



Notice of Motion

TTC Farecard Request for Information

Moved by: Commissioner Denzil Minnan-Wong

Seconded by: Commissioner Cynthia Lai

Summary

The TTC has been proceeding with the evaluation of proposals for an extension or replacement of our current farecard system. Our current agreement with PRESTO/Accenture ends in 2027.

The TTC is undergoing extensive analysis and research of the RFP/RFQ's with regard to this initiative. The importance of this decision is highlighted by the current history and the disappointments experienced with our current vendor.

I am requesting the Commission, as part of its analysis, to contact current and past customers who use the farecard systems of vendors participating in the RFP/RFQ. While vendors may have glossy brochures and Powerpoint presentations, it is relationships and past performance that are a foundational element to deciding who will be the best fit for the Toronto Transit Commission.

Recommendation

1. That TTC staff approach transit authorities that have purchased services from vendors participating in the Farecard Request for Information approved by the Commission, and request an assessment/information with regard to their experience with the relevant vendor. Such requests for information to include:
 - positive and negative experiences;
 - disputes; and
 - litigation.The findings from this research should be used to improve the contractual agreements that will be signed by the successful vendor.
2. That TTC staff report back to the TTC Board with their findings by January 2022.

Date: September 7, 2021