



## STAFF REPORT INFORMATION ONLY

### PRESTO/TTC Farecard Project – Status and Implementation Overview Presentation

<b>Date:</b>	June 22, 2015
<b>To:</b>	TTC Board
<b>From:</b>	Allan Foster, Senior Project Manager – Farecard Team

#### Summary

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The purpose of this presentation is to provide an update on the status and implementation of the PRESTO electronic fare collection system at the TTC. The presentation will include an overview of the PRESTO program at TTC, and identify the timing and key deliverables for implementing PRESTO on streetcars, buses, Wheel Trans and within the subway. A review of the TTC plan for replacing turnstiles with faregates will also be provided.

#### Financial Summary

This report has no financial impact beyond what has been approved in the TTC's Capital Budget. The total approved budget for the TTC-PRESTO project is \$46.7M.

#### Comments

The implementation of PRESTO at the TTC is a key component of the TTC's Five Year Plan to modernize the TTC and enhance the customer's transit experience.

#### Contact

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#### Attachments

TTC PRESTO Implementation Presentation to follow.



# PRESTO ON THE TTC

Board Update  
June 2015



# WHAT IS PRESTO?



- Regional smartcard system
- GTHA + Ottawa
- How do I use it?
  - Buy a card
  - Load a card
  - Use a card – forever...
- Unlocks fare policy options
- Eliminates tickets, tokens, paper passes, etc
- Will enable Open Payments
- Makes paying for transit EASY



# TTC PRESTO OVERVIEW

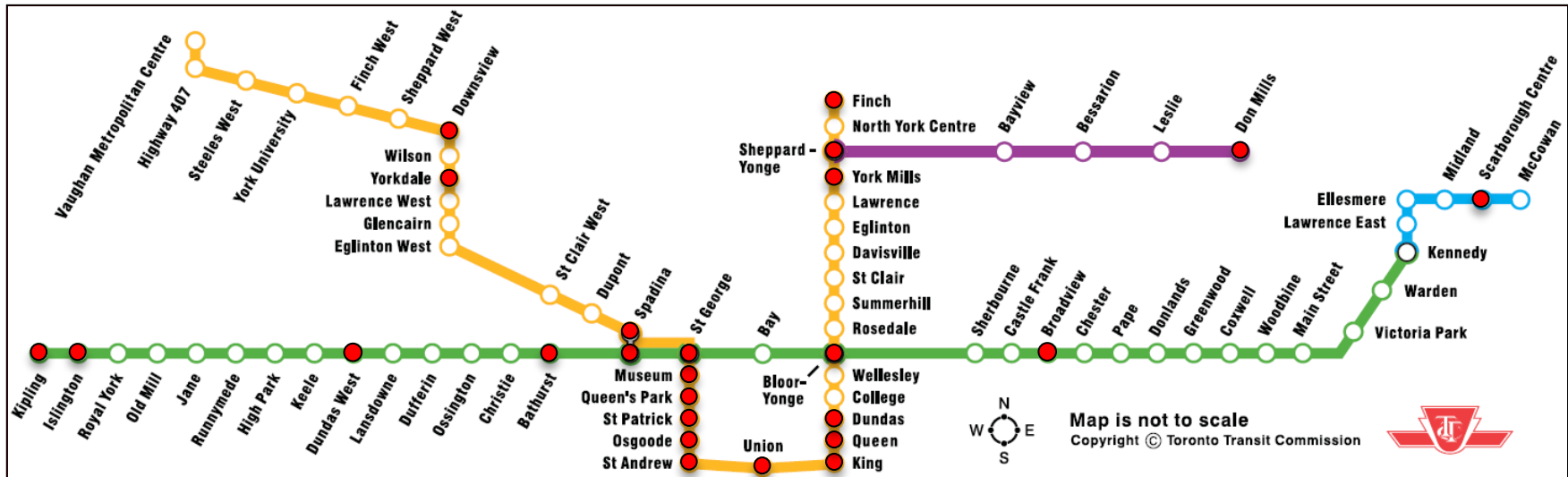


- **PRESTO is part of Metrolinx**
- **Overhaul and automate TTC's fare collection**
- **PRESTO designs, procures, installs, maintains and supports PRESTO on the TTC – a managed service**
- **TTC pays Metrolinx 5.25% spent via PRESTO**
- **TTC providing some support during rollout by mutual agreement**
- **TTC remains responsible for gates and cash on buses**
- **Devices and functionality will be phased**
- **Not just physical equipment but third party network, data, etc.**



# SUBWAY – CURRENT OPERATIONS

- Initial installation provides an option (some turnstiles)
  - Primary entrances
- 26 stations by beginning of July 2015
- Collectors remain in booth to sell/collect existing fares
- PRESTO “add value” machines in stations
- Options on how to distribute cards during interim
  - Pass Vending machines one option



# SURFACE - NEW STREETCARS



**All new streetcars have PRESTO when they enter service**

- **Six card readers located at doors (1,2,2,1)**
- **Two Fare & Transfers Machines and TTC Ticket Validators on each car and at off-board locations**
- **Ticket validators only for short term**



# SURFACE – EXISTING STREETCARS



- At front door - 1 card reader installed on left
- At middle and rear doors - 1 card reader mounted in centre
- Pilot June - August 2015
- Complete December 2015
- Enhances all door boarding





# SURFACE – BUS AND WHEEL TRANS

## Bus

- Design underway
- Card reader at all doors
- Pilot Fall 2015
- Complete December 2016

## Wheel-Trans

- Design underway
- Likely mobile/hand-held solution
- Complete December 2016

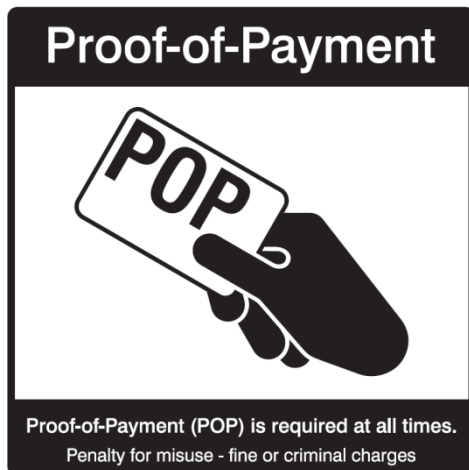




# SUBWAY – CURRENT PLAN



- **All turnstiles / high gates will have PRESTO**
- **PRESTO vending machines deployed throughout station**
  - Paid and un-paid areas
  - Add value machines and full service machines
- **Proof-of-payment required for all paid areas**



# SUBWAY – CURRENT PLAN



## Farelines – current approach

- Turnstiles, accessible gates, “crash gates”, high-gates
- Attach 1 card reader onto turnstiles for entry





## Existing Fares

- Stop selling tickets, tokens, passes end of 2016
- Stop accepting tickets, tokens etc. mid 2017



## Collectors

- Stop selling at booths end of 2016
- No need for collector in booth for fare sales
  - Still other functions in booth
  - Working on migration/mobile strategy
- In principle collectors moved out of booth end of 2016
- Provide customer service through whole of station





# CHALLENGES - CURRENT PLAN





## Proposed Plan

- Faregates to replace turnstiles and other fareline equipment



# SUBWAY – FARELINES (FAREGATES)



## PRIMARY STATION ENTRANCES - Benefits

- Optimal reader location
- Improved capacity and performance
- Standard and accessible aisle configuration
- Replace access gates and crash gates
- Gates can be configured for entry/exit, entry only, exit only
- Greater control of customer flows





# SUBWAY – FARELINES (FAREGATES)



## PRIMARY STATION ENTRANCES - Benefits

- Sophisticated fraud detection and reporting
- Second reader on paid side (tap in and out)
- Local and remote control and configuration at station level
- Modern automatic fault identification and management





## SECONDARY STATION ENTRANCES - Benefits

Approach for unstaffed entrances under review

- High-gate turnstile design is problematic for PRESTO integration
- High-gates very expensive
- Inconsistent customer experience
- No good accessible solution

Potential faregate solution offers:

- Consistent customer experience and fareline performance
- Support for modernization of station operations



# SUBWAY – FARELINES (FAREGATES)



## PROCUREMENT

- 60 Faregates already agreed
- Leverage Metrolinx contract award
- Seek approval at July 2015 Board Meeting
  - Funded via existing budgets (about ½ of required gates)
- Equipment for remainder of TTC stations
  - 2016 capital budget
- Supports timeline for 2016 completion





## **Complete implementation and adoption of PRESTO system on all TTC modes**

- |  |                       |
|--|-----------------------|
| <ul style="list-style-type: none"><li>• <b>New streetcar</b></li></ul>                       | <b>As they arrive</b> |
| <ul style="list-style-type: none"><li>• <b>26 Subway Stations</b></li></ul>                  | <b>July 2015</b>      |
| <ul style="list-style-type: none"><li>• <b>Complete existing streetcars</b></li></ul>        | <b>December 2015</b>  |
| <ul style="list-style-type: none"><li>• <b>Complete Buses and Wheel Trans</b></li></ul>      | <b>December 2016</b>  |
| <ul style="list-style-type: none"><li>• <b>All subway stations PRESTO enabled</b></li></ul>  | <b>December 2016</b>  |
| <ul style="list-style-type: none"><li>• <b>Transition from existing fare media</b></li></ul> | <b>2017</b>           |

