

# Changes to Ticket Cancelling on the GO System

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A Division of METROLINX

# Changes to Ticket Cancelling on the GO System

- GO currently has two fare systems, PRESTO, and our legacy system which is 25 years old.
- The old 10-ride and 2-ride tickets will be phased out after June 1, 2012. (There are no changes to the monthly pass. There are no changes to day passes or group passes.)
- The last 10-ride and 2-ride will be sold on May 31, 2012. GO riders will have until July 31, 2012 to use them. Any tickets not used after that date will be refunded or converted to PRESTO.



# Changes to Ticket Cancellation on the GO System

## Why now?

- First, PRESTO uptake is going well. A survey of the 55,000 GO riders using PRESTO showed an 82% satisfaction rate with the card.
- Second, it takes resources to support both the old legacy system and the new PRESTO system. Having two types of green boxes is confusing to customers.
- Third, customers who use 2 and 10 ride tickets will enjoy discounts on PRESTO that are the same or better. Customers who buy a 2-ride would enjoy an immediate discount of 7.5% on their first 35 rides.



# Changes to Ticket Cancellation on the GO System

Here are some reasons that customers have told us they love PRESTO:

- The card is durable & fits nicely into a wallet or purse.
- There are deeper discounts the more you use it—after 40 rides in a month, the next ones are free. This benefits 60% of GO's riders.
- There are no lost tokens for GO riders transferring onto the TTC at Union Station.
- There are deep discounts on municipal transit if you transfer onto or from a GO train or bus, and there is no need to dig for coins or tickets.



# Changes to Ticket Cancelling on the GO System

- Self service 24/7 on the web or through the Union Station kiosk or through GO's 60+ stations.
- Easy replacement of a registered card and transfer of the balance if it is lost or stolen.
- An easily-printed "usage statement" can be used to claim the Transit Tax Credit.
- An auto-load feature means customers can avoid line-ups and always have a valid ticket available.



# Changes to Ticket Cancellation on the GO System

Over the next few months, cards that are normally \$6 will have this charge waived to bring more passengers onto PRESTO.

We will be communicating this to our customers on trains and buses, in stations and through our website, starting today.

