

WHAT YOU NEED TO KNOW ABOUT THE HSR U-PASS AND PRESTO

Eligible **McMaster** undergraduate and graduate students will receive their 2017-2018 **HSR U-Pass** pre-loaded on a PRESTO card.

Students must tap their PRESTO card on the Fare Payment Device located just inside the front door of the bus, AND show their McMaster Student ID card to the bus operator.

DO NOT USE your new HSR U-Pass PRESTO card until Friday, September 1st, 2017 unless you are travelling on other transit systems and have loaded extra money on the card. If you tap the card on HSR in error, a bus fare will be applied to the card.

Between August 26th – 31st, you only need to show your Student ID to the bus operator to board the bus.

After September 1st tap your **HSR U-Pass PRESTO card** on the Fare Payment Device located just inside the front door of the bus, AND show your McMaster Student ID card to the bus operator.

Please Note: To facilitate PRESTO card pick-up there will be a grace period in place through Friday September 22nd, 2017. During this period any returning student that has not picked up their card will only need to show their Student ID to the bus operator to board the bus.

Starting Saturday, September 23rd, all students will be required to tap their **HSR U-Pass PRESTO card** and show Student ID to board the bus.

What is PRESTO?

PRESTO is an electronic fare system that allows transit users in the Greater Toronto and Hamilton Area to use a single fare card to move between and within HSR, GO Transit, Brampton Transit, Burlington Transit, Durham Region Transit, Mississauga Transit (MiWay), Oakville Transit, OC Transpo, York Region Transit and the TTC. Moving between these systems requires money to be loaded on your PRESTO card.

As of September 1st, rides on HSR are already paid for and loaded on the **HSR U-Pass PRESTO card** - you don't need to add money onto your card to travel on HSR.

How does the HSR U-Pass PRESTO card work?

On every trip, just tap your **HSR U-Pass PRESTO card** on the Fare Payment Device located just inside the front door of the bus. The system recognizes you are travelling with a valid **HSR U-Pass PRESTO card** and deducts nothing when riding on HSR— all in less than a second.

When riding on other transit systems it will calculate the correct fare for your trip, and deduct the fare from the balance on your card. As the **HSR U-Pass PRESTO card** is only valid on the HSR, make sure you have money loaded on your PRESTO card if you make trips outside of HSR.



How do I get my HSR U-Pass PRESTO card?

Starting August 19th, the Campus Store will begin distribution of the new **HSR U-Pass PRESTO card**. Eligible students must present their valid McMaster Student ID card to pick up their **HSR U-Pass PRESTO card**. The Main Campus Store, located in Gilmour Hall, will be the main distribution point for most students. The Health Sciences Campus Store location will have passes available exclusively for Faculty of Health Science Students.

What if I already have a PRESTO card?

You will still need to pick up a new **HSR U-Pass PRESTO card** to travel on HSR. You can have the money on your existing PRESTO card immediately moved to your new **HSR U-Pass PRESTO card** by visiting the HSR Customer Service Centre located in the Hamilton GO Centre (36 Hunter St. E.). Or, Compass Information Centre can provide you with a form to submit to PRESTO to have a cheque mailed to you (4-6 weeks).

Please don't load large amounts of money onto your existing card prior to receiving your new **HSR U-Pass PRESTO card** in August. You can also continue to use your existing PRESTO card (example: rides on GO Transit) until the funds are depleted.

Why should I open a PRESTO "My Account" and how do I do it?

By opening a "My PRESTO" Account, your card can be replaced if lost or stolen (for a fee) and the **HSR U-Pass PRESTO card** and/or cash balance will be restored. You can open an account by going to the website www.PRESTOcard.ca/en. **This card belongs to you for your entire school career at McMaster. You will not be issued another card because the technology on the card will allow future year passes to be sent directly to you.**

What happens if I lose my HSR U-Pass PRESTO card?

If registered, visit a Customer Service Centre (Compass Information Centre on the main floor of MUSC, HSR Customer Service Centre, or GO Transit) to report it lost and buy a replacement card (fees will apply and there is an e-purse load minimum required).

Contact PRESTO at 1.877.378.6123 to transfer the information from your old card to your new card. It could take up to 24 hours for the transfer to complete. **If not registered**, only Compass Information Centre can assist you.

Caring for your PRESTO card

The PRESTO card has an internal chip and antenna throughout the inside of the card. Cards CANNOT be punched or cut in any way, otherwise the card will no longer work and students will be responsible for the cost to replace the card. Students are also responsible for ensuring that cards are not damaged through misuse, bending or cracking, which may cause the card to stop functioning.

What if my card is defective? A card may be defective if it is not recognized by the PRESTO fare payment device when tapped – even if it looks normal. **Visit the Compass Information Centre to receive a replacement card (\$6 card issuance fee waived but only if determined to be defective and not cracked or worn).**

The defective card will be retained. Once you receive your replacement card, follow the **"What happens if I lose my HSR U-Pass PRESTO card?"**; as explained above.

How do I load money on my PRESTO card so I can ride outside of HSR?

In person - To load money instantly, visit Compass Information Centre. You can also visit the HSR Customer Service Centre, GO Transit, Hamilton City Hall, Dundas Town Hall, or any Hamilton Fortino's location. Cash, debit and credit cards are accepted.

Via the Internet - Please visit the website www.PRESTOcard.ca to check out the many options through PRESTO. The automatic reload is a great way make sure you always have enough money on your card. Your balance will update once you tap on a Fare Payment Device / Balance Checker device. **It can take 24 hours.**



What if I run out of money on my card when using my card outside of the HSR system?

If you have a My PRESTO Account, your card will go into a negative balance, or overdraft. You can only do this once but you will be able to continue your trip, including transfers, on HSR and Burlington Transit but not on GO Transit.

You then need to visit a Customer Service Outlet or go on-line and load money onto your e-purse. The amount owing will be deducted from your transaction along with a \$.25 service charge.

How do transfers work with PRESTO?

The transfer window is set to **two** hours from the time of boarding your first bus. When you tap on to the Fare Payment Device, the system will write a transfer to your card when a valid fare is paid. If you then tap onto a bus outside of Hamilton within the **two** hours, except GO Transit, the system will recognize the transfer and no additional fare will be deducted. A paper transfer is not required.

What if I want to also load a Burlington Transit (BT) U-Pass on my card?

Burlington Transit offers a \$25.00 Monthly U-Pass to post-secondary students which students can also load onto their PRESTO card. This BT U-Pass can only be loaded at Burlington Transit locations.

Where can I get more information?

For general info on the **HSR U-Pass PRESTO card** visit **Compass Information Centre** in MUSC or visit www.msumcmaster.ca/HSR.

For information on PRESTO, call the PRESTO office at 1-8-PRESTO-123 (1.877.378.6123) or visit www.PRESTOcard.ca.



Need HSR route, schedule or fare information?
☎ 905.527.4441 @HSR 🌐 www.hamilton.ca/hsr

