

GO News

GO Transit's newsletter for customers

gotransit.com • spring edition

**What is
PRESTO?**
Tapping onto it...



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A Division of Metrolinx

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What is PRESTO?

Tapping onto it...

Imagine being able to use a single fare payment method to move with ease from one transit system to another. Picture an easier commute with flexible options and many benefits that improve your overall commuting experience. The PRESTO farecard payment system promises just that.

PRESTO is a fare payment system that will allow transit users in the Greater Toronto and Hamilton Area (GTHA) and Ottawa to use a card to move between and within transit systems. This card will allow you to hop on and off and make taking transit easy.

All around the world, major transit systems are moving to electronic farecards. By using the latest technology, this farecard system will make taking public transit more convenient. GO is committed to making your public transit experience easy and by partnering with other transit services, we can help to improve your commuting experience.

The Government of Ontario, GO Transit, eight municipal transit systems in the GTHA and Ottawa partnered to introduce PRESTO. Through this partnership we can offer a seamless regional transit farecard system, which helps to support increased ridership and provides better customer service.

Tap into PRESTO



PRESTO in stages

To make it easier, PRESTO is coming to you in stages so equipment can be installed, staff can be trained, any startup concerns can be addressed, and to provide time for customers to get familiar with this new fare payment system.

As PRESTO rolls out across GO Transit, most local transit systems in our service area will also be transitioning to PRESTO. This is a huge shift for all transit systems involved and for the commuting public.

The first stage of the PRESTO rollout began in November 2009 and included customers at two select stations.



The next phase will start in spring 2010 and will expand PRESTO into more areas including GO stations on the Lakeshore West, Milton and Georgetown lines. During this time, PRESTO will also further expand on Oakville Transit and at several additional TTC stations. It will also be introduced on Burlington Transit. As more GO stations come on board, more GO passengers will be able to give PRESTO a try.



Beginning in fall, GO passengers will be able to use PRESTO on Lakeshore East, Barrie, Richmond Hill, and Stouffville rail lines. During this rollout, PRESTO will be introduced on our GO Buses. You will then be able to connect with PRESTO to Brampton Transit, Mississauga Transit, York Region Transit, Durham Region Transit, Hamilton Street Railway, and five additional TTC stations. The GO Transit network should be fully outfitted with PRESTO by spring 2011.



Working in partnership with the other transit systems has allowed us to determine a timeframe to bring PRESTO to a large service area. Putting you first, PRESTO will ease your commuting experience.

To find out when PRESTO is coming to the GO station you use, please see the PRESTO section on **gotransit.com**. For information about PRESTO on other transit systems, visit **prestocard.ca**.

PRESTO rewards you

PRESTO will provide many benefits to you, some as soon as you get the card. Once this system is fully rolled out across GO Transit and connecting local transit services, you will experience:

Convenience

No more lining up to buy your tickets or passes each month. You can load money onto your card through PRESTO's website (prestocard.ca), at a PRESTO activated GO station or at Union Station. You can even arrange for automatic reloads to be made to your PRESTO card so you never have to worry about having a low balance.

Flexibility

Change your travel plans anytime. Use PRESTO to travel on any participating transit system.

Easy transfers

Travel within and between transit systems without the need to carry different tickets and passes. The PRESTO card does the work for you.

Peace of mind

You can register your PRESTO card, so if it is ever lost or stolen, it can be replaced and the value will be restored.

Tax credits

Registered PRESTO card holders are eligible for the federal public tax credit if you use your card for at least 32 one-way trips within a calendar month on an individual system.

Environment

More transit riders means fewer cars on the road, less congestion and a cleaner environment for everyone.



PRESTO is easy

Simply load money onto your card. Each time you travel, the cost of the trip is deducted from your card's e-purse. All it takes is the tap of a PRESTO card and your fare is paid. To save time, you also have the option of setting a GO default trip on your PRESTO card, so the card reader knows where you're going as soon as you tap on.

PRESTO launch and customer feedback

PRESTO began in November 2009 with approximately 500 Oakville and Bronte customers getting on board. For the trial phase, these passengers received a PRESTO card that could be used on two Oakville Transit routes, the GO Train and the TTC at Union Station. And, they love it!

In February 2010, a PRESTO feedback survey was conducted and a total of 86% of trial passengers surveyed said they would continue to use PRESTO. The survey provided great feedback and suggestions to help us further improve this new fare payment system.

Overall, passengers are enjoying the many benefits of PRESTO. Here's what customers are saying about PRESTO:

"Absolutely can't live without it!!!"

"I love my PRESTO card! Especially during the morning rush and transferring from GO to the TTC subway."

"I've used similar transit cards elsewhere and will whole heartedly support this roll out! Makes life so much easier!"



PRESTO?

Where will I be able to get a PRESTO card?

Cards may be obtained at PRESTO activated GO stations. Starting with the rollout, PRESTO cards are available at participating local transit systems and online at prestocard.ca. There will be big signs and PRESTO staff at your station when PRESTO arrives.

How do fares work with PRESTO?

Each time you travel using your PRESTO card, a fare is deducted from the balance on your card. With the built-in loyalty program, you automatically get a discount on your fare, similar to the discounts currently offered with GO Transit adult 10-ride tickets and monthly passes.

How do I use PRESTO on the GO Train?

Using PRESTO is easy. Simply load money onto your card through the PRESTO website, at PRESTO equipped stations or at Union Station. Before boarding your train, tap your card on to the PRESTO Fare Payment Device at the station. The machine will validate your card, record the starting point of your trip and deduct a minimum fare. When you reach your destination, tap your card off to the PRESTO device and the balance of the fare for your trip will be deducted from your card's e-purse.

For more information on PRESTO visit gotransit.com or prestocard.ca.



G20 Summit Update:

You may be aware that the G20 Summit will be held in downtown Toronto on Saturday, June 26 and Sunday, June 27, 2010. These summits typically focus international attention on the host city and will mean increased security in the downtown core.

GO will be working with partners to minimize the impacts to service and on passengers. As the details for the G20 Summit are still being finalized, GO will provide more information to you as it becomes available. In the meantime, helpful information about the G20 Summit is available on the Government of Canada's official website for the G20 at www.g20.gc.ca or on the Government of Ontario's website at www.ontario.ca/G20.

Following the success of the Olympics, it is no surprise that Toronto, as a world-class city, was chosen to host the world's most powerful leaders.



Union Station Revitalization Project – What’s New?

Our hard hats are on and construction has started. This highly anticipated project will rejuvenate Union Station and improve the overall customer experience. The most noticeable aspects include new brightness resulting from a glass atrium over the passenger platforms. You will also see more access points into the station as well as new entrances off York Street with a connection to the PATH.

In the next few months, construction will continue on select platforms, specifically Platforms 24 and 25. To lessen the inconvenience to you, construction is being staged and separated from the public. Work has also started on the south end of the train shed roof, including preserving historical elements and laying the foundations and columns for the future glass atrium.

For the next several months, the City of Toronto construction will require the closure of several stairs and rerouting of people traffic. GO will ensure these changes are well communicated to you. Later in the year, once the first phase of construction is complete, the platforms that are closed will reopen and you will have a glimpse of the first section of the glass atrium.

We are committed to keeping you informed of the construction progress over the next five years. Work has started and as it continues, we will inform you of changes you may experience in and around Union Station.

Share your opinion or feedback with us: **UnionStation@gotransit.com**.

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416.869.3200 | gotransit.com
1.888.GET ON GO (438.6646)
1.800.387.3652 TTY

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