



PRESTO Implementation Update – June 2019

Date: June 12, 2019

To: TTC Board

From: Deputy Chief Executive Officer – Operations

Summary

The TTC first considered the implementation of electronic fare collection in the early 2000s and pursued implementing its own system in 2010. The Province and Metrolinx, however believed that the PRESTO Farecard system was the preferred approach to achieving the policy objective of increasing cross-boundary travel across the GTHA. In addition, it was evident that funding for some existing TTC programs could be at risk if the TTC didn't embrace PRESTO. The adoption of PRESTO was approved by the TTC Board in 2011 and, in 2012, the TTC and Metrolinx entered into the Master E-Fare Agreement ("the Agreement").

Significant progress has been made since 2012, but not enough to realize the full vision of the Agreement. In June 2018, the TTC and Metrolinx agreed to a re-baselined schedule and transition plan with the objective of achieving full adoption, which we defined as 95% PRESTO payment usage on the TTC system. As of April 2019, 81% of all TTC revenue rides were paid through PRESTO. Throughout the transition, the approach to migrating customers from TTC legacy fares to PRESTO fares replicated existing TTC fare products in order to minimize customer impact. As new products on PRESTO were launched, similar TTC legacy fares were typically eliminated.

Key accomplishments since June 2018:

- Additional PRESTO Fare Vending Machines at subway stations and Shoppers Drug Mart
- Additional savings on PRESTO through the Fair Pass Program and the two-hour transfer
- Migration from legacy Metropasses to PRESTO monthly passes
- Commencement of PRESTO Ticket rollout
- PRESTO App launch
- Distribution of 79,000 free PRESTO cards to low-income adult and senior residents

There are still a number of items yet to be fulfilled from our agreement with Metrolinx and we want to ensure our customers have a smooth transition away from tickets and tokens over to PRESTO in the final stages of this phase of a complex rollout. This report identifies critical and medium impact dependencies which must be resolved before the remaining legacy fare media can be fully eliminated.

The dates agreed to in the June 2018 re-baselined schedule and transition plan were contingent on PRESTO having met all the outstanding requirements for customers to have a seamless transition onto PRESTO. In the past year, some functionality features offered by PRESTO were unaccepted due to higher than acceptable error rates (e.g. cross boundary and downtown express). In addition, customers have provided valuable feedback on how the PRESTO fare system is serving them at PRESTO Town Halls. This new customer information must be considered when creating strategies that will impact customers in the PRESTO environment (e.g. bulk sales).

Given that there are gaps in the Agreement and delays in this year's deliverables, yet to be fulfilled, the TTC will continue to sell and accept tickets and tokens for the time being. We are currently targeting November 2019 for stop selling. As outstanding milestones are accomplished we will monitor and report back to the Board with any changes to the stop selling date and a target to stop accepting.

Recommendations

It is recommended that:

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.

Financial Summary

Operating Budget

Adjustments to the transition plan since the June 2018 report have not resulted in a net change to expected fare collection costs in 2019.

The 2019 operating budget included \$129.3 million for fare collection costs, including \$49.1 million for PRESTO fees which was approved by the TTC Board on January 24, 2019 and City Council on March 7, 2019.

2019 Fare Collection Budget (\$Millions)	2019 Budget
PRESTO Fees	\$ 49.1
Fate Gate Contract	5.6
Farecard Team	2.4
Legacy Fare Media and Transaction Costs	2.3
12 Month PRESTO Pass (formerly Metropass Discount Plan)	2.6
Paper Transfers & Related Divisional Costs	2.0
Revenue Operations	22.9
Stations Collectors	42.4
Total	\$129.3

End state costs will be approximately \$10 million per year lower than the 2019 budget, when costs associated with legacy fare media processes are eliminated.

Capital Budget

The City Council approved the 2019-2028 Capital Plan including the PRESTO/Fare Collection Project and Stations Transformations plan on March 7, 2019. The following summarizes the Estimated Final Costs (EFC), Life-to-Date (LTD) actuals and remaining funds available:

Items (\$Millions)	Approved Estimated Final Costs (EFC)	Life To Date (LTD) Actual to December 2018	Balance Remaining
Fare gates	68.6	47.6	21.0
PRESTO/Fare Collection Implementation	128.8	51.3	77.5
Stations Transformation	50.8	8.0	42.8

\$47 million of Capital EFC for PRESTO implementation is unfunded.

PRESTO/ Fare Collection Implementation capital costs include:

- Overall project management to meet business requirements
- Engineering, design, and implementation of power upgrades to support PRESTO devices at TTC stations and facilities
- TTC design and approval of all PRESTO civil works and installation oversight of all implementation activities on TTC property

- Installation and related costs for Single Ride Vending Machine (fare payment machine on streetcars, which accepts cash and tokens)
- Purchase and removal of ticket validators on streetcars
- Non-PRESTO fare collection on surface routes

Stations Transformation costs include:

- Overall program management
- Infrastructure upgrades (CCTV Upgrades, Passenger Assistance Intercom system replacement, passenger announcement upgrades, Zone Hubs, Electronic Key System)
- Tools (Tablets)

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 imperative for the PRESTO implementation. The TTC is committed to meeting the Accessibility for Ontarians with Disabilities Act (AODA) requirements through continuing consultations with the Advisory Committee on Accessible Transit (ACAT), and introducing policies that promote equity and accessibility.

Throughout the implementation, the following actions were taken:

- Consultations with ACAT on the design of PRESTO devices, TTC fare gates, and the upcoming Wheel-Trans Mobile Fare Payment App for Contracted Sedan Taxis to ensure compliance with AODA requirements;
- Implementation of the Fair Pass Program for eligible low-income adults;
- Introduction of the Two-Hour Transfer Policy to make transit more affordable and accessible;
- Distribution of free cards to low-income adult and senior residents;
- Joint TTC and Metrolinx Town Halls were held to provide an overview of the PRESTO fare payment system, answer questions, and gather feedback for further implementation considerations. Town Halls were held in various parts of Toronto:
 - December 2018: Metro Toronto Convention Centre (Downtown area)
 - March 2019: St. Wilfrid Catholic School (North-West area)
 - March 2019: Scarborough Civic Centre (Scarborough area)

Key issues raised by customers and charitable organizations at the PRESTO Town Halls included the following:

- Need for more consultations in various communities
 - Following the December session downtown, two more Town Halls were held in the Jane and Finch area, as well as Scarborough
- Geographic accessibility to purchase fares
 - This is a recognized issue and TTC is working with Metrolinx to ensure expansion beyond Shoppers Drug Mart

- Ticket expiry
 - On April 11, 2019, the TTC Board approved an exchange policy that would allow customers to exchange their unused expired tickets within one year of the expiry date
- Access to bulk sales and options equivalent to tokens through bulk sales
 - TTC is undergoing discussions with social service agencies on the best possible process for bulk sales once legacy fare media is eliminated. Policy matters such as the minimum quantity and pricing of PRESTO Tickets are being reviewed

To further enhance customer support through this transition, the Photo ID Centre currently located at Sherbourne station will be relocated to a new, accessible location at Bathurst station, timing to be determined. This relocation will continue to provide access throughout the year for customers to obtain a TTC Post-Secondary Photo ID card required at time of travel. It will also allow customers to set a fare type on the PRESTO card, enabling Post-Secondary students to purchase the Post-Secondary monthly pass at a discounted price.

Decision History

The extensive decision history behind PRESTO implementation is detailed in Attachment 1. Decision history highlights include:

- In June 2011, the TTC Board approved the adoption of the PRESTO fare payment system followed in 2012 by the execution of a Master E-Fare Agreement between the TTC and Metrolinx. Between 2014 and 2018, TTC staff have brought forward a number of PRESTO implementation updates, summarizing project status, upcoming plans, and anticipated challenges.
- Since 2013, TTC staff have requested approvals for numerous policy changes to align the TTC Fare Strategy with opportunities presented by the PRESTO implementation. Some of the approved policy changes include: discounted fare between the TTC/GO Transit/UP Express, two-hour transfer, Fair Pass, and U-Pass.
- The completion of the PRESTO rollout has shifted over time as a result of the complexity of its implementation. This has in turn led to contract extension requests related to procurement of the legacy fare media cards in 2016, 2017 and 2018.

The most recent two reports pertaining to the PRESTO implementation were as follows:

On June 12, 2018, the TTC Board received an update on the PRESTO implementation and endorsed the transition plan, which presented an agreed-upon re-baselined schedule with Metrolinx on the completion of the implementation. Key elements of the transition schedule included PRESTO technology deliverables and, impact on fare payment and revenue operations.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2018/June 12/Reports/13 PRESTO Update and Transition Overview.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2018/June%2012/Reports/13%20PRESTO%20Update%20and%20Transition%20Overview.pdf)

On April 11, 2019, TTC Board received a report on Fare Policy changes pertaining to PRESTO Tickets and approved recommendations to introduce one-ride, two-ride, and day pass PRESTO Tickets, and allow for PRESTO Ticket expiry, which would be mitigated through exchanges of unused expired tickets.

Report:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2019/April 11/Reports/12 Fare Policy Changes PRESTO Tickets.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2019/April%2011/Reports/12%20Fare%20Policy%20Changes%20PRESTO%20Tickets.pdf)

The TTC Board also adopted the following member motions:

1. That staff report back to the June 12, 2019 meeting on PRESTO fare policy options along with a status update on the PRESTO program.
2. That staff include in the June report the impacts of refunding tokens for as long as customers have them available for return.
3. That staff be requested to report back on those matters and schedules that have yet to be agreed upon with PRESTO.

Motions:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2019/April 11/Reports/Decisions/12 Fare Policy Changes PRESTO Tickets Decision.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2019/April%2011/Reports/Decisions/12%20Fare%20Policy%20Changes%20PRESTO%20Tickets%20Decision.pdf)

Issue Background

History

10 years ago, the TTC had a vision for modernization through the use of technology to improve customer experience and flexibility of fare payment.

Metrolinx was established as an agency of the Ontario government in 2006, and in 2008 adopted the Regional Transportation Plan (“the Plan”). The Plan set out the priorities, policies and programs for a GTHA-wide transportation system with the continued development and implementation of the PRESTO electronic fare system as part of its scope.

The TTC has long considered the benefits of implementing automated fare collection technology, supported by comprehensive studies in 2000 and 2007. The [2007 Business Case Review](#) report outlined the concept of operations for a smartcard system that would be owned and operated by the TTC, highlighting benefits, costs and risks. It concluded that although the TTC’s current fare system had limitations, it was comparatively more cost efficient to operate compared to the technology then available

and did not need to be replaced. The report also concluded there were some TTC business needs that were not fully supported by the PRESTO system, which was under development at the time.

TTC staff were directed to review with the Province how TTC business needs could be accommodated by the PRESTO system and to consider the associated overall financial impact for the TTC/City. The results of ongoing discussions were outlined in a [November 2009 report](#), with the most significant risk noted that provincial funding for ongoing TTC capital programs and projects could be jeopardized if the TTC did not adopt the PRESTO system. The report recommended that the TTC adopt PRESTO to achieve TTC objectives for an automated fare collection system and ensure that provincial funding for other TTC programs was not put at risk.

TTC and Metrolinx entered into a Master E-Fare Agreement (“the Agreement”) with the goal to achieve the provincial inter-regional policy objective: Increase and improve cross boundary travel through a single fare media across the GTA.

The parameters for an agreement with PRESTO were still under discussion in May 2010 when TTC staff were directed to engage a consultant to assist with developing the business case for an open payments fare collection system. In September 2010, TTC staff were directed to complete the procurement, identify the successful proponent, and seek agreement with the Province for a plan to implement a system based on open payments. Through a Request for Proposal process in 2010, Xerox was identified as the successful proponent after being deemed capable of meeting the TTC’s business needs.

During the ongoing discussions that began in the fall 2010, the Province and Metrolinx maintained that the common PRESTO Farecard system was their recommended approach to achieving the Plan’s inter-regional policy objective of increasing cross boundary travel. The Province and Metrolinx committed to upgrade the PRESTO system to meet the TTC’s distinct and forward-looking customer, business and financial needs, including advances in fare payment technologies using open payments. The Province and Metrolinx indicated that billions of dollars of funding for some existing TTC programs which had been promised publicly (Provincial gas tax, new streetcars, Eglinton and Scarborough transit initiatives) could be in jeopardy without PRESTO. The adoption of PRESTO was thus approved in June 2011, subject to developing acceptable operating and financial agreements and confirming the funding necessary to proceed.

The TTC entered into the Agreement with Metrolinx on November 12, 2012. The base term is 15 years (2027), with an option to extend for one additional year at Metrolinx’s discretion and an additional four years by mutual agreement. Key elements of the Agreement include:

- Metrolinx to make modifications and enhancements to the PRESTO system to allow for an e-fare account based payment system with an open architecture using industry standards to accommodate open loop financial cards, mobile applications and future technological innovations (“PRESTO NG”)

- Metrolinx to finance, implement and operate the PRESTO NG system and provide a wide range of “managed services” (e.g. back office operations; customer services; revenue collection and maintenance of all system field equipment)
- In return, TTC to pay a fee of 5.25% of TTC fare revenues processed through the PRESTO system

Current Status: Milestones Achieved

To date, the TTC and Metrolinx have accomplished a number of fundamental activities needed to enable a full customer transition to the PRESTO Farecard system. As of April

2019, almost 81% of TTC revenue rides were paid with PRESTO and there were approximately 1.4 million loaded and active PRESTO cards in the system.

Please refer to Appendix 1 for more details on ridership and business intelligence.

PRESTO revenue is expected to be \$1 billion for 2019 (85% of total fare revenue), potentially rising to \$1.1 billion in 2020 (93%).

Milestones achieved since 2012 have included:

Infrastructure and Devices

- PRESTO readers have been installed on all buses, streetcars, Wheel-Trans vehicles and contracted accessible vans
- New fare gates have been installed at all subway stations
- Device reliability has improved (April 2019):
 - PRESTO readers: 98.3%
 - Single Ride Vending Machine on streetcars: 97.95%
 - Debit/credit functions were removed leading to 7% increase in reliability improvement
 - Fare Vending Machine (larger black device at stations): 94.02%
 - Self-Serve Reload Machine (smaller device at stations): 98.54%

More Ways to Purchase PRESTO Fares

- At least one fare vending machine has been installed at every entrance of all TTC subway stations
- 136 Shoppers Drug Mart locations in Toronto sell PRESTO cards. Customers can query card balance, purchase passes, load e-Purse funds, and set a concession for a discounted fare (if eligible). Shoppers Drug Mart locations outside of Toronto also sell TTC monthly passes and load e-Purse funds
- Following a soft launch on Google Play and Apple App in November 2018, the new PRESTO App was launched in January 2019:
 - Customers can manage up to 10 cards on their account, query their balance, view three months of transaction history and load e-Purse funds and/or a monthly pass. Funds loaded through the app are ready to use within 24 hours and monthly passes are ready to use at the beginning of the month
 - Customers using an Android phone with Near-Field Communication (NFC) capability are able to load the card instantly. Otherwise, funds/passes are

loaded within 24 hours – similarly to purchasing fares online. Customers still need to use a physical PRESTO card to travel, as the app cannot be used to tap on at this time

Please refer to Appendix 2 for details on where to purchase TTC fares.

Equity Initiatives

- City of Toronto’s Fair Pass Program was launched in April 2018, which provides a discount for eligible adult residents when using the balance on their PRESTO card or a monthly pass
- Two-Hour Transfer was launched in August 2018, which makes short-distance travel more affordable for all customers. Today, two-hour transfer riders account for 7.5% of all revenue ridership.
- One of the most significant marketing activities during 2018 was complimentary PRESTO card distribution, which provided approximately 79,000 PRESTO cards free of charge to low-income adult and senior residents 65 years of age or older living in a Toronto Community Housing Corporation property

More Ways to Pay with PRESTO

- Customers have the option to “pay as you go” with funds loaded onto a PRESTO card, using a PRESTO Ticket or through unlimited monthly travel with a monthly pass loaded onto a PRESTO card

Migration from Metropasses to TTC Monthly Passes on PRESTO

- The Metropass was discontinued on December 31, 2018. Prior to December 2018, TTC monthly passes on PRESTO amounted to 17% of revenue rides, increasing to 33% as of April 2019
- As the PRESTO rollout progresses, TTC continues to support customers at the Customer Service Centre at Davisville station (in-person and by phone), as well as by placing third party, contracted Customer Service Representatives (CSRs) at select stations. Extra CSRs were deployed at all stations from October 2018 through February 2019 to provide additional support as more customers started to switch to the monthly pass on PRESTO

Gradual Rollout of PRESTO Tickets

- A limited launch of one-ride, two-ride & day pass PRESTO Tickets was rolled out at Yorkdale and Lawrence West stations on April 5, 2019 with an additional eight Line 1 extension stations on May 3, 2019. A soft launch was also rolled out to two Shoppers Drug Mart locations in May

Comments

There remain gaps in the Agreement preventing TTC from fully migrating onto PRESTO

Significant progress has been made since 2012, but not enough to realize the full vision of the Agreement between the TTC and Metrolinx. While much has been accomplished in the past year, there are still outstanding gaps that prevent the TTC from fully migrating onto the PRESTO electronic payment system. The TTC operates a controlled-access, or gated, multi-modal transportation system and as a result, has unique challenges distinct from the other transit agencies using PRESTO. Metrolinx has made significant enhancements to the PRESTO system and products to address the TTC customer volumes, fare policies and business needs. Particular care has been taken throughout the rollout to ensure our customers are able to continue to transfer to various modes (bus/subway/streetcar) during their journey. Despite these efforts, however, the PRESTO rollout has been slowed in a number of cases due to delays in developing parts of the system, software/hardware quality issues and other system performance issues.

At the end of 2018, TTC and Metrolinx staff jointly completed a review of the status of the Business Requirements included as part of the Agreement. This review is typically performed following the completion of previous significant PRESTO system enhancements and has been used as the basis to confirm future project plans. Metrolinx has agreed a PRESTO rollout schedule to the end of 2019, which delivers large parts of the contractually required PRESTO payment features. However, despite the results of the review, Metrolinx has not committed to delivering the remaining and unfulfilled contractual obligations that were fundamental to the TTC entering the Agreement in 2012. These unfulfilled contractual obligations remain crucial to delivering quality customer experience and supporting the operation of a world-class electronic payment system.

The top 5 gaps in key Business Requirements and functionality that are yet to be delivered are:

1. Open payment and account based technology
2. Flexible fare rules and policy
3. System/device performance and functionality
4. Limited Use Media (PRESTO Tickets) on surface vehicles
5. Third party fare media network

1. Delay in implementing account based technology and open payment has delayed TTC offering major customer benefits.

Electronic fare payment systems are card-based or account-based. PRESTO is card-based: “value” is stored on the farecard and all payment transactions are settled between the farecard and the reader which then transmits the transaction to the back office system. In an account-based system, the farecard merely identifies the holder via reader to the back office system which then checks available value and processes the transaction. For example, credit and debit card systems are account-based.

Electronic fare payment systems are also either “closed loop” or “open loop”. PRESTO is purely closed loop because a PRESTO farecard must be used to pay.

The Agreement specified an electronic fare payment system that would provide three essential forms of payment:

1. PRESTO cards
2. PRESTO Tickets
3. Open payment

The Agreement also specified an account-based architecture.

To date, PRESTO card payment features such as e-purse and passes have been largely implemented and the rollout for PRESTO Tickets has commenced.

An account based technology reduces the amount of data that is stored on the farecard. In the case of the current PRESTO system, some portion of the data and processing that currently occurs at PRESTO card readers is transferred to the backend systems. Moving from a stored value card based technology to an account based technology allows for real time loading, dynamic pricing and other fare products.

An open payment (open loop) based system with an account-based architecture allows customers to ride transit without ordering, activating and funding a special purpose fare card. Instead, customers can make fare payments using a financial debit or credit card that they already have, with payment taken directly from their debit/credit card account. This system offers customers greater ease and simplicity, while reducing the costs for card issuance and management. As well, the architecture of open payments relies on open (non-proprietary) standards, allowing transit agencies to leverage mobile technologies that financial institutions are implementing. Banks and payment networks have been at the forefront of implementing Near Field Communications (NFC), which is the impetus for the growth of mobile commerce.

The TTC’s Business Requirements specified both open payment and an account-based architecture, which was to have been built alongside the existing PRESTO card-based architecture. In such a system, customer convenience and flexibility would be maximized. A customer could choose to have a PRESTO card with all its fare policy benefits (e.g. fare concession, 2-hour transfer), or to get some of those benefits using a non-registered open-payment card (e.g. Visa, Mastercard), or to get all fare policy benefits with a registered open-payment card. These concepts were an essential component of the Agreement and were fundamental to the TTC’s agreement in 2012 to accept the PRESTO system versus a competitive market-based solution.

Some initial pilot and development work for open payments was completed in 2013, and design discussion continued into 2016. No further development work has been completed since that time. The schedule and delivery timelines for the full open payments solutions have consistently slipped. The current PRESTO roadmap has open payments notionally indicated to have some availability beyond 2021. Based on the previous schedules delays and considering there is no detailed project plan or active

development work underway for this payment option, it's important to monitor this and to take this in consideration when we develop our five-year fare and payment strategy.

2. Flexible fare rules, products and policy are constrained due to PRESTO technology

The Business Requirements specified a system largely based on parameters that could be changed to support flexible and dynamic fare policies and fare products, without requiring a large software update. The lack of flexibility around pricing and pass options for PRESTO Tickets, multiple loyalties, time of day based fare products are all examples of undelivered functionality.

- Multiple loyalty options would enable customers to get the best possible price without having to pre-plan
- Time of day products and pricing could positively impact ridership growth, lessen crowding, and encourage travel patterns to shift
- Rolling passes (e.g. 24-hr or 3-day PRESTO Tickets) would provide more flexibility and choice for customers
 - We have submitted a change notice to PRESTO to allow for the day pass to be valid for 24 hours from the time of first tap instead of the expiry at 2:59am

Most importantly, the goal of implementing the PRESTO electronic fare payment system was inter-regional fare integration, which is not sufficiently supported by the current system. Although progress has been made with the upcoming cross boundary solution which allows the TTC to use PRESTO when picking up passengers in York Region and Mississauga, transit agencies of these regions cannot use PRESTO do the same in Toronto.

TTC Fare Policy – Available Fares as of June 2019

Instead of flexible and dynamic fare products, a mirrored approach was adopted, partly to minimize negative customer impact from switching to a farecard system.

Please refer to Appendix 3 for more information on fare policy.

All listed fare types in *Figure 1*, below, are available to all customers. Seniors, youths, post-secondary students, and Fair Pass Program participants receive applicable discounts on fare options marked in green. If a fare is marked as “X”, customers only have the option to pay an adult fare.

Figure 1 – Fare Payment as of June 2019

Legend

	Discounted fare (concession)
x	Adult fare only

*DT = Downtown

Fare Type	TTC LEGACY FARES						PRESTO TICKETS	PRESTO CARD		
	Cash	Ticket	Token	Day Pass	DT* Express one ride	DT Express monthly sticker		1-Ride 2-Ride Day Pass	e-Purse Funds	Monthly Pass
Adult	✓	n/a	✓	✓	✓	✓	✓	✓	✓	✓
Senior	✓	✓	x	x	✓	x	x	✓	✓	✓
Youth	✓	✓	x	x	✓	x	x	✓	✓	✓
Post-Secondary	x	n/a	x	x	x	x	x	x	✓	x
Fair Pass Program	x	n/a	x	x	x	x	x	✓	✓	x

Appendix 3 provides more detail on comparison between TTC legacy fare options available before PRESTO ("From Legacy Fares to PRESTO")

In addition to the e-Purse funds and monthly pass products, current PRESTO farecard technology allows the TTC to implement two loyalty based programs:

- **Weekly Max:** maximum cap based on the number of trips taken in a week
 - The weekly loyalty feature was delivered by PRESTO but was put on hold due to the additional financial impact to the TTC. The financial impact would result from all customers being eligible for this discount instead of those who previously had to purchase this type of pass in advance.
 - TTC Weekly Passes were discontinued in March 2019, however, sales decline for this fare type was evident. On average, 2,000 adults and 450 youths/seniors purchased TTC Weekly Passes in the first 11 weeks of 2019, compared to 4,500 adults and 650 youths/seniors who purchased a TTC Weekly Pass in the same time period last year.
 - In the context of the recent fare increase and budget cycle, the Weekly Max feature will be reviewed within the broader context of a Five-Year Fare Strategy.

- *Daily Max*: maximum cap based on the dollar amount paid during a day
 - A daily maximum feature was created specifically for the TTC and planned for launch in 2019. Following the introduction of the 2-hour transfer and based on further analysis, TTC staff determined that customers would have to travel beyond eight hours to realize any daily maximum benefits. Recent data showed <1% of revenue taps would qualify. As such, staff recommended this feature not be implemented at this time.

3. System performance has improved and work is in progress to close gaps in system/device performance and functionality

Performance

The Agreement includes a number of requirements regarding the performance of PRESTO equipment in terms of reliability and availability for customer use. While system performance has consistently improved since the initial installation of equipment, the current equipment does not satisfy the expected performance targets that were outlined in the Agreement. Most notably the availability target for the PRESTO card readers of 99.99% has not been achieved. Fare vending equipment is also performing below expectations, most recently including the PRESTO Ticket vending machines being deployed in subway stations. TTC and Metrolinx have identified key system defects that are impacting system performance and continue to work to implement changes to address these issues.

The functionality to pay with debit and credit on streetcar SRVMs (Single Ride Vending Machines) was removed in order to improve the reliability of equipment.

Functionality

A solution allowing customers to pay with a PRESTO card on the premium Downtown Express route, during cross boundary travel to York Region and Mississauga, and on contracted sedan taxis has not yet been delivered.

Cross Boundary Solution: Delayed from Q4 2018 to Q3 2019

Prior to PRESTO, customers travelling between TTC, York Region, and Mississauga would pay the transit fare for the region they board in and then supplement with an additional fare when exiting at their destination. Today the same process applies with the PRESTO card, however only one fare can be paid and only when the bus is in Toronto. The upcoming cross boundary solution will allow for full payment method solely on the PRESTO card, eliminating the need to supplement with cash or agency specific fare, and increasing customer convenience. Though customers must still pay when boarding and exiting the vehicle, PRESTO will automatically validate or deduct the appropriate fare for the region.

An earlier solution was planned for launch in Q4 2018, but was delayed as the required fare would not be charged reliably, resulting in scenarios that over charged or under charged customers, or rejected valid fare payments (i.e. passes). A joint decision was made by the TTC, York Region Transit, MiWay and PRESTO to not accept the technical solution provided by Metrolinx, delaying our ability to discontinue the GTA Weekly Pass, which will continue to be sold until the solution is fully implemented.

It is worth noting that a core goal for PRESTO was to have an inter-regional farecard. Although the cross boundary solution will improve convenience, it doesn't replicate the GTA Weekly Pass functionality, convenience, and savings for customers who travel between regions. However, TTC continues to collaborate with Metrolinx and other regional partners to further work on fare integration.

Downtown Express: Delayed from Q4 2018 to Q3 2019

Prior to PRESTO, customers using the Downtown Express route would pay a double fare with either cash, ticket or token. Those who wanted unlimited monthly access would purchase a sticker and affix it to their Metropass. Currently, the same process applies with the addition of being able to pay one of two fares through the PRESTO card balance. When launched, Downtown Express bus route customers will be able to purchase a TTC monthly pass + Downtown Express or pay both the double fares with one simple tap of their card.

The launch was delayed from Q4 2018, as the Downtown Express bus route designation could not be assigned to a vehicle reliably by the proposed technical solution. This would result in some customers being undercharged or overcharged on regular routes. To mitigate the delay, the Downtown Express stickers are still sold and customers can affix the sticker to their PRESTO card as proof of payment when traveling on Downtown Express bus routes.

Wheel-Trans Mobile Fare Payment App for Contracted Sedan Taxis

Metrolinx is developing a mobile fare payment app for use on contracted Sedan Taxis which will allow Wheel-Trans customers to pay for their journey seamlessly using their PRESTO card throughout the TTC network. The app was developed for use on Android tablets, is AODA compliant and supports English and French language. TTC's ACAT and Metrolinx's Accessibility Advisory Committee (AAC) were consulted during design and implementation of the app. We have been advised by Metrolinx that it will be available by Q4 2019.

The app will allow Wheel-Trans contracted sedan operators to accept fare payment (e-Purse balance, passes, transfers and PRESTO Tickets) and view balance, trip history, concession, fare amount and pass product for PRESTO card and Tickets.

4. A solution is required for cash customers who start their journey on a surface vehicle – this impacts TTC legacy fare elimination.

The TTC recognizes that once Customer Service Agents¹ are available at all stations and collector booths are closed, customers who start their journey on a bus or streetcar and pay with a legacy fare (i.e. cash, token or ticket) will need access to non-integrated stations. These are stations where customers exit the bus or streetcar outside the station and then transfer to the subway, by going through the fare gates. Customers who transfer at a non-integrated station, will need a fare product that can be tapped on a PRESTO reader to open the farelines. Of our 75 stations, 41 are considered non-

¹ Please refer to Appendix 4 for more information on the Stations Transformation Program

integrated. This mirrors the TTC's original vision: a customer-centric experience with an easily accessible system through limited use media products and open payments.

In 2018, approximately 8.4% of all TTC revenue rides were paid by cash and 0.4% of all revenue rides were followed by a transfer to a non-integrated station. Today, collectors visually verify paper transfers as customers pass through an open gate. However, the verification will not be possible at non-integrated stations when all fare gates close and can only be opened by using a PRESTO card or PRESTO Ticket. TTC and Metrolinx teams spent a considerable amount of time analyzing and assessing various solutions, yet no schedules have been provided to deliver this item. As such, TTC has taken initiative to develop a business case with the help of Jacobs Engineering Group, which will be presented later this year. The scope of this work includes:

- Current fare collection system review and identification of issues
- Peer benchmarking
- Solution alternatives and evaluation

The solution resulting from the business case is to be implemented before the stop accepting date for legacy fares and the full implementation of the Stations Transformation Program.

5. There are gaps in Third Party Network in North-West Toronto and Scarborough communities.

Contract Background

The TTC has not been provided or reviewed a complete copy of an agreement as between Metrolinx and Loblaws Inc. dated April 11, 2017 (the "Loblaws Agreement"). The version of the Loblaws Agreement reviewed by the TTC is a redacted version which provides limited information. As a result, the comments are limited to information from the redacted version of the Loblaws Agreement and discussions with Metrolinx.

In order to pass on some of the obligations arising from the Loblaws Agreement to the non-managed service municipalities, Metrolinx and each of the non-managed service municipalities have entered into a formal agreement to allow for the sale of PRESTO fare media from Loblaws Inc. (which includes Shoppers Drug Mart locations within the specific municipality). TTC's contract with Metrolinx is for fully managed services relating to the implementation and operation of the PRESTO system for a set percentage of revenue collected through the PRESTO system. As a result of the current service contract, neither the TTC nor City of Toronto were required to enter into a similar agreement as the other non-managed service municipalities. Under the current managed service contract Metrolinx is required to provide a retail network for the distribution of PRESTO fare media.

The Loblaws Agreement provides for a distribution zone of 1.2 km, a roughly 15-minute walk. If there are areas that are outside the 1.2 km zone, Metrolinx can fill the gap with other providers that do not compete with the Loblaws Companies, including Shoppers Drug Mart. The Loblaws Agreement also contemplates (or allows) Metrolinx to have other strategic partners in the financial sector and quick-service restaurant sector that could also sell PRESTO fare media.

The TTC and Metrolinx Agreement (and ancillary agreements) is a fully managed service contract which requires Metrolinx, as part of its services, to provide a retail network. In other words, the relationship regarding the retail network between TTC and Metrolinx is governed by the Agreement (as opposed to the other agreement that non-managed service municipalities have entered into).

The Business Requirements included in the Agreement provide that Metrolinx shall establish a retail network (or third party agent network) as part of the managed services. Although Metrolinx is provided discretion in how it establishes the retail network, the Business Requirements provide that third party agents should “...provide the same convenience and accessibility as TTC’s current sales network.”

The scope, coverage, and convenience of the current third party network does not satisfy the Business Requirements specified in the Agreement. The third party network that Metrolinx has delivered to date does not provide the same access that is provided to customers through the TTC’s existing third party retail network.

Customer Impact

Customers who do not travel through a subway station or are not in the vicinity of Shoppers Drug Mart are negatively impacted. Prior to the PRESTO implementation, over 1,200 third party locations sold TTC legacy fare media (currently approximately 700 locations). Today, PRESTO can be purchased at 136 Shoppers Drug Mart locations in Toronto – through the Loblaws Agreement. For clarity, the PRESTO retail network does not have to equal the same number of locations selling TTC legacy fare media as it is recognized that there are additional options available to purchase PRESTO fares, including the PRESTO website and the PRESTO mobile app.

However, based on the TTC’s review of the current PRESTO retail network there are gaps in the North-West and Scarborough areas of the city and this is especially critical for those who wish to purchase fares with cash or cannot access the internet. Access to PRESTO fares is critical, as the PRESTO card is the most cost efficient way to travel and will be the only alternative to cash in the future.

Please refer to Appendix 5 maps of third party network gaps.

An analysis was conducted by the TTC in 2016 with the recommendation to have 421 total third party retailers throughout Toronto (including 57 Shoppers Drug Mart locations). The analysis was based on the following key considerations:

- Focusing on retail locations that sold 80% of each fare media at that time
- Located within a 10-minute walking distance from transit or another retailer (equates to 666m – the same standard used to determine access to transit)

Going Forward

TTC and Metrolinx have been working together to identify gaps in the current environment and evaluate options for improving access and reducing the identified gaps. Some options are limited based on the exclusivity terms of the Loblaw's Agreement. PRESTO Tickets will not be in scope for any expansion option outside of Loblaw Companies. Nevertheless, the focus for most transit agencies is largely on improving and ensuring access to electronic farecards rather than creating and widely distributing other forms of fare media.

As initial evaluation and discussions are currently ongoing, details are unavailable at this time. However, the cost and time to implement any solutions are at the forefront of the decision-making process. Considerations include equipment functionality, infrastructure and networking connectivity, all of which contributed to the overall implementation timeline of available solutions. A phased approach may be appropriate prior to the implementation of any full expansion.

The highlighted gaps are most critical for our customers. There are additional gaps and considerations in this implementation, which are outlined in Appendix 6.

Future Outlook

Short Term: Dependencies to be resolved

Based on the gaps in the Agreement and other implementation considerations, there are a number of dependencies that must be fulfilled before TTC stops selling tickets and tokens. Some dependencies are deemed critical while others have a medium impact that does affect customer experience but would not stand in the way of fully transitioning to PRESTO.

Once the critical dependencies are resolved and legacy fare media is fully retired, the original vision from 10 years ago would still not be realizable in part due to the lack of open payment capabilities in the near future.

Dependencies to Stop Selling TTC Legacy Fares

The following critical dependencies must be resolved before legacy fare media is no longer sold:

- PRESTO Tickets must be available at all stations as they are an alternative to using TTC tickets, tokens, day pass, and cash
- Cross boundary solution must be in place to allow customers to travel between TTC, Mississauga, and York Region in order to discontinue the GTA Pass; while not equivalent in terms of savings, it provides greater customer convenience
- The Downtown Express solution must be implemented before collectors stop selling the monthly sticker to allow for unlimited travel on Downtown Express routes
- The Wheel-Trans mobile fare payment app is of importance, providing an alternative to tickets and tokens for customers who do not have a PRESTO card

The following medium impact deliverables do impact customer experience but are not essential before the stop selling date:

- If PRESTO Tickets are not available at all Shoppers Drug Mart locations, customers can still pay by cash or purchase PRESTO Tickets when near a subway stations. To receive the greatest benefit, customers can purchase a PRESTO card
- The minimum amount a customer can load on the PRESTO card is \$10 (online and Shoppers Drug Mart), which may be problematic for some customers. However, when near a subway station they have the option to load \$5 at a fare vending machine. We recognize, that it is still an issue for some customers. Metrolinx and GTHA PRESTO transit agencies are currently reviewing the minimum load policy, given customer feedback at recent public Town Halls and through other communication outlets
- As previously described, there is a need to expand the third party network; expansion is not critical before legacy fares are discontinued, however, as customers have options to purchase fares at stations, 136 Shoppers Drug Mart locations, and online
- Although device reliability has not reached the 99.99% target, this milestone is not critical before the stop selling date as there are typically other devices available when one is out of service

Dependencies to stop SELLING TTC legacy fares		
CRITICAL IMPACT	PRESTO Tickets	<ul style="list-style-type: none"> • Full rollout and reliable availability at all TTC stations • To be available in Q3 2019
	Cross Boundary	<ul style="list-style-type: none"> • Travel on TTC buses into Mississauga and York Region • To be available in Q3 2019
	Downtown Express	<ul style="list-style-type: none"> • Solution to pay a double fare on the express route, solely using PRESTO • To be available in Q3 2019
	Wheel-Trans Mobile Fare Payment App	<ul style="list-style-type: none"> • Solution for customers to pay with PRESTO on contracted sedan taxis • To be available in Q4 2019
MEDIUM IMPACT	PRESTO Tickets	<ul style="list-style-type: none"> • Available at Shoppers Drug Mart for customers who do not live near a station and do not have a PRESTO card
	Minimum Load Reduction	<ul style="list-style-type: none"> • Approximately 60% of TTC customers start their journey on a bus or streetcar* • Customer feedback: the initial cost to switch to PRESTO is \$16: \$6 cost of the card + \$10 minimum load
	Third Party Network	<ul style="list-style-type: none"> • Metrolinx to expand network beyond Shoppers Drug Mart locations
	Device Reliability	<ul style="list-style-type: none"> • To implement improvements ensuring device availability reaching the 99.9% target • Currently averages between 96% and 98%

*It is important to note that approximately 70% of all travel on the TTC involves either a bus or streetcar

Dependencies to Stop Accepting TTC Legacy Fares

- To serve individuals, groups, schools, and social service agencies purchasing PRESTO fares in bulk, a process must be in place before the stop accepting date, as PRESTO will be the only option to pay other than cash. The milestone is not critical before the stop selling date, as Revenue Operations can continue selling TTC tickets and tokens to bulk customers
- A cash fare collection solution is required in order for customers to pass through the locked fare gates after paying their fare on a surface vehicle, as outlined earlier in the report
- Once collectors are no longer in the booth, a child card (and associated revenue controls) and support person card are imperative for customers to pass through the locked fare gates
- Passenger Assistance Intercoms must be remotely accessible at TTC subway stations as calls will no longer be answered by collectors.

Please refer to Appendix 4 for details.

- Completion of all Zone Hubs is not critical to the stop accepting date; if a station is without an operational zone hub, CCTV and Passenger Assistance Intercom communication can be temporarily routed to other existing Zone Hubs

Dependencies to stop ACCEPTING TTC legacy fares		
CRITICAL IMPACT	Bulk Sales Program	<ul style="list-style-type: none"> • TTC staff already engaged with some agencies regarding their current practices to ensure that the new process will meet their needs. A survey was sent out to solidify our understanding of bulk sales customers and was used to develop options as we move forward with the PRESTO transition. Customer feedback will be used to define the order process, minimum order requirements, and pricing • The Bulk Sales strategy will be developed this summer and program update will be brought to the Board in Q3 2019
	Cash Fare Collection Solution	<ul style="list-style-type: none"> • An update on the strategy will be provided in Q3 2019
	Support Person Card	<ul style="list-style-type: none"> • Enables a support person to accompany a customer requiring assistance throughout the TTC system, without charging the support person a fare • To prevent accidental misuse, the customer card will have a removal-resistant blue sticker affixed to it, including a raised tactile triangle • The timing of implementation is to be determined
	Child Card Controls	<ul style="list-style-type: none"> • To allow children, 12 and under, travelling for free to pass through fare gates
	Passenger Assistance Intercoms	<ul style="list-style-type: none"> • Must be remotely accessible at stations (outside of the collector's booth) • Implementation to be complete in Q4 2019
MEDIUM IMPACT	Zone Hubs	<ul style="list-style-type: none"> • Operationalized at subway stations to enable dynamic monitoring and response to daily challenges • Implementation to be complete in Q2 2020* <p><i>* Excludes the Bloor Danforth East Hub, which is being completed as part of the line 2 Extension project</i></p>

The communications around the PRESTO rollout at the TTC continues to focus on encouraging people to switch to PRESTO. Individual communications plans will be created for the remaining milestones left to roll out and a variety of internal and external communications channels will be used to inform customers about the latest fare option available on PRESTO.

TTC Legacy Fare Media Refunds

It is recognized that once TTC tickets and tokens will no longer be accepted, some legacy fare media will still be in customers' possession. This is why customers have been encouraged since 2016 to switch over to a PRESTO card.

As of May 4, 2019 there were an estimated 12.2 million tokens and 3 million tickets in circulation. Tickets and tokens will continue to be valid fare media even after they are no longer sold. The time between stop selling and stop accepting dates may reduce potential refunds as customers would be encouraged to use any remaining tickets and tokens in this time frame. Tickets and tokens purchased in bulk through TTC Revenue Operations will continue to be sold beyond the stop selling date.

TTC Staff will present a refunds plan to the Board in Q3 2019. The plan will address issues of counterfeiting and security impact.

Fare Evasion

Since the release of the City Auditor General's Report titled "[Review of Toronto Transit Commission's Revenue Operations: Phase One – Fare Evasion and Fare Inspection](#)", the TTC has implemented a number of actions to address the City Auditor General's 28 recommendations, many with a direct tie to the PRESTO farecard. Actions taken to date include:

- Leveraging and analyzing PRESTO data to determine high-risk subway entrances, and bus and streetcar routes to support strategic deployment of fare enforcement staff
- Pausing the distribution of complimentary child and youth PRESTO cards to schools until additional measures are in place to prevent the misuse of child PRESTO cards

TTC will provide a Fare Compliance Action Report to the TTC Board in September 2019, detailing all actions being taken to address the City Auditor General's recommendations.

Long Term Actions

Five-Year Fare and Payment Strategy

A procurement process has been initiated for the development of a comprehensive fare strategy which will guide all aspects of fare policy, structure and collection for the next five years. It will include:

1. **Fare policy**, which will identify and establish the relative priority of policy goals (e.g. increasing ridership, social equity, generating revenue) to guide the setting and collection of fares. It will identify constraints (e.g. funding, technology) that influence decision making. It will also specify guidelines for determining and implementing changes to fares.

Fare structure, which is the framework that determines how fares are set. It includes pricing strategy, fare products, and fare levels.

- Fare products are the payment options (e.g. single ride, period passes) and associated business rules. This will include an analysis of opportunities available with the PRESTO technology to implement loyalty programs (e.g. weekly loyalty (weekly max) and 7-day/30-day rolling passes);
- Fare levels are the prices of each fare product.

2. **Fare collection**, which is the means of distributing, paying and verifying fares. It includes the collection approach (e.g. barrier, proof-of-payment), fare media (e.g. cash, smart card), fare equipment (e.g. fare boxes, fare gates) and revenue control.

There are opportunities to create more convenient fare payment options while utilizing technology. We are coming close to the end of the Agreement and as a result, Metrolinx has initiated planning on the following initiatives:

- *Mid-term (2019-2022): Account Based Technology*
 - Offering real time payment options beyond the physical PRESTO card – a virtual card through an app, which is loaded with a cash balance or PRESTO pass products
 - Balance update delays will no longer be an issue and the app would have the ability to open fare gates
- *Long-term (beyond 2021): Open Payment*
 - Ability to purchase fares using contactless debit or credit cards, or using a mobile wallet
 - Of note, 2021 is beyond the mid point of the base term of the Agreement and TTC customers have yet to receive the benefit of this important payment feature that was also an essential part of the Agreement. In addition, scheduling this large deliverable so close to the end of the contract term introduces additional risk to the TTC; the schedule does not allow for the extensive system testing required, nor for fixing defects or implementing required enhancements

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Attachments

Appendices

- Appendix 1: Ridership Overview and Statistical Highlights
- Appendix 2: Where to Purchase Fares
- Appendix 3: Fare Policy
- Appendix 4: Stations Transformation Program
- Appendix 5: Third Party Network Retail Gaps
- Appendix 6: Additional Agreement Deliverable Gaps

Attachment 1: Decision History

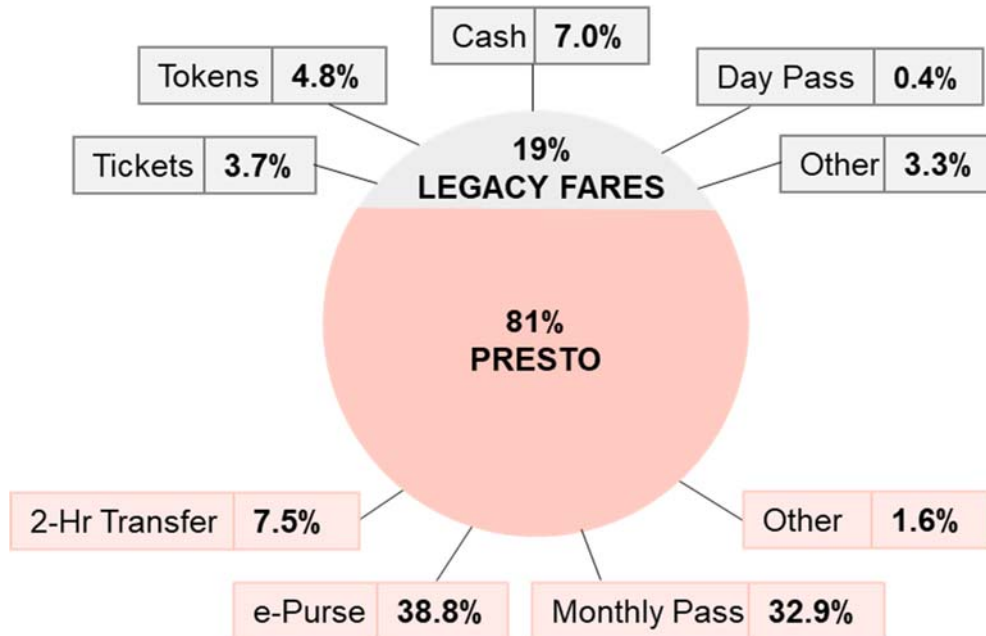
Appendices

Appendix 1 - Ridership Overview and Statistical Highlights – 81% on PRESTO

PRESTO adoption has increased from 26% in June 2018 to 80.8% as of April 2019. The retirement of legacy fare media and launch of new PRESTO products have contributed to the growth in PRESTO adoption. A further increase to approximately 95% is expected when TTC tickets and tokens are eventually retired.

Revenue Rides by Key Fare Payment Type

Legacy fares and PRESTO totals are rounded



Period 4 - April 2019 Snapshot of Revenue Ridership Split by Fare Payment Type (000's)

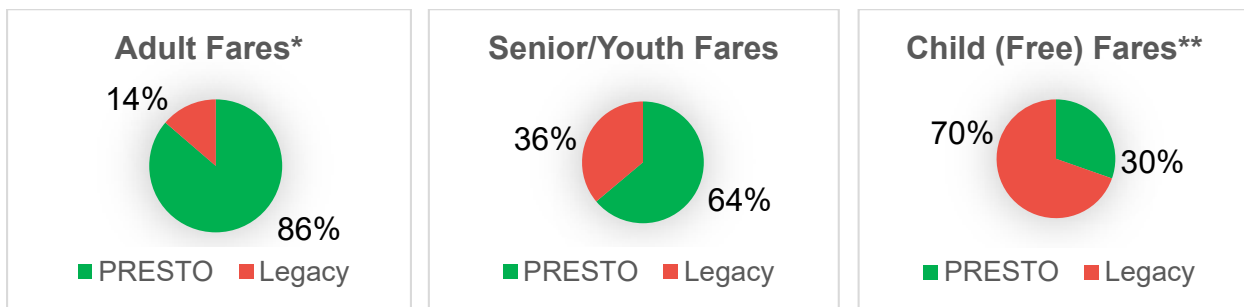
Fare Payment	Adult	Youth/ Senior	Children	Total	% of System Total
Cash	2,044	729		2,773	7.0%
Tickets	-	1,446		1,446	3.7%
Tokens	1,899	-		1,899	4.8%
Day Pass	158	-		158	0.4%
GTA Pass	161	-		161	0.4%
Downtown Express	34	-		34	0.1%
CNIB Pass ¹	79	-		79	0.2%
Free (Children)	-		1,011	1,011	2.6%
PRESTO - SRVM ² cash	75	27		102	0.3%
PRESTO - SRVM token	79	-		79	0.2%
PRESTO e-Purse	13,220	2,071		15,291	38.8%
PRESTO 2-hour transfer	2,423	517		2,940	7.5%
PRESTO Monthly Pass	11,743 ³	1,235		12,978	32.9%
PRESTO - Children (free)			441	441	1.1%
System Total	31,915	6,025	1,452	39,392	100.00%

¹ This card is available from the CNIB and provides CNIB clients who meet the criteria for the TTC CNIB transit card (i.e. legally blind and live in Toronto) with unlimited travel on the TTC.

² Refers to the machine used to pay fares on streetcars with cash and token. SRVM is owned by PRESTO, therefore commission is paid to PRESTO for fares paid.

³ Includes Post-Secondary Monthly Pass and all 12 Month Passes.

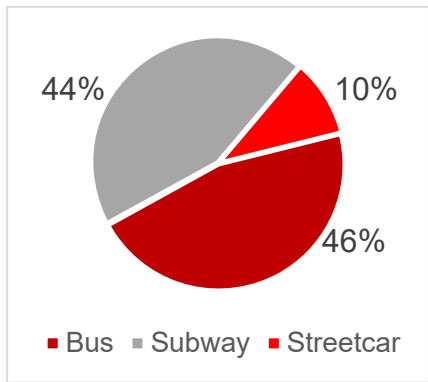
Revenue Rides by Customer Type (Period 4 2019 Snapshot)



*Adult fare tracking also includes Post-Secondary monthly pass customers

**Estimate based on a 2015 Service Planning study

Revenue Rides by Mode (Period 4 2019 Snapshot – based on journey start)



Data Analytics and Business Intelligence

TTC's data analytics capabilities are notably improved with the transition to PRESTO. Continued focus will be placed on enhancing our use of business intelligence tools throughout 2019 to provide better reporting on key performance indicators (KPIs) and inform better decision-making. Already, tools such as dashboards provide management with summary data at a glance, with the ability to drill down to underlying detailed data as needed.

Prior to PRESTO, ridership was calculated based on customer surveys and a variety of sampling techniques, with only a small component of revenue ridership (tokens and cash) counted. Allocation of system-level ridership was limited to the vehicle mode level. The data now received from all PRESTO devices provides greater detail for revenue rides, with improved visibility of the customer's journey. This data can be further grouped by other data points such as customer groups and time of day. This allows us to better understand, analyze and act on that data more responsively, and meet the needs of our customers more efficiently.

From an operations perspective, TTC is able to determine availability of PRESTO asset devices at the location and/or device level, allowing us to better determine root causes of failure and develop preventive measures. Additionally, this information provides better support to various business stakeholders for:

- improved forecasting and tracking of PRESTO adoption trends for various initiatives;
- focused methods for determining potential fraud or fare evasion;
- detailed analysis of ridership data, etc.

Appendix 2: Where to Purchase Fares

Purchasing Location	Fare Products	Buy PRESTO Card	Load Funds/ Passes	Set Concession	Accepted Payment	Transaction Time
Fare Vending Machine <i>Larger black machine at TTC subway stations</i>	PRESTO CARD • e-Purse funds • Monthly pass PRESTO TICKETS • 1-ride • 2-ride • Day pass	✓	✓	-	Cash Debit Credit	Immediate
SSRM (Self-Serve Reload Machine)	PRESTO CARD • e-Purse funds • Monthly pass	-	✓	-	Debit Credit	Immediate
PRESTO Third Party Network - Shoppers Drug Mart	PRESTO CARD • e-Purse funds • Monthly pass PRESTO TICKETS • 1-ride • 2-ride • Day pass	✓	✓	✓	Cash Debit Credit	Immediate
PRESTO website and PRESTO App	• e-Purse funds (including Autoload) • Monthly pass (including Autorenew) • 12 month pass	✓	✓	-	Credit Visa debit (depends on the bank)	4 - 24 hrs Immediate for Android PRESTO App users
Collector Booth	LEGACY • Cash payment • Tickets • Tokens • Day pass • Downtown Express monthly sticker	-	-	-	Cash Debit Credit	Immediate
TTC Third Party Network	LEGACY • Tickets • Tokens	-	-	-	Cash Debit Credit	Immediate

Purchasing Location	Fare Products	Buy PRESTO Card	Load Funds/ Passes	Set Concession	Accepted Payment	Transaction Time
TTC Customer Service Centers						
Davisville Customer Service	LEGACY <ul style="list-style-type: none"> • Tickets • Tokens • Day pass • Downtown Express monthly sticker PRESTO CARD <ul style="list-style-type: none"> • e-Purse funds • Monthly pass 	✓	✓	✓	Cash Debit Credit	Immediate
TTC Photo Facility	<ul style="list-style-type: none"> • TTC Photo ID cards at Sherbourne station 	n/a	n/a	n/a	Cash Debit Credit	Immediate

Appendix 3: Fare Policy

Timeline of Past Fare Policy Decisions

TTC Board Decision	Status	Comments
2013		
Support persons travelling with a person with disabilities to travel for free	Implemented on January 1, 2014	The timing of implementation is to be determined
2015		
Children under 12 travel for free	Implemented on March 1, 2015	In light of the Auditor General's report on TTC's revenue operations pertaining to fare evasion, TTC Staff are examining possible controls and strategy around children travelling for free in the PRESTO environment.
Single cash price for all customer groups – discounted pricing (known as concessions) would only be available on the PRESTO card	Partially implemented in 2019	Due to the delay in the PRESTO implementation, this policy was not implemented on TTC cash fares. However, PRESTO Tickets do comply with this policy to encourage the use of the PRESTO card.
Daily e-Purse loyalty on PRESTO - a guarantee to all customers that the cost of all their daily journeys would not exceed the cost of a Day Pass	Not implemented – no longer applicable	Following the introduction of the two-hour transfer and based on further analysis, staff determined that customers would have to travel beyond eight hours to realize any daily maximum benefits. Recent data showed <1% of revenue taps would qualify.
Weekly Max on PRESTO - a guarantee to all customers that the cost of all their weekly journeys would not exceed the cost of a Weekly Pass	Not implemented - to be considered as part of the Five-Year Fare Strategy development	In the context of the recent fare increase and budget cycle, the weekly loyalty feature was put on hold as it would have resulted in additional financial impacts to the TTC because customers would receive a discount automatically instead of pre-purchasing a pass.
Monthly Passes on PRESTO (including 12-month) and migration of the Volume Discount Program (VIP) onto the 12 Month Pass	Implemented throughout 2017 and 2018	Volume Discount Program used by organizations to purchase Metropasses in bulk was discontinued, but an alternative to VIP is still being considered as a future initiative (Employee Discount Program).

TTC Board Decision	Status	Comments
2015 Continued		
PRESTO Tickets to be used for a single trip for cash customers	Implemented	PRESTO Tickets (1-ride, 2-ride; day pass) were gradually rolled out in April 2019 at Yorkdale and Lawrence West stations. PRESTO Tickets will be available at all subway stations this summer. Later this year, they will be available at select Shoppers Drug Mart locations.
Peak/off-peak pricing options to be presented as part of the budget process	Not Implemented	To be included in the Five-Year Fare Strategy review, commencing in 2019.
Proof-of-Payment (POP) system-wide	Partially implemented in 2015	<p>Customers must show POP when travelling on TTC streetcar routes. At this time POP is not required on buses or at stations. Once all legacy fare media is eliminated (except cash), PRESTO card and PRESTO Tickets will serve as POP. Solution for cash customers is under development as part of the Fare Collection Business Case – analysis commencing in 2019.</p> <p>Note: POP policy does not imply all door boarding, although it was used to enable such operations on streetcar routes</p>
2016		
Proof of eligibility required when setting a concession	Implemented	<p>All customers must provide proof of eligibility when setting a concession at Shoppers Drug Mart:</p> <ul style="list-style-type: none"> • Seniors, youths, children: Government issued ID • Post-secondary students: TTC issued Photo ID
Fair Pass Program approved (Managed by the City of Toronto)	Implemented Phase I in April 2018 (Phase II in 2019)	<p>Offers discounted travel for Ontario Disability Support Program and Ontario Works assisted adult residents programmed onto their PRESTO card.</p> <p>Subject to City Council approval, Phase II and III will extend eligibility to residents with a household income under the Low-income Measure (LIM), plus 15 per cent.</p>
Student concession renamed Youth	Implemented	Aligns with the concession of other transit agencies using PRESTO (part of the fare integration work).

TTC Board Decision	Status	Comments
2016 Continued		
TTC Photo ID requirement for children and youth	Not implemented	This program is 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.
2017		
Co-Fare Discounted travel between GO/UP Express and TTC	Implemented in 2017	<ul style="list-style-type: none"> • If travelling from GO/UP Express to TTC: \$1.60 TTC fare for all customers • If travelling from TTC to GO/UP Express: \$1.50 discount for adults and \$0.55 discount for youths and seniors
Two-hour transfer implementation on PRESTO	Implemented in August 2018	As of March 2019, two-hour transfer trips account for 7% of rides. Transfer is applicable on PRESTO e-Purse and PRESTO Tickets.
2018		
U-Pass approval for full-time post-secondary students in eligible institutions	TTC Staff will re-evaluate the financial impact and logistics of the U-Pass implementation under the new Provincial Guidelines	<p>Based on the approved framework, \$280 (\$70 a month, based on 4 months per semester) would be added to the student fees on a per semester basis to align with the post-secondary institution's fee payment schedule. Schools held referendums to vote for or against mandatory participation of this scheme:</p> <ul style="list-style-type: none"> • University of Toronto: majority voted against • Ryerson: approved <p>On April 3, 2019, the Government of Ontario Ministry of Training, Colleges, and Universities released the "Tuition Fee Framework and Ancillary Fee Guidelines". Contrary to the U-Pass Framework, the new guidelines would allow students to opt-out of transit related fees, such as the U-Pass.</p>

2019		
PRESTO Ticket policies approved	Implemented in April 2019	<p>PRESTO one-ride and two-ride tickets are priced as a single fare equivalent to a cash price with the following expiration:</p> <ul style="list-style-type: none"> • 90 Days if purchased at subway stations, Shoppers Drug Mart, and TTC customer Service • One year if purchased in bulk • Exchanges will be provided for expired unused PRESTO Tickets • Day Pass PRESTO Tickets are activated after the first tap and valid between the hours of 3:00am and 2:59am the following day <ul style="list-style-type: none"> ○ We have submitted a change notice to PRESTO to allow for the day pass to be valid for 24 hours from the time of first tap instead of the expiry at 2:59am

From Legacy Fares to PRESTO

	Discontinued
	To be discontinued at a later date
	Not implemented as of June 2019

TTC Legacy Fares	PRESTO	Commentary
Cash	PRESTO Ticket: 1-Ride 2-Ride [2-hr transfer]	<ul style="list-style-type: none"> • PRESTO Tickets are an equivalent to adult cash fare • In 2015, TTC Board approved a single cash price for all customers – discounted pricing (known as concessions) would only be available on PRESTO <ul style="list-style-type: none"> ○ Policy was not implemented as it was dependent on full migration onto PRESTO, which has not yet occurred. Therefore, discounted youth and senior cash fare is still available.
Tickets	PRESTO card e-Purse funds (1-Ride) [2-hr transfer]	<ul style="list-style-type: none"> • Like tickets and tokens, PRESTO card offers concession pricing
Tokens		
Day Pass	PRESTO Ticket: day pass	<ul style="list-style-type: none"> • Legacy Day Pass can be used as a group pass on weekends and Statutory Holidays; to be discontinued at the same time as tickets and tokens • Day pass PRESTO Ticket is valid for unlimited travel between the hours of 3:00am and 2:59am the following day, from the time of first tap
Weekly Pass	Weekly Max	<ul style="list-style-type: none"> • Weekly passes accounted for 1.2% of total ridership in 2018 and were discontinued in March 2019 • In light of budget constraints, the implementation of Weekly Max was put on hold but to be considered at a later date
GTA Weekly Pass	Cross Boundary Solution	<ul style="list-style-type: none"> • GTA Pass accounted for 0.7% of total ridership in 2018 and will not be discontinued until the cross boundary solution is fully implemented • Cross boundary solution is expected in Q3 2019

Metropass	Monthly Pass	<ul style="list-style-type: none"> • Monthly pass launches: <ul style="list-style-type: none"> ○ 2017: Adult and Senior ○ Aug 2018: Youth ○ Nov 2018: Post-secondary • December 2018: the last legacy Metropass
Metropass Discount Program (MDP)	12 Month Pass	<ul style="list-style-type: none"> • 12 Month Pass launches: <ul style="list-style-type: none"> ○ May 2018: Adult ○ Aug 2018: Youth and Senior ○ Oct 2018: Post-secondary
Volume Incentive Program (VIP)	Employee Discount Program	<ul style="list-style-type: none"> • In 2015, TTC board approved the migration of VIP customers to the 12 Month Pass • VIP was discontinued with the last Metropass in December 2018 • A replacement Employee Discount Program is under considerations for companies wishing to purchase monthly passes in bulk for their employees
Downtown Express: 1-Ride	Downtown Express: 1-Ride on e-Purse	<ul style="list-style-type: none"> • 1-Ride on the Downtown express = 2 fares (Premium route) • In Q3 2019, customers will be able to pay for 1-ride with PRESTO (two fares deducted automatically)
Downtown Express: Monthly Sticker	Downtown Express Pass	<ul style="list-style-type: none"> • Instead of purchasing the sticker in addition to the monthly pass, customers will be able to purchase an equivalent pass product on PRESTO in Q3 2019
-	Co-fare	<ul style="list-style-type: none"> • Discounted fare between TTC and GO/UP Express launched in 2017 • Applicable to PRESTO card e-purse (single-ride fare)

Appendix 4: Stations Transformation Program

The TTC's transition to PRESTO and the planned elimination of legacy fare media sales provided the TTC a unique opportunity to modernize its staffing model, infrastructure and business processes within Stations. The Stations Transformation Program, introduces Customer Service Agents (CSA) to build on the transformation of the customer experience by adding a world-class skillset and increasing engagement with our customers. These Agents are mobile, enabling them to approach and offer assistance to customers who face barriers in accessing and using the TTC. Program scope also includes infrastructure improvements (newly constructed Zone Hubs, upgraded Passenger Assistance Intercoms (PAI), announcements and increased CCTV camera coverage) which will lead to the increased safety and security of our stations, employees and customers.

Customer Service Agents are the cornerstone of the program and were successfully deployed in stations that do not sell TTC fare media. Specifically, CSA staff were first implemented in the new Line 1 extension stations, including, Sheppard West and Wilson in December 2017.

CSA Staffed Stations in 2019

The following 10 stations currently operate with CSA staff. In these stations, customers are able to purchase PRESTO cards, PRESTO Tickets, and load funds/passes through fare vending machines:

- Downsview Park
- Finch West
- York University
- Pioneer Village
- Highway 407
- Vaughan Metropolitan Centre
- Sheppard West
- Wilson
- Yorkdale
- Lawrence West

There are 65 remaining stations to transition. The final rollout of CSA staff to all stations is dependent on the successful implementation of PRESTO, the retirement of all legacy fare media sales and any requirement for the Collector to sell or verify legacy fare media.

Passenger Assistance Intercoms (PAI)

Passenger Assistance Intercoms (PAI) are located throughout each station, at the Designated Waiting Area (DWA) on platforms, inside elevators, outside on elevator landings, and at automatic entrances. In stations staffed by Collectors, calls from all of these units are routed to the Collector booth and answered by the Collector. With the planned removal of the Collector from the booth following a successful implementation of PRESTO, a solution was required for these critical customer communications.

Accordingly, the Stations Transformation Program scope included replacing all current intercoms in all 75 subway stations with new intercoms that are remotely accessible to allow the TTC to remotely escalate a concern from anywhere. In addition, the new PAIs are able to prioritize calls and treat emergency calls differently than information calls.

These new intercoms were also to be added to the paid and unpaid side of fare lines where they do not currently exist, as well as other strategic locations, to provide additional help points for customers and employees. The estimated completion date for all changes to the PAI infrastructure were beyond the initially proposed timeline to stop selling and accepting TTC legacy fares, as well as the CSA staffing implementation. Accordingly, a phased approach was chosen.

- Phase 1 involved retrofitting all Passenger Assistance Intercom units in stations with elevators, to enable all calls to go to Transit Control.
- Phase 2 involved replacing all existing intercom units and installing additional fare line units at all stations without elevators.
- Phase 3 involved PAI replacement and addition of Passenger Assistance Intercoms at all stations with elevators.

Overall, the completion of these PAI infrastructure improvements are ahead of the preliminary schedule provided to the Board in 2016.

Current completion projection

- Q4 2018: PAI Retrofit work completed at all stations with Elevators
- Q2 2019: PAI Replacement Pilot at 4 Stations complete
- Q4 2019: PAI Replacement Work Complete all Station without Elevators
- Q4 2019: PAI's at all stations are remotely accessible (via retrofit or replacement)
- Q4 2021: PAI Replacement work stations with Elevators Complete

CCTV Coverage

The program is also responsible for delivering increased CCTV coverage to improve the safety and security of stations. The increased coverage to 90%, is being achieved in two ways:

1. Installation of new cameras
2. Replacement of existing cameras with 360 cameras

In stations staffed by Collectors, the Collector is responsible for monitoring live CCTV in stations. With a transition to CSA staffing, security monitors will project selected CCTV images for the CSA to monitor activity throughout the station from the main fare line, as well as allowing customers to see themselves on screen when passing through a fare line and increase their awareness that the station is monitored.

Additionally, as a result of a related project, the installation of a new video management system, all existing live views of Stations would be available remotely to Transit Control and Stations Zone Hubs.

The estimated completion date for CCTV related infrastructure upgrades were beyond the initially proposed timeline to stop selling and accepting TTC legacy fares, as well as the CSA staffing model implementation. For that reason, and to accelerate benefit realization, the CCTV infrastructure work was also planned in phases. Overall, the completion of these CCTV infrastructure improvements are ahead of the preliminary schedule provided to the Board in 2016.

Current Completion Projection

CCTV

- Q2 2019: Engineering assessments of all station current CCTV infrastructure
- Q3 2019: Existing Live CCTV views available on new VMS client
- Q4 2021: Replacing existing cameras with 360 Cameras increasing coverage to 70-80% in all stations
- Q4 2024: Installation of additional cameras increasing coverage to 90%.

Security Monitors*

- Q4 2017: Line 1 Extension Stations security monitors installed at main entrance
- Q1 2019: Lawrence West and Yorkdale Stations security monitors installed at main entrance
- Q2 2020: Security Monitors at remaining 65 Stations installed at main entrances

**Security monitor installation in stations is coordinated with the CSA roll out*

Zone Hubs

Zone Hubs in the subway will enable dynamic monitoring and response to every day challenges faced in the Stations Department. The Zone Hubs will also act as the physical point for receiving passenger information calls (Transit Control will be receiving emergency calls directly) from the new PAI units, as well as enable supervisors to monitor live CCTV footage via the new Video Management System from PAI locations and other locations within stations.

Getting to fully operational Zone Hub also involves a phased approach:

- Phase 1: Zone Hubs construction
- Phase 2: Complete PAI and CCTV remote accessibility work to set up with Hub and with appropriate motoring equipment and staff

The 2016 report laid out a plan for six Zone Hubs to be constructed in the subway to correspond with the six zones in operation at the time. Subsequently, and with the addition of TYSSE stations, a new seventh zone was created along with a requirement for an additional Zone Hub. To accomplish this, a large room initially intended to be a Collectors Booth was converted to a Zone Hub at York University Station.

The location of the remaining 6 Zone Hubs are:

- Kipling Station (Bloor Danforth West Zone)
- Yonge and Bloor Station (Central Zone)
- Union Station (Yonge Downtown Zone)
- St. Clair West (University Spadina Zone)
- Sheppard Station (Yonge North Zone)
- Line 2 Extension (Bloor Danforth East Zone)**

The Zone Hub construction for Kipling and Union stations were delayed in comparison to what was originally estimated. The delays were primarily the result of contractor constraints.

Union Zone Hub:

- Estimated for June 2018 completion
- Completed in summer of 2018

Kipling Zone Hub:

- Estimated for June 2018 Completion
- Substantial expected in Q2 of 2019

Construction of remaining hubs, with the exception of the east Zone Hub, remain ahead of the preliminary schedule provided to the Board in 2016 which estimated that all Hub construction would be complete by June 2020.

Current Completion Projection:

- Sheppard Zone Hub Q1 2020 Substantial
- Bloor Zone Hub Q1 2020 Substantial
- St. Clair West Zone Hub Q1 2020 Substantial

Remote monitoring of Live CCTV views and new PAI's from stations will be available in Zone Hubs by Q4 2019 (for those hubs which have completed construction at that time).

**The Bloor Danforth East Hub was relocated and is now being completed as part of the Line 2 Extension Project. Current estimates for first phase completion of Line 2 extension are for 2026. However, with recently announced changes to Line 2 Extension plans by the province, we will continue to monitor the projects progression and the impact of any changes on East Zone Hub go live date. Communications from East Zone stations will be remotely accessible by Q4 2019 and will be routed and monitored by Transit control and designated Zone Hubs until the completion of the East Zone Hub.

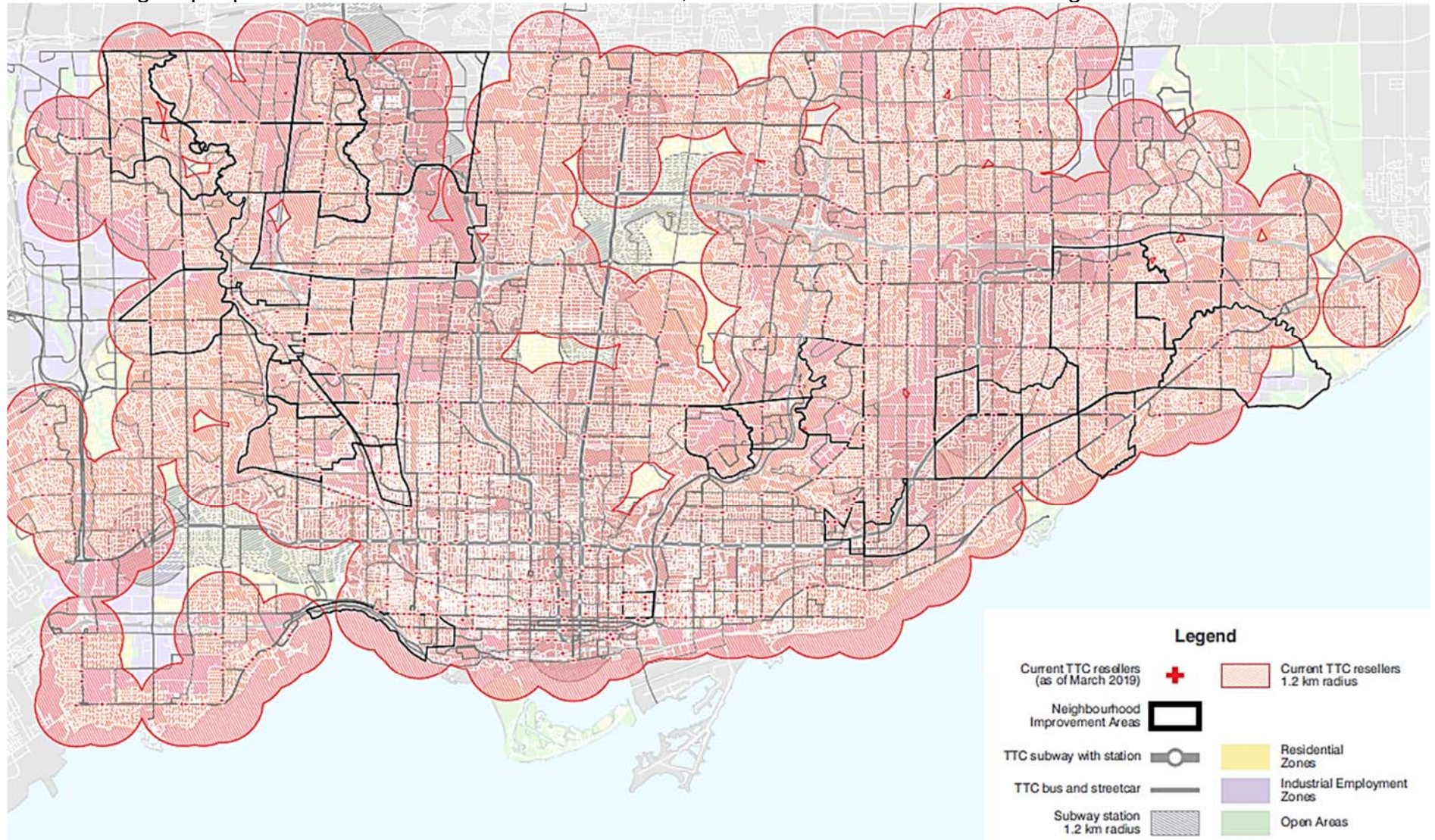
One Person Train Operation (OPTO)

OPTO is not a part of the Stations Transformation program, but is related in that it involves the installation of a significant number of cameras in the subway stations. The installation of these cameras may reduce the amount of work required as part of the program.

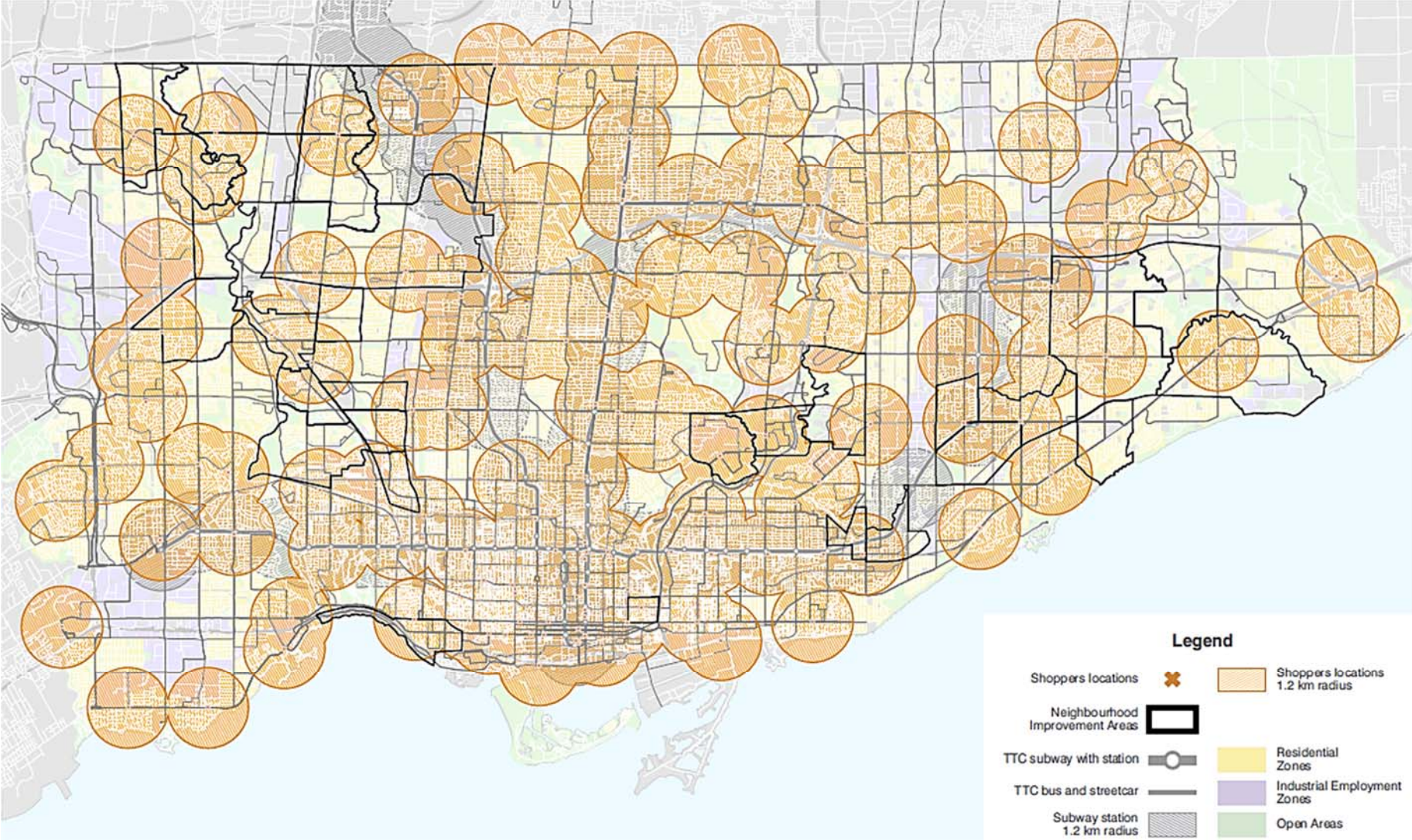
There are also opportunities to coordinate work and this is being done wherever possible. For example, in conducting assessments for OPTO, assessments were also conducted for Stations Transformation additional coverage requirements.

Appendix 5: Third Party Network Retail Gaps

The following map represents current TTC fare media resellers, which is indicative of dense coverage.



The following map illustrates third party network coverage with Shoppers Drug Mart. Residential zones marked in yellow that are not dense with Shoppers Drug Mart locations (circles) represent the gaps in the third party network: North-West Toronto and Scarborough areas. These areas also overlap with neighbourhood improvement areas.



Appendix 6: Additional Agreement Deliverable Gaps

Service Level Agreements (SLA's)

The Agreement sets out a framework to develop SLA's for the PRESTO equipment and managed services delivery to TTC. The SLA's were intended to confirm the expected behaviour and performance of PRESTO equipment and service performance provided to customers, as well as associated financial impacts to Metrolinx for degraded service if targets are not met. Despite several attempts at establishing SLA's, at this point formal SLA's have not been agreed to, or completed. Most importantly there is no agreed path or plan to complete the required SLA's. In the meantime, numerous provisional performance indicators are specified in the Agreement, including the requirement for 99.99% farecard reader availability.

Related to the foregoing, the Funding and Financial Report Agreement sets out an Interim Compensation for Lost Fare Revenue process. The TTC can make claims for lost fare revenue due to PRESTO performance issues if gross receipts are at least \$30,000 less than they reasonably should have been during a specified month or over three consecutive months. The TTC has sent Metrolinx invoices totalling \$7.5 million for lost revenue with supporting backup. Metrolinx officials recently advised that they have received legal advice that Metrolinx had no liability to the TTC for lost revenue. We have received very different legal advice. Metrolinx's position is problematic in so far as, taken to the extreme, it would mean Metrolinx had no liability to the TTC for lost revenue regardless of PRESTO performance. Discussions on this and a range of commercial issues are continuing.

System Support and Management Tools

The Agreement includes a number of specific Business Requirements for tools, products and systems to help TTC with using and providing the PRESTO system to customers. This includes a dedicated TTC Test Lab, tools for asset and incident management, and real time monitoring and reporting of equipment performance and availability.

Data Report/Business Intelligence/Data Mart

Transit fare sales, payment data, and data related to system performance and availability are key Agreement deliverables. Currently, some basic data reporting is available via discrete reports, the PRESTO Business Intelligence tool and data extracts provided to TTC. Large PRESTO data sets are not yet shared with or made available to TTC which are required to support TTC business operations. There are no current agreed plans or schedule to address this deficiency.

Attachment 1: 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.EX43.18In%20February>

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

TTC Board – February 21, 2017

The Board received a new business item submission from Councillor Mihevic regarding Revenue Recovery from PRESTO.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2017/February 21/Reports/15 New Business TTC Revenue Recovery from PRESTO.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2017/February%2021/Reports/15%20New%20Business%20TTC%20Revenue%20Recovery%20from%20PRESTO.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2017/February 21/Reports/Decisions/New Business Revenue Recovery from PRESTO.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2017/February%2021/Reports/Decisions/New%20Business%20Revenue%20Recovery%20from%20PRESTO.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)

TTC Board – June 12, 2018

The Board received an action report that provided a comprehensive update on the PRESTO project and transition plan including a summary of products, equipment and functionality delivered to date, an outline of the budgetary and business impacts during transition as well as upcoming plans to retire legacy fare media by the end of 2019.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2018/June 12/Reports/13 PRESTO Update and Transition Overview.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2018/June%2012/Reports/13%20PRESTO%20Update%20and%20Transition%20Overview.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2018/June 12/Reports/Decisions/13 PRESTO Update and Transition Overview Decision.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2018/June%2012/Reports/Decisions/13%20PRESTO%20Update%20and%20Transition%20Overview%20Decision.pdf)

The Board received an action report requesting approval of a contract amendment increase for the purchase of fare gates from Scheidt & Bachmann, including maintenance services and capital costs for backend system, networking set-up and other implementation costs.

Report:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2018/June 12/Reports/14 Supply Installation Maintenance PRESTO Fare Gates.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2018/June%2012/Reports/14%20Supply%20Installation%20Maintenance%20PRESTO%20Fare%20Gates.pdf)

Decision:

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2018/June 12/Reports/Decisions/14 Supply Installation Maintenance Fare Gates Decision.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2018/June%2012/Reports/Decisions/14%20Supply%20Installation%20Maintenance%20Fare%20Gates%20Decision.pdf)

TTC Board – February 27, 2019

TTC Board was forwarded the “Auditor General’s Report – Review of Toronto Transit Commission’s Revenue Operations: Phase One – Fare Evasion and Fare Inspection”. The report states that based on the data collected and analyzed, the TTC is estimated to have lost \$61 million in passenger revenue in 2018 due to fare evasion.

Report:

[https://www.ttc.ca/About the TTC/Commission reports and information/Committee meetings/Audit Risk Management/2019/Feb 26/Reports/2 AG Report Review of TTC Revenue Operations Phase One.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Committee%20meetings/Audit%20Risk%20Management/2019/Feb%2026/Reports/2%20AG%20Report%20Review%20of%20TTC%20Revenue%20Operations%20Phase%20One.pdf)

TTC Board – April 11, 2019

TTC Board received a report on Fare Policy changes pertaining to PRESTO Tickets and approved recommendations to introduce one-ride, two-ride, and one day PRESTO Tickets, and allow for PRESTO Ticket expiry, which would be mitigated through exchanges of unused expired tickets.

Report:

[https://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2019/April 11/Reports/12 Fare Policy Changes PRESTO Tickets.pdf](https://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2019/April%2011/Reports/12%20Fare%20Policy%20Changes%20PRESTO%20Tickets.pdf)