



# The Evolution of TTC Fare Collection The Journey Continues

Presented by:  
Yeeman Chen  
Head of Farecard Department  
Toronto Transit Commission



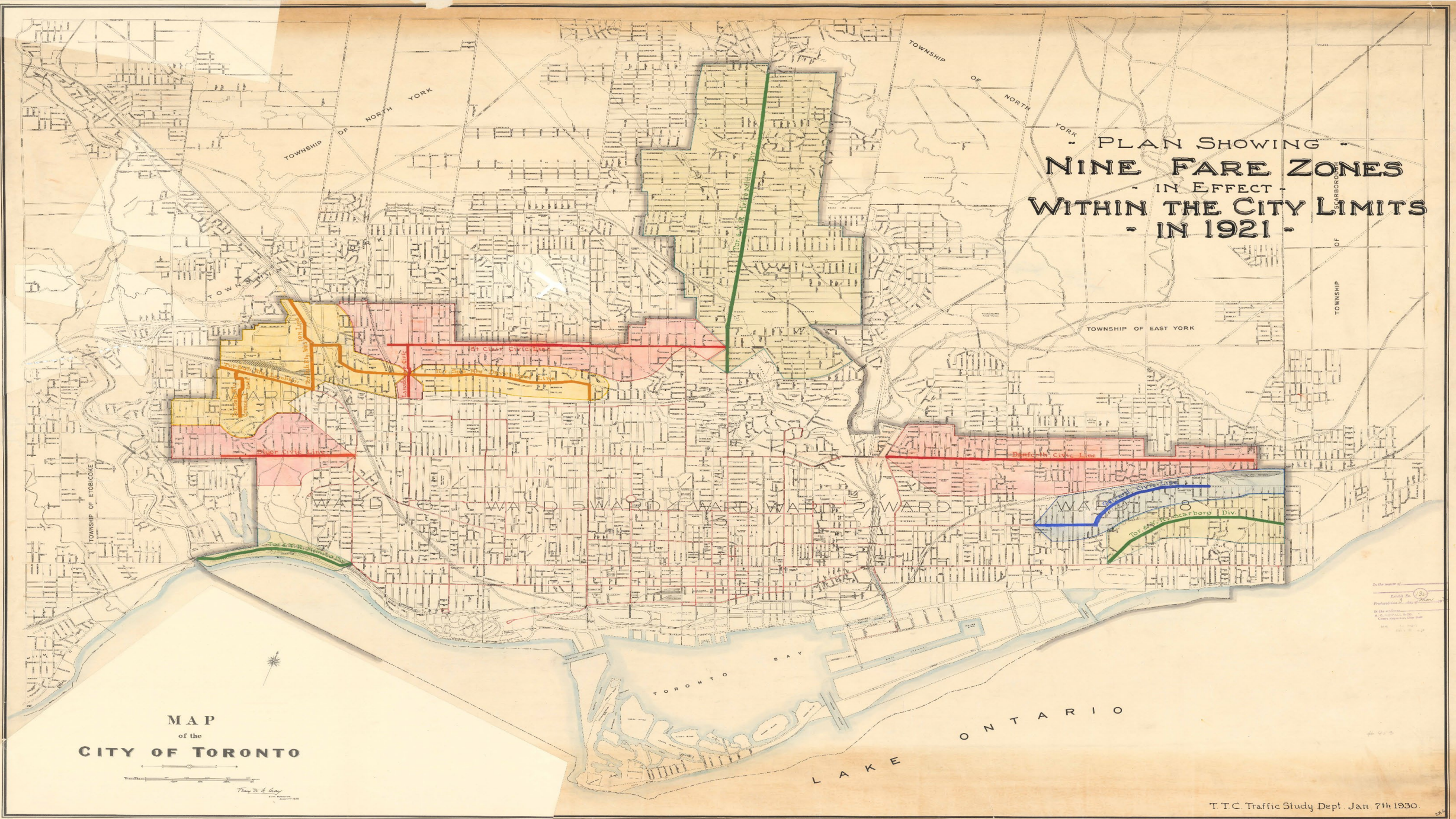


Who are we?





PLAN SHOWING  
**NINE FARE ZONES**  
 IN EFFECT  
**WITHIN THE CITY LIMITS**  
 IN 1921



MAP  
 of the  
**CITY OF TORONTO**

Scale 1:50,000  
 T. & G. Co. Ltd.  
 1921





**How much was the TTC charging for a single fare in 1921?**

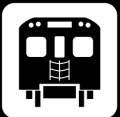
# System Map



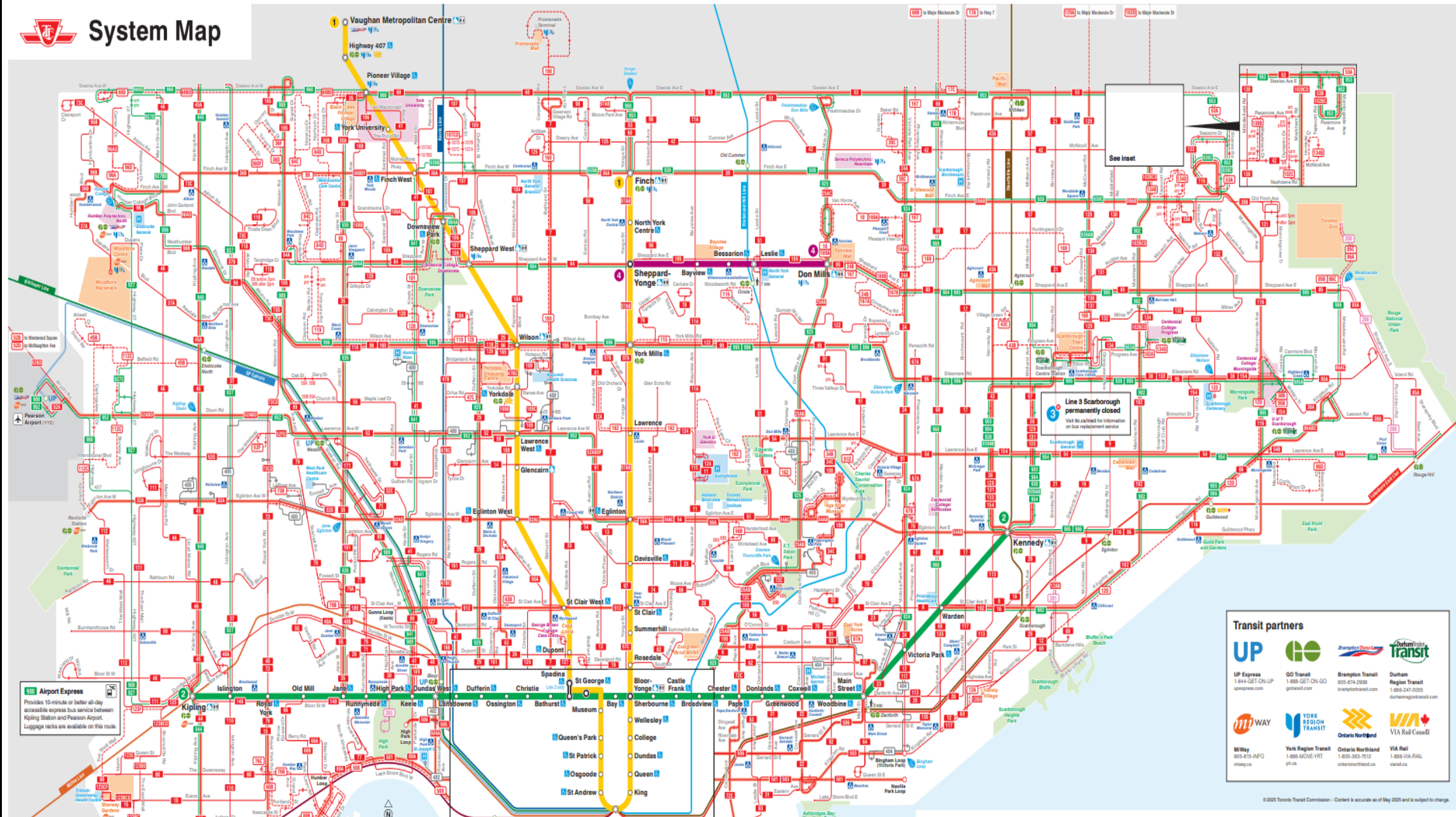
190  
Bus Routes



14  
Streetcar Routes



3  
Subway Lines



**Transit partners**

UP Express  
1-844-GET-ON-UP  
upexpress.com

GO Transit  
1-888-GET-ON-GO  
gotransit.com

Brampton Transit  
905-874-2939  
bramptontransit.com

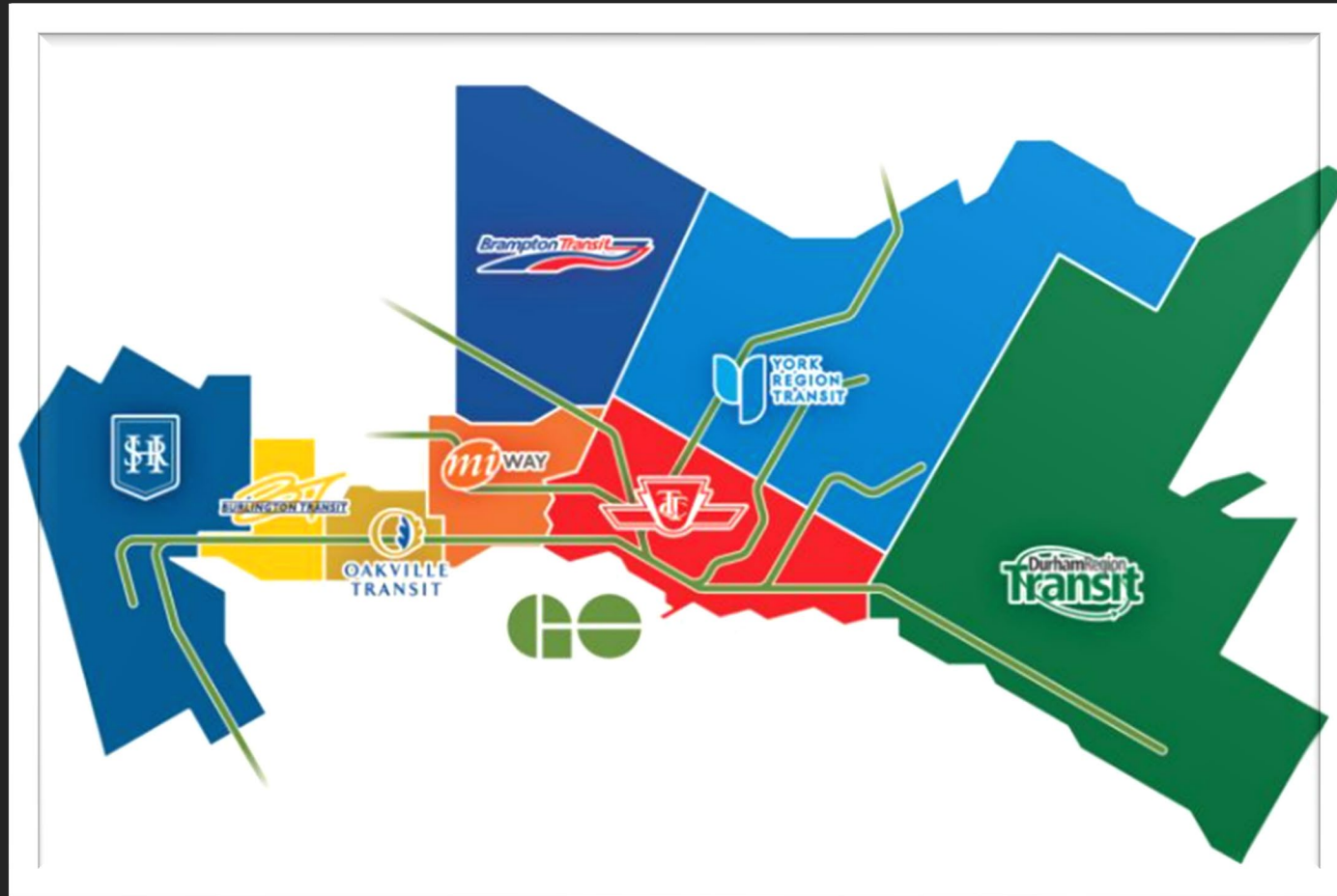
Durham Region Transit  
1-866-247-0295  
durhamregiontransit.com

MiWay  
905-475-1100  
miway.ca

York Region Transit  
1-888-MOVE-YRT  
yrt.ca

Ontario Northland  
1-800-363-7512  
ontariounorthland.ca

VIA Rail  
1-888-USA-RAIL  
viarail.ca



# Integrated Regional Transit Network





**1.4 million**

Linked trips per  
weekday

**2.4 million**

Customer boardings  
per weekday



**185K**

weekly  
service hours



**1.2 million**

Customer  
boardings per  
weekday on bus



**1,983**

buses



**62**

battery-electric  
buses — the  
largest fleet in  
North America



**236K**

Customer boardings  
per weekday on  
streetcar



**220**

streetcars



**16,000+**

employees



**1.0 million**

Customer boardings  
per weekday on  
subway

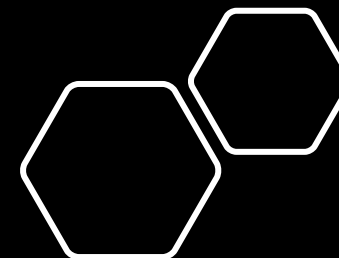


**143**

trains



**6,400+ km**  
of routes





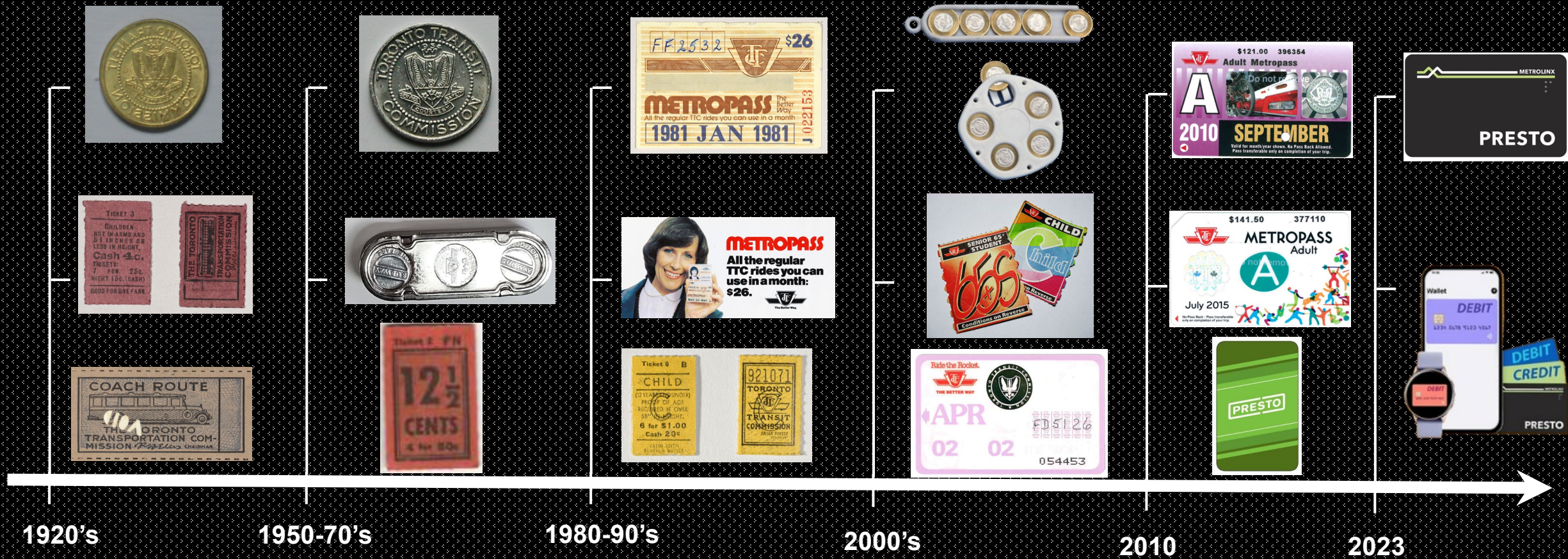
**How much is the TTC charging for a single fare today?**



# From Token To Tap: the TTC's Fare Adventure

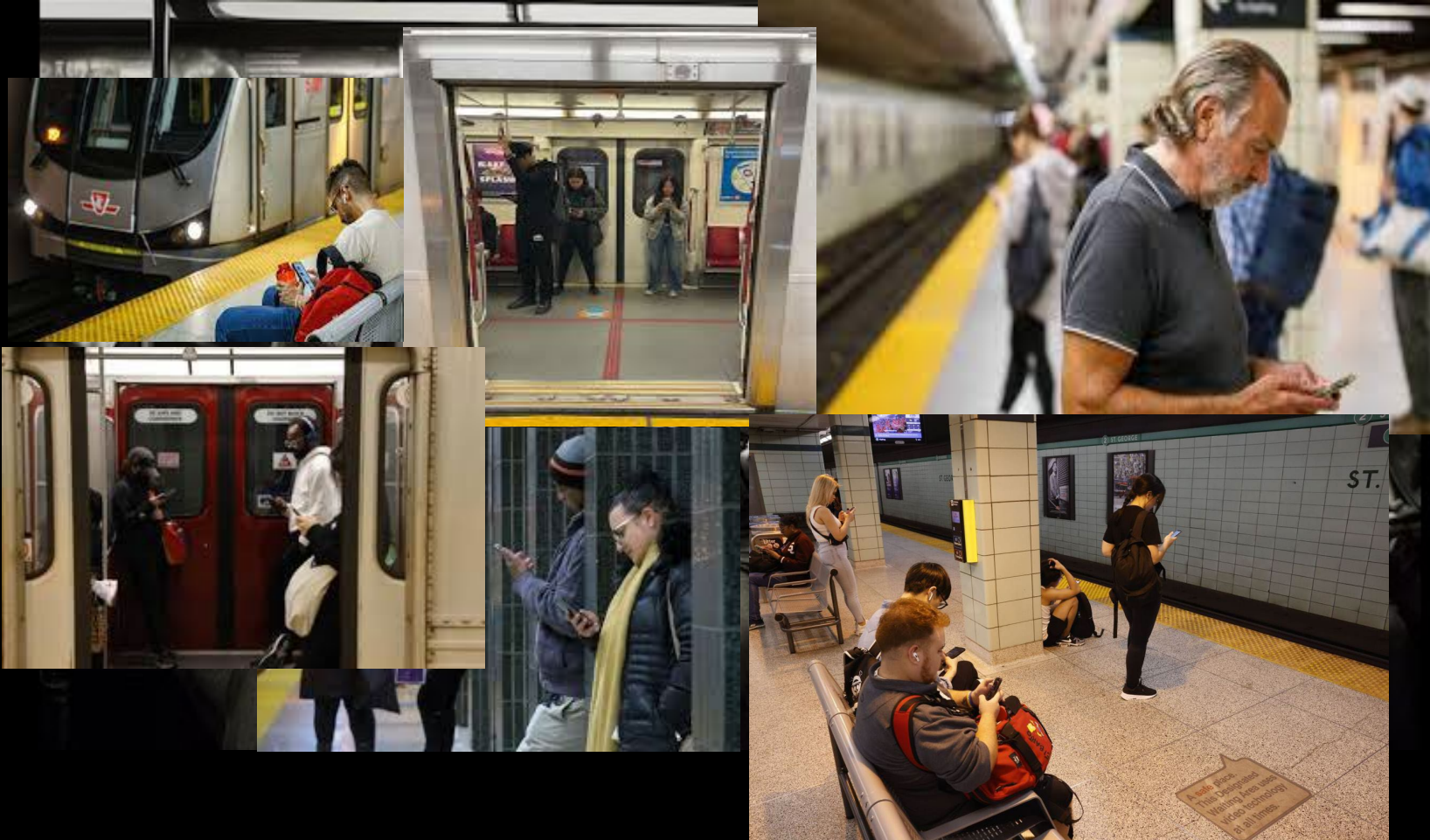


# Started From The Tokens, Now We Tap

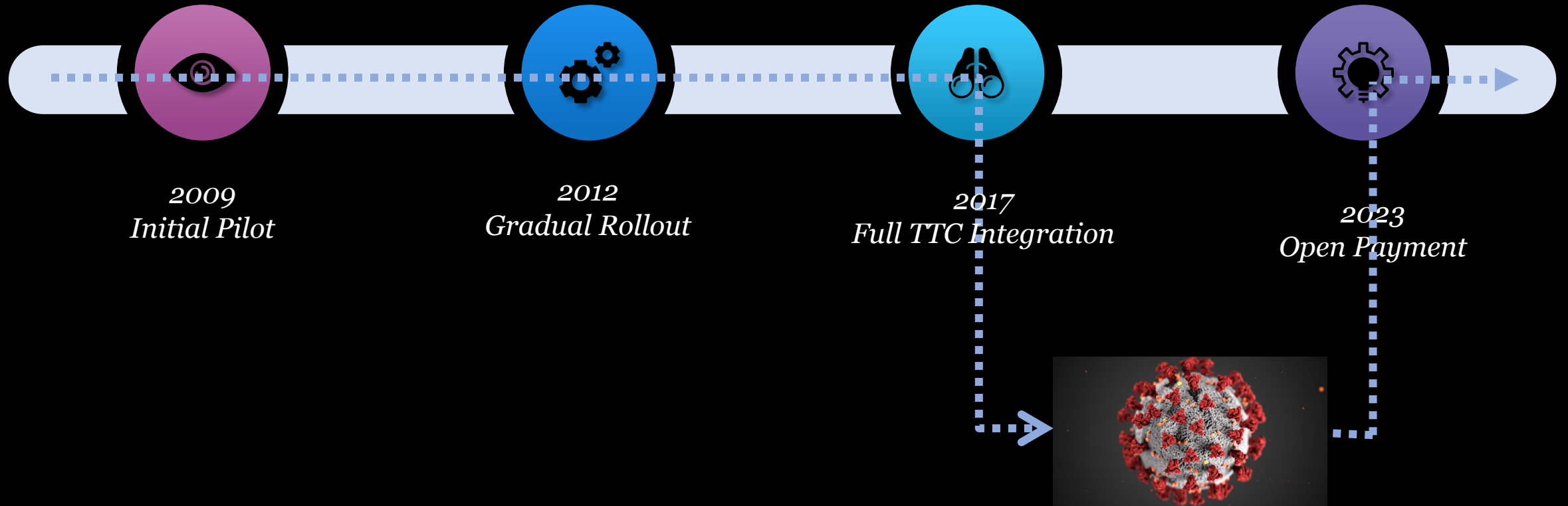




# Why Fare Collection Modernization Matters?



# Municipality and Provincial Partnership





# FARE TYPE

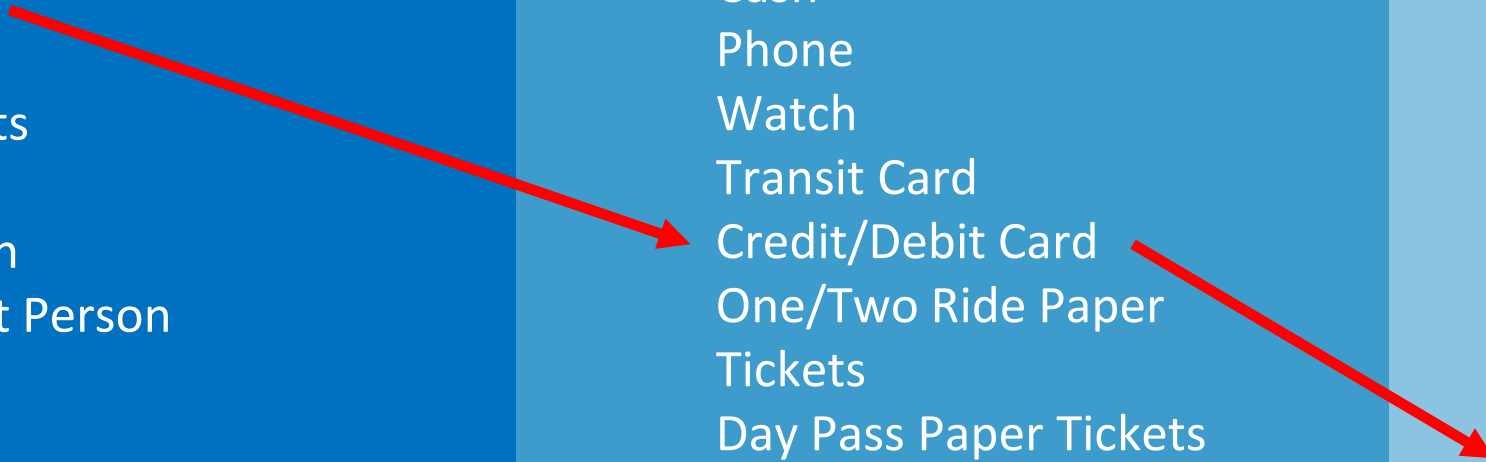
Adult  
Youth  
Students  
Seniors  
Children  
Support Person

# MEDIA

Cash  
Phone  
Watch  
Transit Card  
Credit/Debit Card  
One/Two Ride Paper  
Tickets  
Day Pass Paper Tickets  
Monthly Pass  
Fair Pass  
Convention and Event Pass

# CHANNELS

Vending Machines  
Faregates  
Handheld POS Devices  
Stationary POS Devices  
Web  
App  
Fare Box  
Vehicle Payment Readers





# THE BIG TRADE OFF

WHY WE CAN'T HAVE  
EVERYTHING WE  
WANT





## Expanding Open Payments

Contactless & wearable payments with flexible fare models



## Mobile Ticketing Solutions

Inclusive & affordable with technological innovations such as Barcodes, Bluetooth, and RFID



## Account-Based Fare Models

Personalized & predictive mobility with AI, machine learning and real-time data



## Expanding Partnerships

Seamless & flexible journeys with loyalty program offering convenient and responsive service





Scan Me and Stay Connected

