



NEWS RELEASE

June 15, 2020

Fare collection, 2020 rates, and incentives

WHITBY, ON – After suspending fares on March 23 to support the physical distancing measures required as a part of the COVID-19 response, Durham Region Transit (DRT) is set to resume fare collection on July 2. Along with fare collection, the resumption of front door boarding (and implementing rear door exiting) will begin to ensure one-way passenger flow and eliminate bunching at the front doors. Also effective July 2:

- **2020 fare rates:** 2020 fare rates will be in effect (approved as part of the 2020 budget). PRESTO card is still the fastest and easiest way to pay your fare. Using PRESTO also comes with huge savings: \$10 for every 14 trips, when compared to using cash! Cash fares will go up by \$0.25 and PRESTO single ride taps by \$0.05. There is no change to DRT's Co-Fare (\$0.80) or monthly pass prices. Children ages 12 and under ride DRT for free and are no longer required to be accompanied by a fare paying passenger. Customers can top-up their fare on board until July 31. From Aug. 1 until Sept. 30, customers can exchange any valid tickets for equal value, which will be put onto a PRESTO card (card costs \$6) at DRT's Customer Service Centre. Customers can visit DRT's [Where to Buy](#) page for a points of sale listing that are open or will soon be open; this information will be updated daily as locations continue to reopen.
- **Contactless fare collection:** To ensure the safety of operators and customers, and encourage contactless fare payment wherever possible, DRT will be suspending paper transfers, eliminating all paper passes except for the Access Pass, and limiting paper ticket sales to social and community agencies only. Customers paying with cash or ticket will need to pay each time they board a bus. Transfers continue to be available when paying using PRESTO. Visit [prestocard.ca](#) to learn more about PRESTO and how to get a card. More great news: the newly updated PRESTO app is a safe and contactless way to instantly load your PRESTO card with an iPhone or Android device. To assist customers who usually pay using cash, DRT will also be distributing up to 4,000 free PRESTO cards. Distribution of the cards is being finalized and more details are forthcoming.

- **Fare incentives:** Several exciting PRESTO-based fare incentives are returning, making it easy and affordable to ride DRT: the third year for DRT's Youth (ages 13-19) monthly 2-for-1 pass for July and August, as well as the Transit Assistance Program (TAP) for persons receiving social assistance in Durham. More information about the TAP program is forthcoming.

For all fare-related questions or for help planning your trip, visit the DRT Customer Service Centre – which is now reopen at 110 Westney Rd. S. in Ajax – or call us at **1-866-247-0055**, open Monday to Friday 07:00 to 19:00, and Saturday and Sunday 08:00 to 16:30.

For more details about fare collection, incentives and payment visit durhamregiontransit.com. Updated information about the operational protocols in place to support our COVID-19 response is available at durhamregiontransit.com/COVID-19.

Additional information will be shared soon about the additional measures DRT is taking to ensure the continued safety and well-being of our customers and staff, including enhanced on-board protocols to support fare collection.

– 30 –

Media inquiries:

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If this information is required in an accessible format, please call 1-866-247-0055.