



Accessible Transportation Services

2200 Upper James Street

P.O. Box 340

Mount Hope, ON L0R 1W0

Phone: 905.529.1212 Fax: 905.679.7305

E-mail: ats@hamilton.ca Website: www.hamilton.ca/ats

ACCESSIBLE TRANSPORTATION SERVICES (ATS) PRESTO INFORMATION BULLETIN OCTOBER 2020

HSR transit paper tickets and passes are no longer being sold after October 31 for use on HSR. PRESTO on DARTS will not be available until at least February 2021. Until you can tap PRESTO cards to pay for your trips on DARTS, you have several different choices available. We will work with you to make sure you have everything you need to be able to pay for your trips on DARTS. Thank you for your patience. PRESTO cards are loaded with HSR passes (PRESTO PASS) or with money (PRESTO E-purse) to use as fare.

FOR DARTS CLIENTS WHO USE TICKETS

- Even though paper HSR tickets are no longer being sold to HSR customers after October 31, ATS clients can continue to purchase them for use on DARTS only, until further notice, from the HSR fare desk at Hamilton GO Centre or by mail from Accessible Transportation Services. **DARTS will continue to accept paper HSR tickets on DARTS ONLY, past the Dec 31 end date given by HSR for regular transit**, until further notice.
- **HSR Special Purpose Tickets** will be available to purchase from the HSR fare desk at **Hamilton GO Centre only**. The maximum purchase will be 2 at a time. You can also access HSR Special Purpose Tickets from any agency who has been approved to provide them their clients.
- **Seniors can continue to use DARTS Seniors tickets:** If you use DARTS Seniors tickets, you can continue to buy these through Accessible Transportation Services (by mail) and at the HSR fare desk at Hamilton GO Centre only. They can also be bought from DARTS drivers. DARTS will accept them past the expiry date on the ticket, until further notice. After Oct 31, the municipal service centres will no longer carry DARTS Seniors tickets.
- **PRESTO E-TICKETS** are already available to use on DARTS. They are a great choice for people with smartphones (see the PRESTO E-TICKET information at the end of this bulletin).

At this time, if you have loaded a PRESTO card with money as a PRESTO E-purse, you will not be able to use these funds to pay for your trip. If you try to travel using PRESTO E-purse funds, you will not be denied a trip, but you will be billed by DARTS for the trip as a “no ticket” trip, at the cost of \$3.25 per trip.

However, any E-purse funds you may have loaded onto your PRESTO card will remain available for you to use later, once PRESTO is available on DARTS.



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FOR DARTS CLIENTS WHO USE HSR PASSES

- Go ahead and buy your HSR Student, Adult or Senior pass on PRESTO! This is what we will do until you can tap your PRESTO PASS on DARTS:
 - Call ATS right away to let us know you have bought an HSR pass on PRESTO: 905-529-1212, extension 3.
 - Tell us your PRESTO card number.
 - ATS will update your client profile and keep track of your PRESTO card number.
 - We will tell DARTS you have bought a pass once we have confirmed your payment at our end.
 - You will need to call ATS every month that you renew your pass.

If you travel with a PRESTO PASS that has not been confirmed, you will be billed by DARTS for the trip as a “no ticket” trip, at the cost of \$3.25 per trip. If you feel you have been charged in error, please call ATS at 905-529-1212, extension 3.

- If it is time to renew your Senior’s Annual Pass, come to the HSR fare desk at Hamilton GO Centre or call ATS at 905-529-1212, extension 3. You will be given a sticker to apply to your PRESTO card.

PRESTO E-Tickets

The PRESTO E-Tickets are a new, convenient and touchless way to pay your transit fare that is now available for HSR customers. Tickets can be purchased, activated and displayed for payment by an individual on their smartphone.

PRESTO E-Tickets are easy to use

Buy your E-Ticket using the PRESTO E-Ticket app on your smartphone before you travel. Then, before you board, activate your E-Ticket with your smartphone. Once you board, the E-Ticket is your proof of payment so make sure you have it displayed on your smartphone when you board to show the driver and in case of inspection.

PRESTO E-Tickets can be purchased from the [App Store \(Apple iOS\)](#) or [Google Play](#).



For more information, call ATS at 905-529-1212 extension 3, or visit www.hamilton.ca/presto