



Using PRESTO on GO Transit

September 2019

PRESTO



Welcome to PRESTO!



Enjoy the convenience of bypassing line-ups for GO Transit tickets, the flexibility of reloading money online and the ease of travelling between most transit systems, all in one card.

This guide helps you start using PRESTO on GO Transit. If you also use local transit, be sure to look into how PRESTO works on those systems.

PRESTO! We have an App

With the official PRESTO App you can manage your card anytime, anywhere. Key Features include:

- Load funds and transit passes*
- Pay with debit/credit cards, or saved payment method
- Set up and manage Autoload and Autorenew
- Manage up to 10 PRESTO cards
- Check balances and view transaction history
- Receive low balance reminders

**Funds or pass can only be added instantly with NFC enabled Android phones. For iPhone users, funds loaded through the app can take between 4 - 24 hours.*

Where can I use my PRESTO card?

PRESTO can be used for travel on all GO Trains and GO Buses. You can also use PRESTO on 9 transit agencies in the GTHA, including UP Express and the TTC and on OC Transpo in Ottawa.

Why should I register my card?

Now that you have a PRESTO card, setup a "My PRESTO Account" online at prestocard.ca.

The "My PRESTO Account" has many benefits, PRESTO cards can be replaced if lost or stolen and the cash balance will be restored. Plus, you can track your spending and review your trips online. Having a "My PRESTO Account" means you can take advantage of the Autoload feature, which means there's always money on your card. And best of all, you can manage up to 10 PRESTO cards all under the same account.



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

Before boarding the train



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. A beep and a green or green/

yellow light indicates a successful transaction.

If you see a red light, please see a station attendant prior to taking your trip.

Once you've arrived at your destination

Tap OFF by touching your card to the Fare Payment Device as you exit the station.

Save time by setting a default Trip

If you travel between the same two GO stations consistently, you can have a default trip set to your card.

- If you have a default trip set, you only have to tap ON at the start of each trip.
- Default trips can only be set in-person by GO Station Attendants or at participating GO ticket agencies.
- Default trips can only be used for GO Train trips, not GO Bus trips.



Example: If you travel from Bronte GO Station to Union Station every day, have your default set for Bronte-Union. At Bronte, tap ON to the Fare Payment Device before you board the train. Do not tap OFF at Union. On your return trip, tap ON at Union Station before you board the GO Train. Do not tap OFF at Bronte.

Going somewhere else today? Override your Default Trip



- If you are not taking your usual default trip, simply press the OVERRIDE button, then tap ON.
- At the end of your trip, you will have to tap OFF.
- The system will reset your default for your next trip.

I forgot to tap OFF, what do I need to do?

If you don't have a default set or if you override your default, you have to tap OFF at the end of your trip.

If you forget to tap OFF, you will be charged the adult fare to the farthest station on that line or route. This is called a "missed tap off adjustment" or an "underpayment". The amount you owe will be deducted from your card the next time you tap ON, along with the fare for your trip.

- For any trips that start at Union Station, you will be charged the same amount as the cost of a trip to Kitchener.
- For trips that start at stations on the Lakeshore East, Lakeshore West, Richmond Hill, Milton, Stouffville, Kitchener and Barrie lines, you will be charged the fare to the farthest station on that line.

A detailed chart with underpayment charges information is available on gotransit.com/presto.

If you don't have enough funds to cover the full amount, you'll need to have your PRESTO card cleared at a GO Transit ticket counter, a PRESTO-activated GO agency, a self serve machine, or load it online, before you can use it again on GO.

To avoid missed tap offs and underpayments, please be sure to TAP OFF at the end of your trip or have a Station Attendant set up a DEFAULT setting on your card.

Travel plans changed? Press the **CORRECTION** button



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. Your transaction will be cancelled provided this is done within 45 minutes of your initial tap ON at the same station.



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

As you board the bus, 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.

Once you've arrived, 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 that trip.

If you forget to tap off, you will be charged to the end of that bus route, as PRESTO will not know where you got off. Remember to always tap OFF as you exit the bus.

When transferring between GO Buses, or between GO Buses and GO Trains, the PRESTO system will automatically apply the transfer credit.

What will my GO fare be with PRESTO?

For adults on GO:

With the built-in loyalty program you always save with PRESTO, whether you're taking a single trip or commuting the entire month. If you take the same GO trip each time you travel within a calendar month, your GO fare will be:

Number of One Way Rides	Discount Off a Single GO Fare Paper Ticket
1- 35	15.7%**
36-40	88.3%**
41+	100%**

*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 11.15%** off the single adult GO fare paper ticket. For rides 36 and onwards, your discount will be based on the value of the rides you've taken that month. Fares and discount are estimated and subject to change. Discount is based on direct routes with no transfers, off a single adult GO fare paper ticket. Actual discount may be .1% lower due to rounding.*

For students on GO:

As a full-time student (13+), you are eligible for fare discounts with PRESTO on GO fares. Simply have your PRESTO card set with a student fare type by a GO Station Attendant or at a GO ticket agency. While travelling on GO you may be asked to show valid GO Student ID. For more information on GO Student ID's, please visit gotransit.com. If you take the same GO trip each time you travel within a calendar month, your GO fare will be:

Number of One Way Rides	Discount Off a Single GO Fare Paper Ticket
1- 30	22.50%**
31-40	95%**
41+	100%**

*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 22.5%** off the single adult GO fare paper ticket. For rides 31 and onwards, your discount will be based on the value of the rides you've taken that month. Fares and discount are estimated and subject to change. Discount is based on direct routes with no transfers, off a single adult GO fare paper ticket. Actual discount may be .1% lower due to rounding.*

Note: For students aged 13-19 inclusive, the student classification setting on your card will expire on your 20th birthday. University and College students must have the student classification set each school year. Students attending post-secondary trade or technical schools for eight weeks or more must show a proof of admission with course length specified as the discount will be valid only until the end of the course/program.

For children on GO:

Children 12 and under ride Free on GO Transit and don't need to tap with a PRESTO card.

For seniors on GO:

Seniors (65+) are eligible for discounts with PRESTO. Simply have your PRESTO card set with senior fare type by a GO Station Attendant or at a GO ticket agency. While travelling on GO, you may be asked to show proof of age.

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

Number of one way rides	GO fare paper ticket
1- 40	55%**
41+	100%**

If you do not take the exact same trip each time you travel on GO within a calendar month, your first 40 rides on GO will be 52.65%** off the single adult ticket GO fare paper ticket. For rides 41 and onward, your discount will be based on the value of the rides you've taken that month. Fares and discount are estimated and subject to change. Discount is based on direct routes with no transfers, off a single adult GO fare paper ticket. Actual discount may be .1% lower due to rounding.

Co-fare Discounts with PRESTO

The co-fare discount program between GO Transit and participating local transit systems is even better for PRESTO card users. PRESTO users get an automatic discount when transferring between GO Train or Bus services and PRESTO-activated local buses anywhere across the GO network, not just at GO Train stations. Transfers between GO Transit and other participating systems must occur within 3 hours of the start of your GO trip.

Transfers

You have a 3 hour travel window 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 3 hours of the start of your GO trip.

How do I load money onto my PRESTO card?

You can set up Autoload:

The Autoload feature reloads your PRESTO card automatically when your balance drops below a dollar amount chosen by you. Setting up Autoload is easy:

1. Setup a "My PRESTO Account" at prestocard.ca
2. Sign-in to your online account and set-up an Autoload contract (credit/debit card required).
3. Activate your Autoload contract by taking a regular trip with your PRESTO card, or tapping your card to a Balance Checker. This must be done 24 hours after setting-up Autoload online and before 30 days.

You can load money on your card:



- Instantly with a Self-Serve Reload Machine at GO Stations
- At GO Ticket Vending Machines at GO stations
- In person at any GO ticket counter, participating GO agency, or select Shoppers Drug Mart locations
- By calling 1-877-378-6123
- Online at prestocard.ca

Important tips:

- Be sure to have sufficient funds on your card to cover your entire trip.
- If you need to add money to your card, do so before you tap on or after tapping off.
- The maximum amount that can be stored in your card's balance is \$1000 and the minimum load you can make at any time is \$10.
- Online PRESTO loads may take up to 24 hours to be processed. Once processed, you must travel and tap onto a Fare Payment Device or tap onto a Balance Checker within 30 days for your balance to be updated.

Can more than one person use the same PRESTO card?

Yes. PRESTO cards can be shared, however, can only be used by one person at a time. Two people cannot travel at the same time using one PRESTO card as the Fare Payment Device will only deduct one fare per ride on GO Transit. When using someone else's card, be aware of default or fare classification settings they may have. You can also pay for another person's paper ticket with your PRESTO card, however, those rides do not count towards your loyalty discount and do not qualify for discounted fares.

How will GO Transit Safety Officers check my card?

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 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 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 or update your balance, if you loaded money 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, at a Self Serve Reload Machine, Ticket Vending Machine, or at the ticket counter at GO stations.

At some shared locations such as the Finch Bus Terminal, the PRESTO devices for other transit systems may look slightly different from those for GO Transit. For travel on GO, make sure to use only GO Transit PRESTO devices.



For more information:

GO Transit: gotransit.com

Call: 1 888 438 6646 | 416 869 3200

TTY: 1 800 387 3652

Check out how-to videos on YouTube.com/GOTransitTV

PRESTO: prestocard.ca

Call: 1 877 378 6123

TTY: 1 800 855 0511