



## **STAFF REPORT ACTION REQUIRED**

### **TTC Fare Policy Principles**

<b>Date:</b>	September 28, 2015
<b>To:</b>	TTC Board
<b>From:</b>	Chief Executive Officer

#### **Summary**

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This report will take the form of a presentation recommending the high level fare policy principles, analysis assumptions and areas of analysis for approval by the TTC Board.

Following TTC Board approval staff will return to the December 16<sup>th</sup>, 2015 Board meeting to present this analysis and recommend which areas should be taken forward for more detailed analysis and consultation.

#### **Recommendations**

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It is recommended that the TTC Board:

1. approve the proposed fare policy principles;
2. approve the analysis assumptions; and
3. approve the list of areas for analysis.

#### **Financial Summary**

There are no financial implications resulting from the adoption of this report.

The Chief Financial & Administration Officer has reviewed this report and agrees with the financial impact information.

#### **Accessibility/Equity Matters**

The recommendations have no accessibility or equity impacts at this time.

## **Decision History**

At its meeting of April 29, 2015 the TTC Board adopted a motion requesting staff report back, as planned, for a fulsome discussion on fare policy when PRESTO is in place. The motion included the following items for analysis:

- i. fare by time of day;
- ii. two hour transfer;
- iii. seniors' fares by time of day, including \$1.00 seniors fare during off-peak hours;
- iv. fare by distance;
- v. concession policy overall as informed by Fare Equity Strategy;
- vi. monthly pass versus daily / weekly / monthly capping; and
- vii. free regular transit fares for Wheel-Trans qualified passengers in addition to the visually impaired”.

These items are included within the list of proposed areas for analysis.

[http://www.ttc.ca/About\\_the\\_TTC/Commission\\_reports\\_and\\_information/Commission\\_meetings/2015/April\\_29/Reports/Decisions/Reduced\\_Senior\\_Fares\\_During\\_Off\\_Peak\\_Hours.pdf](http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2015/April_29/Reports/Decisions/Reduced_Senior_Fares_During_Off_Peak_Hours.pdf)

## **Contact**

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## **Attachments**

TTC Fare Policy Principles presentation to follow



# TTC FARE POLICY PRINCIPLES

**Arthur Borkwood**  
Head of Customer Development





- **TTC fare policy today**
- **Greater Toronto and Hamilton Area fare policies**
- **Challenges**
- **Opportunities**
- **Timeline**
- **Fare policy analysis**
  - Principles
  - Assumptions
  - Areas of analysis
- **Next steps**




# TTC FARE POLICY TODAY



<b>Fares</b> Effective March 1, 2015	<b>Adult</b>	<b>Student</b> 13 – 19 years*	<b>Senior</b> 65 years and over*	<b>Child</b> 12 years of age or under  <b>Free</b>
<b>Cash</b>	<b>\$3.00</b>		<b>\$2.00</b>	<b>Post-Secondary Student*</b>  Monthly Metropass <b>\$112.00</b>
<b>Tokens/Tickets</b>	<b>\$2.80</b> minimum 3 tokens / \$8.40		<b>\$1.95</b> tickets sold in multiples of 5 / \$9.75	<b>Family / Day Pass</b>  <b>\$11.50</b>
<b>Presto</b>	<b>\$2.80</b>		<b>\$1.95</b>	
<b>Weekly Pass</b>	<b>\$40.75</b>		<b>\$33.00</b>	
<b>Monthly Metropass</b>	<b>\$141.50</b>		<b>\$112.00</b>	

**Exchange Rate**  
 \$1.00 USD = \$1.15 CAD  
 (\$20 USD bills or under; No exchange on coins)

**Get POP**  **Proof-of-Payment**  
 Pay your fare and get a transfer

**\* Photo identification**  
 May be requested for Students, 16 and over,  
 Post-Secondary Students and Seniors.



# GREATER TORONTO & HAMILTON AREA FARE POLICIES (1/2)



	2hr time-based transfer	Single cash fare	Co-fare discount with GO	Municipal cross-boundary time-based transfer
<b>GO</b>				
<b>Brampton</b>	✓		✓	✓
<b>Durham</b>	✓		✓	
<b>Hamilton</b>	✓	✓	✓	✓
<b>Milton</b>	✓	✓	✓	
<b>Mississauga</b>	✓	✓	✓	✓
<b>Oakville</b>	✓	✓	✓	✓
<b>York</b>	✓	✓	✓	✓
<b>TTC</b>	512			



# GREATER TORONTO & HAMILTON AREA FARE POLICIES (2/2)



	Distance based fares	Zone based fares	Age 85+ discount	Post-Secondary fare discount	U-Pass	Proof-of-Payment (POP)
GO	✓			✓		✓
Brampton						
Durham						
Hamilton			✓			
Milton						
Mississauga				✓	✓	
Oakville						
York		✓				✓
TTC				✓		Streetcars



# CHALLENGES



- Demand exceeds capacity on some routes during peak (rush hour)
- Revenue control
- Complex fare and transfer rules







- **PRESTO implementation**
- **Faregate implementation**
- **Proof-of-Payment (POP) system-wide**
- **Create efficiencies that could be reinvested into TTC**



# TIMELINE



- PRESTO on all streetcars & at 26 subway stations
- Installation of PRESTO add value machines begins

- Begin transition away from legacy fare media
- Faregate installation complete
- Contactless credit/debit cards accepted for travel
- TYSSE opens

2015

2016

2017

2018

- TTC enabled to accept PRESTO system-wide
- Faregate installation begins
- PRESTO add value and full service vending machines installed

- Opportunity to implement new fare policies





- 1. Improve the customer experience**
- 2. Meet the needs of our different customer groups**
- 3. Increase ridership**
- 4. Optimize TTC fare revenue**
- 5. Optimize TTC operations**
- 6. Embrace new technology to modernize our fare offering**
- 7. Support fare integration initiatives across the Greater Toronto and Hamilton Area**





- 1. Policy changes implemented from 2018**
- 2. Technical requirements to support fare policy changes are in place**
- 3. Price difference between cash and PRESTO fares will widen**





- 1. Cash fares and single ride options**
- 2. Loyalty programs**
- 3. Peak and off-peak fares**
- 4. 2hr time-based transfers**
- 5. Fare by distance/zone**





- 6. All-door boarding on buses**
- 7. Proof-of-Payment (POP) system wide including buses and subway**
- 8. “Tap on” to all buses and streetcars**
- 9. “Tap on and off” at all subway stations**





- **Low income discount – Transit Fare Equity**
- **Co-fares – Fare integration across the Greater Toronto and Hamilton Area**





## December 2015:

- Present analysis to the TTC Board
- Recommend which options should be taken forward for more detailed analysis and consultation







It is recommended that the TTC Board:

1. Approve the proposed fare policy principles
2. Approve the analysis assumptions
3. Approve the list of areas for analysis

