

**Ministry of
Transportation**

Office of the Minister

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**Ministère des
Transports**

Bureau de la ministre

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August 12, 2021

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His Worship Cam Guthrie
Mayor
City of Guelph
mayor@guelph.ca

Dr. Gwen Chapman
Acting President and Provost and Vice-President (Academic)
University of Guelph
provost@uoguelph.ca

Ms. Shakiba Shayani
President and CEO
Guelph Chamber of Commerce
shakiba@guelphchamber.com

Dear Mayor Guthrie, Dr. Chapman and Ms. Shayani:

I would like to thank you for your letter dated July 6, 2021, regarding the loss of the Greyhound bus service. I appreciate your suggestions for improving intercommunity passenger transportation in your region and I would be pleased to meet with you.

The ministry recognizes that intercommunity passenger transportation providers play a critical role in Ontario's overall transportation system. Like yourselves, we were also disappointed in Greyhound's decision to permanently abandon its routes and the impact it has had to those who live in and visit Guelph, notably the sizable university student community. However, Ontario has taken steps to improve access to transportation by making it easier for intercommunity passenger transportation providers to do business in our province.

On July 1, 2021, Ontario removed the economic route licensing regime for intercommunity bus providers. Under the previous regime, often only one carrier was licensed to provide service on a route. A deregulated market will provide more opportunities to fill service gaps by allowing multiple carriers to offer services on a route, resulting in more transportation choices for the people of Ontario. An open market will encourage new carriers and foster competition and innovation, which is expected to result in improved access to education, employment and critical services across the province.

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My ministry is aware of several intercommunity passenger transportation operators that are exploring the opportunity to provide services on routes that were abandoned by Greyhound. We will continue to monitor this sector and explore opportunities to address transportation gaps and passenger demand.

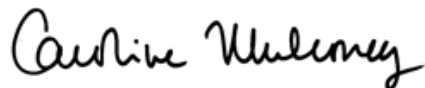
In addition, our government remains committed to supporting connectivity among communities through our Community Transportation Grant Program. Currently, the ministry supports 38 municipalities, working with community partners to improve local and intercommunity transportation services, including 12 municipalities in southwestern Ontario.

I certainly appreciate your request for a GO Transit express bus route between Toronto and Guelph as an interim measure while we advance two-way, all-day GO Rail on the Kitchener Line. My ministry continues to work closely with Metrolinx to determine the role GO Bus service can play in filling gaps in service and improving transportation options. I have passed along your recommendation to Metrolinx for consideration by their service planning team.

I am excited to see students returning to campus this fall. In anticipation of higher passenger volumes, I understand that the service planning team at GO Transit is preparing for increased service to postsecondary campuses.

I also appreciate your support and the good work of the Connect the Corridor coalition. Thank you again for bringing your collective concerns to my attention.

Sincerely,



Caroline Mulroney
Minister of Transportation

- c. Mike Schreiner, MPP, Guelph
Phil Verster, President & Chief Executive Officer, Metrolinx
The Honourable Stan Cho, Associate Minister of Transportation