



**METROLINX**

An agency of the Government of Ontario  
Une agence du gouvernement de l'Ontario

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.

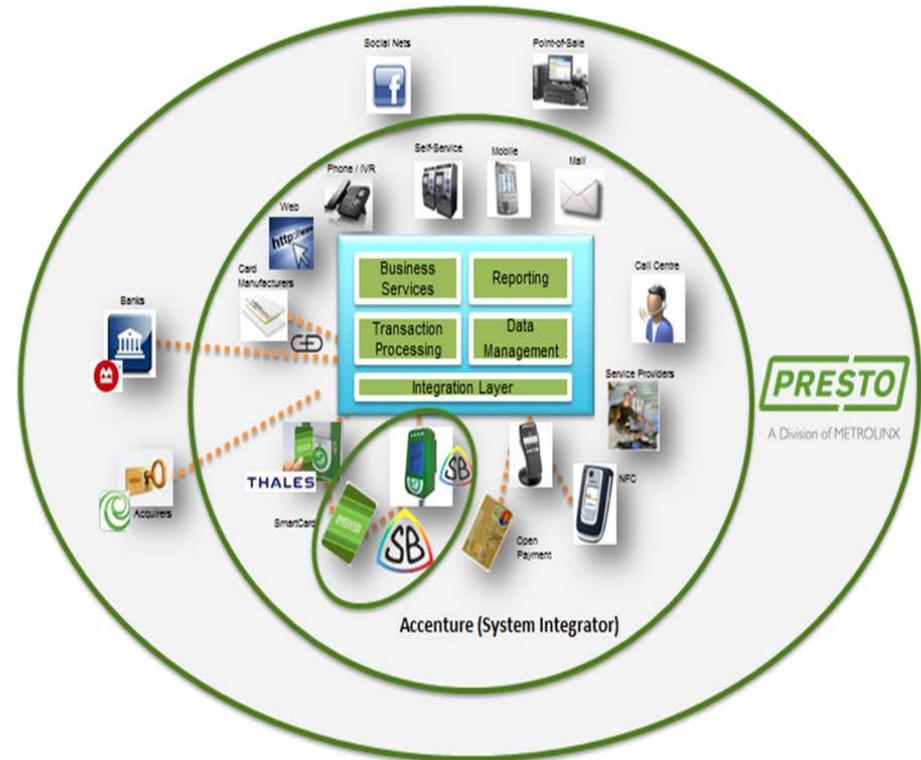
# Components of PRESTO

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

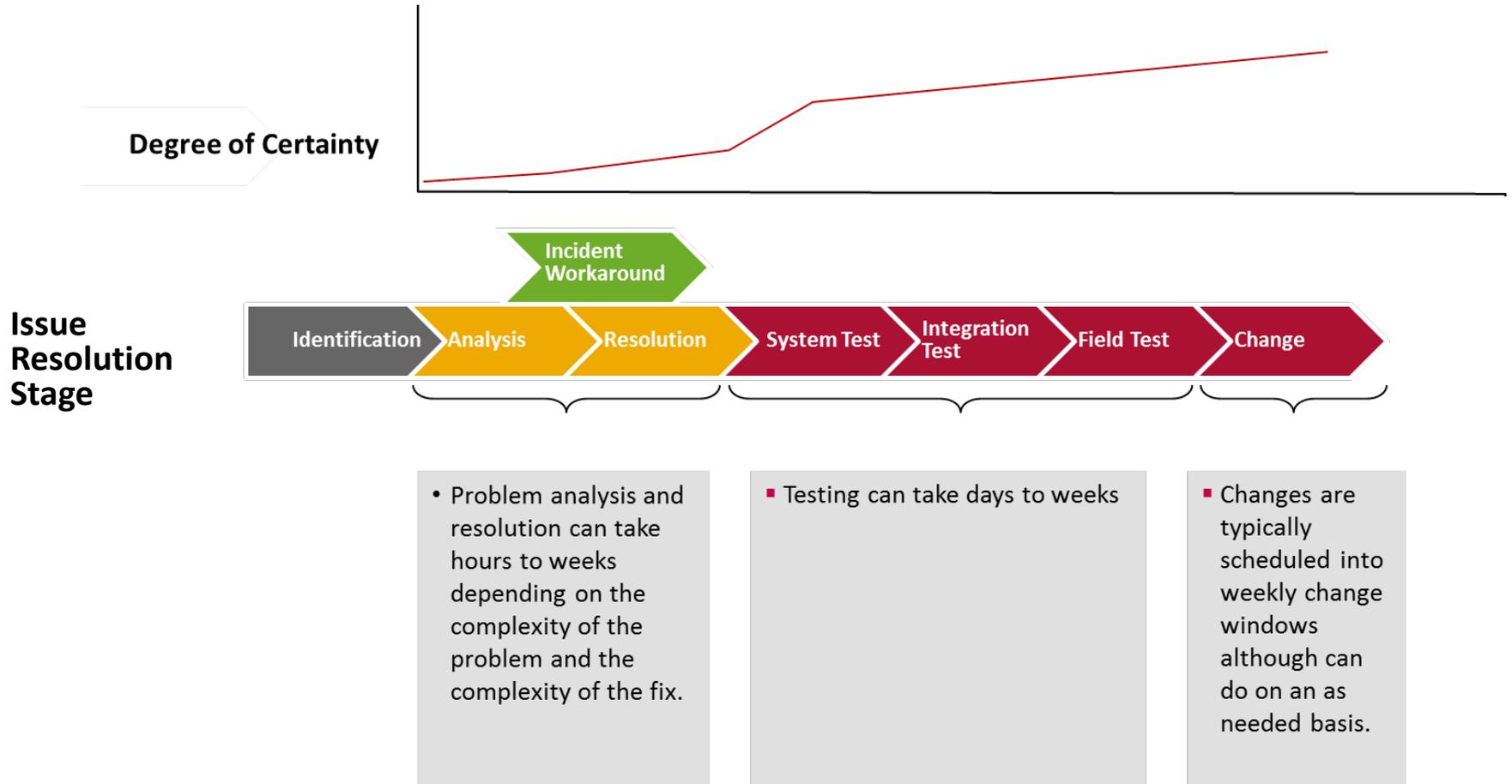
## Issue:

- 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



# 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.