

From: Justin Davis
To: [Chair of Metrolinx](#)
Subject: Ttc
Date: November-08-18 11:23:47 AM

Dear metrolinx chair Donald Wright and metrolinx board:

I would like to request that the metrolinx board requests that the ttc management team and metrolinx/presto management look into 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.** Presto card is horrible to use for riders with disabilities, both the metrolinx management and ttc management fail to realize this.

as a person with attention deficit disorder: ie: if a presto device is not working on a bus or street car and the driver says come on pay later. If a Ttc fare inspector is checking for fare payments: I wouldn't know how to argue properly that the presto device has malfunctioned. **-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 ideally keep monthly printed ttc metropasses with the month and year printed on the pass itself that's visible indefinitely. Put metropass swipers on all the presto gates. The Ttc and presto 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**

Or please request that metrolinx has a monthly printed ttc metropass with the month and year printed on the pass itself that's visible on the front of the card that riders can buy monthly.

-the 6.00 fee to get a presto card leaves ttc riders short changed two ttc single trips: ie 3 tokens=9.00 so from the 6.00 fee a ttc rider loses two ttc fares. Not all riders are in a position to lose two ttc single fares. So presto cards are a disadvantage for ttc riders

The ttc and metrolinx has not thought about all riders capabilities with regards to presto.

Please as the metrolinx board please get the ttc management to keep monthly printed ttc metropasses with the month and year printed on the pass itself that's visible on the front of the card.

Or for the metrolinx management to get the ttc management and presto/metrolinx management team to get presto/metrolinx to guarantee to have two presto cards:

1. **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 riders can buy monthly.**

2. A regular presto card However the 6.00 fee needs to be a refundable 6.00 fee. The compass card in Vancouver has a refundable 6.00 fee so if you don't need the compass card or if it breaks or if you lose it ,it's a refundable 6.00 fee and riders aren't left having to pay the 6.00

fee to get a replacement compass card. A refundable 6.00 fee would make presto cards more appealing. Here is the link for compass cards terms and conditions: <https://www.compasscard.ca/TermsAndConditions>

Otherwise the ttc and presto will loose me as a rider. Former ttc ceo Andy byford had absolutely no right forcing riders onto presto. The current ttc management and metrolinx management needs to realize that not all riders want presto and there are riders that want a monthly printed ttc metropass with the month and year printed on the pass itself that's visible on the front of the card. Or for there to be 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.

Sincerely,

Justin



Office of the President & Chief Executive Officer

Phil Verster

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(416) 202-5908

January 16, 2019

Justin Davis


Dear Mr. Davis,

Thank you for your inquiry 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.

Thank you for reaching out to us.

Warm regards,


Phil Verster
President & CEO

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