

# TORONTO TRANSIT COMMISSION REPORT NO.

**MEETING DATE:** August 19, 2014

**SUBJECT:** PRESTO Implementation at the TTC – Status Update

## **INFORMATION ITEM**

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### **RECOMMENDATION**

It is recommended that the Board receive a presentation PRESTO Implementation at the TTC – Status Update, for information.

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August, 2014

Presentation



# TTC PRESTO IMPLEMENTATION – STATUS UPDATE

Allan Foster  
Project Manager

Board Update  
August 19, 2014



# PRESTO OVERVIEW



## Overhaul and automation of TTC's fare collection system through the adoption of PRESTO

- Wave 1 Implementation
  - Focus to support launch of new streetcars in 2014
  - Partial fulfillment of overall TTC business requirements
  - Equipment installation on initial 50 new streetcars
  - Equipment installation at 26 subway stations
- Wave 2 Implementation
  - Fulfill all TTC business requirements
  - Equipment installation on buses, Wheel-Trans, remaining streetcars and subway stations
  - Elimination of TTC legacy fare media



# FARE PAYMENT ON NEW STREETCARS – AUGUST 31 LAUNCH



## Equipment

- All-door boarding
- Two TTC Interim Single Ride Vending Machines (SRVM) on each vehicle
- TTC Interim SRVM at busiest off-board locations
- Two TTC Ticket Validators on each vehicle
- TTC Ticket Validators where off-board SRVM's located



## Proof or Payment

- Customers will purchase a ride at the TTC SRVM or validate their ticket
- Cash and token customers must obtain a **proof of payment** from SRVM for enforcement and transfers



## METROPASS



## Where can customers get support?



*Customer Service Ambassadors*

*Davisville Customer Service Centre (CSC)*

*Enforcement Officers*

*TTC Call Centre*



# FARE PAYMENT ON NEW STREETCARS – AUGUST 31 LAUNCH

## TTC Interim Single Ride Vending Machine (SRVM):

- Leased equipment solution
- On-Board
  - Two per streetcar
  - August installation
  - Testing underway
- Off-Board
  - Eight locations along Spadina (Aug. install)
  - Four locations along Queen’s Quay (Sept. install)

## TTC Ticket Validator:

- Installed on-board and off-board with each SRVM



# FARE PAYMENT ON NEW STREETCARS – PRESTO LAUNCH (NOVEMBER)

## Wave 1 will offer basic card functionality and support services

What does my card do?



- Customers can **load money** onto their card and deduct fare from this **e-Purse** every time they ride.
- Children, students, and seniors can set **concession fares** as appropriate.
- Cards can either be **anonymous or registered**; registered cards offer the benefit of lost/stolen protection.
- Customers can set their account to **Autoload** or **Requested Reload** when their balance falls below a customized amount.

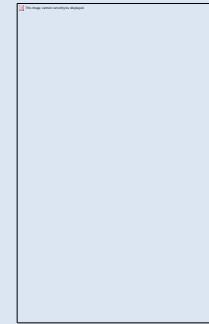
How do I ride?



Customers will **tap their card** on a PRESTO device to pay their fare.



- Customers will purchase a ride at the PRESTO SRVM or validate their ticket at TTC Ticket Validator
- PRESTO, cash and token customers must obtain a **proof of payment** from SRVM for enforcement and transfers



Where can I get support?



Customers can perform **account management / querying** functions across the following channels:

**PRESTO Website**



**Davisville Customer Service Centre (CSC)**



**PRESTO Call Centre**



**TTC Call Centre**





- Device Testing
  - Two phases of hardware testing in Germany completed
  - Human Factors testing
  - Completed three waves of software testing
- Installation Activities
  - On-board and off-board activities underway
- User Acceptance Testing
  - Lab-based
  - In-vehicle
  - In-field





- Original Plan for Farelines
  - Integrate new card reader into turnstiles
  - Follows same approach as existing 14 stations
  - Software development/testing expected to be completed January 2015
- New Plan for Farelines
  - Faregates and integrated turnstiles
  - 60 Faregates acquired through Metrolinx
  - First installation Q1-Q2 2015

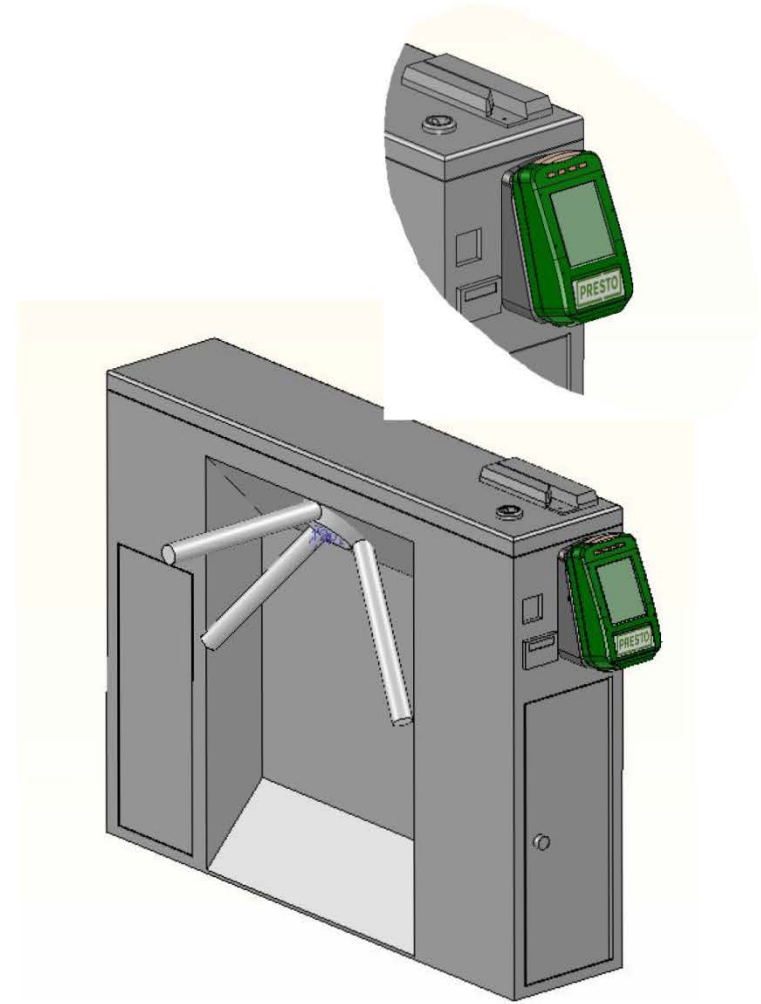




# PRESTO WAVE 1 - SUBWAY



Faregate



Integrated Turnstile (with  
card reader)



# PRESTO WAVE 1 ROLLOUT PLAN – SUBWAY (NEAR TERM)



- Spadina Station (November 2014)
  - Redesign main fareline
  - Increase egress capacity
  - Increase number of entry aisles
  - One existing PRESTO card reader relocated from both Don Mills and Downsview stations
  - Add Value Machines
  
- Bathurst Station (January 2015)
  - Redesign main fareline
  - Increased number of entry aisles
  - Maintain existing egress capacity
  - Integrated turnstiles
  - Add Value Machines





- June - September
  - Install PRESTO equipment on new streetcars
  - Mechanical fit and device functional testing
- September - October
  - Install PRESTO production equipment on new cars delivered after August 31 service launch
  - Undertake PRESTO system interface and functionality tests
  - Final User Acceptance Testing
  - November PRESTO Launch



# PRESTO WAVE 1



By the end of Wave 1, TTC riders will encounter PRESTO devices on 4 streetcar routes and 26 subway stations

### Streetcar Devices

To tap, insert fare, or print POP...      ...to validate fare

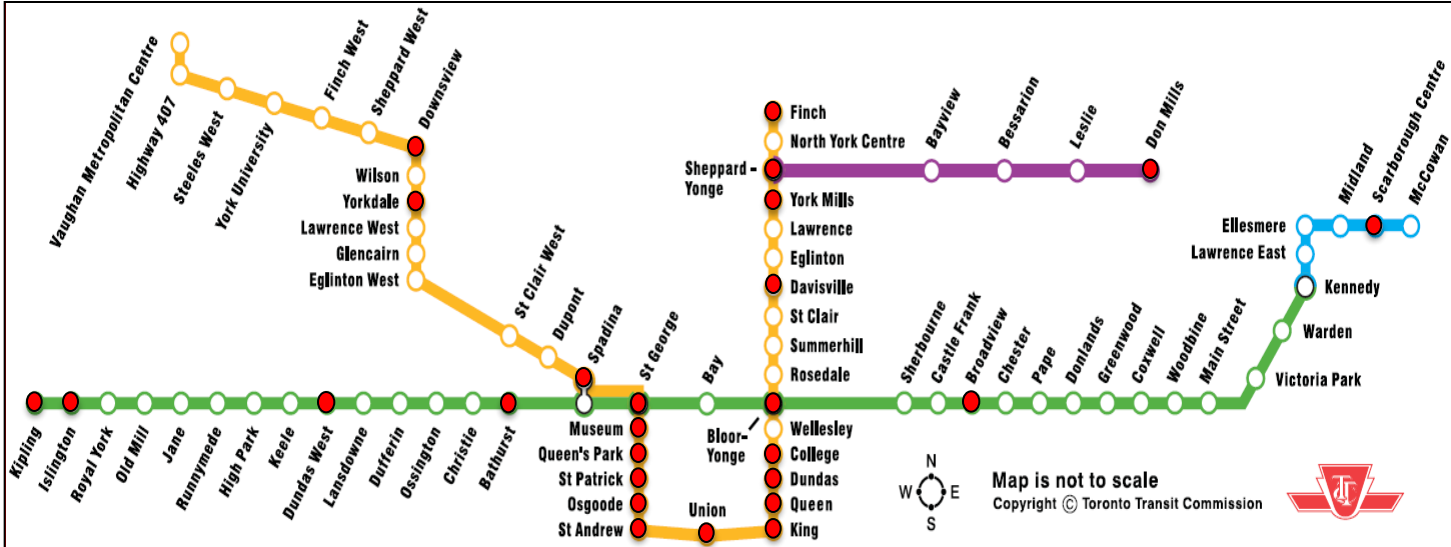
### Subway Devices

To tap...      ...to load

A Customer Service Centre will be set up at Davisville

### CSC Device

...to purchase, load, set concessions



Starting Aug 2014, 4 Streetcar Routes will be gradually outfitted with new vehicles and devices

New devices will be installed at 26 Subway Stations as Civil Works is conducted in groups across 24\*

- Spadina
- Bathurst
- Harbourfront
- Dundas
- 14 stations with existing devices
- 12 new stations



\* 2 of 26 stations will not undergo Civil Works and will only have new card readers installed



- TTC communications plan for launch of new streetcar
- TTC/PRESTO communications plan for launch of PRESTO
  - Joint sub-committee and working groups
- Customer Service Ambassadors
- Fare Enforcement Officers





- Device RFP issued May 2014
- Device RFP award Fall 2014
- Commence system design Fall 2014
- Detailed rollout tbd



# QUESTIONS?

