

Appendix A:

Summary Budget Engagement - Grand River Transit

GRT surveyed residents from Nov. 12 to Nov. 19 on GRT's draft 2026 budget. The survey included questions on the proposed service improvements, fare changes and service reductions. Information was shared on social media, through digital signage at stops and stations, on grt.ca, through staff outreach, GRT and MobilityPLUS hold messaging, and the MobilityPLUS online booking portal.

- About 380 people responded to GRT's budget survey
- Respondents were more supportive of increases to service, including Township services, but expressed strong opposition to fare increases and reductions in service.
- Commenters requested further improvements to make service more frequent and reliable, and to MobilityPLUS booking and availability to increase GRT ridership overall.
 - 77 per cent of respondents oppose the discontinuation of Route 110
 - 81 per cent of respondents oppose service reductions on Routes 9, 13, 19 and 30
 - 80 per cent of respondents oppose any type of fare product price increase, including to taxi coupons or two-ride cards
 - 61 per cent of respondents opposed closing Customer Service Centres on Sundays and holidays