

From: Mike Sullivan
To: [Chair of Metrolinx; mayor_tory@toronto.ca](mailto:mayor_tory@toronto.ca)
Subject: Presto Seniors fares and Shoppers Drug Mart
Date: November-09-18 5:51:31 PM

As this email is intended for the entire board of Metrolinx, would you please pass it on to the remainder of the board members? Thanks.

Dear Chairman Wright and Mayor Tory,

It was with some astonishment that I learned in the last two months that Metrolinx has plans which will raise TTC fares, and cause hardship for some 1100 convenience stores sprinkled throughout the city.

First, on the fares, Metrolinx plans to eliminate the token and senior and student tickets. All three fare types will only be offered to persons with loaded presto cards. There will be no way to ride the TTC for \$3, as is the case with a token, or for \$2.05 as is the case with a student or senior single-use ticket.

As you know, Metrolinx plans to introduce and start testing single-use tickets very soon. However, those tickets will only be available for purchase at machines at subway stations or maybe shoppers drug mart, and there will not be any concessionary fares available such as senior and student fares. The single-use paper tickets dispensed by Presto machines will all cost \$3.25. This amounts to a fare increase for those who cannot afford to maintain a Presto card.

There are many, many senior and student tickets now sold by the TTC and it's media resellers, and many seniors rely on this simple and efficient fare type. In addition, a senior or student can deposit coins in the farebox totalling \$2.10. With the elimination of the fare collector it is my understanding that exact cash will no longer be accepted at subway stations, and the person with cash must purchase a \$3.25 single use ticket from a vending machine. It is also unclear how a person with exact cash could board a bus or streetcar and transfer to the subway or another bus without a paper transfer, which would require a fare collector to examine.

Many seniors cannot afford to leave \$16 or more aside in a Presto card, and rely on the ability to pay \$2.05 or \$2.10 to ride the TTC. It appears that Metrolinx's decision will result in a fare increase for many such seniors.

It is not impossible to dispense concessionary fares at machines. Other cities do so. Why not TTC and Metrolinx?

Secondly, Metrolinx has apparently signed an exclusive deal with Shoppers (Loblaw) to be the only reseller of TTC media in Toronto. As you know, TTC currently has some 1200 resellers across the city. Shoppers has a little over 1/10 that number (144) and currently only a fraction of them have Presto capability. Besides the issue of a much reduced availability, causing much greater distances to be travelled to acquire single-use media, it will be especially burdensome on someone with a disability who is in a wheelchair or scooter to travel those greater distances. I have enclosed maps of the city showing the current and proposed (if all Shoppers get presto) reseller locations.

It would be a simple matter to pre-load some presto cards and pre-print some single-use fare media to be sold at each of the 1200 current locations. I understand the difficulty in having giant presto reload machines at each convenience store, but they could at least continue to sell pre-loaded media of both types. These locations are typically smaller businesses, who rely on the foot traffic generated by selling TTC media. And if reloading presto cards can become simpler in the future (at point of sale terminals with a tap) then these outlets could continue to serve as reload sites.

As far as I know, these locations have not been advised that they will be losing this franchise. Finally a word on the expiry of presto single use fare media. Apparently each such issued ticket will expire 3 or 6 months after its issue. Tokens never expired. Presto says the reason is the size of the database needed to keep track of those tickets would forever grow. Yet as tickets are used, the database would shrink, would it not? The RFID chips in these paper tickets has no active electronics, so would not wear out with time. Many social service agencies, schools, homeless shelters, etc., rely on a supply of tokens and tickets to supply to their clients or students. To have to return them for refunds every 3 months and get a new supply is burdensome and wasteful of what would seem to be a fairly expensive slip of paper. I can understand expiry if fares increase but not every three months.

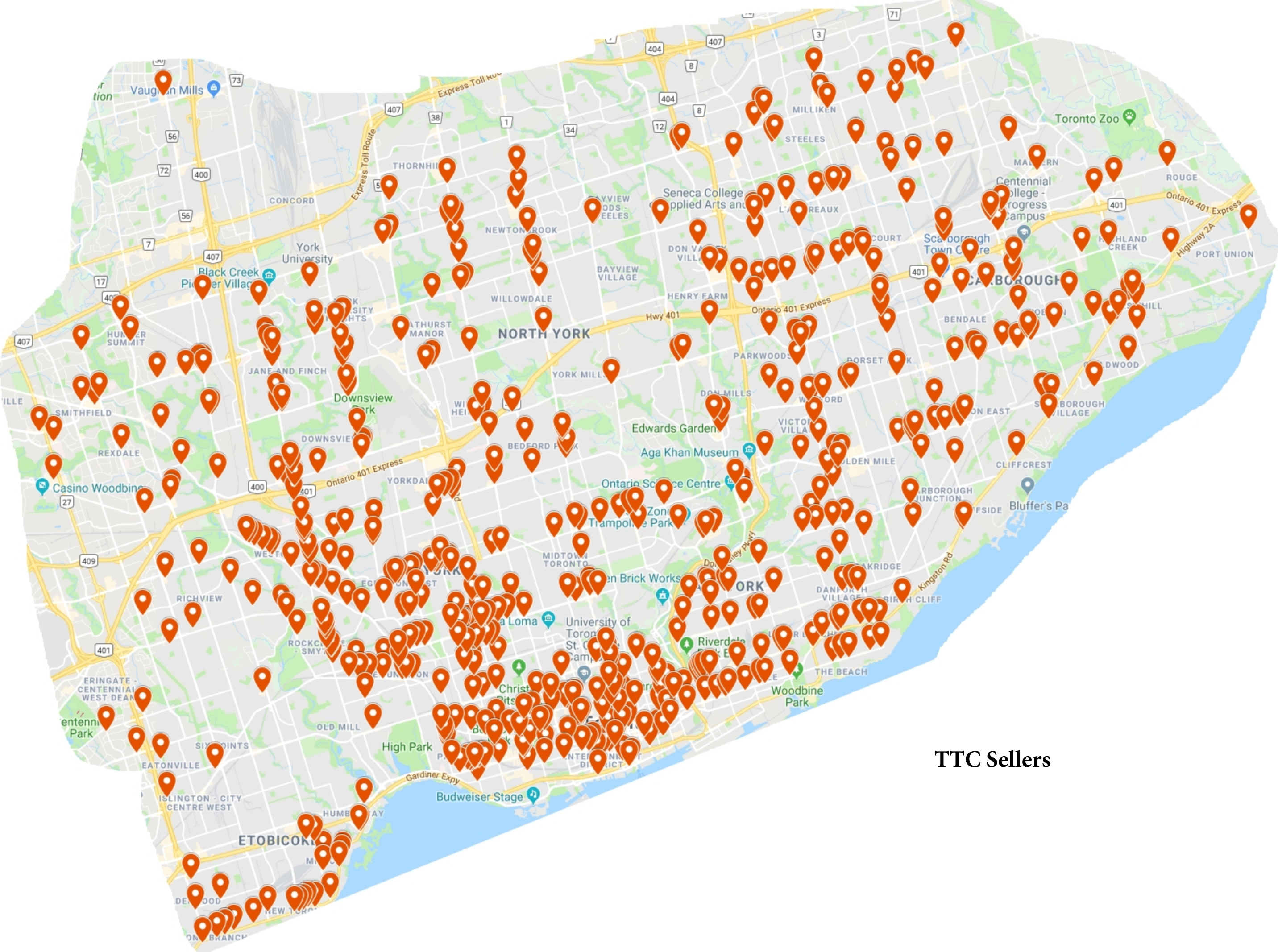
I realize Presto cheaped out on it's purchase of equipment. Readers on busses use a 22 year old and no longer supported operating system, Windows CE, which we are assured will be upgraded once the readers need replacing. Ticket vending machines use computer hardware that is at least 10 years out of date. But hard drives have become very inexpensive, and if the database to store **unused** ticket numbers is the issue, a larger hard drive or two would seem to solve that problem. I would appreciate responses to these questions.

Thank you,

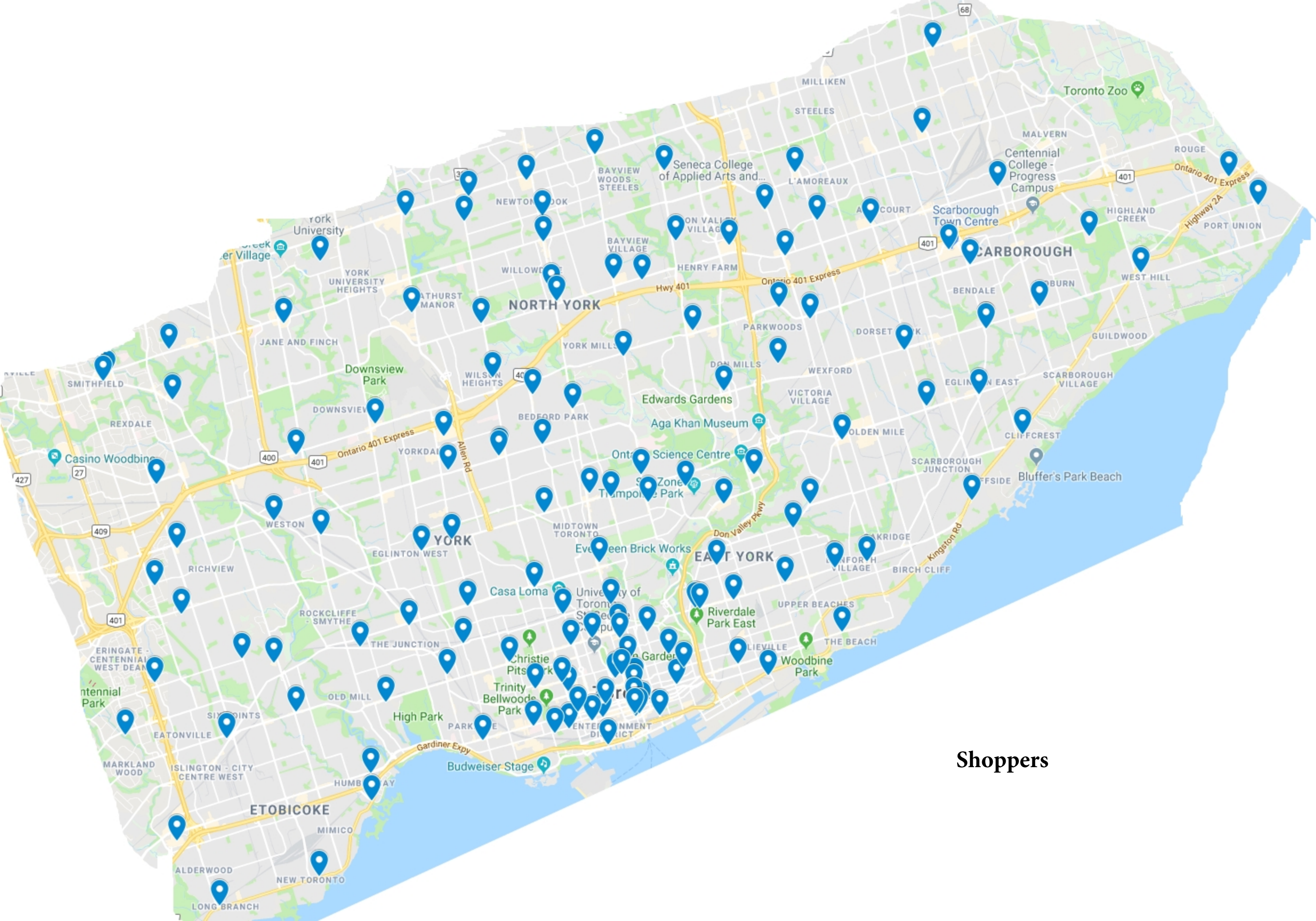
Mike Sullivan

Former Member of Parliament, York South – Weston





TTC Sellers



Shoppers



Office of the President & Chief Executive Officer

Phil Verster
Phil.Verster@metrolinx.com
(416) 202-5908

January 15, 2019

Mike Sullivan
[REDACTED]

Dear Mr. Sullivan,

Thank you for writing and attending our Ask Metrolinx town hall events. We appreciate the opportunity to address your concerns.

Cash Fare

The TTC has not made a decision to eliminate cash fare in the future. Cash will continue to be accepted on surface vehicles and at station kiosk devices. For any further information on this, we recommend that you contact the TTC.

PRESTO Tickets

PRESTO Tickets are a new product that will be introduced shortly. They are designed for occasional travellers, visitors, or for community organizations that need to deliver an immediate transit ride to a client. Ticket products will be primarily ride-based and will be offered to the general public at the adult cash equivalent fare.

For more regular travellers, once the concession is set-up, using a PRESTO card will continue to be the most cost-efficient way to travel. PRESTO charges the lowest fares by default (\$2.05 for senior or youth fare type; \$3.00 for adult fare type), offers discounts when connecting with other transit services such as GO Transit and UP Express, and offers balance protection if cards are lost, stolen, or damaged. You can save up to \$1.50 per trip when you transfer between TTC and GO or UP Express when you pay your fare with PRESTO.

We recognize that the \$10 minimum load can be a barrier and are currently reviewing this policy. The \$6 card fee is a one-time fee that is collected to cover the administrative costs of the card.

Expiration

The PRESTO card and any funds on it will never expire.

PRESTO Tickets have an expiry date. This is consistent with other agencies such as Vancouver, Atlanta, and Sydney that offer similar products. Tickets purchased from a Fare Vending Machine or from Shoppers Drug Mart will expire after 90 days. However, when purchased in bulk by groups such as social service agencies, the Tickets will have an

extended expiry date of one year. This will give added flexibility for agencies and individuals who may rely on them.

Distribution

As you know, PRESTO cards can be purchased and loaded at any Shoppers Drug Mart location in the Greater Toronto and Hamilton Area (and Ottawa).

To provide some background, Loblaw/Shoppers Drug Mart was selected through a fair, open, and transparent process. The opportunity was publicly posted on MERX. Interested proponents met with Metrolinx representatives and bid on the opportunity. Loblaw/Shoppers Drug Mart was chosen as a retail partner for PRESTO because it is a region-wide retailer that offers consistent, reliable services evenly across the GTHA, the jurisdictions served by PRESTO.

There are also a number of self-serve options at all TTC stations. Cards can be purchased and loaded at Fare Vending Machines and loaded at Self-Serve Reload Machines. There are multiple machines available at each station. You also have the option of setting up Autoload/Autorenew so that your funds and passes automatically renew - just set and forget, and the 12-Month Pass Program using PRESTO is now available to youth, adults, and seniors. You can register for one of these programs at prestocard.ca or via the new PRESTO app.

The recently launched beta version of the PRESTO app allows you to load funds and passes to your card. You can even set up alerts to let you know when your balance falls below a certain amount so that you never run out of funds. If you have an Android phone, the app also lets you tap your card on your phone to instantly load the funds or passes you buy. You can also load funds and passes with the iPhone version, however they are subject to a four to 24 hour wait time, similar to if you were to load your card online. We are making the app available to a limited group of PRESTO customers to get feedback on their experience before launching the official version, so download it to secure your spot:

<https://www.prestocard.ca/en/about/presto-app>

And of course, you can load your card online at prestocard.ca at any time. As mentioned, there are wait times associated with online loads. Transaction times depend on how you choose to load your card and where you travel. If you ride on TTC buses and streetcars, GO Trains or OC Transpo, your funds will be ready to use in as little as four hours. TTC fare gates are able to load the transaction to your card in 12 hours.

Ease of use and access are the foundations of our decision-making as we complete the rollout of PRESTO on the TTC.

Thank you for reaching out to us.

Warm regards,


Phil Verster
President & CEO