

From: Susan Lawrence
To: [Chair of Metrolinx](#)
Cc: [Mike Sullivan](#)
Subject: Single Fare Tickets
Date: November-09-18 8:34:15 AM

Good Morning:

I read with interest your plan to eliminate single fare tickets for students and seniors on the UPX. As a regular user of the UPX and holder of a presto card I find this decision very difficult to understand.

First I want to tell you that I have had a very trying time understanding how to use the Presto Card on UPX. At the beginning I was told that I had to swipe on and then swipe off. There were even announcements during the ride telling me to do so. After several times doing it this way I was baffled that I had quickly used up the amount I had deposited to the card. After several calls to try and get credits to my card issued and several discussions with staff enroute, and in the stations, it was determined that because I was taking the same route, I would only swipe on. This involved several more hours on the phone trying to have my extra charges reversed.

As I was attending classes, my stay downtown was always more than the three hours required. I had no idea about this rule until one day I only stayed for one hour. The card was not accepted for my trip home. Another wasted half-hour trying to enlist the help of staff and figure out why my card was not working.

So finally I decide that if I my stay was to be less than three hours I would purchase a single ticket for at least one way of my trip. I thought I had it all figured out. Buying the ticket, would save me time, frustration and most important, my sanity.

I love the UPX. It is very convenient and fast and with that in mind I now decide that I am going to use it for my weekly trip to Bloor Station. Even though the fare is the same as to Union, I have to swipe on and swipe off because it is not my 'regular' trip. It also involves an override on the machine. I might point out that these 'rules' are only found out, 'after the fact'. As the machines for trips other than the airport are not on the platform at Bloor, this causes more running around and even more problems. After all this frustration, once again I decide to just purchase a one way printed ticket.

I must point out at this time, that several days the machines in the station are not in proper working order so I have to purchase a one way ticket.

It is a very hard system to understand and get used to. When I THINK I have

it figured out, I read that you are planning to eliminate the one way tickets. What if I leave my card at home? Should I miss my train? Miss my appointment? It is my understanding that I will have to pay full fare.

I don't believe much thought went into this decision. It is obvious to me that these decisions are made by people who do not use the card/train on a regular basis for different destinations.

As I stand waiting for the train I see dozens of people riding the train from Weston or Bloor to Union, swiping the airport machine. Why are both the machines green? At first I tried advising them accordingly, but to be honest, there were just too many people and not enough time. I travel both during rush hour and non-rush hour and hear nothing but complaints. I personally like using the train but think an extra carriage at rush hour might work. It is very crowded on the early morning run downtown.

I have traveled extensively through North America and Europe and find that train passes are easier to use in countries where I don't even speak the language. I cannot imagine a non English or French speaking person visiting Toronto and trying to use this system. And how are students and seniors visiting Toronto going to use the system if tickets are not available to them. Will they all be forced to pay full fare? No doubt, we should change our slogan from "Toronto the Good" to "Toronto the Greedy".

The train has been in use now for over three years. It has taken me at least two of those years to understand the different scenarios when using the card. I encourage you to rethink your decision to cancel the one way ticket for students/seniors.

Susan A. Lawrence