

# FAQs – OC Transpo

## O-Train Trillium Line Fare Gates Testing Go-Live

### **Q1. When will the O-Train Trillium Line fare gates be activated?**

A1. Starting November 1, 2017, OC Transpo will begin a phased customer testing period on O-Train Trillium Line fare gates and ticket machines at Carling, Carleton, Confederation and Greenboro stations. Customer testing will start at Carling Station on November 1 and make its way to Carleton Station on November 3, Confederation Station on November 6, and Greenboro Station on November 8. Testing is expected to be ongoing.

### **Q2. What exactly will change for customers on Nov. 1?**

A2. At each station where the fare gate system has been activated, customers will enter through the fare gates by simply tapping their smartcard or scanning their transfer. New ticket machines will allow customers to check their Presto card balance and easily buy a single-ride fare, a DayPass or load their Presto Cards, using cash, debit and credit cards. Once purchased, customers can use their fare products immediately.

### **Q3. Which functions will not go live starting Nov. 1?**

A3. During the first phase of customer testing, the live video chat feature where customers can communicate virtually with OC Transpo customer relations staff will not be available.

### **Q4. Why is OC Transpo doing this in a phased approach?**

A4. OC Transpo is taking a phased customer testing approach to ensure a stable and successful system roll-out. This approach will also allow customers a chance to get to know the new O-Train Trillium Line fare gate functions in a real-life, high-traffic environment, and will allow OC Transpo an opportunity to work out any issues that may arise.

### **Q5. Will staff be on-site to assist customers through the new process?**

A5. Yes, OC Transpo staff members will be on site during service hours at O-Train Trillium Line stations to assist customers with the new fare gates and ticket machines.

### **Q6. What happens if, during the testing phase, the fare gates stop working? How will customers get to the O-Train platforms?**

A6. Should the fare gates stop working for any reason, on-site OC Transpo staff will allow customers access to the platform.

### **Q7. What about Bayview Station? Will anything change for customers at this station?**

A7. Bayview Station is part of the O-Train Confederation Line project. Bayview will have a combined fare gate area for both the Trillium Line and Confederation Line when the Confederation Line opens in 2018. Until the O-Train Confederation Line opens, the fare collection process will remain the same as today, with Presto machines and the old style machine for single-ride tickets.

### **Q8. What will happen for customers using buses at Greenboro Station? Will they need to enter through the new fare gates?**

A8. Yes, all customers using both bus service and train service at Greenboro Station will need to enter through the fare gates.

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**Q9. Will customers be able to use the old-style paper tickets on O-Train Trillium Line fare gates?**

A9. No, old-style paper tickets have never been valid on the O-Train Trillium Line, and this will continue. Old-style paper tickets will be discontinued this November.

**Q10. How do people who have been given a free ticket to ride by their school or social agency get through the fare gate?**

A10. Tickets are in the process of being phased-out. Customers who have a ticket provided to them for free should speak with an on-site OC Transpo staff member who will assist.

**Q11. When and what is the next step in the fare gate system roll-out?**

A11. The next step will be to test the live video chat feature where customers can communicate virtually with Customer Relations staff. This function will be available at a later date.