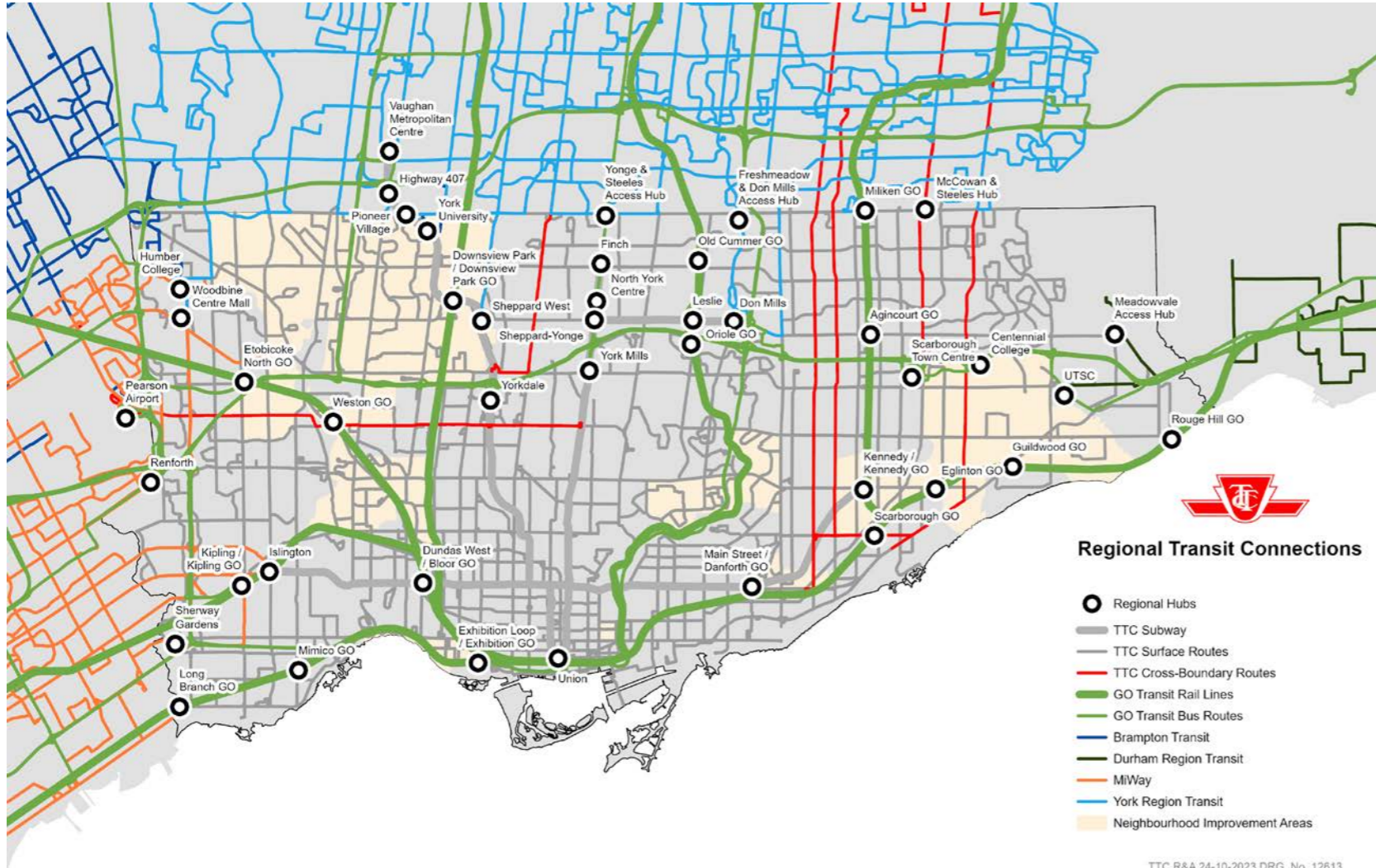




Fare Integration and Service Integration Update



TTC Customers Travel Across the Region



13% of TTC customers start or end their trips outside Toronto

4.5% use GO Transit
4.3% use municipal transit
4.2% arrive by car or walk

50+ million customers per year



Fare Integration “One Fare”

Fare Integration launched on February 26, 2024 - branded as “One Fare”

Fare Integration provides customers with a financial discount:

- TTC-GO: pay GO fare only
- TTC-Municipal Transit Agency: pay fare of first agency taken

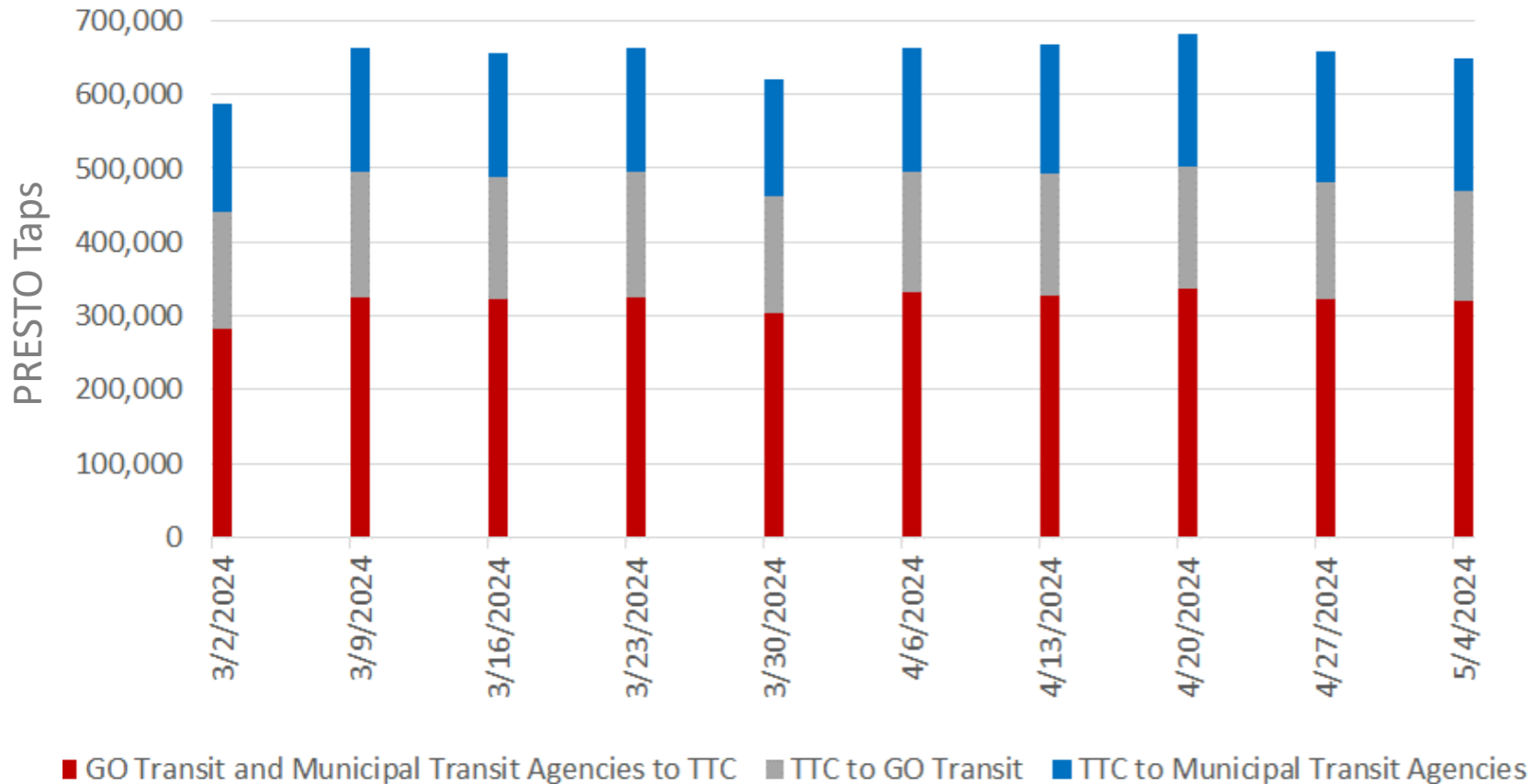
Financial discount is available to customers who use PRESTO products

- PRESTO fare card
- Digital PRESTO fare card in mobile wallet
- Debit or Credit card (open payment)



Fare Integration - Customer Use

Weekly Customer Transfers to/from TTC



Early Observations

600k-700k customers per week

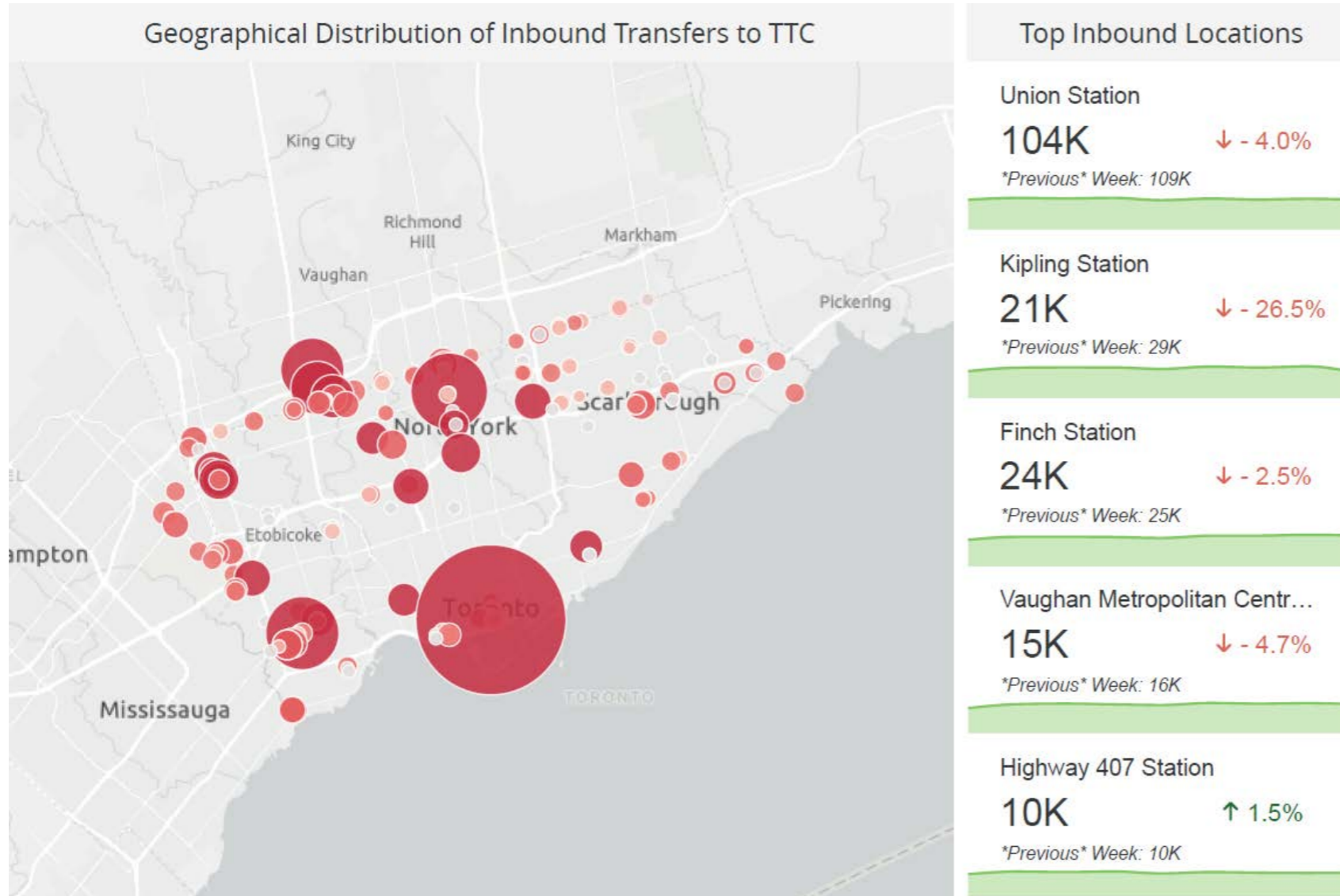
Transfers to/from GO Transit equal to transfer to/from all municipal transit agencies

Transfers to/from TTC:

- GO Transit ~ 49%
- York Region Transit ~ 25%
- MiWay ~ 16%
- Brampton Transit ~ 8%
- Durham Region ~ 2%



Fare Integration - Customer Use



Early Observations

- 30% of customers transfer at Union Station
- 20% of customers transfer at four subway stations / regional hubs
- 50% of customers transfer at other locations across the network including subway stations and on-street
- Monitoring demand to determine where / if additional capacity required

| Service Integration Overview

Service Integration Tactics

- connecting routes
- coordinating schedules
- **“open doors” on all transit vehicles that operate in Toronto**

More frequent service for customers on all 24 cross-boundary corridors

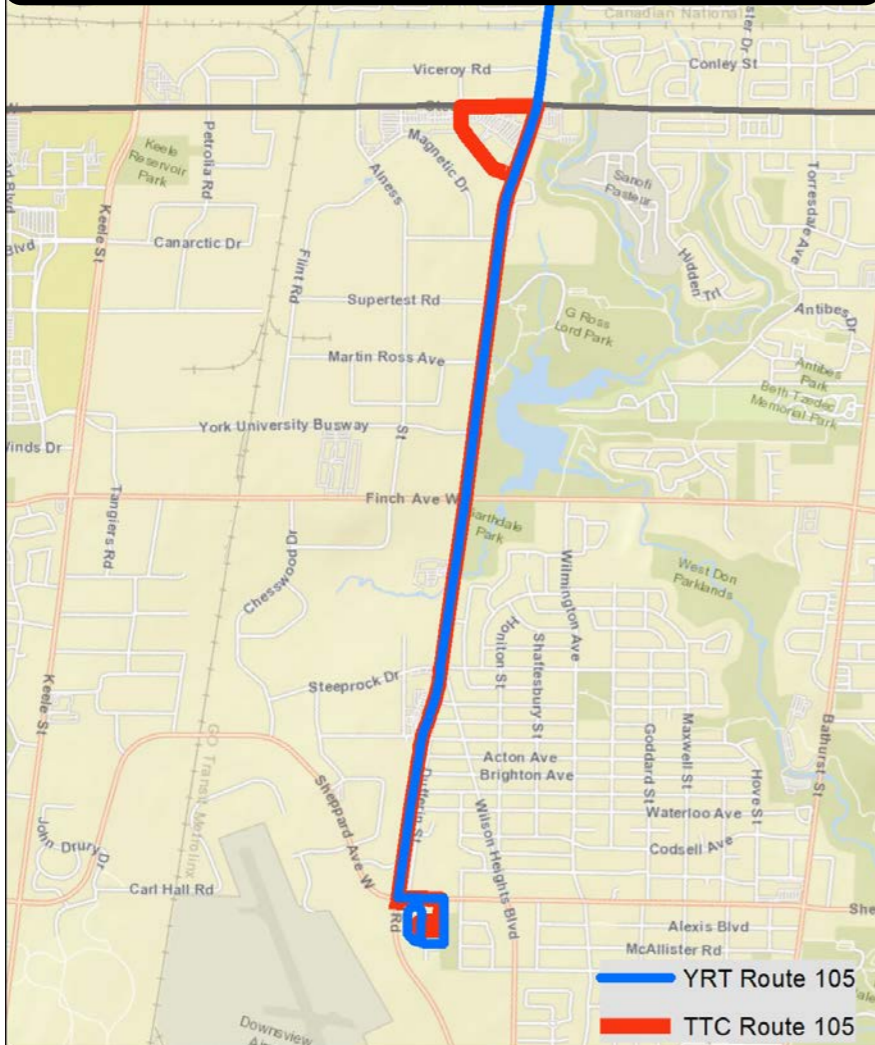
Service efficiencies on up to four corridors and reinvest resources to increase service elsewhere

Realize financial, community and environmental benefits



Service Reinvestment on 4 of 24 Corridors

Dufferin North

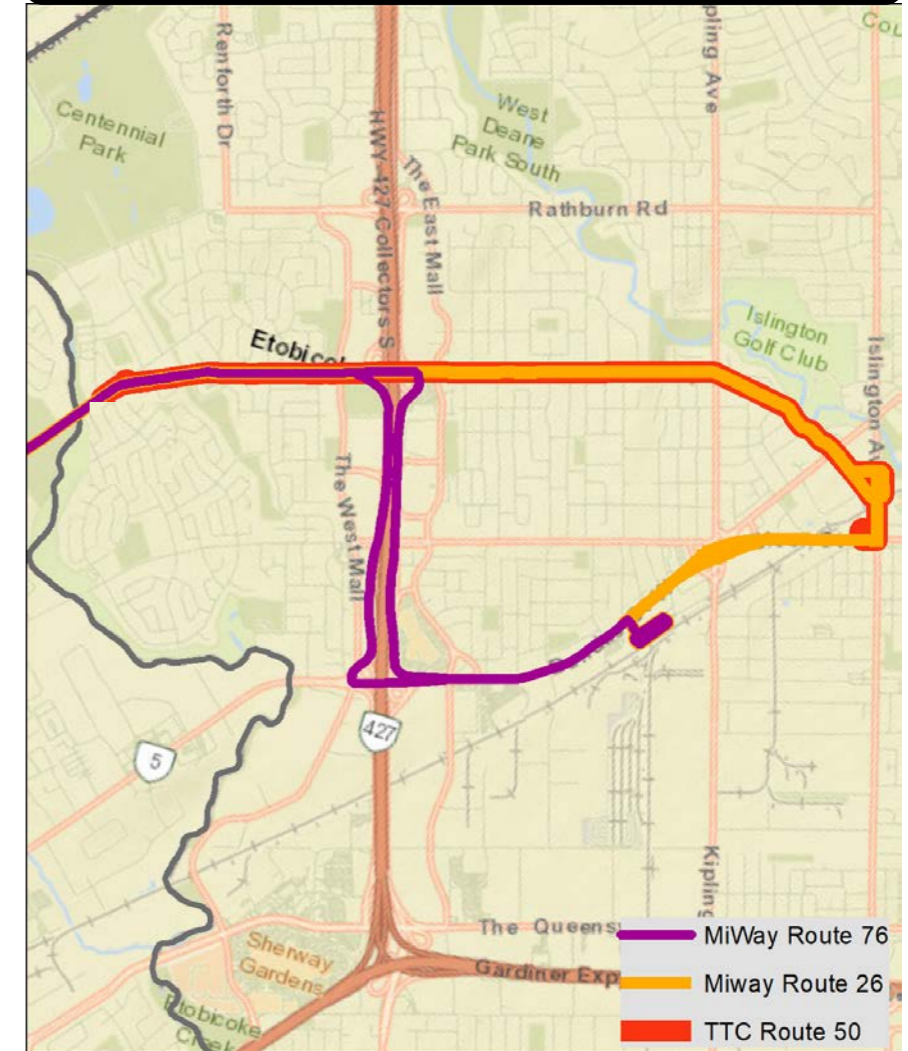


100% route duplication on 4 of 24 corridors

YRT and MiWay to increase service to carry all customers

TTC to reinvest 15 buses and \$5M in service to meet other system needs within Toronto

Burnhamthorpe



Progress Update



Board/Council

City of Mississauga (2021)
York Region (2021)
TTC Board (2022)
City of Toronto (2022)



Legislation

Legislation enacted (2022)
and proclaimed (2023)



Contractual

Pilot authorized (2022-24)
by arbitrator for
last collective agreement

Ontario-Toronto
New Deal Agreement
commitment to
Fare + Service Integration



Technology and Operations

Requires PRESTO update
and operational solutions to
implement business rules

Benefits to Toronto and Region



Customers

Save transit expenses
(up to \$1,600 per year
on average)

Expand seamless network
(more capacity /
shorter wait times /
more comfortable)



Financial

Reinvest in service
15 buses and \$5M
to meet more needs
across the City

Improve connections to
Toronto and regional
employment centres



Community

Improve access to
educational, healthcare
and social activities



Environmental

Reduce
air and noise pollution

Reduce congestion