Presentation to
OC Transpo Commission

June 20, 2012
Our Commitment

• Metrolinx is committed to delivering 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 the PRESTO e-fare card is launched successfully.
Value Proposition

• 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 the card and “topping up” and eliminating the need for exact change, tickets or transfers.
Overview of Project

• Building upon the success of PRESTO in GTHA, the City of Ottawa/OC Transpo is able to leverage the investment already made with a centralized back office system and core system.

• The PRESTO project in Ottawa is rolling out a new generation of PRESTO.

• This new generation has the ability:
  - to support monthly pass products, a key business requirement of Ottawa,
  - open architecture for more competition and choice in the provision of I.T. infrastructure, and
  - support future use of open payment processes.
Components of PRESTO

There are two components to this project:

Back End: this involves business services, reporting, transaction processing, data management and reporting.

Front End: the devices and technology on the devices.

The development of the front and back end system are the responsibility of Accenture, the system integrator.
Components of PRESTO

• Back End: operational.
• Front end: 1040 devices on 572 buses representing 60% of the total bus card reader devices.
• Inventory has been delivered for the balance of the fleet, and will take 3-4 weeks to complete installation once all issues have been resolved.
  ▪ Other installations include point of sale terminals in nine locations, O-Train station readers and hand-held enforcement readers.
Implementation Status

• Testing was done by PRESTO and Accenture in a number of different lab environments.
• The launch of Friends and Family allows us to field test the system from end-to-end -- from the bus, to the web site, to the call centre.
• We acknowledge that the Pilot identified some back-end issues and significant front-end I.T. issues.
• Front end:
  ▪ Transaction flow from cards through the devices
  ▪ Reliability of the devices installed on the buses
Transaction flow from cards through the devices

Issue:

• High volume of “invalid taps”.
• Device display provided a combination of “green-red-green” signals to customers causing confusion.
• There is no substitute for in-the-field testing.

Progress Status:

• Solutions identified, have been tested and we are currently confirming through detailed monitoring and analysis that solutions are functioning correctly.
Reliability of the devices installed on the buses

Issue:

- The devices on the buses were not shutting down properly, creating a “white screen”.
- Devices were also re-booting intermittently when tapped.
- Errors in wiring on some devices.

Progress Status:

- Interim software has been developed to minimize impact of “white screen”. Accenture still determining root cause.
- Root cause solution for re-boot issue developed and in testing stage.
- Faulty wiring harnesses on all installed buses have been corrected.
Standard Technology Industry Approach

- Problem analysis and resolution can take hours to weeks depending on the complexity of the problem and the complexity of the fix.
- Testing can take days to weeks
- Changes are typically scheduled into weekly change windows although can do on an as needed basis.
Other Implementation Issues

Enhanced Call Centre Capabilities

• Issue: increase effectiveness of customer response and quality
• Progress: improved training, performance metrics and feedback protocols, reprioritization of French language attendants as well as regular reporting to confirm performance.

Back Office Functions

• Issue: ensuring clear identifier on bank transaction file tied to individual fare payments.
• Progress: working with BMO to finalize solution in accordance with Canadian Payment Association standards.
Costs

• Metrolinx recognizes that OC Transpo has and will incur incremental costs associated with the extension of the Friends and Family program.
• Metrolinx is prepared to offset reasonable and documented unavoidable costs in agreed areas.
• OC Transpo has identified costs related to communications and marketing to customers and the implementation of the new fare table, effective July 1st.
• Additional information related to these items and any others will need to be submitted for review by Metrolinx.
Next Steps

PRESTO, OC Transpo and Accenture to:

• continue aggressive issue resolution
• provide regular and transparent progress reporting to OC Transpo and the City of Ottawa

Working with OC Transpo, we will finalize measurable criteria for success in key areas:

• Device availability
• Back office reconciliation
• Customer care metrics
Launch

- Recognize that we need to build confidence in the stability and reliability of the system.
- In the meantime, our plan is to maintain and grow the Friends and Family program, test and deploy all solutions, and complete installations.
- Demonstrate period of stability to build confidence in the system.
- Ensure alignment with the operational environment.
- Based upon our consultation with OC Transpo, we jointly recommend that we target full availability of all fare products by January 10th, for complete launch on February 1st.
Conclusion

• Pilot tests are designed to identify issues prior to full implementation.
• The “Friends and Family” pilot has identified issues that are critical to address and we are making good progress in addressing and solving these issues.
• PRESTO would like to thank the OC Transpo team for their ongoing collaboration, support and especially the feedback from the frontline drivers
• PRESTO would like to thank Ottawa riders for their feedback and patience and we regret any inconvenience.
• We will meet our commitments to the City of Ottawa and OC Transpo riders.