of July, 2025 pursuant to Subsection 8.1(3) of the *Metrolinx Act*, 2006.



METROLINX (the "Corporation")

Tariff of Fares (Effective July1, 2025)

- This Tariff of Fares shall be maintained at the head office of the Corporation, 97 Street West, Toronto, and shall be available for public review during the regular business hours of the Corporation.
- This Tariff of Fares sets out: the base fares applicable for a single one-way ride on the transit system within the enumerated zones, including all applicable taxes.
- 3. Passengers who use a PRESTO card to pay for their fares, or otherwise qualify for a concession pursuant to a criteria determined and published by the Corporation in accordance with By-law No. 2A, will receive a discount from the base fare amount set out on this Tariff of Fares. Details of applicable discounts/concessions are available on the applicable Public Websites.
- 4. When a passenger travels on the transit system from a point outside the City of Toronto to another point outside the City of Toronto, and can only do so by travelling through the City of Toronto by means of more than one transit service provided by the Corporation, the following rules apply in determining the total fare payable:
 - (a) If there is more than one transit service available between the passenger's point of departure and the City of Toronto or between the City of Toronto and the passenger's destination point, the fare payable for each transit service shall be the lowest fare available for the trip, regardless of which transit service the passenger actually takes.