

## EasyGo Q&A

Bits and Bytes members: Here is follow-up from David Steffler to questions that attendees had about EasyGo at last Wednesday's presentation by GRT.

1. Can you pay for more than one person at fare vending machines using EasyGO cards?

Answer: Customers can only use an EasyGO fare card to pay for more than one other person when boarding a bus. When the customer boards, they tell the operator how many people they will be paying for and then the driver will tell them to tap. However, this feature will only work if there is sufficient stored value on the EasyGO fare card.

2. Where else will people be able to purchase EasyGO fare cards?

Answer: Initially EasyGO fare cards will only be available at select locations, including the following: ION stations, Charles Terminal, Ainslie Terminal, 250 Strasburg Rd. Additional locations will be added such as other Regional buildings, the GRT store front location, select stores, the "Street Team" (distributing EasyGO fare cards at special events in the community), etc.

3. Will auto reloads be immediate or take 24 to 48 hrs?

Answer: Yes, they will be immediate.

4. Will the day pass continue to be available?

Answer: Yes, it will continue.

David also indicated that he and Rachel are available to answer questions at the following contacts:

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