



How to use PRESTO on GO Transit

Tap into 

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A Division of METROLINX

Welcome to PRESTO!

Welcome to the convenience of bypassing line-ups for GO Transit tickets or passes, welcome to flexible payment options, welcome to an easier commute, welcome to PRESTO!

PRESTO uses the latest technology to make it easier to travel within and between participating transit systems with the simple tap of a reloadable smart card. This guide, along with the other information you received with your card, will get you better acquainted with PRESTO. If you also use local transit, be sure to check into how PRESTO works on those systems.



Where can I use my PRESTO card?

PRESTO can now be used across the GO network, at most GO Train stations and on all GO Buses. PRESTO will be coming to Kitchener and Guelph GO Train stations in early Spring 2012.

To find out about using PRESTO on other transit systems, visit prestocard.ca. If your travel includes services that are not part of PRESTO, you'll need to use cash, tickets, tokens, transfers or passes for that portion of your trip.



How do I use my PRESTO card for the GO Train?

Tap On/Tap Off:

Before boarding the train, simply tap **ON** by touching your card to the PRESTO Fare Payment Device at the station. Be sure to check the screen on the device to confirm that a fare has been deducted from your card. You'll also hear a beep and see a green/yellow light indicating a successful transaction. If you see a red light, please read the information on the screen or see the Station Attendant.



It takes less than a second for the machine to validate your card, record the starting point of your trip and deduct the fare to the next zone on the route. Once you've completed your trip, tap **OFF** by touching your card to the Fare Payment Device as you exit the station. The PRESTO system will then know that you've ended your trip and your card will be debited or credited for the balance of the trip.

*Forgetting to tap off will cost you time and money, and put your card into **Underpayment** mode. This means that you will be charged the maximum fare depending upon where you tapped on **and** you will need to have your PRESTO card cleared at a GO Transit ticket counter before you can use it again for travel on GO. **Be sure to TAP OFF at the end of your trip.***

If you experience any difficulty with your card, please see the Station Attendant before boarding the train.

Save time by setting a default trip:

If you're like the majority of our GO Train customers, and travel between the same two GO stations every day, you can use the **default trip** feature and not have to worry about tapping off at the end of your usual trip. You'll only need to tap on at the start of **each** trip and your full fare will be deducted.

Defaults can only be set by GO Station Attendants and can only be used for GO Train trips.

For example, if you travel from Bronte GO Station to Union Station every day, have your default set for Bronte and Union. At Bronte, tap on to the Fare Payment Device before you board the train. There is no need to tap off at Union. On your return trip, tap on at Union Station before you board the GO Train. You won't have to tap off at Bronte.

Not taking your default trip?

If you have a default set on your card and want to travel between different GO stations, making a change is easy! Simply press the **override button** on the Fare Payment Device before you tap your card to the machine at the start of your trip. At the end, **remember to tap OFF**.



The system will automatically reset your default for the next trip.

If you decide not to take a trip after you've already tapped on:

If you've already tapped on and your plans change, press the **correction** button on the Fare Payment Device and tap your card to the machine again. This will reverse the transaction and your e-purse will be refunded provided this is done within 45 minutes of your tap on at the same station.



PRESTO on GO Buses

When boarding, tap your card **ON** to the PRESTO Fare Payment Device inside the bus near the driver.

The machine will validate your card, record the starting point of your trip and deduct the fare to the next zone on the route.

When you reach your destination, tap your card **OFF** to the Fare Payment Device as you exit the bus.

The PRESTO system will debit or credit your card for the balance of the trip.

Transfer credits will be automatically applied when transferring between GO Buses, GO Buses to GO Trains, or GO Trains to GO Buses.

*Forgetting to tap off will cost you time and money, and put your card into **Underpayment** mode. This means that you will be charged the maximum fare depending upon where you tapped on and you will need to have your PRESTO card cleared at a GO Transit ticket counter or by the GO Bus driver before you can use it again for travel on GO. **Be sure to TAP OFF at the end of your bus trip.***

Due to the nature of bus travel, defaults cannot be set or used for GO Bus trips.

If you experience any difficulty with your card, please speak to the driver.

Can more than one person use the same PRESTO card?

Two people cannot travel at the same time using the same PRESTO card. The Fare Payment Device will only deduct one fare per ride on GO Transit. However, PRESTO cards are transferable. When using someone else's card, be sure you are aware of any default or fare classification setting.

How will GO Transit Safety Officers check my card on the train?

When asked to show proof of fare payment on the train, you'll be required to tap your card to the Handheld Card Reader carried by GO Transit Safety Officers to verify that your card and trip are valid.

Passengers are responsible to ensure they are travelling with a valid PRESTO card and have paid the correct fare. Children, students and seniors are also required to have proper identification.

What will my GO fare be with PRESTO?

Each time you travel using your PRESTO card, a fare is deducted from your card's e-purse.

Adults:

With the built-in loyalty program, adults will receive fare discounts similar to those currently offered with GO adult 10-ride tickets and monthly passes.

If you take the **same** GO trip each time you travel within a calendar month, your GO fare* will be:

- Rides 1 – 35, 7.5%** off the single adult GO fare
- Rides 36 – 40, 87.5%** off the single adult GO fare
- Rides 41+, 100% off the single adult GO fare

If you do **not** take the exact same trip each time you travel on GO within a calendar month, your first 35 rides on GO will be 7.5%** off the single adult GO fare*. For rides 36 and onwards, your discount will be based on the value of the rides you've taken that month.

Students:

As a full-time student (13+), you are also eligible for fare discounts with PRESTO. After obtaining your card and registering it online at prestocard.ca, take it to a GO station or selected GO Bus terminal to have it set with a student classification to receive the discount.

For post-secondary students, the applicable post-secondary setting must be added to the card at a GO station or selected GO Bus terminal. While travelling on GO you may be asked to show valid GO student ID. For details visit gotransit.com.

If you take the **same** GO trip each time you travel within a calendar month, your GO fare* will be:

- Rides 1 – 30, 15%** off the single adult GO fare
- Rides 31 – 40, 95%** off the single adult GO fare
- Rides 41+, 100% off the single adult GO fare

If you do **not** take the exact same trip each time you travel on GO within a calendar month, your first 30 rides on GO will be 15%** off the single adult GO fare*. For rides 31 and onwards, your discount will be based on the value of the rides you've taken that month.

Child and Senior:

GO fares for children (ages 6 to 12 years) and seniors (65+) will be 50%** off the single adult GO fare*. After obtaining your card and registering online at prestocard.ca, take it to a GO station or selected GO Bus terminal to have it set with a child/senior classification to receive the discount. While travelling on GO you may be asked to show proof of age.

* Fares and discounts subject to change

** Actual discount may be .1% lower due to rounding.

Are there co-fare discounts with PRESTO?

Under PRESTO, the co-fare discounts which currently exist between GO Transit and local transit will continue. PRESTO will calculate and deduct the co-fare discount for your local transit trip to or from a GO Train station. The local transit system must also be PRESTO active to receive the co-fare discount when travelling with your PRESTO card.

Transfers between GO Transit and other participating systems must occur within 2 1/2 hours of the start of your GO trip.

If the local bus that you take to or from the GO Train station is not PRESTO active, the full local fare can be paid by cash, tickets or tokens. You will not be able to pay the discounted co-fare by showing your PRESTO card to the driver.

Please visit the co-fare section on the PRESTO page at gotransit.com for more information.

Travel window

There is a 2 1/2 hour travel window in which to complete your GO trip.

Transfer credits will be automatically applied when transferring between GO Buses, GO Buses to GO Trains, or GO Trains to GO Buses.

Remember, transfers between GO Transit and other participating systems must also occur within 2 1/2 hours of the start of your GO trip.

How do I load money onto my PRESTO card?

It's easy to load money onto your card's e-purse.

- through the PRESTO website or Call Centre
- in person at ticket counters at GO stations including Union Station, at selected GO Bus terminals, and at participating local transit customer service outlets
- arrange for automatic reloads

Tip: Be sure to have sufficient funds in your e-purse to cover your **entire** trip. If you need to load your e-purse, you'll need to do that **before** tapping on or **after** tapping off a Fare Payment Device.

The maximum amount that can be stored in your card's e-purse is \$1000 and the minimum load you can make at any time is \$10. When loading your card online or through the PRESTO Call Centre, please ensure that the total of your existing e-purse balance and the value of your load are less than or equal to \$1000. If your e-purse balance will exceed \$1,000 because of the load, the total of your new load cannot be processed until your e-purse balance allows for the **full** amount to be added. This must occur within 30 days or the transaction will be cancelled by your bank or credit card firm.



E-purse loads done through the PRESTO website may take up to 24 hours to be processed. Once processed, you must tap onto a Balance Checker within seven days for your load to be uploaded to your card.

What are the different PRESTO devices?

Station **Fare Payment Devices**

are located at GO stations and are used to pay your **train** fare each time you ride.



Bus **Fare Payment Devices**

are on all GO Buses near the driver and are used to pay your bus fare each time you ride.



Balance Checkers are located at GO stations and provide card balance and transaction history. They can also be used to activate your card if purchased online. Hold your card to the target to scroll through the information stored on your card. You can also check your balance through the PRESTO website or Call Centre, or at the ticket counter at GO stations.

At some shared locations such as the Finch Bus Terminal, different transit systems have different PRESTO devices. For travel on GO, make sure to use only GO Transit PRESTO devices.

Need more information?

For inquiries about how to use PRESTO on GO Transit:

Visit: gotransit.com

Call: 1 888 GET ON GO (438 6646), 416 869 3200

TTY: 1 800 387 3652

For other PRESTO inquiries:

Visit: prestocard.ca

Call: 1-8-PRESTO-123 (1-877-378-6123)

TTY: #711, 1 (800) 855-0511