



To: Mr. J. Robert S. Prichard, Chair
Metrolinx Board of Directors
97 Front Street West
Toronto, ON M5J 1E6
Sent via email to: chair@metrolinx.com

June 27, 2018

Re: Presto ticket implementation and request for consultation

Dear Mr. Pritchard,

Tokens and paper tickets are set to be eliminated by the end of 2019 and replaced with Presto, including a limited- or single-use Presto ticket option. This transformation of how people access, pay for and use TTC fares raises many concerns for people who ride the TTC, as well as organizations and groups that work with and provide support to people who rely on single trips and who are living on low incomes.

We urge you to organize a public information session where both Metrolinx and the TTC can engage with community groups and members of the public around their concerns with Presto ticket implementation. We also urge you to organize meetings with community stakeholders in order to continue the engagement that is critical to ensuring the Presto ticket retains the positive features of the current token system and does not create new barriers to using public transit.

The Fair Fare Coalition represents organizations across Toronto that regularly work with and support people living on low incomes, and who face other barriers to full and equal participation in the economic, social and civic life of their communities and of the city as a whole. Our member organizations each distribute between 3,000 to 30,000 tokens per year to people who come to programs or services, often buying 100 or more tokens at a time at the same rate as any other purchaser. These tokens do not expire, are transferable and ensure that community members can get to services and programs (including food banks and drop ins), go to appointments, interviews and trainings or participate in family and community life. We know how important single fares are for the success of our work and for the lives of the people we work with.

In the spring of 2016, TTC engaged community stakeholders to help design a survey on

token use. During the summer of 2016, 425 social services, schools, hospitals, religious institutions, and community groups responded. Since then community stakeholders, including the Fair Fare Coalition, have not been engaged by the TTC or Metrolinx on this issue or the results of the survey. Despite the lack of engagement by TTC and Metrolinx, FFC has deputed, held community events, participated in meetings with other stakeholders, and done outreach around the development and implementation of Presto tickets.

The single or limited-use Presto ticket replacement must retain the positive features of a token or paper ticket and be made more affordable. The Presto ticket needs to be:

- Widely available at convenient locations throughout the city. Tokens are currently available for purchase at over 1,200 locations, including convenience stores. Presto will only be available at Shoppers Drug Mart locations and subway stations, significantly reducing access.
- Affordable at current token or ticket concession rates, including student, senior, and low-income rates.
- Available for bulk purchase at a discounted rate.
- Transferable from one person to another.
- The Presto ticket must not have an expiration date.
- Available for purchase by cash (not requiring accessing to the internet, credit card, or bank accounts).

The TTC and Metrolinx must demonstrate leadership and commitment to making the Presto ticket work for those who will use it the most. We invite you to hold a public information session as soon as possible and to organize stakeholder meetings in the coming months to provide much needed updates and to gather critical information needed for the implementation of the Presto ticket system.

Sincerely,

Fair Fare Coalition
720 Bathurst Street
Toronto, ON M5S 2R4

And the 42 undersigned organizations:

AIS Toronto (Accommodation, Information & Support)
ArtHeart
Children's Aid Society of Toronto

Commitment 2 Community
Credit Canada Debt Solutions
Davenport-Perth Neighbourhood Community Health Centre
Faith in the City
Free Transit Toronto
Health Providers Against Poverty
Houselink Community Homes
Income Security Advocacy Centre
Kensington-Bellwoods Community Legal Services
Margaret's Housing and Community Support Services
Mary's Home Emergency Shelter
Mustard Seed Fontbonne Ministries
Open Policy
Ontario Coalition Against Poverty
Out of the Cold in the Beach at St Aidan's
PARC (Parkdale Activity-Recreation Centre)
Parkdale Queen West Community Health Centre
Prisoners with HIV/AIDS Support Action Network
Ralph Thornton Community Centre
Sanctuary
Scarborough Transit Action
Sistering
Social Planning Toronto
Sound Times Support Services
St. Stephen's Community House
Street Health
Toronto East Quadrant Local Immigration Partnership (TEQ LIP)
The City Institute, York University
The Stop Community Food Centre
Toronto Drop In Network
Toronto East Employment and Immigration Law Services
Toronto Seniors Forum
TTCriders
Warden Woods Community Centre
West Toronto Community Legal Services
West Scarborough Community Legal Services
Workers' Action Centre
Young Parents No Fixed Address
YWCA Toronto

CC:

Phil Verster, CEO, Metrolinx

Rick Leary, CEO (Acting), Toronto Transit Commission

Toronto Transit Commission Board Members

Annalise M. Czerny, Metrolinx Executive Vice President, PRESTO

Wayne Chu, Office of the Poverty Reduction Strategy