



PRESTO Implementation Update – June 2019

TTC Board Decision

The TTC Board, at its meeting on June 12, 2019 adopted the following:

It is recommended that the TTC Board:

1. Receive the status update presented in this report;
2. Direct staff to forward a copy of this report to the City Manager – City of Toronto, Metrolinx, York Region Transit and MiWay.

Advice and Other Information

The TTC Board also adopted the following member motions:

1. That the Chair and Chief Executive Officer of the TTC write a formal letter to Metrolinx asking that they provide a written report outlining the progress to date on delivering an open payment system to all PRESTO served transit systems by the end of 2021.
2. That staff be directed to report to the TTC Board on filing an Application with the Ontario Human Rights Tribunal should Metrolinx fail to make PRESTO cards and media widely and conveniently available to the public.
3. Request TTC staff to prepare a short annual brief for the TTC Board that summarizes innovative payment options being adopted by comparable cities internationally, as well as the pitfalls and lessons learned during implementation.
4. TTC Chair request in writing Metrolinx to provide a detailed plan to meet contractual requirements for reliability by August 1, 2019. The plan should include a detailed work plan for each device to achieve the availability requirements. Specifically, the plan should include the most notable contractual requirement of 99.99% availability for PRESTO card readers. Staff to report results of request and resulting plan to the Board in September 2019.
5. TTC Chair request in writing Metrolinx to meet its contractual obligations to finalize and implement contractually required service level agreements by August 1, 2019. Staff to report results of request and resulting completed service level agreements to the Board in September 2019. TTC Chair also request in writing Metrolinx to provide an alternative fare distribution network to that provided by Shopper's Drug Mart by October 1, 2019 that will provide the same convenience and accessibility as TTC's current network.

6. TTC Chair request in writing Metrolinx to provide a detailed timeline by October 1, 2019 to implement PRESTO functionality which would allow for more flexible fare products as are currently available in other large public transit systems worldwide, such as time based fare products (e.g. 24 hour/day/3 day pass, 30-day pass, peak pricing, promotional fares for special events).
7. Direct TTC staff to report back to the July 10, 2019 TTC Board meeting on the impacts on 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.
8. TTC staff are directed to continue discussions with Metrolinx to resolve all outstanding financial and contractual performance claims. TTC Staff to report to the Board in September 2019 on the status of the resolution of the financial claims. If TTC and Metrolinx are unable to resolve the financial claims, the Board will give full consideration to initiate the dispute resolution process available to the parties under the Master Agreement.