

March 28, 2018

## The City of Toronto Fair Pass Discount Program

Effective *April 4*, the City of Toronto is offering the Fair Pass Discount Program to residents receiving Ontario Disability Support Program (ODSP) and Ontario Works (OW) assistance who are not in receipt of any transportation supports equal to or greater than \$100.

The Fair Pass Discount Program is only available on a PRESTO card (clients must meet eligibility requirements). Cardholders must load money or an adult TTC Monthly Pass on their card to take advantage of the Fair Pass Discount Program.

### Q1. What is the Fair Pass Discount Program?

A1. Eligible residents will receive a 12 month Fair Pass discount programmed onto a PRESTO card. Clients will save \$1.00 on the TTC adult fare for a single ride and \$30.75 on a TTC adult monthly pass.

TTC Fare Types	Regular Adult Fare*	Fair Pass User Pays	Savings
Single Ride	\$3.00	\$2.00	\$1.00
Monthly Pass	\$146.25	\$115.50	\$30.75

\* Based on PRESTO Card payment

### Q2. Who is eligible for the Fair Pass Discount Program?

A2. Adult residents who meet all the following criteria are eligible for the Fair Pass Discount Program:

- Living in Toronto; and
- In receipt of Ontario Works (OW) or Ontario Disability Support Program (ODSP); and
- Not receiving transportation supports equal to or greater than \$100 in the current month (i.e. Employment or Medical Related) through OW or ODSP

Youth, post-secondary students, and seniors already receive the same level of discount, and therefore do not need to apply for the Fair Pass Discount Program.

### Q3. How can clients apply for the Fair Pass Discount Program?

A3. To apply for the Fair Pass Discount Program, OW and ODSP clients must complete and sign an application and consent form. Clients can obtain forms online, by mail or at any OW or ODSP office. Completed forms can be submitted by mail, fax, or in-person at one of the [Toronto Employment & Social Services locations \(TESS\)](#).

**Q4. How can clients use the Fair Pass discount?**

A4. Clients must load money or an adult TTC Monthly Pass onto their PRESTO card.

The PRESTO card is not transferable and is intended for the approved Fair Pass Discount cardholder only.

When clients travel for a single ride on the TTC, they tap their card on a PRESTO device and the discounted single fare will be charged. If clients purchase an adult TTC Monthly Pass on a PRESTO card, the discount will be applied at the point of purchase for unlimited travel for the month. They will still need to tap their card on a PRESTO device instead of showing it to a collector/operator.

**Q5. Where can clients load the card?**

A5. Clients can load funds on the PRESTO card online at [www.prestocard.ca](http://www.prestocard.ca), by calling the PRESTO Contact Centre at 1-877-378-6123, using PRESTO self-service machines at select TTC subway stations, or visiting select Shoppers Drug Mart locations.

Monthly passes can be purchased online at [www.prestocard.ca](http://www.prestocard.ca), from select Shoppers Drug Mart locations or PRESTO Fare Vending Machines at stations along the TTC's Line 1 Extension, Sheppard West and Wilson Stations.

**Q6. Will the Fair Pass Discount Program be made available to residents not receiving OW or ODSP?**

A6. Toronto City Council approved a multi-phase implementation of the Fair Pass Discount Program. The first phase starting April 2018 provides ODSP and OW clients with a Fair Pass discount programmed onto their PRESTO card. The first phase also includes an evaluation component that will document learnings from the implementation and program outcomes to improve clients' experiences.

Subject to City Council approval, phase two and three of the Fair Pass Discount Program will extend eligibility to residents receiving housing supports or child-care fee subsidies and other Toronto residents living with a household income under the Low-income Measure (LIM), plus 15 per cent. Findings from the first phase and lessons learned will be applied to the design of subsequent phases.

**Q7. Can clients use the Fair Pass discount programmed onto their PRESTO card to take trips on other (non-TTC) transit systems (e.g. GO Transit, UP Express)?**

A7. Clients can use the PRESTO card, however the savings will not be applied to the fare for other transit systems. The savings will only be applied to TTC fares.

**Q8. What if a client's PRESTO card is lost or stolen?**

A8. Clients can purchase a replacement PRESTO card online at [www.prestocard.ca](http://www.prestocard.ca), by phone at 1-877-378-6123, and in-person at the Customer Service Centre at Davisville Station, 1900 Yonge Street, or at select TTC subway stations.

Clients who have a My PRESTO Account can transfer the discount and the balance to a new card by contacting PRESTO. Clients who do not have an account will need to contact any [OW office](#) to provide information about the new card.

The balance on the old card can be transferred to the new one on the PRESTO website, only if clients have a My PRESTO Account.

**For more information about the Fair Pass Discount Program:**

Online: [toronto.ca/transitdiscount](http://toronto.ca/transitdiscount)

By phone: OW clients may call their caseworkers and ODSP clients may call 416-338-8888 (select option 3)

In-person: OW and ODSP clients can visit any [OW office](#)