



Fare Payments on Wheel-Trans Contracted Sedan Taxis

Date: July 10, 2019
To: TTC Board
From: Deputy Chief Executive Officer - Operations

Summary

Metrolinx has developed a PRESTO Mobile Fare Payment Application (MFPA) for use by customers riding Wheel-Trans contracted sedan taxis. Once the PRESTO MFPA is implemented all customers will be able to access all of the benefits of using PRESTO on all modes of TTC transit service, including the Wheel-Trans contracted sedan taxis.

Recommendations

It is recommended that the TTC Board:

1. Receive this report for information.
2. Endorse the current plan to make the PRESTO MFPA available to customers in Q4 2019

Financial Summary

There is no immediate financial impact for this report, as Metrolinx is required to pay for the implementation of the PRESTO MFPA in all Wheel-Trans contracted sedan taxis.

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

Equity/Accessibility Matters

The Accessibility for Ontarians with Disabilities Act (AODA) requires that a transportation service provider shall ensure that the same fare payment options are available for all transportation services and that there is fare parity between conventional transportation services and specialized transportation services. The PRESTO MFPA will provide customers with access to all PRESTO fare payment features and benefits that are currently available on other modes of transit. The PRESTO MFPA must be rolled out as planned in Q4 2019 to ensure compliance with AODA fare parity requirements.

Decision History

At the Board meeting on June 12, 2019 the Board directed TTC staff to report back to the July 10, 2019 TTC Board meeting on the impacts of maintaining what exists for accessible taxi contractors until the end of the contract and until the new Wheel-Trans Accessible Taxi Service Contracts RFP is negotiated.

[Board Decision - PRESTO Implementation Update - June 2019](#)

Issue Background

In 2019, Wheel-Trans will provide approximately 4.3 million customer trips through a combination of existing Wheel-Trans buses, contracted accessible taxis and contracted sedan taxis. Currently, customers are able to access all the benefits of paying fares using the PRESTO card only when using Wheel-Trans buses and contracted accessible taxis. This represents approximately 70% of the Wheel-Trans service provided to customers. Customers who use the remaining 30% of the Wheel-Trans service provided by contracted sedan taxis must use TTC tickets, tokens or pay cash fares. A process is in place to allow customers using the monthly pass loaded on a PRESTO card to ride on contracted sedan taxis. However, other PRESTO benefits, including the two-hour transfer and PRESTO single fare price, are not available to customers who ride on contracted sedan taxis.

Comments

Metrolinx has developed a PRESTO MFPA solution that is currently being tested. The PRESTO MFPA solution is scheduled to be made available for customers to use in Q4 2019 to provide all PRESTO payment features and benefits to customers who ride in contracted sedan taxis. This will enhance the customer experience by providing seamless and common fare payment options regardless of mode of travel. Delaying the rollout of the PRESTO MFPA may impact the TTC's plan and ability to phase out and stop selling TTC tickets and tokens. This would result in negative customer service and reputational impacts.

Staff recommend proceeding with the current plan to implement the PRESTO MFPA on Wheel-Trans contracted sedan taxis in Q4 2019.

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Signature

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