



Office of the Commissioner
Transportation Services Department

MEMORANDUM

To: Members of Committee of the Whole

From: Paul Jankowski
Commissioner of Transportation Services

Date: August 29, 2019

Re: York Region Transit – Toronto Transit Commission Cross-Boundary
PRESTO Solution

This memorandum is to advise Council that on August 26, 2019, York Region Transit (YRT), the Toronto Transit Commission (TTC) and PRESTO launched a solution allowing travellers on TTC-contracted routes in York Region, to use a PRESTO card for cross-boundary travel to and from the City of Toronto and have the proper fare deducted. This also means that YRT can now become a completely paperless system.

Paying transit fares will become easier without changing the cost to travellers

With this change, travellers are still required to pay both the YRT and TTC fare; however, their experience will improve as a result of having the option to carry only a PRESTO card instead of holding multiple fare media types or exact cash. Travellers will simply need to tap on and tap off their ride to complete their journey.

In 2018, 1.6 million traveller trips were taken on Toronto Transit Commission buses operating routes in York Region

Under a Cross-Boundary Operating Agreement between TTC and YRT, TTC buses operate across the municipal boundary eliminating the need to transfer to another transit system within certain corridors. Originally, TTC operated 10 routes across the York Region and City of Toronto boundary. This number has been reduced to five routes with the opening of the Spadina Subway.

Until now, PRESTO did not have a technical solution that enabled travellers on these TTC-contracted routes to use the PRESTO card as their single fare media type. Since 2014, with the introduction of PRESTO on TTC buses, staff from YRT, TTC and PRESTO have worked together to find a solution.

In 2017, YRT began eliminating paper tickets and passes to move towards full implementation of the PRESTO card, with the promise from PRESTO that a technical solution would be in place. This could not be achieved due to required equipment upgrades needed on TTC buses to allow the solution to work at a level of accuracy acceptable to all parties.

As a result, YRT continued to sell a limited amount of paper fare media, primarily for travellers using the TTC-operated routes in York Region.

With the new PRESTO cross-boundary solution in place, York Region Transit will stop selling paper fare media from head office and external vendors by the end of 2019

Even though YRT will stop selling all paper fare media, travellers will be able to use previously purchased paper fare media until mid-2020. Beyond this date, travellers will be required to transition to the PRESTO card or YRT mobile-fare payment app to pay for transit fares. Travellers wanting to pay cash for travel on Viva will have the option to purchase a one-ride ticket from ticket vending machines located at Viva Stations and Terminals.

Being paperless allows YRT to remove the ticket validator machines located at all Viva stations and terminals. This will result in an annual cost savings of \$800K in equipment maintenance. As well, agreements with vendors throughout York Region who sell paper fare media for the Region will not be extended beyond the agreement expiry date or through early termination in accordance with their contract with the Region

TTC is also targeting the end of 2019 to eliminate all paper fare media.

PRESTO and the York Region Transit mobile-fare payment app makes it easy for travellers to purchase and pay for transit fares

Benefits of PRESTO and the YRT mobile-fare payment app include:

- PRESTO cards are accepted on transit systems across the entire Greater Toronto and Hamilton Area and Ottawa; travellers can use the same card on all participating systems
- PRESTO can be purchased at all Shoppers Drug Mart locations
- Monthly passes from multiple transit systems can be loaded on one card
- Travellers simply load money onto their PRESTO card to travel, tap and go

- Registered cards have features such as auto-reload and balance protection for lost or stolen cards
- The YRT mobile-fare payment app allows travellers to purchase fares anywhere, anytime through the convenience of their smart phone
- The app is available for free in the App Store (iOS) and Google Play (Android)
- PRESTO and YRT mobile-payment app deduct the one-ride ticket price, which is cheaper than paying cash
- Both systems allow concessions to be set, i.e. child, youth, adult and senior

A communication plan has been implemented with the TTC to inform customers of the upcoming changes. Communications includes: information on the buses, My Transit Newsletter, social media yrt.ca and ttc.ca. In addition, staff from the TTC is placing customer service representatives on buses operating along the five routes.

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