



To: Metrolinx Board of Directors
From: Robert Hollis
Executive Vice President
PRESTO
Date: June 25, 2015
Re: **PRESTO Quarterly Report**

Recent Achievements

- By the end of June, PRESTO will be launched at 11 additional TTC subway stations: Dundas West (adjacent to UP Express station), Bathurst, Museum, St. Andrew, Broadview, King, Davisville, Osgoode, Queen, Scarborough Centre and Sheppard/Yonge. With the existing 15 PRESTO-enabled TTC stations, PRESTO will be a fare payment option for adults and all concession categories at 26 TTC subway stations.
- PRESTO-enabled new TTC streetcars began serving the 509 Harbourfront route in addition to the 510 Spadina route.
- New self-serve PRESTO reload machines were introduced at three UP Express stations. The machines will soon be installed in TTC's Union Station and the new GO Transit York Street concourse; they allow customers to load funds instantly, check the Card balance and review transaction history.
- In commemoration of the UP Express launch, UP Express is offering 50,000 limited edition PRESTO Cards for sale. PRESTO introduced new devices for UP Express; most notably, the new self-serve reload machine. In total, 40 devices were installed at UP Express stations, including the customized payment device, self-serve reload machine, and station point-of-sale machine.
- Third annual PRESTO customer satisfaction survey results:
 - Majority of respondents associated PRESTO with convenience, ease and efficiency.
 - 91% of customers reported they will continue using PRESTO.
 - 79% of respondents are likely to recommend PRESTO.
 - 76% agreed PRESTO makes it easier to travel across transit systems.

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Current Status

- Card adoption across the PRESTO network continues to increase.

As of June 1, 2015:

- There were more than 1.5 million activated PRESTO Cards
 - The average adoption rate across the system was 53%* for May 2015.
**Excludes TTC*
 - More than 417 million taps and \$1.3 billion in fare payments to date including period pass taps.
 - More than 9.3 million cross agency trip taps across the network for the 12 months ending May 2015
 - About 5,343 Cardholders used their Card on both GTHA and Ottawa transit systems in the 3 months ending May 2015
- PRESTO is now available at 24 subway stations and on the six new streetcars the TTC has received and put into service. PRESTO has also installed 15 on-street Fares and Transfer machines along the 510 Spadina and 509 Harbourfront routes.

Coming Up in the Next Quarter...

- PRESTO plans to install additional self-serve reload machines at select TTC subway stations.
- Work is underway, in conjunction with the TTC, to equip legacy TTC streetcars with PRESTO by the end of the year.
- A pilot with York Region Transit to test PRESTO payment on-board paratransit vehicles. The focus of the pilot is a mobile payment device for use by agencies to process fares and companion fares in para vehicles.
- Equip new streetcars with PRESTO devices as they arrive.

Robert Hollis
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