

*Tap into an easier commute. Tap into*



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# *PRESTO Update*

**Metrolinx Board**

September 15, 2011



# Summary



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# Introduction

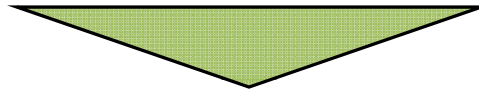


# What is PRESTO?



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PRESTO is a *centralized provincial e-Fare system* based on smartcard technology, providing fare collection, settlement services and information management in Southern and Eastern Ontario



## Mission:

“To provide e-Transit fare and information management systems that improve client service while enabling revenue collection and efficient operations for Ontario Transit Agencies”



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# Project Scope



# Baseline Scope



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## *PRESTO scope as of April 1st, 2006*

- 8 transit service providers (SP) were in scope for PRESTO ('905" area)
  - Brampton Transit, Burlington Transit, Durham Region Transit, GO Transit, Hamilton Street Railway (HSR), MiWay (Mississauga Transit), Oakville Transit, York Region Transit
- The original contract with Accenture (10 years), let through Provincial public tender in 2006, encompassed the build, design and operation of the PRESTO System through 2016 at an initial value of **\$250M**.



- Municipal SP costs were shared by the Province (1/3) and municipalities (2/3).



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# Project Status



# Implementation Status



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## Municipal Service Provider Rollout (May 2010 - August 2011):

- **GTHA delivery complete, including additional installations:**
  - *GO bus fleet, TTC (12 subway stations), St. Catharines & Niagara VIA Stations, 3 new garages, new stations, 150 new buses*
- PRESTO remains in continuous revenue operation as of December 2009
- Requirements for additional SPs under development (Guelph, Grand River, etc.)

## Device and vehicle installations to date:

- 5000+ PRESTO devices
- 2000 buses
  - 400+ GO Transit coaches
  - 1500+ MSP buses
- 240+ sites
  - 61 GO Transit Rail Stations
  - 12 TTC Subway Stations
  - 130 YRT BRT Stations
  - 10+ Bus Terminals
  - 30 Maintenance Facilities





# Usage to Date



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*As of August 30, 2011*

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<b>Total Cards Issued:</b>	<b>64 000</b>
<b>Total Cards Registered:</b>	<b>37 800 (59%)</b>
<b>Total ePurse Value Loaded to date:</b>	<b>\$36.3 million</b>
<b>Total Fare Payment Value to date:</b>	<b>\$33.7 million</b>
<b>Total Fare Payments to date:</b>	<b>6.8 million</b>

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# Customer Feedback



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**“Overall customer satisfaction with the PRESTO card is very strong...highly positive.”** - Pollara research study (March 2011)

➤ **91% felt PRESTO was beneficial to them**

➤ **90% would recommend PRESTO to fellow users**

- “Convenient”
- “Easy to use”
- “Exceeds expectations”
- “Would recommend using PRESTO”

- **Pollara research study (March 2011)**

“Finally got a @[PRESTOcard](#) today for travel on GO/TTC... Genius idea. One card for everything. [#win](#)”

“Absolutely can't live without it!!!”

“I really appreciate never having to stand in line for my GO train pass. Thanks autoload and @[PRESTOcard](#)”

“This is like a 1000% improvement over the old ticket/pass system. Compare it to the old days when you had to line up at the bank to make a deposit or get cash. Then you got your ATM card. THAT'S how much more convenient PRESTO is.”

- **PRESTO social media feedback**

**PRESTO listens to our customers and makes improvements based on their feedback, i.e. improvements have been made to the PRESTO website, shortening the registration process and implementing concession registration online**



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# Future Direction



# PRESTO 2 Overview



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*P2 is a multi-channel and multi-vendor transportation and ticketing solution, based on an open architecture using industry-standard tools*

## An innovative and flexible solution...

- Transportation and ticketing solution hub
- Common back-office for integration, transaction, customer and financial management
- Industry vertical based on Microsoft technology
- Enhanced customer experiences and channels
- Enabler for large, multi-vendor system integration

**... enabling a platform for smart mobility.**

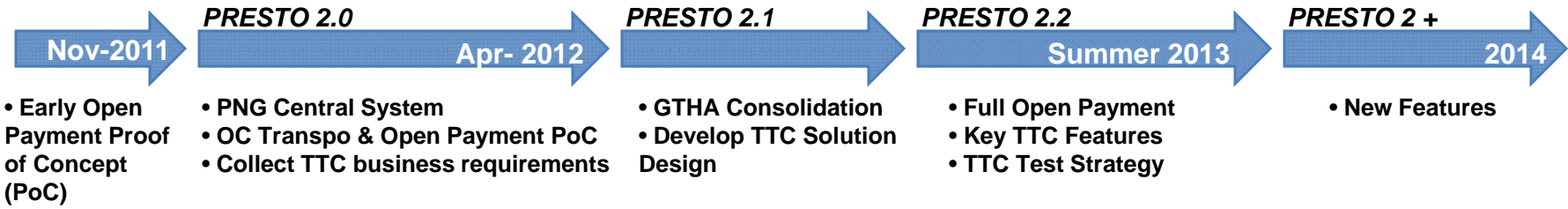


- **PRESTO 2 challenges farecard industry “single vendor” proprietary systems**
- **Abstraction layers providing open and flexible architecture and design**
- **Delivers multiple payment types and open for future innovations**
- **Multi-vendor sourcing –multiple vendors and device types**
- **Built from existing Central System assets and new product innovation**

# PRESTO Product Roadmap



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- Nov-2011**
  - Early Open Payment Proof of Concept (PoC)
- Apr-2012**
  - PNG Central System
  - OC Transpo & Open Payment PoC
  - Collect TTC business requirements
- Summer 2013**
  - GTHA Consolidation
  - Develop TTC Solution Design
  - Full Open Payment
  - Key TTC Features
  - TTC Test Strategy
- 2014**
  - New Features

System Development & Deployment

## Scope

- OC Transpo features (pass sales via web), STO
- New fare card version
- Card management, transaction and list processing, reporting
- Enhanced customer website
- Customer-centric accounts on web (multiple fare cards)
- Open payment PoC
- Card Master migration
- Remaining GTHA feature retrofit
- Mobile PoC
- Open Payments customer accounts, subscriptions, expanded back office rules
- Online fare policy changes
- Corporate accounts
- Regional journey planner
- Mobile
- 905 Device Refresh





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# OC Transpo



# OC Transpo View



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- Funding agreements completed June 2007
- System design for OC Transpo requirements complete
- Testing to start in fall 2011
- OC Transpo to be in production starting spring 2012
- Delivery in Ottawa encompasses 1100 buses, 13 O-Train stations and new LRT (upon completion)
  - OC Transpo requirements offer increased customer functionality, i.e. multiple period pass options
  - Next generation PRESTO devices to be used





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**TTC**



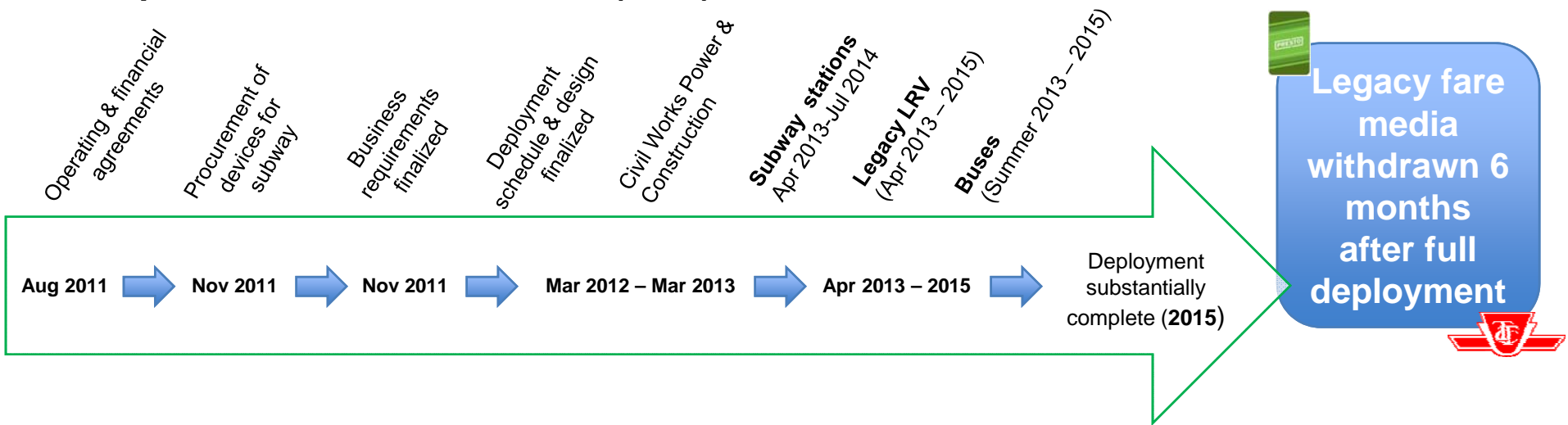


# TTC Next Steps & Timing

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## Next Steps

- TTC approved full participation in PRESTO at June 8th TTC Commission meeting, subject to the development of suitable agreements with the Province, targeting a report back at the November Commission meeting
- Requirement & planning activities to commence immediately
- Master agreement completed and ready for signature (November 2011)
- Develop plans to benefit customers and the TTC, TTC system to be substantially complete before Pan Am Games (2015)



# Contact



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