

To: Chair of Metrolinx
Subject: Ttc and presto cards

From: Justin Davis [REDACTED]
Sent: August-26-19 4:43 PM
To: Chair of Metrolinx
Subject: Ttc and presto cards

Dear metrolinx Board:

I would like to request that the metrolinx board:

Please have a monthly printed ttc presto with the month and year printed on the pass itself that's visible on the front of the card .

presto has ruined my experience taking the ttc.

Here's one thing: as a person with a disability I cannot remember passwords: I created a presto account and I forgot password and security question:

Presto card is horrible to use for riders with disabilities. The ttc and metrolinx didn't think about riders with add, autism, dyslexia, and other disabilities.

Please get presto/metrolinx to have a monthly printed ttc presto card with the month and year printed on the card itself that's visible on the front of the card.

Presto has ruined my experience taking the ttc. I would gladly get a monthly pass if it was a monthly printed pass with the month and year printed on the card itself that's visible on the front of the card. Presto is very stressful to use for riders with disabilities, i would love to save money by buying a monthly printed pass with the month and year printed on the pass itself that's visible on the front of the card . I refuse to buy a monthly pass on a plain styled card it has to have the month and year printed on the pass itself that's visible on the front of the card.

As a rider with a disability I can attest plain presto cards being very stressful and horrible to use the ttc needs to have a monthly printed ttc metropass with the month and year printed on the pass itself that's visible on the front of the card.

Pros to having a monthly printed ttc presto card with the month and year printed on the card itself that visible on the front of the card:

- easier for riders with disabilities to navigate and use the ttc if it's a monthly printed ttc presto card with the month and year printed on the pass itself that's visible on the front of the card . It gives riders with disabilities independence that they need
- Sense of ease knowing that your card is a monthly printed pass with the month and year printed on the pass itself that's visible on the front of the card: if a Presto Card is too close to a credit card it can demagnetize the presto card.
- Riders could buy monthly printed ttc presto cards with the month and year printed on the card itself that's visible on the front of the card at presto vending machines , 7-eleven, shoppers drug mart, etc with cash or credit or debit.

The ttc and metrolinx has not thought about riders with disabilities. I ask that the metrolinx/presto and ttc management to look into having a monthly printed ttc presto card with the month and year printed on the card itself that's visible on the front of the card.

-with a monthly printed ttc metropass with the month and year printed on the pass itself that's visible that problem with a faulty reader doesn't exist and you can just show the fare inspector your monthly printed ttc metropass with the month and year printed on the pass itself that's visible on the front of the pass.

****this is the reason why the ttc needs to have monthly printed ttc presto card with the month and year printed on the pass itself that's visible on the front of the card .**

The Metrolinx management team and presto as well as the ttc management team fail to realize not all riders want a plain styled presto and that there are riders that want a monthly printed pass with the month and year printed on the pass itself that's visible on the front of the card.

****this is also the reason why presto needs to have a monthly printed ttc presto card with the month and year printed on the pass itself that's visible on the front of the card that can be bought monthly.**

Cons of a standard plain styled presto card:

-very stressful for riders with disabilities to use presto

-not knowing that your presto card truly has a monthly pass on it. For riders with disabilities having a monthly printed ttc presto card with the month and year printed on the pass itself that's visible on the front of the card is important: makes taking transit easier:

- You can not see your balance unless you go to a top-up machine or from a computer.
- Presto machines won't let a rider top up to \$21.70 or \$9.30: it only allows, 5,10,20 dollar top ups: if a rider wants to go to a top up machine they should be allowed to put \$21.70 or \$9.30 on the card with cash at a top up machine. Not all riders want to use credit or debit and not all riders want to go to shoppers drugmart

All in all my request is that the metrolinx board gets metrolinx management to have presto have a monthly printed ttc presto card with the month and year printed on the card itself that's visible on the front of the card.

If metrolinx truly respects riders with disabilities they will have a monthly printed ttc presto card with the month and year printed on the card itself that's visible on the front of the card.

Sincerely Justin



Office of the Chair
Donald Wright
chair@metrolinx.com
(416) 202-5906

September 17, 2019

Justin Davis

Via Email: [REDACTED]

Dear Mr. Davis,

Thank you for your letter to the Metrolinx Board of Directors about PRESTO.

Monthly Passes and 12 Month Passes are available on PRESTO and give customers the same unlimited travel benefits as the Metropass. The one-time \$6 issuance charge covers administrative fees for the cost of the smart card and using the system. With this one-time charge, you can get a number of benefits. If you choose to register your card and set up an account, you can protect your balance in case your card is lost, stolen, or needs to be replaced - this isn't something you can do with a Metropass. With a PRESTO account, you also have the option of setting up the Autorenew feature so that your Monthly Pass automatically renews each month.

In terms of fare inspection, the TTC has validators that are custom-built to inspect PRESTO cards. They will show whether or not the person has paid. For more information on fare inspection practices when devices are down, you would need to contact the TTC. However, it's our understanding that enforcement practices take device outages into account. If on the off-chance there is no working device on a vehicle, a PRESTO customer would not be penalized by a fare inspector.

With a PRESTO card, customers can access all vehicles and stations with a simple tap, with transfers applied automatically from one point to another. PRESTO is in all the TTC's subway stations and on all of its 2000+ surface vehicles, and that's been the case since 2016.

We appreciate you sharing your feedback.

Warm regards,

A handwritten signature in blue ink, appearing to read 'Donald Wright', written in a cursive style.

Donald Wright
Chair