

To: Metrolinx Board of Directors

From: Ian Smith
Chief Operating Officer

Barclay Hancock
Chief Payments Officer

Daniela Aubry
Deputy Chief Payments Officer

Trish Colley
Vice President Customer Service Delivery

Date: June 30, 2022

Re: **PRESTO Contactless Payment on GO Transit and Union Pearson (UP) Express -By-Law No. 2A Amendment**

Executive Summary

After a successful pilot on UP Express, Metrolinx is expanding contactless fare payment to GO Transit. Soon, customers will have the freedom and convenience to pay their fare by tapping a physical or virtual credit card on station and bus PRESTO devices.

Once launched, this will enable all GO Transit PRESTO devices to accept contactless fare payment using a “pay-as-you-go” model. Learnings from the UP Express initial launch will be used to inform future phases of the rollout. These new options will launch in the months ahead with GO Transit and select 905 agencies before expanding to remaining 905 agencies.

Ahead of implementing contactless payment on GO Transit, changes to the fare inspection model on UP Express will require revisions to Metrolinx By-Law No. 2A to remove references to the “inspection fare” and “convenience fee”, which were specific to the “post-processing” fare inspection model that was being used during the pilot. No additional changes are required to Metrolinx By-Law No. 2.

Recommendation

RESOLVED:

THAT, as further described in the June 30, 2022 ‘PRESTO Contactless Payment on GO Transit and Union Pearson (UP) Express report to the Board (the “Report”), Metrolinx By-law No. 2A (the “By-Law”) be revised to implement the PRESTO Contactless Payment Program on GO Transit;

AND THAT, By-law No. 2A be repealed and replaced with the revised By-law No. 2A attached to the Report as Appendix A, effective as of August 11, 2022;

AND THAT, the Chairman and Secretary be authorized to sign the By-laws.

Background

Since PRESTO Contactless Payment launched on UP Express in March 2021, UP Express has served over 31,500 boardings with riders from 85 countries, and achieved a 84% customer satisfaction in the first year.

Building on this, success Metrolinx is soon expanding contactless fare payment to GO Transit and customers will have the freedom and convenience to pay their fare by tapping a physical or virtual credit card on station and bus PRESTO devices.

This incorporates innovations, including Apple and Google mobile wallets and eliminates pre-work for customers such as buying a PRESTO card, loading funds, or buying a ticket. Once launched this will enable all GO Transit PRESTO devices to accept contactless fare payment using a “pay-as-you-go” mode, customers traveling on GO Transit will be charged the equivalent of an Adult PRESTO fare, and payments will be validated in real-time consistent with the current GO inspection model.

All the proposed changes to by-law 2A will be reviewed at the public session of the Board of Directors meeting on Jun 20, 2022

Concluding Remarks

Approval of the By-Law amendment will allow Metrolinx to launch real-time contactless payment on GO Transit and realign UP Express to a real-time fare inspection model.

According to Subsection 8.1(3) of the Metrolinx Act, 2006, S.O. 2006, c.16 (the “Act”), the Board is required to pass by-laws establishing fares charged for transit services. If Metrolinx wishes to revise a by-law changing the fares or in the way fares are charged, the Act requires Metrolinx to hold a meeting of the Board that is open to the public (subsection 11(3)) and to provide written notice to the Minister of Transportation (the “Minister”) (subsection 8.1(4)). In accordance with the Act, Metrolinx has advised the Minister of its intent to amend By-law No. 2A as necessary and described in this Report.

Once approved by the Board, the revised By-law attached at Appendix A will be finalized (removing indicated changes as set out in the Appendix), signed, and replace the existing By-law No. 2A to become the new By-law No. 2A, effective August 11, 2022.

Respectfully submitted,

Ian Smith
Chief Operating Officer

Barclay Hancock
Chief Payments Officer

Daniela Aubry
Deputy Chief Payments Officer

Trish Colley
Vice President Customer Service Delivery

Appendices

Appendix A: By-Law No. 2A (revised)

BY-LAW NO. 2A

METROLINX (the "Corporation")

A by-law to establish the fares that shall be charged for transit services and establish the approximate routes, locations and frequencies of the transit services provided

BE IT ENACTED as a by-law of the Corporation as follows:

By-law No. 2A of the Corporation is hereby repealed and the by-law contained herein shall become the by-law of the Corporation with respect to the subject matter contained herein.

1. DEFINITIONS

1.1 In this by-law and in all other by-laws of the Corporation, unless otherwise defined or the context otherwise requires:

(a) "Child" or "children" means a person or group of persons who individually have not yet reached thirteen (13) years of age;

~~(b) "Convenience Fee" means, with respect to the UP Express contactless payment program and subject to section 2.5, the \$2.00 processing fee charged in addition to the base fare where an acceptable contactless payment media user fails to validate their ticket;~~

~~(c) "Inspection Fare" means, with respect to the UP Express contactless payment program, the base fare for one way travel between Union and Pearson stations, plus the Convenience Fee~~

~~(d)~~(b) "Max Fare" or "Maximum Fare" means the base fare amount that may be charged to a PRESTO electronic fare card and acceptable contactless payment media for one-way travel on the transit system within the Tariff of Fares enumerated zones and represented by the furthest distance on the train line or bus route on which the journey was initiated, which amounts may be further set out on the Corporation's Public Websites

~~(e)~~(c) "Minor" means a child who has not yet reached six (6) years of age;

~~(f)~~(d) "Tariff of Fares" means the Tariff of Fares attached hereto, setting out the amount to be paid for single one-way travel on the transit system within the enumerated zones, as determined by the Corporation from time to time in accordance with By-law 2A, approved by the Board of Directors the ~~26th-30th~~ of ~~November~~June, 202~~20~~ with effect as of ~~January 1st, 2021~~August 11^h, 2022 pursuant to Subsection 8.1(3) of the *Metrolinx Act*, 2006.

~~(g)~~(e) Terms not defined herein shall bear the meanings associated with such term as set out in By-law No. 2.

2. FARES

Fares to be charged

available to the public

2.1 The Tariff of Fares may be read by members of the public at the head office of the Corporation during regular business hours and on the Corporation's Public Websites.

one-way ride base fare

2.2 Except as otherwise provided in this by-law, the amount to be paid for a single one-way ride on a transit system operated by or for the Corporation is the applicable base fare amount set out in the Tariff of Fares for travel between enumerated zones.

maximum fare

2.3 Except as otherwise provided in this by-law, a person who fails to tap off a PRESTO electronic fare card or acceptable contactless payment media correctly at the end of their journey will be charged the Max Fare.

inspection fare

~~2.4 Where a person's acceptable contactless payment media is inspected by a proper authority and is found to not have been validated for the trip, the Inspection Fare will be charged to the person's acceptable contactless payment media.~~

convenience fee limit

~~2.5 Notwithstanding anything else in this by law, a Convenience Fee may only be applied a maximum of three times to any specific contactless payment media, following which that specific contactless payment media will no longer be an acceptable contactless payment media.~~

concessions and special fares

2.4 The Corporation may establish concessions and special fares for:

- (a) passengers that qualify as youths, students, seniors, or any other class of passenger, as determined by the Corporation in accordance with this by-law;
- (b) package trips provided that the portion of the special fare applicable to transportation is not less than 77% of the regular fare otherwise provided in this by-law;
- (c) multi-ride or volume-based discounts for passengers or groups of passengers applying to a limited or unlimited number of rides per ticket occurring within a specified time period;
- (d) discounted marketing programs or loyalty programs;
- (e) encouraging additional commuter or other ridership;
- (f) promoting special or seasonal events; or
- (g) promoting, piloting, and/or implementing new or revised programs, services or technologies.

The Corporation reserves the right to change, modify or cancel such concessions and special fares as necessary. The terms and conditions of and information about such concessions and special fares shall be published on the applicable Public Websites.

- Children* 2.~~57~~ A child may ride the transit system free of charge and without a ticket.
- Minors* 2.~~68~~ No minor may ride on the transit system unaccompanied.
- passengers over 13 years of age* 2.~~79~~ The amount to be paid for a single one-way ride on a transit system by a passenger 13 years of age or over is the amount payable pursuant to Section 2.2.
- police officers exempt* 2.~~840~~ No fare is required to be paid by a police officer as defined in Section 2 of the *Police Services Act*, R.S.O. 1990, Chapter P.15 or a police officer of the Royal Canadian Mounted Police who is in possession of the official identification issued by the police services engaging such officer. For greater certainty, the benefit of this provision does not extend to any special constable, by-law enforcement officer, or any auxiliary or civilian member of a police force.
- veterans* 2.~~944~~ On days that are for National or Provincial recognition of war veterans, no fare is required to be paid by: (i) a war veteran and any person accompanying him or her; or (ii) the immediate family of a deceased veteran, provided that such individual is carrying something that identifies his or her relation to the deceased veteran, including an identification card or service papers.
- passengers with disabilities* 2.~~42~~–~~10~~ If a proper authority is satisfied that a passenger has a disability that hinders his or her ability to travel alone, the passenger may purchase a ticket at the rate for that passenger as determined pursuant to this by-law, that is endorsed by the proper authority as a party ticket for the carriage of both the passenger and an attendant accompanying him or her. For greater certainty, where the passenger is a child and a proper authority is satisfied that the child has a disability that hinders his or her ability to travel alone, the attendant accompanying him or her may ride the transit system free of charge and without a ticket.
- premium fares* 2.1~~13~~ Where more than one transit service is provided between two places by the Corporation, a local transit system, or a combination thereof, the Corporation may charge a premium on any such service operated by it and the amount of the premium shall be set out on the applicable Public Websites.
- excursion fares* 2.~~44~~–~~12~~ For excursion trips that have an origin or destination or any combination thereof, the Corporation may charge in addition to the fare set out in the Tariff of Fares, a premium fare up to a maximum of \$3.00 per single one-way ticket.
- refunds* 2.1~~35~~ No refunds of fares shall be made except in accordance with Metrolinx fare refund administrative policy, as amended from time to time, and as posted on the applicable Public Websites.

3. TARIFF OF FARES

3.1 Tariff of Fares is as appended to this by-law.

4. ROUTES AND SCHEDULES

schedules

4.1 The Corporation's Board of Directors may establish the approximate location, routes and frequencies of the transit services provided by or on behalf of the Corporation.

*available
on
Internet*

4.2 The approximate location, routes and frequencies of the transit services provided by or for the Corporation shall be as published in any schedule whether in paper or electronic form. The official version shall be the version as published on the applicable Public Websites from time to time.

rights reserved

4.3 The Corporation reserves the right to change, modify or deviate from any posted schedule as necessary.

The foregoing by-law is hereby enacted as a by-law of the Corporation by the Board of Directors on June 30, 2022 and effective as of the 1st, 11th day of January~~August, 2021-2022~~ pursuant to Subsection 8.1(3) of the Metrolinx Act, 2006.

Donald A. Wright, Chair

Alba Sandre Taylor, Corporate Secretary

c/s

METROLINX
(the “Corporation”)

Tariff of Fares
(Effective ~~January 1, 2021~~ August 11, 2022)

1. This Tariff of Fares shall be maintained at the head office of the Corporation, 97 Street West, Toronto, and shall be available for public review during the regular business hours of the Corporation.
2. This Tariff of Fares sets out: the base fares applicable for a single one-way ride on the transit system within the enumerated zones, including all applicable taxes.
3. Passengers who use a PRESTO card to pay for their fares, or otherwise qualify for a concession pursuant to a criteria determined and published by the Corporation in accordance with By-law No. 2A, will receive a discount from the base fare amount set out on this Tariff of Fares. Details of applicable discounts/concessions are available on the applicable Public Websites.
4. When a passenger travels on the transit system from a point outside the City of Toronto to another point outside the City of Toronto, and can only do so by travelling through the City of Toronto by means of more than one transit service provided by the Corporation, the following rules apply in determining the total fare payable:
 - (a) If there is more than one transit service available between the passenger’s point of departure and the City of Toronto or between the City of Toronto and the passenger’s destination point, the fare payable for each transit service shall be the lowest fare available for the trip, regardless of which transit service the passenger actually takes.

Schedule of Amount Between Zones – GO Train

Zone

and

Zone

Base Fare

Schedule of Amount Between Zones – Union Pearson Express

Zone	and	Zone	Base Fare	
101	Union	102	Bloor	5.30
101	Union	103	Weston	5.65
101	Union	104	Pearson	12.35
102	Bloor	103	Weston	5.30
102	Bloor	104	Pearson	5.65
103	Weston	104	Pearson	5.30