

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: September 25, 2013

SUBJECT: PRESTO Consultation with ACAT

INFORMATION ITEM

RECOMMENDATION

It is recommended that the Board receive this correspondence in response to the memorandum received from the ACAT Chair dated February 19, 2013 (attached).

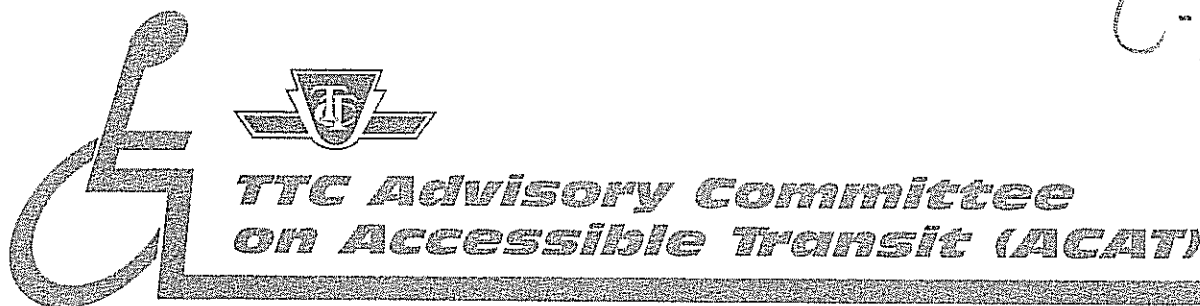
DISCUSSION

The TTC entered into the Master E-Fare Collection Outsourcing Agreement, dated November 28, 2012 with Metrolinx to implement the PRESTO farecard system at the TTC. The agreement includes provisions for Metrolinx to design, procure, build, install, operate, service and maintain the PRESTO farecard system consistent with agreed upon TTC business and performance requirements. The TTC's scope of work within the agreement includes supporting Metrolinx activities and the overall project management and oversight to ensure the PRESTO farecard system fully meets TTC's business requirements. Accessibility requirements as defined by the Accessibility for Ontarians with Disabilities (AODA) legislation and other accessible standards are among the overall TTC business requirements.

The process for developing and implementing the PRESTO farecard system will include specific phases to plan, analyze, design, build, test, and deploy the system. The agreement includes specific conditions for TTC approval and sign-off of project designs, deliverables, and plans at specific points within the phases of the project. These measures and process have been instituted to ensure the implementation of the PRESTO farecard system at the TTC meets all defined business requirements and is useable and accessible to all riders including those with various disabilities.

Staff has presented the plan for system development and implementation to ACAT and the ACAT Design Review Sub-Committee. This includes the schedule for the design, testing and deployment of the initial release of PRESTO functionality to support, in particular, the launch and roll-out of the new streetcars. Staff has met with ACAT on a regular basis to review and incorporate sub-committee members' comments into specific device hardware, software and human interface design deliverables. These comments have assisted in improving the usability, accessibility and overall quality of the device designs. Beyond the design phase, plans are being confirmed for the system testing and deployment phases, which will also have specific roles and participation by ACAT.

C-2



c/o Wheel-Trans, 580 Commissioners Street, Toronto, Ontario M4M 1A7

February 19, 2013

Commissioners
Toronto Transit Commission
1900 Yonge Street
Toronto, Ontario
M4S 1Z2

PRESENTED TO
THE COMMISSION

FEB 25 2013

Dear Commissioners:

Re: PRESTO Consultation with ACAT

In a November 15, 2011 letter to the Commissioners, former ACAT Chair Sam Savona asserted ACAT's concern that the PRESTO fare collection system would not meet the needs of TTC riders with disabilities. He had then requested the Commissioners to include ACAT in the TTC / Metrolinx agreement in the PRESTO procurement process.

The Commissioners referred the communication to PRESTO requesting that a joint meeting be held between PRESTO, Metrolinx, TTC, and ACAT Design Review Subcommittee to address ACAT's concerns.

On April 18, 2012, PRESTO staff made a commitment to the Design Review Subcommittee "to respond in time for the Subcommittee to give further consideration to the accessibility of the system, including the devices to be used in TTC vehicles and facilities, before finalizing any operations or designs."

At the January 31, 2013 ACAT General Meeting, TTC and PRESTO staff presented an update on the implementation of the PRESTO fare payment system, including the signing of the TTC-Metrolinx agreement on November 28, 2012.

ACAT was informed that Museum Station, which is not accessible, is being used as the pilot for PRESTO. The presenters stated that this station was chosen for testing to establish civil works design and construction requirements for power, communications, and placement of equipment, but not the customer interface. The TTC Farecard Project Team advised that ACAT will also be involved in the design and in the iterations of testing on prototypes throughout the process and will submit a time line to ACAT in March, outlining when the testing and design review will take place.

The Committee members raised a number of questions related to problems encountered by people with various disabilities who used the PRESTO card to pay their fare. While the presenters assured the Committee that these issues are being addressed, the members expressed their concern that the PRESTO system would be implemented before the accessibility issues are resolved.

ACAT members are concerned about having proper input in the development of the PRESTO equipment and its implementation due to the short time lines.

Sincerely,

A handwritten signature in black ink, appearing to read 'A. Marley', written in a cursive style.

Angela Marley
ACAT Chair