



STAFF REPORT ACTION REQUIRED

PRESTO Implementation - Current Status and Next Steps

Date:	December 20, 2016
To:	TTC Board
From:	Chief Executive Officer

Summary

The purpose of this presentation is to provide an update on the implementation of the PRESTO electronic fare collection system at the TTC. The presentation will include a brief overview of the PRESTO system, what has been implemented during 2016, and what the plan is for 2017 and beyond. There will also be an update on the challenges and what actions are being undertaken to address these issues.

Recommendation

It is recommended that the Board:

1. Receive an update on the current status of PRESTO implementation and next steps.

Financial Impact

This report has no financial impact beyond what has been approved in the TTC's Capital Budget.

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

Presentation to follow



PRESTO UPDATE TTC BOARD

December 20, 2016



TTC AND METROLINX AGREEMENT



- Metrolinx required to design, procure, build, install, and operate PRESTO
- TTC to pay Metrolinx based on a fixed percentage of TTC fare revenues (5.25%)
- At full implementation, overall costs of fare collection expected to remain at / below current costs of fare collection (i.e. 7 to 8 %)
- Currently 5.1% of ridership



HOW PRESTO WORKS



- Customers purchase a PRESTO card and load money onto it.
- When boarding a TTC vehicle or entering a subway station they tap their card on the PRESTO card reader and their TTC fare is deducted or pass validated.
- When fully implemented, PRESTO will replace tickets, tokens and passes.



BUYING A PRESTO CARD

- PRESTO cards are available:
 - **Online** – prestocard.ca
 - At 50 **Gateway Newstands** in various TTC subway stations
 - By **telephone** at 1-877-378-6123
 - At the **TTC Customer Service Centre**, 1900 Yonge Street



2016 PRESTO ROLLOUT ON THE TTC

Significant year for the rollout of PRESTO on the TTC:



Subway stations

- 69 stations accept PRESTO
- 42 have our new paddle-style fare gates



Buses

- All 1900 buses have PRESTO



Wheel-Trans

- All Wheel-Trans buses and accessible taxis have PRESTO

TTC streetcars have had PRESTO since the end of 2015



CHALLENGES



ONGOING PRESTO ROLLOUT ON THE TTC- INFRASTRUCTURE



- New fare gate installation will continue
- New PRESTO third-party retail network
- New Self-Serve Reload Machines
- New Fare Media Vending Device will begin to be installed at subway station entrances
- Opening fully PRESTO-ready TYSSE
- PRESTO available on Wheel-Trans Sedan Taxis



ONGOING PRESTO ROLLOUT ON THE TTC-FARES



- Tickets, Tokens and passes will be available for sale and use throughout 2017. We will stop accepting these in 2018.
- Introduction of TTC pass products on PRESTO including Metropass Discount Plan (MDP)
- Concessions for children, youths (student), post-secondary students will be introduced
- CNIB and support person PRESTO cards
- PRESTO on TTC buses that travel to and from York Region
- TTC Downtown Express bus routes



TTC FARES ON PRESTO – SINGLE FARES

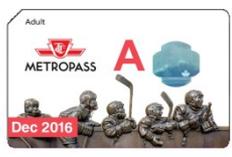


Fares Today	End-State PRESTO	<i>Recommended for:</i>
 <p>Cash</p>	 <p>Cash</p>  	<p>Occasional Adult customer</p>
 <p>Token</p>	 <p>Pay-as-you-go</p>	<p>Occasional Adult customer</p>
 <p>Ticket</p>	 <p>Pay-as-you-go</p>	<p>Occasional Student/ Senior customer</p> <ul style="list-style-type: none"> • Photo ID required
<p>Child (free)</p>	 <p>Child (free)</p>	<p>Children ages 6 to 12</p> <ul style="list-style-type: none"> • Photo ID required for children ages 10 to 12



TTC FARES ON PRESTO - PASSES



Fares Today	End-State PRESTO	<i>Recommended for:</i>
 <p>Metropass</p>	 <p>Monthly Pass</p>	<p>Adult Metropass customer</p> <ul style="list-style-type: none"> MDP/VIP Customers
 <p>Senior/ Student Metropass</p>	 <p>Monthly Pass</p>	<p>Senior/Student/Post-Secondary Metropass/MDP customer</p> <ul style="list-style-type: none"> Photo ID required
 <p>Weekly Pass</p>	 <p>Weekly Loyalty</p>	<p>Adult/Senior/Student weekly pass customer</p> <ul style="list-style-type: none"> Pay-as-you-go weekly loyalty
 <p>Day Pass</p>	 <p>Daily Loyalty</p>	<p>Single day pass customers</p> <ul style="list-style-type: none"> Pay-as-you-go daily loyalty



TTC FARES ON PRESTO – BULK PURCHASES AND DOWNTOWN EXPRESS

Fares Today	End-State PRESTO	<i>Recommended for:</i>
 <p data-bbox="318 357 463 485">Bulk Tickets/ Tokens</p>	 <p data-bbox="653 482 871 516">Pay-as-you-go</p>  <p data-bbox="942 359 1126 439">Paper PRESTO card</p>	<p data-bbox="1304 402 1709 442">Social agencies/schools</p>
 <p data-bbox="318 606 511 735">Downtown Express Sticker</p>	 <p data-bbox="865 631 1207 716">Downtown Express Monthly Pass</p>	<p data-bbox="1304 631 1626 706">Downtown Express customers</p>



COMMUNICATING TO OUR CUSTOMERS AND STAFF ABOUT PRESTO



- PRESTO section on TTC.ca
- PRESTO brochures available in our stations and Customer Service Centre
- Ambassadors at our subway stations, on buses and streetcars
- More training for our staff
- Ongoing internal PRESTO updates



QUESTIONS?

