



METROLINX

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Presentation to
OC Transpo Commission

August 24, 2012



Our Commitment

- Metrolinx is committed to delivering to OC Transpo riders a state of the art, seamless, integrated fare payment system.
- We are responsible to the City of Ottawa, and to Ottawa transit riders, to deliver on our commitments and to ensure PRESTO is launched successfully.
- Success goes beyond launching a system – we are in a long term partnership with the City of Ottawa and will work together to deliver a reliable service that meets the needs of OC Transpo and our customers.
- Metrolinx and our vendors, Accenture and Scheidt & Bachmann (S&B), remain fully dedicated to meeting our obligations to OC Transpo.

Status Update Summary

- Metrolinx and OC Transpo have been working closely together to resolve the identified issues.
- Over the past weeks, solutions have been implemented that have fundamentally improved the stability and reliability of the system.
- We identified and addressed issues in four areas:
 - Transaction Flow (end-to-end: tap to back office to web)
 - Reader Reliability and Performance (“white screen” on bus devices)
 - Finance Back Office Operations
 - Call Centre Effectiveness
- All issues raised during our last update to the Commission have been, or are in the process of being, resolved. We recognize that we still have more work to do. Any outstanding technical issues, or new ones that may emerge, will be addressed.
- Metrolinx and OC Transpo will make a recommendation to the Commission on the full implementation rollout plan.

Transaction Flow: “Green/Red/Green” – Invalid Taps

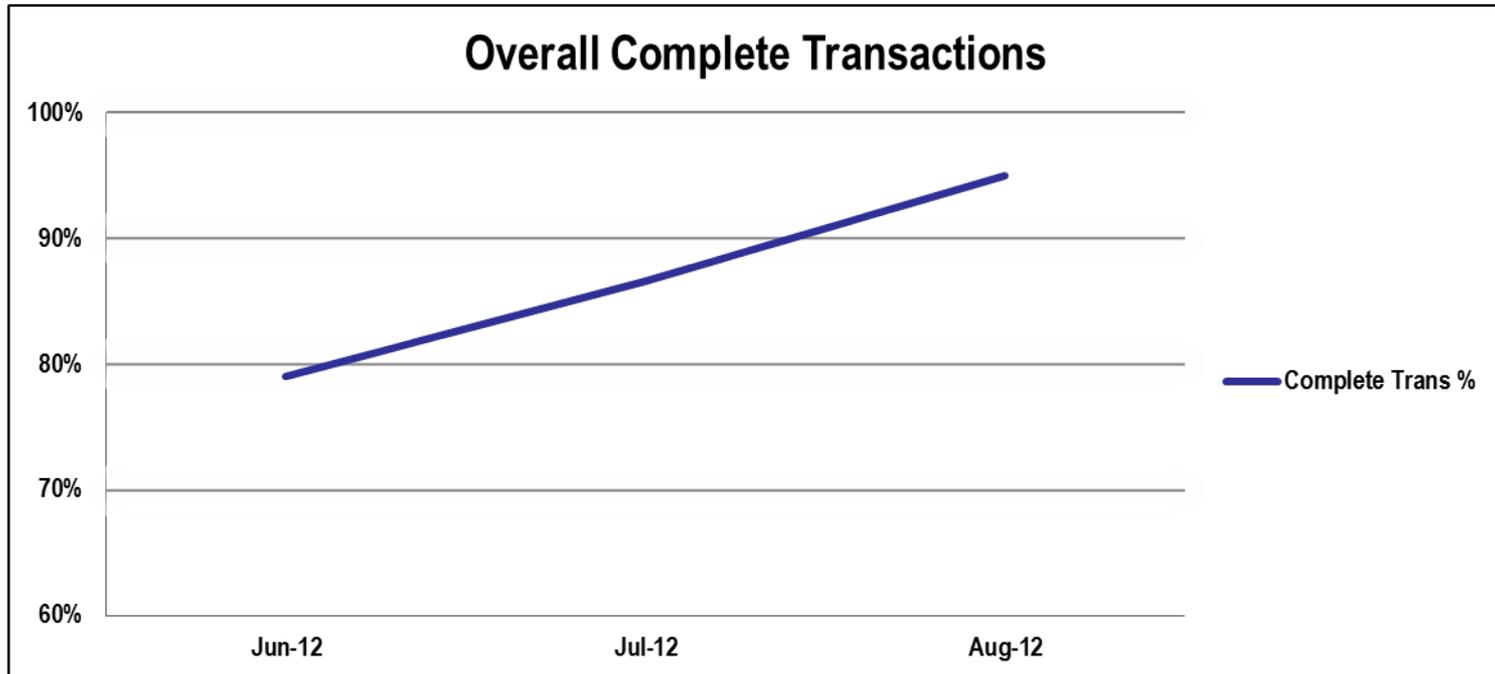
Issue: Bus devices displayed a combination of “green-red-green” signals to customers, causing confusion and invalid taps.

Progress Report

Today:

- Issue successfully resolved. Root cause identified, software solution developed by Accenture and S&B team and implemented across installed bus devices.
- Testing in the field indicates over 95% of all customer interactions with the bus devices result in a complete transaction.
- Ongoing monitoring and technical upgrades will be delivered as needed.

Transaction Flow



- As the issues on the bus devices have been resolved, there has been a steady increase in the number of complete transactions.
- As customers and drivers continue to become more familiar with the system, the number of complete transactions will increase beyond current levels.

“White Screen”

Issue: Bus devices were not shutting down properly, creating a “white screen” when busses were restarted and making the device inoperable. Devices were also unexpectedly rebooting while out in service, and some devices had errors in wiring.

Progress Report

Today:

- “White screen” 100% resolved through latest software update.
- Unexpected device reboots - 100% resolved.
- 100% of all buses with PRESTO devices installed (60% of the fleet) have been updated with the latest PRESTO software.
- PRESTO device installations have been restarted on remaining 40% of the fleet as of August 17th.
- Ongoing monitoring and testing with daily reports of any issues.

Call Centre Capabilities

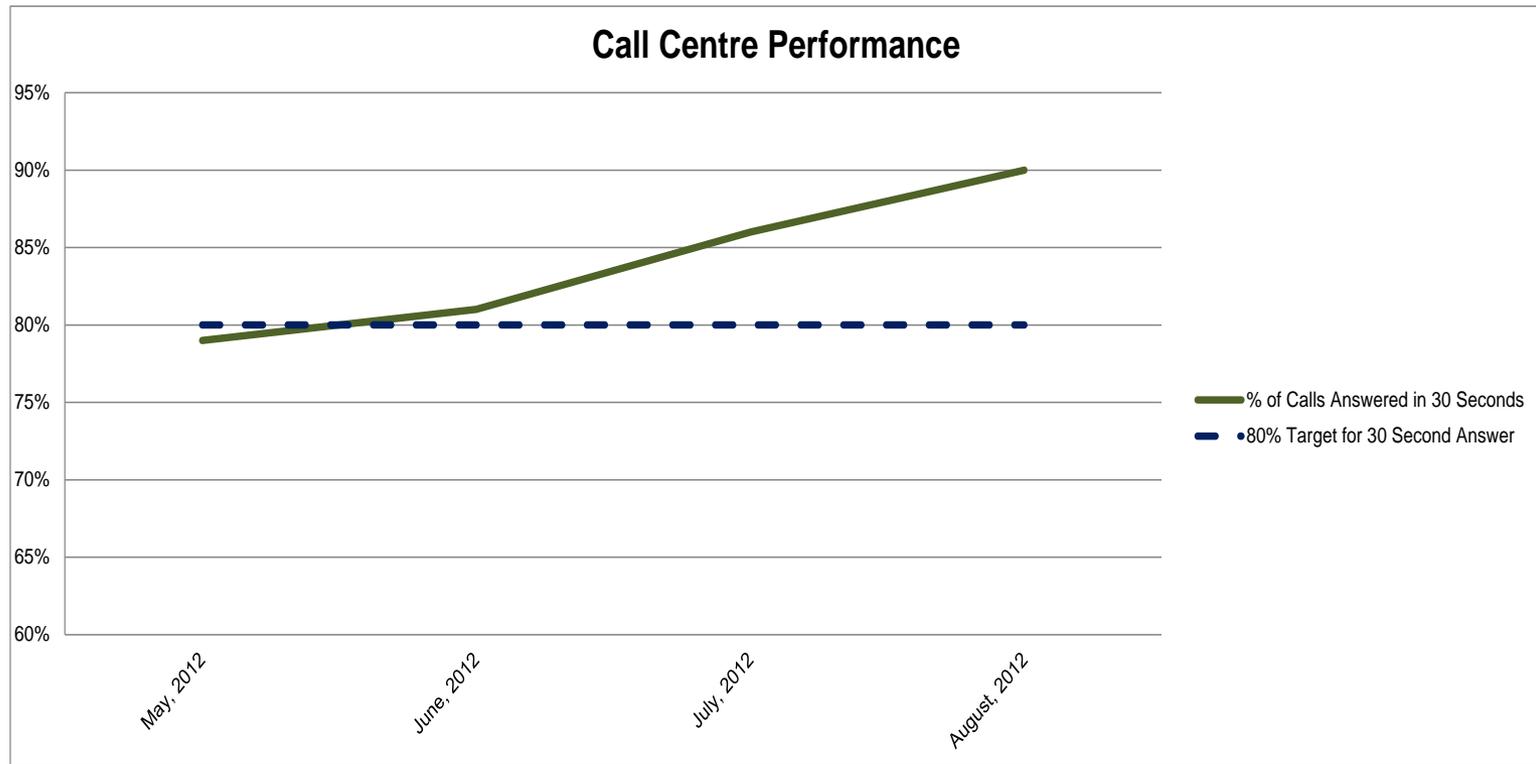
Issue: Concerns regarding quality and effectiveness of customer service responses.

Progress Report

Today:

- Vendor is meeting all target call centre metrics. Call centre has been ramped up in anticipation of PRESTO expansion and greater call volume, we will monitor as capacity in the system grows.
- Conducted additional call agent training.
- Completed a third party assessment of French language capabilities.
- Initiated regular meetings between OC Transpo/PRESTO call centres.
- Ongoing monitoring and adjustment to understand trends and ensure performance metrics continue to be met.
- Gaps in the handling of some customer service interactions between the PRESTO call centre and OC Transpo sales locations have been identified and corrected.

Call Centre Performance



Note: Target of 95% for calls answered within 120 seconds met or exceeded on month to month basis.

Finance Back Office Functions

Issue: Ensuring clear identifier on bank transaction file tied to individual fare payments, freezing and overall performance of the point of sales systems (SPOS), inability to balance and reconcile daily transactions, OC Transpo has requested additional functionality and enhancements to the Point of Sale devices

Progress Report

June: Worked with BMO to finalize solution in accordance with Canadian Payment standards, worked with Finance to identify performance and reporting issues.

Today:

- Bank transaction file issue has been resolved.
- SPOS software upgrades has resolved freezing and improved overall performance issues.
- Implementation of reporting and reconciliation is underway.
- OC Transpo reviewing its business requirements and Metrolinx will continue to work with OC Transpo on these requests.

Other Items

Handheld Card Readers

- Allow enforcement officers to validate fare payment by customers. Today, devices are experiencing intermittent challenges related to downloading of lists to devices and occasional reboots.
- S&B currently investigating and evaluating solution options.
- Interim solution (start of day reboot) in place to allow Handheld Card Readers to function.
- Pilot testing by enforcement officers currently in progress and we are confident that a permanent solution will be in place within next few weeks.

Other Items

Tap Times:

- Tap times will vary depending upon the complexity of a customer's transaction.
- Testing has proved that the system is performing to the technical and business requirement. It is also, more importantly, meeting boarding time throughput that is consistent with existing fare media.
- PRESTO will ensure we continue to meet, and/or exceed, boarding time requirements.
- PRESTO continues to monitor performance of the system as volume increases.

System Loading:

- The PRESTO system is built and tested to handle much larger volumes than the 200,000 cards that will be used by OC Transpo riders.
- Rollout plan will be designed to allow us to monitor system performance as volume in the system builds.
- PRESTO will continue to monitor the system to ensure we are meeting OC Transpo business requirements.

Next Steps

- Installation of PRESTO devices on remaining 40% of the bus fleet by mid-September.
- Installation of 12 devices on the O-Train platforms will be completed by October.
- Installation of seven PRESTO self-service kiosks will be completed by the end of 2012.
- Working with OC Transpo on a staged customer rollout strategy to be presented to the Transit Commission later this Fall.

Costs

- Metrolinx will assume responsibility for delay costs that are reasonable, documented and unavoidable in agreed areas until PRESTO is ready to be fully deployed.
- These delay costs will include the cost of:
 - extending the ecoPass;
 - the cost adjustments made on cash fares and tickets, and
 - OC Transpo expenses, foregone savings and cost avoidance.
- OC Transpo and Metrolinx expect that these costs will be between \$4M to \$7M. The final determination of these costs will be impacted by the agreed upon timing for the implementation of the PRESTO system.
- We appreciate the continued cooperation of our partners at the City of Ottawa and OC Transpo to reduce these costs where possible.

Conclusion

- When fully implemented, OC Transpo riders using PRESTO will have a simpler way to pay their fares.
- Customers will have a choice of payment options which are convenient to them, automatically deducting fares from their PRESTO card, “topping up” value and eliminating the need for exact change, tickets or transfers.
- OC Transpo will have a reliable end-to-end fare payment system.
- Metrolinx would like to thank our partners for their ongoing support and collaboration as we work together to bring the PRESTO system to all OC Transpo riders.
- We remain committed to providing ongoing status updates. The next update will be in the Fall with the intent of bringing recommendations regarding full rollout.