

To: Metrolinx Board of Directors

From: Leslie Woo, Chief Planning and Development Officer
Mark Childs, Chief Marketing Officer

Date: April 10, 2019

Re: GO Fare Changes

EXECUTIVE SUMMARY

At the direction of the Minister of Transportation, Metrolinx is making changes to better align GO fares for short-distance trips and provide customers with significantly more affordable options for travelling between GO stations and bus stops within and around their communities. Effective April 20, 2019:

- PRESTO fares for trips up to approximately 10 kilometres will be reduced to \$3.70, a reduction by as much as 40% from fares for some trips. For example, the new \$3.70 fare for customers travelling from Oakville to Appleby is reduced from \$6.18.
- GO single-fare (non-PRESTO) paper ticket prices for trips up to approximately 10 kilometres will be reduced to \$4.40 a reduction of up to 22%.

This change is projected to generate up to 2 million additional trips as more people will choose GO Transit for short-distance trips within their communities, whether to see friends and family, go shopping, or visit attractions.

Also on April 20, Metrolinx recommends a modest fare increase for longer-distance GO trips to continue to bring more services and connections to customers while improving their experience on our trains and buses and offsetting inflationary cost pressures.

The previous GO fare increase was on September 2, 2017, and Metrolinx has since added 359 more train trips a week, growing services by more than 20% in the last year alone. Additional enhancements will be announced this year to help customers move across the region. Infrastructure enhancements have also been delivered, outlined in Appendix A.. The additional fare changes are:

- PRESTO fares for trips greater than approximately 10 kilometres will be increased by up to approximately 4%. For example, a PRESTO journey from Union to Barrie South GO Station will increase by \$0.42 to \$12.82.
- The price of a GO single-fare (non-PRESTO) paper ticket for trips greater than approximately 10 kilometres will be increased by up to 10%, affecting 8% of the non-PRESTO GO transit trips. Customers using paper tickets will be encouraged to switch to PRESTO to ensure they pay the lowest fare.

The new PRESTO discount increases to 16% from 11% compared to single-fare paper tickets. Currently, 92% of GO transit trips are taken using PRESTO.¹ PRESTO customers will always get the lowest price when travelling on GO and will receive existing fare discounts when travelling between eligible transit systems, including the TTC.

To illustrate these fare changes, sample fares are included in Appendix B.

UP Express fares will remain unchanged, however customers travelling to/from Bloor and Weston stations will have to tap on the correct PRESTO devices to be charged the correct fare.

The same discounts that exist today for seniors and students will continue.

Under the Metrolinx Act, the fares charged for transit services are to be set out in a by-law approved by the Board of Directors (section 8.1(3)). The requisite amendments to Metrolinx By-law No. 2A has been included for Board review and approval, with changes indicated in blacklined text as set out as Appendix C.

RECOMMENDATION

RESOLVED:

THAT as described in the Chief Marketing Officer and Chief Planning and Development Officer's April 10, 2019 report (the "Report"), effective April 20, 2019 By-law No. 2A be revised to update the Tariff of Fares, which sets out the fares to be charged on the GO Transit system for travel between identified points or fare zones, and reflect the changes to the GO Transit fares and zones described in the Report;

AND THAT By-law No. 2A be repealed and replaced with By-law No. 2A attached to the Report at Appendix C, subject to staff including a new Tariff of Fares reflecting the introduction of the new fares and fare zones described in this Report, subject to any minor adjustments required;

AND THAT the Chairman and Secretary be authorized to sign the By-law;

AND THAT PRESTO fares be adjusted to reflect a single ride ticket PRESTO discount of approximately 16%, as described in the Report, subject to any minor adjustments required.

¹ Adoption numbers reflect January 2019.

BACKGROUND

Short-Distance Fare Changes:

Metrolinx is proposing to reduce GO Transit fares for trips up to approximately 10 kilometres across the entire network to \$3.70 for customers using PRESTO. For customers using single-fare (non-PRESTO) paper tickets, Metrolinx will reduce the cost from \$5.30 to \$4.40.

To help offset the cost of lower short-distance fares, there will be up to a 5% fare increase on single-fare (non-PRESTO) paper tickets for trips over approximately 10 kilometres.

The new PRESTO discount increases to 16% from 11%

	Current	New
PRESTO Fare - Trips up to ~10km	\$4.71	\$3.70
Single Fare - Trips up to ~10km	\$5.30	\$4.40
Single Ride Ticket PRESTO Discount	~11%	~16%

Recent modelling has shown that there would be significant demand for short-distance travel along the GO Transit system if short-distance fares were lowered. This would in turn help address increasing demand for local transit options and benefit customers by offering more affordable and faster travel using GO Transit.

Approximately 2 million additional annual trips were projected based on work by the consulting firm, Steer, in 2018 using the Greater Toronto and Hamilton Area Fare Model to estimate the impact of lowering the GO minimum fare to approximately \$3.70 on PRESTO for trips up to 10 kilometres. Revenue from new ridership along with revenue from higher single-fare paper ticket prices will offset the lower short-distance fares.

Other Longer-distance Fare Changes:

As part of the annual business planning process, Metrolinx conducted an extensive review of operating and maintenance costs associated with new GO Transit services that have been introduced since the last fare increase on September 2, 2017. As a result of this review, Metrolinx is recommending that fares for trips greater than 10 kilometres increase by up to approximately 4% for PRESTO users and an additional increase to the price of GO single-fare (non-PRESTO) paper tickets by up to 5%.

Niagara Falls Fare Changes:

As part of the proposed fare changes, GO fares between Niagara Falls and Union Station will also be adjusted so that GO bus fares and GO rail fares are consistent. GO bus fares will be increased by approximately 4% for PRESTO and up to 10% for GO single-fare paper tickets, while GO rail fares will be reduced to match GO bus fares.

	Current Single Ticket Fare	Current PRESTO Fare	New Single Ticket Fare	New PRESTO Fare
Rail	\$22.30	\$19.80	\$21.15	\$17.79
Bus	\$19.30	\$17.14	\$21.15	\$17.79

Concession Discounts (Senior, Student)

Concession discounts for seniors and students will remain unchanged.

UP Express

- UP Express fares will remain unchanged.
- UP Express fares for short-distance trips will no longer be aligned with GO for travel between Union, Bloor and Weston.
- In order for customers pay the correct fare, they must tap their PRESTO card on the device that corresponds with the train they are boarding. For example, UP Express customers must tap their PRESTO cards on and off the UP Express PRESTO devices when boarding an UP train.
- UP Express customers will only qualify for the discounted double fare with the TTC when travelling to and from Pearson Airport; if Pearson Airport is not part of their journey, they will no longer qualify for the discount.
- Only travel on GO Transit will qualify for the GO Loyalty program.

Zone Changes

To support the aforementioned GO fare changes, some GO fare zones will be split into multiple zones. This will help fares better reflect distance travelled. The following GO fare zones have been further split into multiple zones and are summarized below: Zone 3, Zone 11, Zone 12, Zone 61, and Zone 62.

Current Zone	New Zones	Location
11	11	Dixie/Cooksville
	10	Port Credit
12	12	Clarkson
	40	Erindale
61	61	Rutherford/Maple
	50	Richmond Hill
3	3	Kipling
	59	Long Branch
	79	Mimico
62	62	King City
	78	Gormley

Summary of GO Fare Changes:

- PRESTO fares for trips up to approximately 10 kilometres will be reduced to \$3.70.
- GO single-fare (non-PRESTO) paper ticket prices for trips up to approximately 10 kilometres will be reduced to \$4.40.
- PRESTO fares for trips greater than approximately 10 kilometres will be increased by up to approximately 4%.
- GO single-fare (non-PRESTO) paper ticket prices for trips greater than approximately 10 kilometres will be increased by up to 10%.
- Bus and rail fares between Niagara and Union Station will be aligned, with GO Bus fares increasing in line with other similar trips and GO rail fares decreasing by approximately 16%.

A full list of GO single-fare (non-PRESTO) paper tickets can be found on the [Tariff of Fares](#) available on the [GO Transit website](#). PRESTO fares are further discounted and can be found on the [GO Transit website](#).

CONCLUDING REMARKS

According to Subsection 8.1(3) of the *Metrolinx Act, 2006* (the “Act”), the Board is required to pass by-laws to establish the fares that will be charged for transit services. Before passing any by-law changing the fares or definitions resulting in fare changes, the Act requires Metrolinx to hold a meeting of the Board open to the public (Subsection 11(3)) and to provide written notice to the Minister of Transportation (the “Minister”) (Subsection 8.1(4)). In accordance with the Act, Metrolinx has advised the Minister of its intent to make fare and zoning changes outlined in this Report, effective April 20, 2019.

The By-law attached at Appendix C will replace the existing By-law No. 2A and become the new By-law No. 2A, effective April 20, 2019, subject to staff including a new Tariff of Fares reflecting the introduction of the new fares and fare zones described in this Report, subject to any minor adjustments required.

Respectfully submitted,

Leslie Woo, Chief Planning and Development Officer
Mark Childs, Chief Marketing Officer

APPENDICES

Appendix A	Service Changes
Appendix B	Sample GO Fare Changes
Appendix C	By-Law No. 2A

APPENDIX A: SERVICE CHANGES

New and Improved Rail Service

The following rail service improvements were introduced since the last fare increase in 2017, resulting in additional operating costs:

Barrie:

- introduction of midday hourly service to Aurora (10 new daily trips)
- introduction of evening hourly service to Aurora (6 new daily trips)
- more service to/from Bradford (6 daily trips)
- improved weekend service to run hourly instead of every 75 minutes (6 new daily trips)
- service to new Downsview Park GO Station (connection to Line 1 TTC subway)
- peak weekday trip extensions between Maple GO and Allandale Waterfront GO (2 daily trips)

Lakeshore East:

- improved late evening service to provide consistent service every 30 minutes (2 new trips)
- improved weekend service to run every 30 minutes (8 new daily trips)
- improved midday service to run every 15 minutes (21 new daily trips)
- more express peak weekday trips serving the reverse direction (6 new daily trips)

Lakeshore West:

- improved late evening service to run every 30 minutes (2 new daily trips)
- improved weekend service to run every 30 minutes (8 new daily trips)
- improved midday service to run three trains an hour (10 new daily trips)
- peak weekday trip extensions between Oakville and Burlington (4 daily trips)
- more express peak weekday trips serving the reverse direction (6 new daily trips)
- peak weekday trip extensions between West Harbour and Niagara Falls (2 daily trips)

Kitchener:

- peak weekday trip extensions between Georgetown and Kitchener (2 daily trips)
- peak weekday trip extensions between Mount Pleasant to Georgetown (2 daily trips)
- more peak weekday service to/from Bramalea (3 new daily trips)
- more peak weekday service to/from Malton (1 new daily trip)

Stouffville:

- midday trip extensions between Unionville and Mount Joy (10 daily trips)

New and Improved Bus Service

The following bus service improvements were introduced since the last fare increase in 2017, resulting in additional maintenance and operating costs:

- improved route 40, serving Hamilton, Mississauga, Pearson and Richmond Hill, to run every 30 minutes on weekends
- improved 407 service to provide better connections with TTC

- introduction of service to the new Highway 407 Bus Terminal
- introduction of service to the new Hwy 404/Major MacKenzie Park and Ride lot
- introduction of service to the new Dundas & 412 Park and Ride lot
- improved seasonal route 12 to include more express service to Niagara Falls
- introduction of service to the new Winston Churchill Transitway Station
- introduction of service to Niagara College
- introduction of service along the Mississauga Transitway (Rt 19/40)
- introduction of service to the new Dixie Transitway Station
- introduction of service to the new Renforth Transitway Station
- improved route 29 service to run mostly hourly in Guelph and Mississauga
- extension of route 66 to East Gwillimbury

New Infrastructure

The following infrastructure improvements were introduced since September 2017 to improve the customer experience and enhance the safety and reliability of our services, resulting in additional maintenance and operating costs. These include:

- the new Downsview Park GO Station
- the new Courtice Park and Ride lot
- the new Ritson Park and Ride lot
- the new Highway 407 Bus Terminal
- the new Hwy 404/Major MacKenzie Park and Ride lot
- the new Winston Churchill Transitway Station
- significant upgrades to radio and signal equipment to increase capacity and improve reliability of communication across network
- substantial upgrades and enhancements to multiple legacy bridges over the rail corridor, extending the longevity and ensuring the safety and reliability of our infrastructure
 - this includes full replacement of the 100 year old Humber River Bridge, elevation of 5 bridges, comprehensive repair and inspection program across the entire network to strengthen the integrity of the bridges and provide improved resilience to climate.
- the new Whitby Rail Maintenance Facility
- 152 new rail coaches
- 45 miles of resurfaced track
- 28,121 new track ties
- 29 new switches
- 16 new at-grade road crossings
- 4 miles of new rail
- 42,000 tonnes of new ballast
- 103 upgraded snow clearing devices
- 14 new barrier arms for crossing gates
- 14 new sites to enhance remote monitoring and energy management across the rail network
- 2 new designated locations for trains to safely turn around

APPENDIX B: SAMPLE GO FARE CHANGES

Location 1	Location 2	Distance (Km)	Current			Proposed lower GO base fare and single fare increase				
			Single Fare	PRESTO Fare	PRESTO Discount	Single Fare	Single Fare Change	New PRESTO Fare	PRESTO Fare Change	PRESTO Discount
Exhibition	Union	3	\$5.30	\$4.71	-11%	\$4.40	-17%	\$3.70	-21%	-16%
Bloor	Union	6	\$5.30	\$4.71	-11%	\$4.40	-17%	\$3.70	-21%	-16%
Exhibition	Mimico	7	\$5.60	\$4.98	-11%	\$4.40	-21%	\$3.70	-26%	-16%
Danforth	Union Station	8	\$5.65	\$5.02	-11%	\$4.40	-22%	\$3.70	-26%	-16%
Cooksville	Kipling	10	\$5.55	\$4.93	-11%	\$4.40	-21%	\$3.70	-25%	-16%
Mimico	Union	10	\$5.60	\$4.98	-11%	\$4.40	-21%	\$3.70	-26%	-16%
Bramalea	Weston	14	\$6.95	\$6.18	-11%	\$5.50	-21%	\$4.63	-25%	-16%
Agincourt	Mount Joy	16	\$6.95	\$6.18	-11%	\$5.65	-19%	\$4.75	-23%	-16%
Gormley	Oriole	23	\$7.00	\$6.22	-11%	\$7.60	9%	\$6.39	3%	-16%
Pickering	Yorkdale	34	\$8.25	\$7.33	-11%	\$9.05	10%	\$7.61	4%	-16%
Aurora	Union Station	51	\$9.30	\$8.26	-11%	\$10.15	9%	\$8.54	3%	-16%
Barrie	Downsview	75	\$12.80	\$11.37	-11%	\$13.95	9%	\$11.73	3%	-16%
Square One	Waterloo	90	\$15.60	\$13.85	-11%	\$17.10	10%	\$14.38	4%	-16%
Union Station	Kitchener	107	\$17.70	\$15.72	-11%	\$19.40	10%	\$16.31	4%	-16%

Appendix C: Revised By-law No. 2A

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 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) “Minor” means a child who has not yet reached six (6) years of age;
- (c) “Tariff of Fares” means the Tariff of Fares attached hereto, approved by the Board of Directors the ~~1st~~-10th day of ~~March~~April, 2019 with effect as of ~~March 9~~April 20, 2019 pursuant to Subsection 8.1(3) of the *Metrolinx Act*, 2006.
- (d) Terms otherwise 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 website (www.gostransit.com).

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 amount set out in the Tariff of Fares for travel between enumerated zones.

special fares

2.3 The Corporation may establish special fares for:

- (a) passengers that qualify as children, students or senior citizens;
- (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 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 ridership;
- (f) promoting special or seasonal events; or
- (g) promoting and/or implementing new or revised programs, services or technologies.

The Corporation reserves the right to change, modify or cancel such special fares as necessary. Information on such special fares shall be published on the Corporation's public website (www.gostransit.com).

Children

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

Minors

2.5 No minor may ride on the transit system unaccompanied.

*passengers over
13 years of age*

2.6 The fare payable by a passenger 13 years of age or over is the fare that would be payable by an adult passenger as determined under Section 2.2.

*police officers
exempt*

2.7 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.

veterans

2.8 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*

2.9 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 set out in the Tariff of Fares, 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 fare 2.10 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 on any such service operated by it a premium fare and the amount of the premium fare shall be set out on the Corporation's public website (www.gotransit.com).

*Premium Fare
Niagara Falls* 2.11 For excursion trips that have an origin or destination or any combination thereof within the Niagara Falls service area, 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 fare.

refunds 2.12 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 Corporation's website.

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.

*available on
Internet* 4.2 The approximate location, routes and frequencies of the transit services provided by 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 Corporation's public web site from time to time (www.gotransit.com).

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 effective as of ~~March 9~~April 20, 2019, pursuant to Subsection 8.1(3) of the *Metrolinx Act*, 2006.

Don Wright, Chair

Alba Taylor, Corporate Secretary

c/s

METROLINX
(the “Corporation”)

Tariff of Fares
**(Effective ~~March 9~~ April 20,
2019)**

1. 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.
2. This Tariff of Fares sets out the fares applicable for a single ride for an Adult or a Senior, as defined herein, including all applicable taxes.
3. Passengers who use a PRESTO card to pay for their fares will receive a discount from the amount set out on this Tariff of Fares. Details of this and other applicable discounts are available online at www.gotransit.com.
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.

Schedule of Amount Between Zones

¹ The Adult single fare applies to any passenger thirteen (13) years of age or older.

² The Senior fare applies to any senior that is sixty-five (65) years of age or older (a “Senior”).

[Revised Schedule of Amount Between Zones to be incorporated after approval by the Board]