



PRESTO Update and Transition Overview

Date: June 12, 2018

To: TTC Board

From: Deputy Chief Executive Officer, Chief Customer Officer

Summary

TTC is now ready to move to the next phase of the PRESTO transition. The purpose of this report is to give a comprehensive update on the functionality achieved to date, as well as upcoming plans to release new PRESTO fare products, and to eliminate legacy Metropasses by the end of 2018 and legacy tickets/tokens by the end of 2019.

In November 2012, TTC entered into a Master Agreement with Metrolinx with respect to implementation of PRESTO at the TTC. PRESTO – a Division of Metrolinx – is a fare payment system implemented by municipal transit providers across the Greater Toronto and Hamilton Area (GTHA) and Ottawa. PRESTO will support TTC's modernization efforts and the introduction of a more robust fare strategy aimed at delivering fare options that best meet customer needs and encourage ridership. There are a number of benefits and opportunities resulting from this transition, including:

1. Flexibility around fare policy and pricing (e.g. Two-hour transfer, Daily Max);
2. Fare integration throughout the GTHA;
3. Enhanced customer convenience: fund protection, autoloan, autorenew, etc.;
4. Faster boarding time and fare enforcement;
5. Data to inform pricing, service planning, and operational decisions.

The TTC and Metrolinx have been working as close partners in this transition. Since the initial PRESTO launch and the continuous advancements made throughout its roll-out, the percentage of PRESTO trips on the TTC has increased from 2.6% in 2015 to approximately 25% as of May 2018. Together, the TTC and Metrolinx have agreed to a schedule and a transition plan set out in this report. Today, the TTC is still in a state of transition and it is imperative that all stakeholders are held accountable to the set schedule and commitments to reach the goal of full adoption, which is defined as approximately 95% PRESTO payment usage on the TTC system.

Based on previous experience with the implementation and the associated learning curve, the approach behind creating this schedule was built upon stakeholder consultations and a vigorous evaluation of project interdependencies. To ensure successful public launches of future products, the schedule was created with a time contingency for sufficient testing and field trials. With that, majority of PRESTO pass products and features will be introduced throughout 2018, followed by the introduction

of PRESTO Tickets in 2019. To align with the PRESTO fare options availability, the key dates for legacy fare media phase out are:

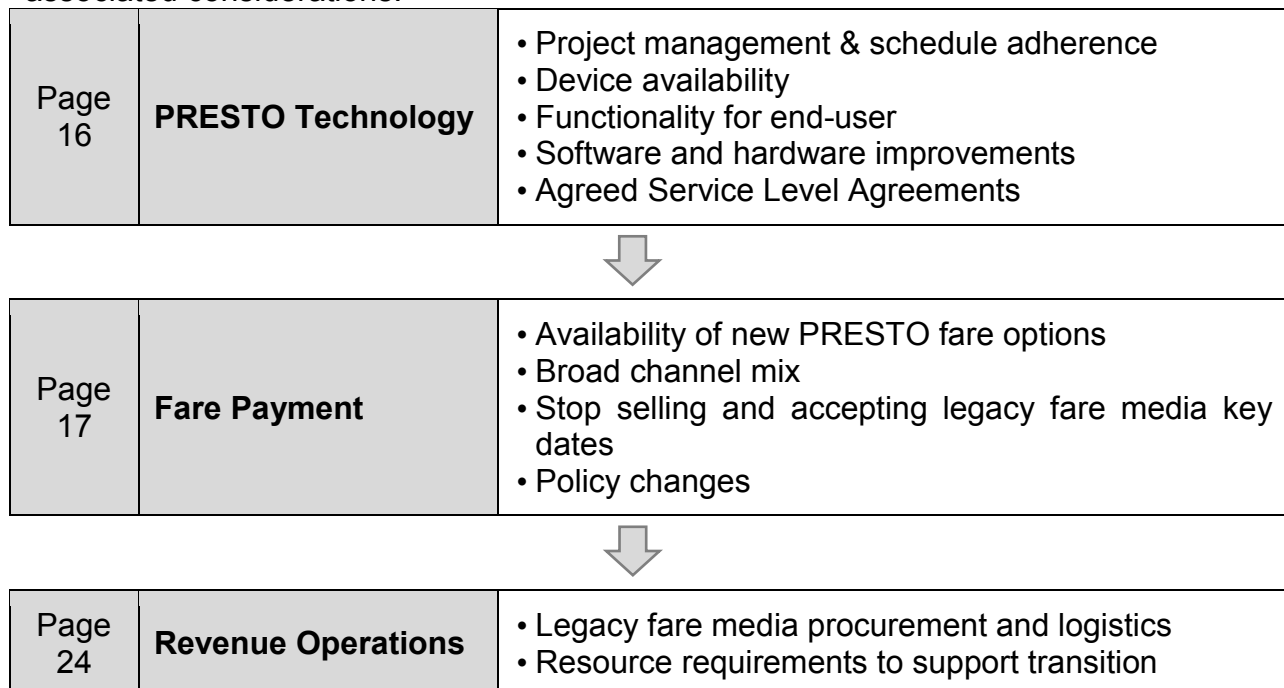
	Legacy Monthly Pass products*	Legacy tickets and tokens
Stop selling	December, 2018	August 3, 2019
Stop accepting (last day valid)	December 31, 2018	December 31, 2019

**Weekly Passes will be retired in March 2019.*

Given the newly created integrated schedule, this report is presented with the following objectives:

- a) Provide an update on the budgetary impact given the deliverable timelines and operational considerations;
- b) Provide a summary of PRESTO products/equipment/functionality delivered to date, associate interdependencies, and an outline of the project governance structure;
- c) Deliver an integrated schedule on equipment/functionality deliverables, introduction of PRESTO payment products and retirement of TTC legacy fare media, and Revenue Operations impact during transition;
- d) Provide an overview of upcoming analyses and plans to be brought forward to the TTC Board.

Key elements of the PRESTO transition schedule consist of the following pillars and associated considerations:



Recommendations

It is recommended that the Board:

1. Endorse the PRESTO Transition Plan presented in this report;
2. Authorize a contract upset limit in the amount of \$2,700,000 with Giesecke & Devrient Systems Canada Inc. for the supply of legacy fare media cards, with the expected actual requirement likely not exceeding \$1,000,000 should the order be required.
3. Direct TTC staff to include the required transitional costs in the 2019 TTC Operating Budget, currently estimated at \$19,500,000;
4. Direct staff to forward a copy of this report to the City Manager - City of Toronto, and Metrolinx.

Financial Summary

Item (\$Millions)	2018 Budget	Annual Operating Budget Change (at end state)	Annualized Operating Budget in 2020 (2018 \$)
Presto Fees	26.6	30.0	56.6
Fare Gate Contract – S&B Maintenance	4.3	1.5	5.8
Farecard Team – Operating Costs	0.6	1.8	2.4
Legacy Fare Media Production & Transaction Costs	10.1	(10.1)	0
Item (\$Millions)	2018 Budget	Annual Operating Budget Change (at end state)	Annualized Operating Budget in 2020 (2018 \$)
MDP (Metropass Discount Plan)	2.4	(0.6)	1.8
Paper Transfers & Related Divisional Costs	2.0	(0.5)	1.5
Revenue Operations	22.8	(6.8)	16.0
Station Collectors*	42.0	(42.0)	0
Subtotal - Fare Collection	110.8	(26.7)	84.1
Stations: Customer Service Agents*		35.6	35.6
Total**	110.8	8.9	119.7

The 2018 Operating Budget approved by City Council on February 12, 2018 included \$110.8 million related to fare collection. This included:

- \$79.3 million related to legacy fare media;
- \$26.6 million in PRESTO fees;
- \$4.3 million for the fare gate maintenance contract with Scheidt & Bachmann (S&B);
- \$0.6 million for staff resources to monitor and administer the PRESTO contract.

Upon substantial adoption of PRESTO and the elimination of legacy fare media, cash fare payment will continue to be accepted and the need for station staff presence (through Customer Service Agents) will need to be maintained. Revenue Operations will also continue to perform initial fare gate maintenance, with requirements escalated to S&B as required. Based on this plan, the following annual operating budget changes are expected.

**Station coverage currently provided by Collectors, replaced by Customer Service Agents.*

*** Excludes costs of Transit Fare Enforcement.*

Overall 2019 costs will be higher than the 2018 budget, with a 2019 operating budget impact of approximately \$19.5 million, as PRESTO related costs will increase faster than legacy costs can be eliminated.

Item (\$Millions)	2018 Budget	Estimated 2019 Budget Pressure	2019 Outlook
Presto Fees	26.6	24.4	51.0
Fare Gate Contract – S&B Maintenance	4.3	1.5	5.8
Farecard Team – Operating Costs	0.6	1.8	2.4
Legacy Fare Media Production & Transaction Costs	10.1	(7.2)	2.9
MDP (Metropass Discount Plan)	2.4	(0.6)	1.8
Paper Transfers & Related Divisional Costs	2.0	-	2.0
Revenue Operations	22.8	(0.4)	22.4
Station Collectors	42.0	-	42.0
Total	110.8	19.5	130.3

The \$51 million in expected 2019 PRESTO fees is an increase of \$24.4 million from the 2018 budget and assumes January 1, 2019 PRESTO adoption rates of 100% for pass users and 75% for e-Purse users.

To ensure the supply of legacy fare media is not interrupted until full conversion to PRESTO is confirmed, this report recommends a contract extension with Giesecke & Devrient Systems Canada Inc. for the supply of legacy pass fare media, with an increase in the upset limit of \$2.7 million inclusive of HST. While it is expected that actual requirements under this contract will not exceed \$1 million (net of HST rebate), the \$2.7 million upset limit provides more flexibility to order legacy fare media if

required. For contingency planning and given a six-month production lead time, TTC staff need to confirm reduced orders for 2019 legacy passes starting in June 2018.

The other 2019 budget impacts reflect the annualization of the fare gate maintenance contract with S&B and TTC operating staff required to administer the PRESTO contract moving forward and maximize insights obtained from PRESTO data. It is also expected that MDP mailing expenses will be eliminated and some armed guard services can be reduced.

Capital Budget Impact

The City Council approved the 2018 - 2027 Capital Plan and PRESTO/Fare gate Project Plans on February 12, 2018. The following is a summary of Estimated Final Costs (EFC), Life-to-Date (LTD) actuals and remaining funds available:

Item (\$Millions)	Approved EFC	LTD Actuals to Dec. 2017	Balance - To be spent
PRESTO*	52.6	43.0	9.6
Fare gates	60.9	41.8	19.1
Total	113.5	84.8	28.7

* The capital budget is being reviewed and any additional required funds would be submitted as part of the budget process.

Unbudgeted equipment requirement due to implementation delay:

- Additional ticket validators and mounting brackets are required for installation on the new low-floor streetcars in support of legacy fare media use. TTC is working with the original supplier to obtain the required equipment. The approximate cost of the additional units including installation is \$1 million.

The Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Equity/Accessibility Matters

Equity and accessibility matters have always been at the forefront of the PRESTO implementation. TTC is committed to meeting Accessibility for Ontarians with Disabilities Act (AODA) requirements, continuing the Advisory Committee on Accessible Transit (ACAT) consultations, and introducing policies that promote equity and accessibility.

ACAT Consultations

TTC has regularly consulted with ACAT, primarily through its Design Review Subcommittee (DRS), throughout the PRESTO roll-out, beginning with the development of TTC's business requirements for PRESTO, and continuing through to the design of fare vending devices and audio scripts for these devices, placement of farecard readers

onboard vehicles, and the roll-out of fare gates. ACAT's advocacy and advice has resulted in numerous accessibility improvements to the PRESTO system, including the introduction of audio modes on fare vending devices for people who are blind or have low vision, and the installation of secondary PRESTO card readers on the front of wide fare gates for improved accessibility for all customers.

PRESTO Equipment

Metrolinx and the TTC continue to work closely to ensure that all PRESTO devices are accessible when introduced into the TTC system. PRESTO was introduced to TTC Wheel-Trans vehicles and contracted accessible vans in 2016. This provides the option of paying with PRESTO to approximately 2/3 of all Wheel-Trans customers. The remaining 1/3 of Wheel-Trans customers are accommodated via contracted sedan taxis. Metrolinx is developing a technical solution to accommodate this customer group.

In 2017, new secondary card readers were installed on the front of many of the new paddle-style fare gates. Installation of the secondary readers will continue throughout 2018 on the wide fare gates that do yet have these readers. PRESTO Fare Vending Machines (FVMs), which include an audio mode and other accessibility features, were installed at the Line 1 extension stations, as well as at Sheppard West and Wilson. In addition, new second generation Self-Serve Reload Machines (SSRMs) were also installed at these stations (except Sheppard West and Wilson). Both these devices will continue to be installed at all subway station entrances throughout this year. The new second generation SSRMs include a number of improvements, some of which are based on the feedback received from ACAT.

AODA Compliance

Fare and Transfer machines on TTC low-floor streetcars, SSRMs, and FVMs are all equipped with raised tactile and Braille lettering. PRESTO cards feature the Braille letter "P". CNIB cards feature a raised tactile symbol.

New Parkeon Fare and Transfer machines are being installed on all low-floor streetcars. The new machines were needed due to the insufficient number of Fare and Transfer machines ordered by Metrolinx through its current manufacturer, S&B. Parkeon machines will not contain accessibility features (e.g. audio jack, Braille) during Phase I of the roll-out for customers who are blind or have low vision. TTC and Metrolinx are discussing additional accessibility options for future roll-out.

In the interim TTC and Metrolinx have agreed on a hybrid solution, which involves leaving one of the accessible S&B Fare and Transfer machines on the streetcar in addition to having the new Parkeon machine available to customers. This solution is being implemented on new streetcars as they arrive.

Fare Policy and Customer Experience

A support person accompanying a person with a disability is not required to pay a fare when travelling on the TTC. Today, it is mandatory for them to apply and obtain a TTC Support Person Assistance Photo ID card. With the full implementation of PRESTO, a

support person card on PRESTO will enable customers with disabilities and their support person to enter TTC subway stations by tapping through the fare gates. TTC and Metrolinx are currently working on a solution for these customers, in alignment with the retirement of legacy fare media. It is imperative that any eliminated legacy fare media will be accompanied by a launch of equivalent PRESTO payment products to meet the needs of customer groups including seniors, youth, and post-secondary students. Fare policies will be enforced by Transit Enforcement Officers and Transit Fare Inspectors who receive diversity and human rights training to ensure proper practices are applied in a fair, non-discriminatory manner.

One of the pillars outlined in the TO Prosperity - Toronto Poverty Reduction Strategy Report was “Transit Equity: Make transit more affordable for low-income residents”. With that, a number of new initiatives have been launched to align with the Toronto Poverty Reduction Strategy and the TTC Ridership Growth Strategy, as PRESTO implementation brought forward an opportunity to introduce more equitable fare payment options.

- *Fair Pass Discount Program:* Launched on April 4, 2018, the new Fair Pass provides eligible adults, with \$1 and \$30.75 savings on a single-ride and a Monthly Pass respectively, exclusively on PRESTO. Eligible low-income adults include those who live in the City of Toronto and receive Ontario Disability Support Program (ODSP) and Ontario Works (OW) assistance.

Since the program launch, 6,000 Fair Pass PRESTO cards have been issued through 15 Toronto Employment & Social Services locations, while 2,198 PRESTO cards have been in use as of May 10, 2018 – up from 774 cards in use as of May 2, 2018. Although official program evaluation has not been conducted at this time, the process is reported to be efficient and smooth.

Fair Pass Trip Summary (as of May 10, 2018)			
Mode of Transit	E-Purse Taps (Excluding Transfers)	Monthly Pass Taps	Grand Total
Bus	12,231	7,807	20,038
Streetcar	1,311	956	2,267
Subway	5,183	2,524	7,707
Wheel-Trans	222	41	263
Total	18,947	11,328	30,275

Information retrieved from the daily Data Extract/Usage data received from PRESTO.

Many social service agencies provide their clients with tickets or tokens, giving them access to medical appointments, employment activities etc. With the PRESTO transition and elimination of legacy fare media, TTC is working with Metrolinx towards implementing a PRESTO Ticket solution in June 2019 to continue providing this type of bulk, single-ride discounted fare media to agencies.

- *Two-hour Transfer Policy:* After the approval of the new transfer policy, PRESTO and the TTC have been engaged in making the necessary functionality changes to stay on target and implement the two-hour transfer in August 2018. The new

Two-hour Transfer Policy aligns with the Toronto Poverty Reduction Strategy recommendations to increase equity by making transit more affordable and accessible. The two-hour transfer will also help alleviate potential barriers for people who need more time to travel or rest between transfer points, as well as improve flexibility and access for customers during their journey.

- *U-Pass*: A pass product for full-time post-secondary students priced at \$560 for eight months (equivalent to \$70 per month, a 40% saving) and requires mandatory participation of all eligible students at the post-secondary institution. The U-Pass cost would be included in students' tuition fees every semester. The proposed U-Pass will only be available on PRESTO and will be administered through an online PRESTO portal by the post-secondary institution. In the March 2018 University of Toronto student referendum, 66.5% of the downtown undergraduate students voted against participation. Ryerson University students are set to vote in the fall of 2018 for implementation in the fall of 2019.

Decision History

Due to the extensive decision history behind the PRESTO implementation, see Appendix 2 for details.

Decision history highlights include:

- In June 2011, TTC Board approved the adoption of the PRESTO fare payment system. Since the Master Agreement inception between the TTC and Metrolinx in 2012, TTC staff have brought forward a number of PRESTO implementation updates between 2014 and 2016, which summarized the project status, upcoming plans, and anticipated challenges.
- Between 2013 and 2018, TTC staff have requested approvals for numerous policy changes to align the TTC Fare Strategy with the opportunities presented by the PRESTO implementation. Some of the approved policies include: the Daily Max, discounted fare between the TTC/Go Transit/UP Express, two-hour transfer, Fair Pass, and U-Pass.
- In 2015, Metrolinx awarded a contract to S&B for the design, development, installation and maintenance of Electronic Fare Management devices, which led to a purchase of up to 450 fare gates through a contract worth up to \$17.1 million. In 2016, the Board approved the purchase of up to 600 additional fare gates at a maximum value of \$20.6 million.
- Historically, the completion of the PRESTO roll-out has been shifting due to the complexity of its implementation. This led to contract extension requests around the procurement of the legacy fare media cards in 2016 and 2017.

Issue Background

In November 2012, TTC entered into a Master Agreement with Metrolinx with respect to implementation of PRESTO at the TTC. PRESTO – a Division of Metrolinx – is a fare payment system implemented in municipal transit providers across the GTHA and Ottawa. The Master Agreement and business model requires Metrolinx to finance, implement, operate, maintain and keep the PRESTO system in a state of good repair as a managed services business model. While the TTC owns and is responsible for the fare gates, Metrolinx is responsible for all other PRESTO equipment, software, and functionality deliverables. The adoption of PRESTO is largely based on the roll-out of PRESTO products and system performance, which has endured some delays and challenges, leading to several revisions to adoption targets and schedules. TTC is currently in a state of transition and although other agencies have already implemented the new fare payment system, the multi-modal mix and station configuration ('integrated' – buses enter fare paid area vs 'non-integrated' – customers are dropped off outside the station) at the TTC make for a complex PRESTO transition. TTC staff recognize that there have been reliability issues with the fare gates, card readers, and fare vending machines. TTC and Metrolinx are working closely to improve reliability and software upgrades continue to be released to enhance the performance of PRESTO equipment and TTC fare gates.

Industry move to a Smart Card Electronic Payment System

Canadian Urban Transit Association predicts that by 2020, all transit vehicles and stations should offer an accessible electronic fare payment system. Other transit agencies are in process or have already made the switch to a smart card fare system and elimination of legacy tickets and passes. Société de transport de Montreal (STM), St. John's Transportation Commission, OC Transpo in Ottawa, and the surrounding agencies in the GTHA have made the transition due to its associated benefits, such as, management of customers' accounts online, caps on fare, and protection against loss. Edmonton Transit Service is planning to conduct a system pilot in early 2020.

Customer benefits:

- Always pay the lowest fare:
 - Flexible fare policy options (e.g. Fair Pass, Daily/Weekly Max)
 - Two-hour transfer
 - Metropass and ticket/token equivalent;
- Single method of payment
 - One card replaces pass products and tickets/tokens
 - Used in GTHA and Ottawa;
- Protection of funds if card is lost or stolen;
- Multiple loading options to meet customers' needs:
 - Online (autoload/autorenew functionality), PRESTO vending machines, phone, third party network, TTC Customer Service Centre;
- Future mobile application as well as open payment system means more convenient ways to pay transit fares.

Benefits for the TTC

- Faster boarding times and improved service levels;
- Data to inform pricing, service planning, and operational decisions;
- Increased customer satisfaction with a modern smart card and future open payment system;
- Automated enforcement.

More information on the industry move toward smart card/electronic fare payment systems can be found in Appendix 3.

PRESTO & TTC: Roadmap to 2018

Year	Highlights	% of PRESTO rides on TTC
2015	<ul style="list-style-type: none"> • All streetcars are PRESTO equipped. 	2.6%
2016	<ul style="list-style-type: none"> • Fare gate installation began at Main Street Station in March 2016, by the end of the year at least one entrance of every subway station had the new PRESTO-enabled fare gates; • All TTC buses, Wheel-Trans vehicles and accessible vans became PRESTO enabled; • 50 Gateway Newstand locations selling pre-loaded adult PRESTO cards, 28 locations selling pre-loaded senior PRESTO cards. 	5.7%
2017	<ul style="list-style-type: none"> • PRESTO-enabled fare gates continue to be installed at subway station entrances; • Adult and senior TTC Monthly Passes available on PRESTO; • Autorenew function available to adult and senior TTC Monthly Pass customers; • Select Shoppers Drug Mart locations started selling PRESTO cards. Other functions include loading money, selling Monthly Passes, and checking balance; • PRESTO FVMs and new SSRMs were installed at select entrances at Vaughan Metropolitan Centre, Highway 407, Pioneer Village, York University, Finch West, Downsview Park, Sheppard West and Wilson stations. 	14.5%

The percentage of PRESTO rides on the TTC between April 8 and May 5, 2018 was approximately 25% - up by 10.5% since 2017 year-end.

Customer Communications Initiatives

Since the PRESTO roll-out began at the TTC, communication efforts have centered around one main theme, “Is PRESTO right for you?” This theme aligns with the staged roll-out of PRESTO across the TTC and helps target specific customers who should transition to PRESTO at different stages of the roll-out.

As more TTC fare options become available on PRESTO and more subway station entrances are equipped with self-serve devices, this message is shifting from “Is PRESTO right for you?” to “PRESTO is now right for you.”

Communications to date have focused on:

- Educating customers about PRESTO, including how it works and where it can be used on the TTC;
- Promoting PRESTO’s arrival at subway station entrances with the installation of new PRESTO-enabled fare gates;
- Introducing new fare options available on PRESTO.

Implemented communications tools and tactics include:

- Internal communications to all TTC staff with a particular focus on front-line employees, especially operators and collectors/stations staff;
- Advertising (see Appendix 4);
- A dedicated PRESTO section on ttc.ca;
- Updated website content regarding new products and customer service locations on prestocard.ca;
- Earned media - stories about new fare options available on PRESTO and fare gate construction;
- Ongoing social media initiatives to promote fare products on PRESTO and PRESTO’s arrival at subway station entrances;
- Customer brochures available at subway stations and the TTC’s Customer Service Centre;
- PRESTO Ambassadors to assist customers at subway stations and on TTC surface vehicles;
- PRESTO pop-up sales booths at various subway stations to make it easier for customers to purchase a card, set a concession, and load money onto their card all at one spot.

Comments

The PRESTO electronic fare payment system is one of the components foundational to the TTC modernization efforts. The PRESTO card is used as the primary media for making transit fare payments – an option that is available on all TTC modes of transport (except Sedan taxis used by Wheel-Trans customers). Customers purchase and load value and/or products on the card via vending machines, online channels, and in-person (Shoppers Drug Mart, TTC Customer Service Centre).

Today, PRESTO card is a great option for the following customers:

- Adults or seniors who pay with tokens, tickets, cash, or a Metropass;
- Youth paying with tickets or cash.

Customers can purchase a PRESTO card for \$6 and load a minimum of \$10 to a maximum of \$1,000 (TTC PRESTO fares are the same as TTC legacy fare). To set a concession, valid government issued photo identification must be shown in order to set a student or senior discount on a PRESTO card.

Customers switching to PRESTO enjoy the following benefits:

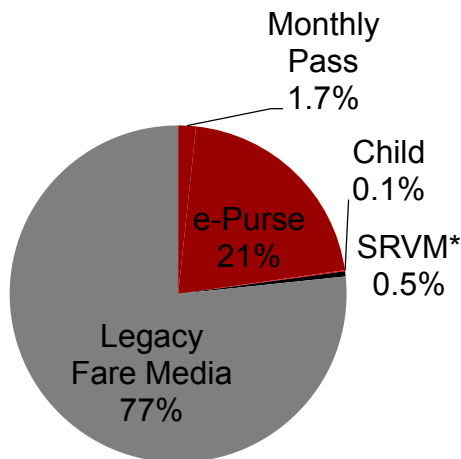
- Card registration: balance protection if card is lost;
- Autoload function: easiest way to ensure there's enough money on the card;
- Autorenew function: automatic renewal of a monthly pass product;
- Online account management and record of transactions;
- Paperless transfers: no need to carry a paper transfer, as it is automatically loaded onto a PRESTO card at initial fare payment tap;
- Eligibility for a discount when transferring between TTC and GO Transit or UP Express (\$1.50 for adults, and \$0.55 for students and seniors);
- Two-hour time-based transfer: unrestricted travel for two hours on one fare;
- Daily/Weekly Max*: a cap will be placed on a maximum amount a PRESTO customer will pay per day/week.

**Weekly Max subject to Board approval.*

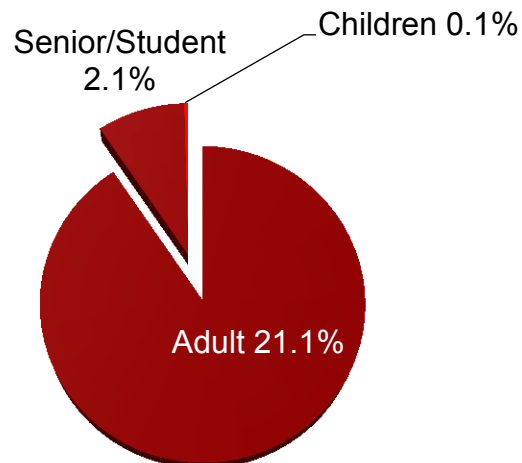
Current Trends

The average percentage of PRESTO rides on the TTC between April 8 and May 5, 2018 was approximately 25% - up by 10.5% since 2017 year-end.

2018 Fare Type Breakdown



2018 PRESTO Customers



**SRVM - Cash/token payments on new streetcars*

The adoption rate will continue to increase steadily in conjunction with elimination of legacy fare media and the increasing switch to PRESTO-based fare products. The adoption rate is expected to significantly accelerate when legacy Metropasses (45% of ridership) and tokens/tickets (16% of ridership) are no longer accepted after December 2018 and 2019 respectively.

The increasing adoption of PRESTO has resulted in a positive revenue trend, specifically an increase in the average fare. This trend reflects the switching by customers from legacy passes to PRESTO e-Purse. The average fare paid for a single ride using PRESTO e-purse is higher than the average fare paid by pass users, taking into account the high average trip usage by customers with passes. This positive trend is expected to continue; however, it will likely subside somewhat when large-scale adoption of PRESTO passes is achieved.

Data Use

With current TTC legacy fare media, only a relatively small component of TTC revenue ridership (tokens) is directly counted; remaining ridership is inferred and calculated based on a variety of customer surveys and sampling techniques. Moreover, the system-level ridership that is calculated can only be differentiated to the vehicle mode level. With PRESTO, every revenue ride could be counted directly using device-level transaction data. This information can be differentiated to the route, or even intersection level, and cross-referenced with other variables, such as customer groups and time-of-day travel.

As noted in the TTC's Ridership Growth Strategy, innovation for the long-term will be enabled, in part, by the use of "big data". PRESTO's data will provide the TTC with insights into travel behaviour that will assist in transit planning and budgeting and will allow the TTC to respond more quickly to changes in demand. This opportunity is also reflected in the TTC Corporate Plan: 2018 - 2022, which addresses the need to embrace enterprise data, such as PRESTO, and advanced customer analytics in order to meet evolving customer needs.

The transition from current ridership calculation methodologies to a PRESTO-based methodology will likely result in lower ridership totals than have previously been reported and will require development of a process to re-baseline TTC ridership.

Project Governance: TTC & Metrolinx

The roll-out of PRESTO across the TTC and other transit agencies requires managing both highly complex technical challenges, as well as a number of business relationships and contracts. In addition, the implementation represents a significant increase in usage and transaction volumes to the PRESTO system. Program oversight and the governance function are key to the success of the project. The TTC and Metrolinx are in discussion to further strengthen the governance structure.

Currently, the oversight and executive management is provided through the following functions:

1. The *TTC/Metrolinx PRESTO deployment meetings*, which include the respective CEO and the Executives of the TTC and Metrolinx. The purpose of these meetings is to offer executive oversight and guidance on all Metrolinx projects (e.g. PRESTO, RER, etc.).
2. The *Joint Executive Committee (JEC)* established and chaired by the TTC Chief Customer Officer and Metrolinx Executive Vice President (PRESTO), with membership including designated senior staff from both organizations. The JEC provides oversight of the PRESTO system implementation at the TTC and the working relationship between the TTC and Metrolinx. The JEC meets monthly to review the status, issues, and risks related to the roll-out of PRESTO at the TTC.
3. The *TTC PRESTO Steering Committee* consisting of TTC senior staff. This committee provides guidance for the adoption of PRESTO and the transition and retirement of legacy fare media (i.e. TTC passes, tickets and tokens), as well as associated operational initiatives and changes. Similar to JEC, the TTC PRESTO Steering Committee meets on a monthly basis to review project status and issues impacting roll-out and adoption. PRESTO enabled dependencies (e.g. Stations Transformation, fare gate roll-out, etc.) are also managed at an executive level by this committee.

These governing bodies provide management oversight to the PRESTO program to ensure:

- Common understanding among stakeholders as to expectations, business strategy, goals, initiatives and priorities;
- Communication, reporting and other critical aspects of the relationship and compliance to the Agreement between TTC and Metrolinx; and
- Timely and effective escalation and resolution of issues, concerns or disputes.

In addition, the TTC is rolling out a portfolio management structure for large TTC programs and projects, including the PRESTO implementation. Two additional resources have been added to the project team to support and oversee the implementation of PRESTO and its related operational dependencies.

PRESTO Transition Plan

TTC and Metrolinx have entered a joint commitment to deliver PRESTO as a mechanism to bring forward modernization and regional integration to the City of Toronto. A number of critical paths have to be addressed to ensure successful transition. This plan provides an integrated view of the Metrolinx Technology Plan, various interdependencies and TTC strategic actions required to enable PRESTO across the entire TTC network. (See Appendix 5 for the PRESTO Transition Plan Schedule)

The PRESTO Transition Plan schedule is comprised of three main elements:

1. PRESTO Technology
2. Fare Payment
3. Revenue Operations

The approach to develop an integrated schedule involved engaging all stakeholders, asking them to provide a “voice” for planning activities and key decisions around the Integrated Plan for the Fare Card Program. Based on stakeholder interviews and our experience, a schedule was developed outlining functionality availability and public launches of PRESTO products in 2018 and 2019. To ensure successful public launches of future products, the schedule was created with a time contingency in mind to allow for sufficient testing and field trials.

The interdependencies considered are as follows:

1. *Device Implementation:*
 - Fare gates, PRESTO enabled surface vehicles, etc.
2. *Metrolinx Technology Plan:*
 - Product and features availability dates from Metrolinx.
3. *Strategy:*
 - Ensuring that any eliminated legacy fare media is accompanied by a launch of equivalent PRESTO payment products.
4. *Marketing and Communications:*
 - Marketing campaigns and customer launch announcements.
5. *Device and System Performance :*
 - Software and hardware enhancements to address equipment issues and defects.
 - Service Level Agreements to establish expectations for system support and maintenance and controls for revenue risks.
6. *CSA Model:*
 - Transition from collectors in the booth to a Customer Service Agent (CSA) model.

With collaborative efforts of the TTC and Metrolinx, a number of initiatives have been launched and are in the works for 2018:

2018 At a Glance: PRESTO Transition Initiatives	Timing
Board approval: U-Pass	March
Fare payment launch: Fair Pass (Phase 1)	April

2018 At a Glance: PRESTO Transition Initiatives	Timing
Fare payment launch: Adult 12-Month Pass	May
Equipment installations: <ul style="list-style-type: none"> • At least one FVM and a new SSRM available at all stations • Complete installation of all PRESTO-enabled fare gates 	June
Fare payment launch: <ul style="list-style-type: none"> • Monthly Pass (Youth & Post-Secondary) • 12-Month Pass (Youth & Senior) Policy change: <ul style="list-style-type: none"> • Two-hour transfer 	August
Equipment installations: <ul style="list-style-type: none"> • All station entrances will be equipped with FVMs and new SSRMs Third party network expansion: <ul style="list-style-type: none"> • All Toronto Shoppers Drug Mart locations will sell PRESTO Fare payment and discount product launch: <ul style="list-style-type: none"> • Downtown Express • Daily Max • YRT cross boundary 	October

1. PRESTO Technology

The introduction and PRESTO roll-out from a technological perspective is two-fold:

- 1) Development, procurement and installation of equipment:
 - The installation of card readers on vehicles was completed in 2016 and is ongoing for the new low-floor streetcars as they arrive. Card readers are now installed at entrance/exit doors on all buses and streetcars. This work was completed a year ahead of schedule and continues to keep pace with the delivery of new streetcars. Card reader reliability is at 97% or greater.
 - The roll-out of fare gates, which are owned by the TTC, presented additional challenges versus the original plan to install PRESTO card readers attached to turnstile equipment at stations. The implementation challenges have been further escalated by the fare gate performance and reliability issues. TTC and the fare gate supplier (S&B) have developed a plan to address the performance issues to allow the fare gate installation work to be completed. Fare gate reliability continues to perform at 95% or greater. As of April 2018, fare gate installation was complete at 65 stations and by the end of June 2018, 74 of 75 stations are planned for completion. The installation of fare gates at Yorkdale – Main entrance and King – Commerce entrance have been integrated into the Easier Access Program and will be completed at a later date.

- The installation of the PRESTO vending machines at stations is progressing and is expected to be completed by the end of 2018. SSRMs were introduced at stations as PRESTO card readers and fare gates were installed. Additional second generation SSRMs are now being rolled out. FVMs were first introduced at the Line 1 extension stations and will be available at each main entrance of every station by June 2018. Additional FVM installations will be completed by October 2018. This will provide the additional capability to purchase PRESTO cards at stations.
- The installation of Fare and Transfer machines on new streetcars continues as the streetcars are delivered. Two Fare and Transfer machines are installed on all new low-floor streetcars and select off-board locations. Metrolinx has commenced the order of newer machines that will be installed along with the existing machines at the rear and front accessible door entrance, respectively on each streetcar.

2) Software development, testing, and implementation:

- The roll-out of some software functions (e.g. Downtown Express and YRT cross-boundary solution) has been delayed due to quality issues and to allow for further testing. Two major functions, the two-hour transfer and single-ride PRESTO Tickets, are scheduled to be released in August 2018 and June 2019 respectively. The implementation timelines for Open Payments functionality and other outstanding TTC business requirements are under review with Metrolinx.

2. Fare payment

- DISTRIBUTION CHANNELS -

Today, TTC customers have several options when it comes to purchasing PRESTO cards, loading funds/passes, and setting concessions on PRESTO. However, to facilitate and successfully implement the new fare payment system, a further expansion to the current PRESTO distribution channels will be necessary.

Channel	Current Functionality/ Products	Buy	Load	Set	Status & Future Functionality	Transaction Time
PRESTO website	<ul style="list-style-type: none"> • Buy PRESTO Card • e-Purse (including Autoload) • Monthly Passes: adult & senior (including Autorenew) 	✓	✓		<ul style="list-style-type: none"> • Adult 12-Month Pass: <i>May 25, 2018</i> • Youth & senior 12-Month Pass + youth & post-secondary Monthly Pass: <i>Aug 24, 2018</i> 	Up to 24 hrs

Channel	Current Functionality/ Products	Buy	Load	Set	Status & Future Functionality	Transaction Time
	<ul style="list-style-type: none"> • Balance query 					
SSRM (Self-Serve Reload Machine)	<ul style="list-style-type: none"> • e-Purse • Balance query 		✓		<ul style="list-style-type: none"> • Available at all stations • Upgraded machines installed: <i>Oct 2018</i> • Monthly pass functionality: <i>2019 TBC</i> 	Immediate
FVM* (Fare Vending Machine)	<ul style="list-style-type: none"> • Buy PRESTO Card • e-Purse • Monthly Passes: Adult & senior • Balance query 	✓	✓		<ul style="list-style-type: none"> • Youth & post-secondary Monthly Pass: <i>Aug 24, 2018</i> • PRESTO Tickets – single-ride: <i>June, 2019</i> 	Immediate
Third Party Network - Shoppers Drug Mart	<ul style="list-style-type: none"> • e-Purse • Buy PRESTO Card • Monthly Passes: adult, senior • Set universal concessions • Balance query 	✓	✓	✓	<ul style="list-style-type: none"> • Approx. 135 locations: <i>Oct 31, 2018</i> • All Monthly Passes: <i>Aug. 24, 2018</i> • PRESTO Tickets: <i>TBC</i> • Ongoing discussions on expansion 	Immediate
PRESTO Vouchers**	<ul style="list-style-type: none"> • e-Purse • Buy PRESTO Card • Set concessions • Monthly Passes: adult, senior 	✓	✓	✓	<ul style="list-style-type: none"> • All Monthly Passes: <i>Aug. 24, 2018</i> • PRESTO Tickets – single-ride: <i>June, 2019</i> • Convention Pass: <i>TBC</i> 	Up to 24 hrs

Channel	Current Functionality/ Products	Buy	Load	Set	Status & Future Functionality	Transaction Time
PRESTO Mobile App	N/A (Future release)		✓		Planned feature highlights: <ul style="list-style-type: none"> • Load funds and purchase passes • Manage all PRESTO cards on your account (balance query, transaction history) • Pay by tapping phone (works offline) • Multi-modal trip planning 	
TTC Customer Service Centres						
Davisville Customer Service	Assistance on: <ul style="list-style-type: none"> • Card exchanges • e-Purse load • Buy PRESTO Card • Set Universal & TTC concessions • Balance query 	✓	✓	✓	<ul style="list-style-type: none"> • The same customer service activities as today for all PRESTO card products and PRESTO inquiries 	Immediate
TTC Photo Facility	<ul style="list-style-type: none"> • TTC Photo ID cards at Sherbourne station 	n/a	n/a	n/a	<ul style="list-style-type: none"> • Concession setting: TBC 	TBC

**Customers cannot set concessions at FVMs. Concession must already be set on the PRESTO card before a customer can load a Senior Pass at an FVM.*

***PRESTO Voucher – a bulk purchase mechanism available through an online portal with access provided to select group of stakeholders by the TTC. This functionality is key, as it assists social service agencies, charities, and schools in providing a single fare option to distribute to their clients.*

In addition to the online and vending machine options available to purchase PRESTO fare media, TTC staff recognize the importance of having a sufficient third party network. This will ensure equitable coverage throughout the city to purchase fare media outside of subway stations.

- Current TTC fare media seller network is comprised of approximately 1400 locations. There is no restrictions on fare media sellers' locations and therefore oversaturation in certain areas is evident;

- February 2016 TTC analysis recommended 421 locations. The analysis was based on current fare media sellers locations, using the following principals:
 - Located within 10 minute walk of another retailer or subway station
 - Sales volumes of 80% or more;
- Approximately 135 Shoppers Drug Mart locations are planned as of Oct 31, 2018.

As discussed with Metrolinx, there may be gaps for customers who are not near Shoppers Drug Mart locations or subway stations, and/or do not have online access. TTC and Metrolinx are working together to investigate further options to ensure access, improved customer experience, and PRESTO adoption are not compromised.

- CONCESSION FARES -

When a PRESTO card is purchased, the default setting is for adult fares. For access to concession fares, customers must set their concession at either a Shoppers Drug Mart location or the Davisville Customer Service Centre. The TTC is working with PRESTO to determine where Post-Secondary concessions will be set. At this time, they must provide proof of eligibility. Setting a concession is a one-time activity, until the concession on a card expires based on eligibility requirements. Once a concession is set, customers will then be able to purchase concession passes from all channels and vending machines and be charged e-Purse fares accordingly.

There are a number of concessions that apply to PRESTO payment options:

- *Universal concessions:*
 - Applicable to all Transit Agencies using PRESTO
 - Can be set at Shoppers Drug Mart and Davisville Customer Service Centre
 - Proof of eligibility is required

Note: Universal concessions vary between transit agencies. Metrolinx, the TTC, and our partners are working together to align concession policies.

- *Service Provider specific concessions:*
 - Applicable only to TTC
 - Available at Davisville Customer Service Centre and through the Voucher function (remote bulk loading to a PRESTO card)

In 2016, the TTC Board approved a photo ID policy, which required a TTC issued photo ID for children and youth. This program is being put on hold to focus on completion of the PRESTO implementation and will be reassessed in the latter part of 2019. In the interim, the current photo ID policy remains – e.g. 16-19 year olds are required to show their government issued photo ID when setting a concession on their PRESTO card or when asked by TTC staff.

✓ Available by June 2019 or sooner

Date tbc Available post June 2019

Payment option	Universal					TTC specific		
	Child Age: 0-12	Youth Age: 13-19	Adult	Senior Age: 65+	Post Second. (PS1)	Fair Pass	Post Second. (PS2)	Private Card*
e-Purse Daily Max/ Weekly Pass	Free	✓	✓	✓	Not used on TTC – charges Adult fare	✓		
Monthly Pass		✓	✓	✓		✓	✓	
12-Month Pass		✓	✓	✓				
Downtown Express		✓	✓	✓				
PRESTO Ticket (single-ride)			✓					
PRESTO Ticket (2-ride)			Date tbc					
PRESTO Ticket (1-day)			Date tbc					
Bulk PRESTO Tickets (convention)		Date tbc	✓	Date tbc				

*Private card – Employees/Contractors/Commissioners passes

- FARE PAYMENT OPTIONS –

Significant changes are coming to the TTC fare collection system along with its processes in 2018 and beyond. This starts with a full migration from legacy fare media, which will be a phased approach.

TTC Legacy Fares	Stop Selling	Stop Accepting	PRESTO Payment Options	Full Availability on PRESTO		
Adult Metropass	Dec, 2018	Dec 31, 2018	Adult Monthly Pass	Aug 2017		
Senior/ Student Metropass			Senior Monthly Pass	Aug 2017		
			Youth Monthly Pass	Aug 24, 2018		
Post-Secondary Metropass					Post-Secondary Monthly Pass	Aug 24, 2018
MDP - Monthly Discount Plan (Adult/Senior/ Student)					12-Month Pass	Adult: May 25, 2018 Youth & Senior: Aug 24, 2018
VIP - Volume Incentive Plan					Employee Discount Plan	<i>TBC</i>
Downtown Express Sticker					Downtown Express Pass	Oct 15, 2018
Adult Weekly Pass	Mar 2019	Mar 2019	Weekly Max*	Mar 2019		
Senior/Student Weekly Pass						
Day Pass**	<i>TBC</i>	<i>TBC</i>	Daily Max	Oct 15, 2018		
Tokens, Senior/Student Tickets (options for occasional users)	Aug 3, 2019	Dec 31, 2019	PRESTO Tickets*** (Single-ride, 2-ride, 1-day, convention/special event)	June, 2019 Single-ride only		
			e-Purse	2014		
Cash – Collector Booth			PRESTO Tickets at FVMs	June, 2019 Single-ride only		

**Weekly Max:*

- *Replaces Weekly Pass by automatically capping the amount e-Purse customers will be charged per week;*
- *Deemed a policy change and is subject to Board approval prior to launch;*

***Retirement of Day Passes: dependent on 1-day and 2-ride PRESTO Tickets;*

- *Day Passes would be discontinued and replaced by 1-day PRESTO Tickets. In addition, a Daily Max feature will be introduced, which puts a cap on the maximum amount e-Purse customers will be charged per day;*

****Release date for 2-ride, 1-day, and convention/special event PRESTO Ticket options is still being determined in collaboration with Metrolinx. Although the full launch of single-ride PRESTO Tickets will be in June 2019, the software functionality required for this product will be delivered by Metrolinx in February 2019. The contingency time buffer between the availability and full launch is put in place to conduct field trials.*

As the PRESTO roll-out progresses, TTC will continue to support customers during this transition through our Customer Service Centre (in-person at Davisville Station or by phone), TTC Customer Service Agents and Ambassadors at select stations. TTC will continue with the implementation of its comprehensive communications plan to promote each new fare option introduced on PRESTO. In addition, the TTC will launch its own advertising campaign, later this summer, to educate customers about the new fare options that are available on PRESTO and promote PRESTO adoption. The following tactics have been used since the PRESTO roll-out began and will continue to be used to promote PRESTO and increase adoption as the TTC moves away from tickets, tokens and TTC passes in favour of one simple fare card:

- Earned media;
- Social media (including Twitter, Facebook, Instagram);
- Advertising (print and digital);
- Web updates;
- Platform Video Screen messages;
- PA announcements in subway stations;
- Email / voicemail blasts to existing MDP customers;
- Regular PRESTO inserts with MDP passes that are mailed to MDP customers
- Internal communications to front-line staff and employees;
- PRESTO Ambassadors at key locations across the system to promote PRESTO and assist customers;
- Adoption initiatives such as free PRESTO cards or other incentives to encourage card adoption;
- PRESTO pop-up booths at key locations across the TTC to make it easier for customers to purchase a card, set a concession (i.e. senior/youth) and load a card with money or Monthly Pass.

4. Revenue Operations

Revenue Operations are dependent on the stop selling and accepting of legacy fare media dates. Due to the delay in PRESTO implementation, Revenue Operations will require additional support to continue current operations:

- Retain 45 staff members for one year;
- Extend a number of service contacts;
- Purchase a supply of legacy fare media*;
- Additional ticket validators and mounting brackets on the new low-floor streetcars in support of legacy fare media use.

**To ensure the supply of legacy fare media is not interrupted until full conversion to PRESTO is complete, authorization for a contract extension to potentially order legacy fare media products for 2019 is recommended as part of contingency planning. (Further explained in the Financial Summary section)*

Decommissioning of legacy devices used to support legacy fare media is already underway and is due for completion between February and April of 2020.

Potential Project Risks

1. *Inability to meet the timelines of the integrated schedule.*

Impact:

- Stations Transformation implementation;
- Delay in PRESTO adoption and retirement of legacy fare media.

Potential risk addressed and monitored:

- TTC and Metrolinx agreement and sign-off to baseline the integrated schedule;
- Application of project schedule controls stipulated in the TTC/Metrolinx Agreement (e.g. Deficiency Notice for material delays);
- Addition of resources to the project team.

2. *Inadequate quality of hardware/software functionality:*

- There is evidence of hardware/software issues, which impacted availability. Software quality issues have slowed down the roll-out of some software features and resulted in delayed releases of new products (e.g. Downtown Express functionality). The fare gates have also had issues with unsatisfactory performance.

Impact:

- Delay in PRESTO adoption and retirement of legacy fare media;
- Customer groups
 - Occasional cash customers (incl. low-income)
 - Social service agencies, school boards, community groups, and the City of Toronto
 - Convention Pass users.

Potential risk addressed and monitored:

- A plan development with the fare gate supplier to address the performance and reliability issues;
- Additional contingency time added for testing and defect remediation;
- Service Level Agreements (SLAs) are being developed to address any shortcomings and revenue risk associated with equipment performing at unsatisfactory levels.

Future Outlook

As a response to and in anticipation of numerous advancements and projects over the next five years, a Five-Year Fare Strategy is currently under development with the goal to provide a clear and consistent direction for TTC fare policies.

The initial focus will be alignment with the PRESTO implementation. This will include review of and updates to current policies and fare offerings in addition to the development of new policies around the use of cash on surface vehicles, bulk orders, and potential replacement of the current VIP program. As PRESTO implementation nears completion, the strategy will turn its focus to future fare policies. It will leverage PRESTO usage data to develop new fare payment options that will benefit customers and promote ridership.

Bulk/Voucher Policy & Solution (School Boards, Social Service Agencies and Bulk)

- The need for a single-ride product on PRESTO is recognized, as tickets and tokens are widely distributed through numerous social service agencies, school boards, and general bulk orders. The unique needs, price sensitivities, logistics and administration of this solution require thorough consideration. Over the next few months we will seek the guidance of social service agencies and school boards on our internal policies and procedures that will support the bulk ordering feature. Additionally, we will conduct analysis and look to develop policies to support other bulk order customers looking to purchase PRESTO Tickets and cards.

Employee Discount Program (formerly VIP)

- In an effort to continue providing services to employers wishing to offer their employees attractive transit pricing, we are investigating a new Employee Discount Program. Analysis of numerous options and solutions with regards to pricing, administration and distribution is being conducted.

Cash on Surface Vehicles

- As PRESTO implementation and decommissioning of legacy fare media comes close to completion, a solution is required for customers wishing to pay cash on surface vehicles. A number of considerations must be assessed that impact possible cash solution options:
 - Current cash transaction volumes
 - Customer travel patterns
 - Transfer requirements and system constraints
 - Peer benchmarking

Channel Mix Strategy

- As PRESTO is implemented, an understanding of how and where customers can purchase and access all fare types is required. The number of third party retailers will be significantly reduced as the implementation comes to completion. Therefore, an analysis of customer needs and available channels will be conducted to ensure all sufficient options are available to customers who do not live near a Shoppers Drug Mart or a subway station, and/or do not have online access.

Implementation of Stations Transformation

- PRESTO transition allows the TTC to move closer to the full implementation of Stations Transformation Program – specifically the CSA model, which is currently in full effect at all Line 1 extension subway stations. With that, a plan is being developed on how to make this transition seamless and align with the PRESTO Transition Plan schedule.

Appendix 1 – Glossary

CNIB cards

- A transit card offering unlimited travel for individuals who are legally blind.

Daily Max

- PRESTO e-Purse feature that caps the maximum amount e-Purse customers will be charged per day.

FVM (Fare Vending Machines)

- Functionality: accept cash/debit/credit, balance query, purchase adult Monthly Pass, load money on e-purse. Currently available at Line 1 extension stations only;
- End-state: all stations, purchase card, PRESTO Tickets, all pass products.

Legacy fare media

- TTC payment options, such as cash, tickets, tokens, day/weekly passes, Metropass.

MDP (Metropass Discount Plan)

- A 12-month commitment program offering Metropasses at a discounted rate.
- Replaced by the 12-Month Pass on PRESTO.

PRESTO Tickets (formerly LUMs)

- A paper ticket issued for a single-ride, 2-ride, and 1-day.

PRESTO Vouchers

- A bulk purchase mechanism available through an online portal with access provided to select group of stakeholders by the TTC. This program allows stakeholders, such as educational institutions, social service agencies, and other businesses to make bulk purchases of PRESTO cards, PRESTO Tickets, and load funds/passes.

SSRM (Self-Serve Reload Machines)

- Functionality: accept debit/credit, balance query, load money on e-purse;
- End-state: pass products.

SRVM (Single Ride Vending Machine)

- Functionality: accept cash/debit/credit to purchase a single ride and deposit ticket/tokens, receive transfer, located only on low-floor streetcars
- End-state: no ticket/token acceptance.

Weekly Max

- PRESTO e-Purse feature that caps the maximum amount e-Purse customers will be charged per week.

Appendix 2 – Decision History

TTC Board – November 23, 2011

The Board received a supplementary report with the framework and general principles for implementing Metrolinx PRESTO fare collection system on TTC premises and to allow the TTC to finalize its agreements with Metrolinx relating to the design, implementation and operation of a modified and enhanced PRESTO system.

Supplementary Report:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2011/November 23 2011/Supplementary Reports/TTC and the PRESTO F.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2011/November%2023%202011/Supplementary%20Reports/TTC%20and%20the%20PRESTO%20F.pdf)

Minutes:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2011/December 14 2011/Minutes/index.jsp](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2011/December%2014%202011/Minutes/index.jsp)

Background information – November 28, 2012:

The TTC entered into the Master E-Fare Collection Outsourcing Agreement (the Agreement), dated Nov. 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. Metrolinx will retain 5.25% of revenue collected by the PRESTO system. 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.

Metrolinx reports on PRESTO:

http://www.metrolinx.com/en/projectsandprograms/presto/presto_reports.aspx

TTC Board – September 25, 2013

The Board received a correspondence to the memorandum from the ACAT Chair dated February 19, 2013. It outlines ACAT consultations on the subject of PRESTO implementation, more specifically, device hardware, software and human interface design deliverables.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2013/September 25/Reports/PRESTO Consultation .pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2013/September%2025/Reports/PRESTO%20Consultation.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2013/September 25/Reports/Decisions/PRESTO Consultation With ACAT.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2013/September%2025/Reports/Decisions/PRESTO%20Consultation%20With%20ACAT.pdf)

TTC Board – November 18, 2013:

The Board adopted the report, "Fare Policy - Requests for Fare Discounts," noting that the TTC did not have a mandate to resolve broader issues of income distribution and would require funding solutions to implement fare concessions. Therefore any recommendations as part of the City's Fair Pass program report would be funded outside the TTC's current fare revenue and would have no financial impact to the TTC. Furthermore, funding for the Fair Pass program is in addition to current TTC subsidies received from the City.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2013/November 18/Reports/TTC Fare Policy Requ.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2013/November%2018/Reports/TTC%20Fare%20Policy%20Requ.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2013/November 18/Reports/Decisions/3b TTC Fare Policy Requests for Fare Discounts.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2013/November%2018/Reports/Decisions/3b%20TTC%20Fare%20Policy%20Requests%20for%20Fare%20Discounts.pdf)

TTC Board – December 19, 2013:

The Board passed a motion to consider a system-wide Two-hour Transfer Policy.

Motion:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2013/December 19/Reports/Request for a Report.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2013/December%2019/Reports/Request%20for%20a%20Report.pdf)

TTC Board – January 28, 2014:

The Board received a report outlining the implications of a Two-hour Transfer Policy implementation system-wide and adopted the recommendation that further business case refinement is needed for moving to a time-based transfer system.

Report:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2014/January 28/Reports/Time Based Transfers.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2014/January%2028/Reports/Time%20Based%20Transfers.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2014/January 28/Reports/Decisions/7c Time Based Transfers Update.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2014/January%2028/Reports/Decisions/7c%20Time%20Based%20Transfers%20Update.pdf)

TTC Board – May 28, 2014:

The Board approved awarding a contract for the supply of fare media cards to Giesecke & Devrient Systems Canada Inc. (G&D) for a two-year period from January 1, 2015 to December 31, 2016 in the upset limit amount of \$14,000,000 including applicable taxes.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2014/May 28/Reports/PA supply of Fare Media Cards.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2014/May%2028/Reports/PA%20supply%20of%20Fare%20Media%20Cards.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2014/May 28/Reports/Decisions/PA Supply of Fare Media Cards.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2014/May%2028/Reports/Decisions/PA%20Supply%20of%20Fare%20Media%20Cards.pdf)

City Council – July 8, 2014:

City Council adopted the “Toward a Policy Framework for Toronto Transit Fare Equity” directing Social Development, Finance and Administration, in partnership with the Toronto Transit Commission, Toronto Employment & Social Services, Toronto Public Health, City Planning, City Treasurer, and Financial Planning to develop a Policy Framework for Toronto Transit Fare Equity.

Decision:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.EX43.18>In February

TTC Board – August 19, 2014:

The Board received a status update presentation on the implementation of PRESTO at the TTC. The presentation included a new plan for farelines that would include both fare gates and integrated turnstiles. The presentation identified that 60 fare gates were to be acquired from Metrolinx through a special arrangement between TTC and Metrolinx.

Presentation:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2014/August 19/Reports/PRESTO Implementation at the TTC - Status Update.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2014/August%2019/Reports/PRESTO%20Implementation%20at%20the%20TTC%20-%20Status%20Update.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2014/August 19/Reports/Decisions/Presto Implementation at the TTC.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2014/August%2019/Reports/Decisions/Presto%20Implementation%20at%20the%20TTC.pdf)

The Board received a set of recommendations for consideration as part of the 2015 Operating Budget, one of which included a change to a two-hour transfer. The Board endorsed, in principle, a thorough review of service initiatives.

Supplementary Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2014/August 19/Supplementary Reports/Opportunities to Improve Transit Service in Toronto.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2014/August%2019/Supplementary%20Reports/Opportunities%20to%20Improve%20Transit%20Service%20in%20Toronto.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2014/August 19/Supplementary Reports/Decisions/Opportunities to Improve Transit Service.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2014/August%2019/Supplementary%20Reports/Decisions/Opportunities%20to%20Improve%20Transit%20Service.pdf)

Revenue Operations Procurement Development – December, 2014:

TTC staff amended the contract to include the packaging and mailing of Metropass Discount Plan (MDP) fare media and added an additional \$1,600,000 for this work, bringing the revised total to \$15,600,000 CAD. G&D had previously performed this portion of work under a separate contract which expired on December 31, 2014.

Procurement Development – January 2015:

Metrolinx awards contracts to S&B for the design, development, installation and maintenance of three categories of Electronic Fare Management devices.

TTC Board – June 22, 2015:

The Board received a status update presentation on PRESTO implementation and changes to station operations that would be supported by installation of fare gates.

Presentation:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2015/June 22/Reports/TTC PRESTO Implementation June%202015 FINAL v2 0.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2015/June%2022/Reports/TTC%20PRESTO%20Implementation%20June%202015%20FINAL%20v2%200.pdf)

TTC Board – July 29, 2015

The Board received an action report and approved a contract up to a maximum value of \$17.1 million for the purchase of up to 450 fare gates from Scheidt & Bachmann GmbH, including associated implementation work and maintenance. Report also authorized staff to negotiate and execute an acceptable agreement with Scheidt & Bachmann (based on the terms of the Metrolinx Master Agreement) and conditions acceptable to TTC's General Counsel.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2015/July 29/Reports/PA-Fare gates for PRESTO.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2015/July%2029/Reports/PA-Fare%20gates%20for%20PRESTO.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2015/July 29/Reports/Decisions/PA Supply of Fare gates for Presto.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2015/July%2029/Reports/Decisions/PA%20Supply%20of%20Fare%20gates%20for%20Presto.pdf)

City Council – November 3, 2015:

City Council unanimously adopted "TO Prosperity – Toronto Poverty Reduction Strategy." Transit equity is one of the five pillars of the strategy. Recommendation 6 states, "make transit more affordable to low-income residents"; and action 6.2 commits the City to, "ensure the roll-out of the new Presto Pass technology includes a fare-gated-to-income capacity."

TO Prosperity - Toronto Poverty Reduction Strategy Report:

[https://www.toronto.ca/wp-content/uploads/2017/11/97b1-TO Prosperity Final2015-reduced-Toronto-Poverty-Strategy.pdf](https://www.toronto.ca/wp-content/uploads/2017/11/97b1-TO%20Prosperity%20Final2015-reduced-Toronto-Poverty-Strategy.pdf)

Decision:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.EX9.5>

TTC Board – November 12, 2015:

The Board received an information report in response to the TTC Audit and Risk Management Committee on the governance structure related to the implementation and operation of the PRESTO system at TTC. This report outlined TTC's relative involvement in the decision-making processes.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Committee meetings/Audit Risk Management/2015/November 12/Reports/TTC-PRESTO Governance.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Committee%20meetings/Audit%20Risk%20Management/2015/November%2012/Reports/TTC-PRESTO%20Governance.pdf)

TTC Board – December 16, 2015:

The Board received a status update presentation on the current status and implementation of the PRESTO electronic fare collection system at the TTC, which included key deliverables for implementing PRESTO on streetcars, buses, Wheel-Trans and within the subway.

Presentation:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2015/December 16/Reports/PRESTO TTC Farecard%20Project%20 Status and Implementation.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2015/December%2016/Reports/PRESTO%20TTC%20Farecard%20Project%20Status%20and%20Implementation.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2015/December 16/Reports/Decisions/PRESTO TTC Farecard Project Status.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2015/December%2016/Reports/Decisions/PRESTO%20TTC%20Farecard%20Project%20Status.pdf)

The Board received and approved an action report of fare policy changes related to the PRESTO implementation. Several fare policy options have been analyzed considering customer experience and business impacts.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2015/December 16/Reports/Presentation Fare Policy final.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2015/December%2016/Reports/Presentation%20Fare%20Policy%20final.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2015/December 16/Reports/Decisions/Presentation Fare Policy.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2015/December%2016/Reports/Decisions/Presentation%20Fare%20Policy.pdf)

The TTC Audit and Risk Management Committee, at its meeting on November 12, 2015, received the attached report entitled "TTC and PRESTO Governance" for information and requested the report be forwarded to the TTC Board for a discussion on alternative governance models.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2015/December 16/Reports/TTC and PRESTO Governance.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2015/December%2016/Reports/TTC%20and%20PRESTO%20Governance.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2015/December 16/Reports/Decisions/TTC and PRESTO Governance.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2015/December%2016/Reports/Decisions/TTC%20and%20PRESTO%20Governance.pdf)

The Board received and adopted the recommendation that further analysis and implementation of the two-hour transfer concept should follow the completion of the Metrolinx Fare Integration work if required.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2015/December 16/Reports/Presentation Fare Policy final.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2015/December%2016/Reports/Presentation%20Fare%20Policy%20final.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2015/December 16/Reports/Decisions/Presentation Fare Policy.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2015/December%2016/Reports/Decisions/Presentation%20Fare%20Policy.pdf)

Joint TTC and Metrolinx Board Meeting – April 27, 2016:

An update on TTC PRESTO implementation was presented, which included TTC legacy streetcar deployment, purchase and installation of new modern PRESTO-enabled fare gates, improvement of customer access to and use of PRESTO through more widespread availability and the help of PRESTO ambassadors. The Board Members asked about other retail opportunities to improve availability of PRESTO cards. Staff confirmed that a retail strategy is underway through the PRESTO strategic partnership initiative.

Presentation:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/April 27 Joint/Reports/Item 5 %20PRESTO Implementation Update.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/April%2027%20Joint/Reports/Item%205%20PRESTO%20Implementation%20Update.pdf)

Minutes:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/July 11/Minutes/minutes_joint.jsp](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/July%2011/Minutes/minutes_joint.jsp)

TTC Board – May 31, 2016

The Board received an action report and approved issuance of a contract amendment up to a maximum value of \$20.6 million for the purchase of up to an additional 600 fare gates from Scheidt & Bachmann GmbH (S&B), including associated implementation work and maintenance.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/May 31/Reports/15 Procurement Authorization Fare gates PRESTO_FINAL.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/May%2031/Reports/15%20Procurement%20Authorization%20Fare%20gates%20PRESTO_FINAL.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/May 31/Reports/Decisions/PAA Supply Installation and Maintenance of Fare Gates for PR.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/May%2031/Reports/Decisions/PAA%20Supply%20Installation%20and%20Maintenance%20of%20Fare%20Gates%20for%20PR.pdf)

The Board authorized the issuance of a Purchase Order Amendment to G&D to exercise the third year contract extension option by extending the expiry date from December 31, 2016 to December 31, 2017 and increasing the contract upset limit amount by \$7,800,000 from \$15,600,000 to \$23,400,000.

Report:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/May 31/Reports/13 Supply of Fare Media Cards.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/May%2031/Reports/13%20Supply%20of%20Fare%20Media%20Cards.pdf)

Decision:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/May 31/Reports/Decisions/PAA for the Supply of Fare Media Cards .pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/May%2031/Reports/Decisions/PAA%20for%20the%20Supply%20of%20Fare%20Media%20Cards.pdf)

TTC Board – September 28, 2016

The Board received a presentation for on the Stations Transformation Program and approved recommendations to adopt the program as outlined in the report.

Report and presentation:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/September 28/Reports/6 Stations Transformation.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/September%2028/Reports/6%20Stations%20Transformation.pdf)

Decision:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/September 28/Reports/Decisions/Stations Transformation.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/September%2028/Reports/Decisions/Stations%20Transformation.pdf)

City Council - December 13, 2016:

City Council approved the establishment of the Fair Pass Program in support of the TO Prosperity - Toronto Poverty Reduction Strategy.

Decision:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.EX20.10>

TTC Board – December 20, 2016

The Board received an update on PRESTO implementation, which included a summary of what was implemented in 2016, a plan for 2017 and beyond, along with an update on challenges and mitigations.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/December 20/Reports/PRESTO%20Update%20TTC%20Board%20update December%2020.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/December%2020/Reports/PRESTO%20Update%20TTC%20Board%20update%20December%2020.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/December 20/Reports/Decisions/PRESTO Implementation Current Status Next Steps.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/December%2020/Reports/Decisions/PRESTO%20Implementation%20Current%20Status%20Next%20Steps.pdf)

TTC received Board approval to support the City of Toronto's proposed Fair Pass Program.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/December 20/Reports/10 Transit Fare Equity Fair Pass Program.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/December%2020/Reports/10%20Transit%20Fare%20Equity%20Fair%20Pass%20Program.pdf)

Decision:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2016/December 20/Reports/Decisions/Transit Fare Equity Fair Pass Program.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2016/December%2020/Reports/Decisions/Transit%20Fare%20Equity%20Fair%20Pass%20Program.pdf)

Revenue Operations Procurement Development – September, 2017:

TTC staff amended the contract to exercise the fourth year contract extension option by extending the expiry date from December 31, 2017 to December 31, 2018 and increasing the contract upset limit amount by \$2,500,000 from \$23,400,000 to \$25,900,000.

TTC Board – October 16, 2017:

The Board approved the recommendation to add a discounted fare between Go/UP and TTC, as well as, authorized to enter any agreement needed to implement the discounted fare.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2017/October 16/Reports/15 Advancing Fare Integration.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2017/October%2016/Reports/15%20Advancing%20Fare%20Integration.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2017/October 16/Reports/Decisions/15 Advancing Fare Integration Decision.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2017/October%2016/Reports/Decisions/15%20Advancing%20Fare%20Integration%20Decision.pdf)

TTC Board – November 28, 2017

The Board received and approved an action report outlining the benefits and implications of implementing a Two-hour Transfer Policy.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2017/Nov 28/Reports/1 Introducing a Two-Hour Transfer Policy.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2017/Nov%2028/Reports/1%20Introducing%20a%20Two-Hour%20Transfer%20Policy.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2017/Nov 28/Reports/Decisions/1 Introducing a Two-Hour Transfer Policy Decision.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2017/Nov%2028/Reports/Decisions/1%20Introducing%20a%20Two-Hour%20Transfer%20Policy%20Decision.pdf)

TTC Board – December 11, 2017

The Board received an overview of the U-Pass concept and the business case framework that will be used for a more detailed analysis in Q1 2018. Presented recommendations to approve the framework, consult with stakeholders, and report back with a final proposal were approved.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2017/December 11/Reports/11 U-Pass Solutions for Toronto Post-Secondary Institutions.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2017/December%2011/Reports/11%20U-Pass%20Solutions%20for%20Toronto%20Post-Secondary%20Institutions.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2017/December 11/Reports/Decisions/11 U-Pass Solutions for Toronto Post-Secondary Institutions .pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2017/December%2011/Reports/Decisions/11%20U-Pass%20Solutions%20for%20Toronto%20Post-Secondary%20Institutions%20.pdf)

TTC Board – March 20, 2018

The Board received an action report proposing an introduction of a Universal pass for Toronto post-secondary students that makes transit more affordable and will increase transit ridership within this customer group. All recommendations were adopted by the Board.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2018/March 20/Reports/9 U Pass Policy.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2018/March%2020/Reports/9%20U%20Pass%20Policy.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2018/March 20/Reports/Decisions/9 U-Pass Policy Framework Decision.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2018/March%2020/Reports/Decisions/9%20U-Pass%20Policy%20Framework%20Decision.pdf)

Appendix 3 – CUTA: Industry move to a Smart Card Electronic Payment System

1. CUTA: Transit Vision 2040 – From Vision to Action

CUTA published a report outlining a new direction for transit agencies to move toward electronic fare payment systems. The report outlines associated benefits and includes best practices by transit agencies in Montreal, St. John, and Saskatoon.

Report:

http://cutaactu.ca/sites/default/files/3.4customize_fares.pdf

2. AECOM: Study on Public Transport Smartcards

According to a study conducted by AECOM (Architecture, Engineering, Consulting Operations, and Maintenance), current smart card or smart-ticketing payment options were first introduced around 1997. The main reason behind implementing such payment schemes was to improve efficiency through faster transactions and automated calculations. Today, such payment options are available worldwide, including the UK, Europe, Asia, and North America. During this industry move, transit agencies experienced a number of benefits and challenges throughout implementation:

Implementation benefits	Implementation challenges
<ul style="list-style-type: none">• High uptake rates and efficiencies leading to enhanced business cases• Reduction in fraud/ticket misuse• Opportunities to reassess existing fare structures• Efficient management of concessions• Faster ticket processes (e.g. auto-reload)	<ul style="list-style-type: none">• Management of a vast network of stakeholders, suppliers, and complexities leading to project delays• Identification of suitable funding sources• Differences in payment offerings in nearby regions• Initial marketing to improve familiarity• IT security concerns

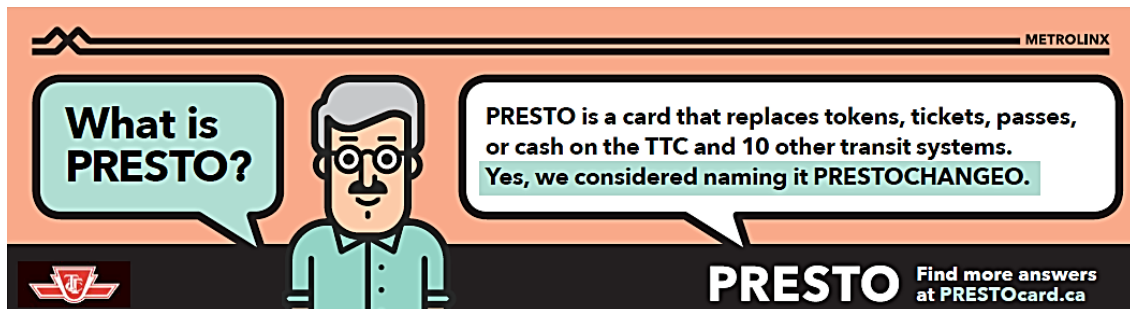
**Based on transit agency responses from the conducted study. Locations included but not limited to: Chicago, Dublin, Hong Kong, London, Toulouse, Rome, and Singapore.*

Report:

<https://ec.europa.eu/transport/sites/transport/files/themes/urban/studies/doc/2011-smartcards-final-report.pdf>

Appendix 4 – PRESTO/TTC Advertising Campaigns

Last year, PRESTO rolled out two advertising campaigns to educate TTC customers about PRESTO and help customers decide if PRESTO was right for them. Below are some examples of the creative that was available on subways, buses, streetcars and in subway stations during the campaigns:



METROLINX

What is PRESTO?

PRESTO is a card that replaces tokens, tickets, passes, or cash on the TTC and 10 other transit systems. Yes, we considered naming it PRESTOCHANGEO.

PRESTO Find more answers at PRESTOcard.ca



METROLINX

Does a PRESTO card replace tickets, tokens and cash?

Yes, yes and yes.

PRESTO Find out more at PRESTOcard.ca/Answers




METROLINX

What is PRESTO?


PRESTO is a card that replaces tokens, tickets and cash on the TTC and 10 other transit systems. And possibly your best new travel friend.

PRESTO Find out more at PRESTOcard.ca/Answers



Forget forgetting to buy a Monthly Pass.

With PRESTO, you can set up your adult or senior TTC Monthly Pass to automatically renew.



METROLINX
Get your card today at PRESTOcard.ca or select Shoppers Drug Mart locations.

PRESTO



Unlimited travel? Sweet.

Add an adult or senior TTC Monthly Pass to your PRESTO card for unlimited travel across the TTC.



METROLINX
Get your card today at PRESTOcard.ca or select Shoppers Drug Mart locations.

PRESTO



No tickets, tokens or cash? Gnarly.

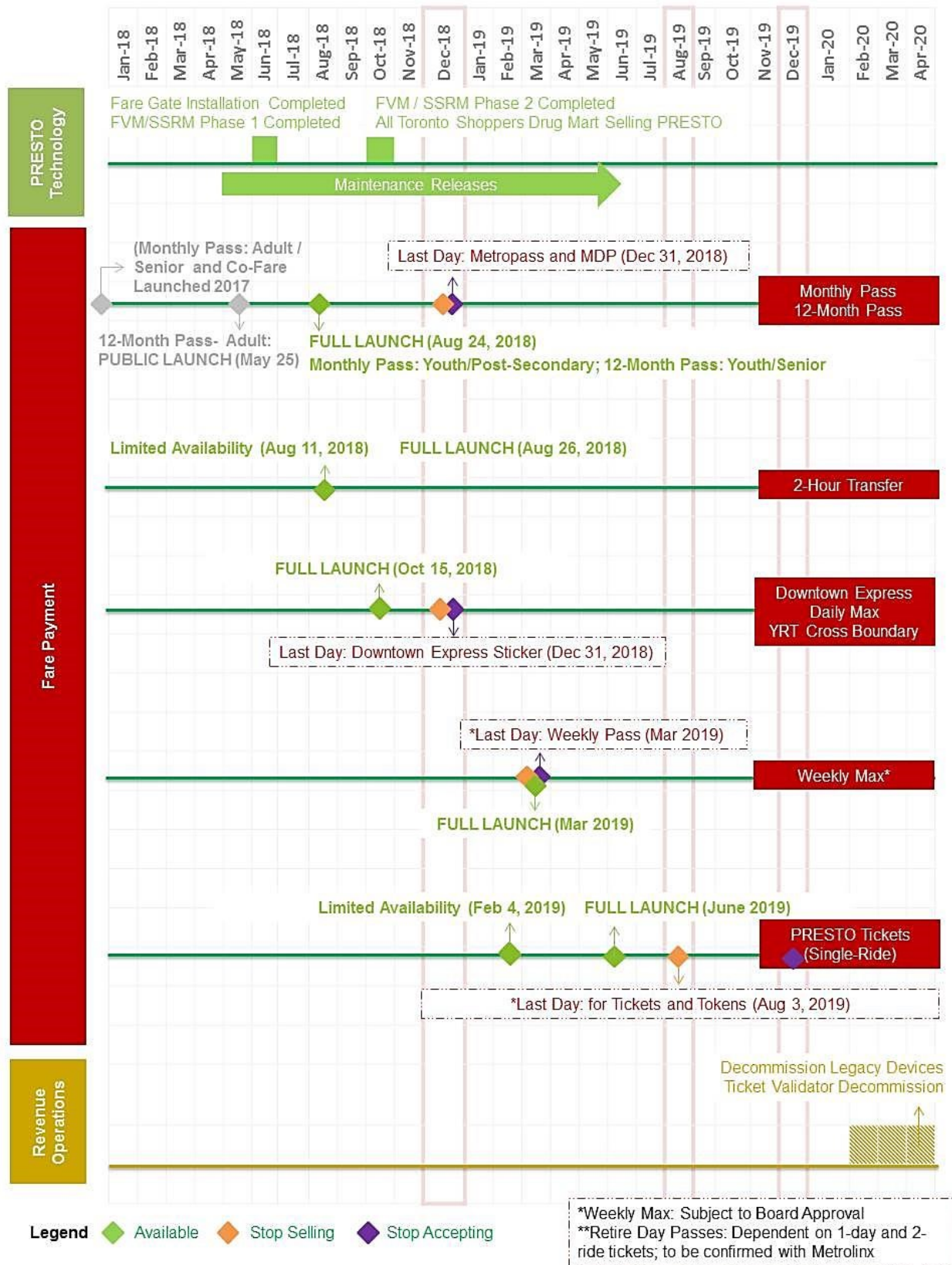
PRESTO is the most convenient and secure payment option on the TTC.



METROLINX
Get your card at PRESTOcard.ca or select Shoppers Drug Mart and Gateway Newstands locations.

PRESTO

Appendix 5 – PRESTO Transition Plan Schedule



Contact

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Signature

Kirsten Watson
Deputy Chief Executive Officer, Chief Customer Officer