

Strategy for Legacy Paper Media Removal

Product	Notice	Action	Marketing
Paper Monthly Passes	Provided February 2020 - 4 months	June 2020 no paper passes	Provide literature with each pass sold advising of removal of paper pass and the benefits of PRESTO. Work with various program owners to implement the best solution for their client.
Paper Tickets and Day passes	Provided March 2020 - 6 months	September 1, 2020 no paper tickets or day passes at vendors Will continue to accept until December 31, 2020	Promote the benefits of Presto to ticket users via web and social media, in person at high boarding locations. Day pass functionality will not be available on PRESTO.
Vendors	Provided February 2020 – 10 months	Remove all HSR paper media product from all vendor locations as of September 1, 2020	This change may be disruptive to the vendors business. Provide a 10 month notice period to allow for the adjustment.
Special Paper Ticket	Provided March 2020 - 6 months	September 1, 2020 introduce special purpose ticket available at Customer Service Office for Social Agencies Tickets will remain until new functionality is available.	Advise agencies of the availability so they can continue to support clients. Work with agencies to determine the future functionality that will best suit their needs.