



**METROLINX**

An agency of the Government of Ontario

---

# PRESTO PROGRESS UPDATE

Metrolinx Board of Directors meeting

Robert Hollis, Executive Vice President, PRESTO

February 10, 2016



---

# PRESTO Kicks off 2016

---

As Metrolinx **accelerates PRESTO roll out on the TTC** in anticipation of completing deployment this year progress we're:

- ☑ Expanding to more stations and locations
- ☑ Growing our customers base
- ☑ Making the system even easier for those that use it today

# PRESTO Expansion on the TTC

**THE FIRST PHASE OF PRESTO EXPANSION ON THE TTC IS COMPLETE. WE REMAIN ON TRACK TO BRING PRESTO TO ALL VEHICLES AND STATIONS BY THE END OF 2016.**

PRESTO is now available on:

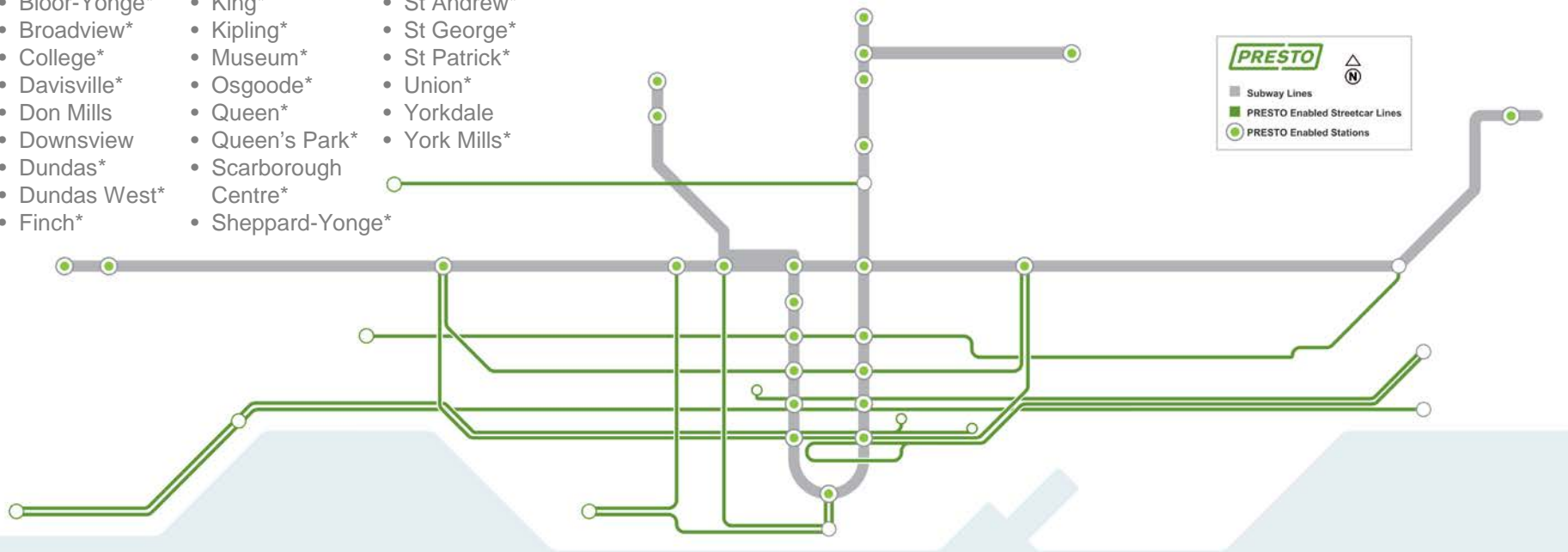
- 14 new streetcars
- 230 legacy streetcars
- 26 subway stations

Twenty-three subway stations are also equipped with self-serve reload machines.



# PRESTO Expansion on the TTC

- Bathurst\*
- Bloor-Yonge\*
- Broadview\*
- College\*
- Davisville\*
- Don Mills
- Downsview
- Dundas\*
- Dundas West\*
- Finch\*
- Islington\*
- King\*
- Kipling\*
- Museum\*
- Osgoode\*
- Queen\*
- Queen's Park\*
- Scarborough Centre\*
- Sheppard-Yonge\*
- Spadina\*
- St Andrew\*
- St George\*
- St Patrick\*
- Union\*
- Yorkdale
- York Mills\*



# PRESTO Expansion on the TTC

FIELD TRIALS OF THE **NEW TTC SUBWAY FAREGATE** WILL BEGIN AT MAIN SUBWAY STATION BEFORE THE END OF THIS QUARTER.



The new faregates will be rolled out at 43 TTC stations that are not yet PRESTO-enabled.

All 69 subway stations will have PRESTO by the end of the year.

- Bay
- Bayview
- Bessarion
- Castle Frank
- Chester
- Christie
- Coxwell
- Donlands
- Dufferin
- Dupont
- Eglinton
- Eglinton West
- Ellesmere
- Glencairn
- High Park
- Pape
- Greenwood
- Jane
- Keele
- Kennedy
- Lansdowne
- Lawrence
- Lawrence East
- Lawrence West
- Leslie
- Main Street
- McCowan
- Midland
- North York Centre
- Ossington
- Old Mill
- Rosedale
- Royal York
- Runnymede
- Sherbourne
- St Clair
- St Clair West
- Summerhill
- Victoria Park
- Warden
- Wellesley
- Wilson
- Woodbine

# PRESTO Expansion on the TTC

## Buses



- **Testing is now underway on TTC buses.**
- One PRESTO fare validator is installed on each of the 10 different types of TTC buses during the testing period.
- Following testing, rollout on all 1,800+ buses will occur by bus depot (seven bus depots, plus a Wheel Trans depot – beginning with Queensway) over a 6-8 month period starting late spring 2016.
- All bus entrances will be equipped with PRESTO fare validators; more detailed planning currently underway between PRESTO and TTC.



# PRESTO Expansion on the TTC

## Para Transit Vehicles

A pilot to test new **PRESTO mobile fare validators on York Region Transit para transit vehicles** was completed in October 2015.

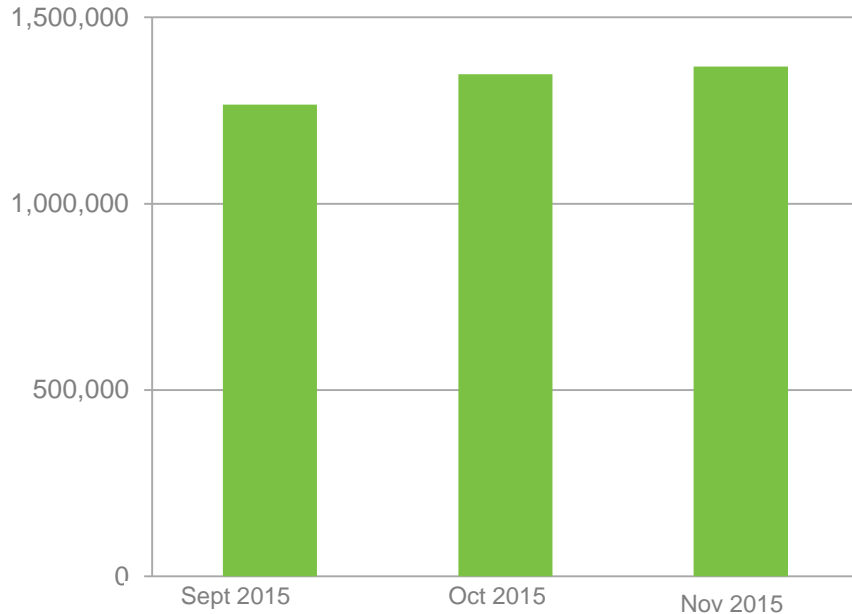
PRESTO is now focused on formalizing the program for use by all PRESTO transit agency clients beginning with the TTC's Wheel Trans network in late 2016.



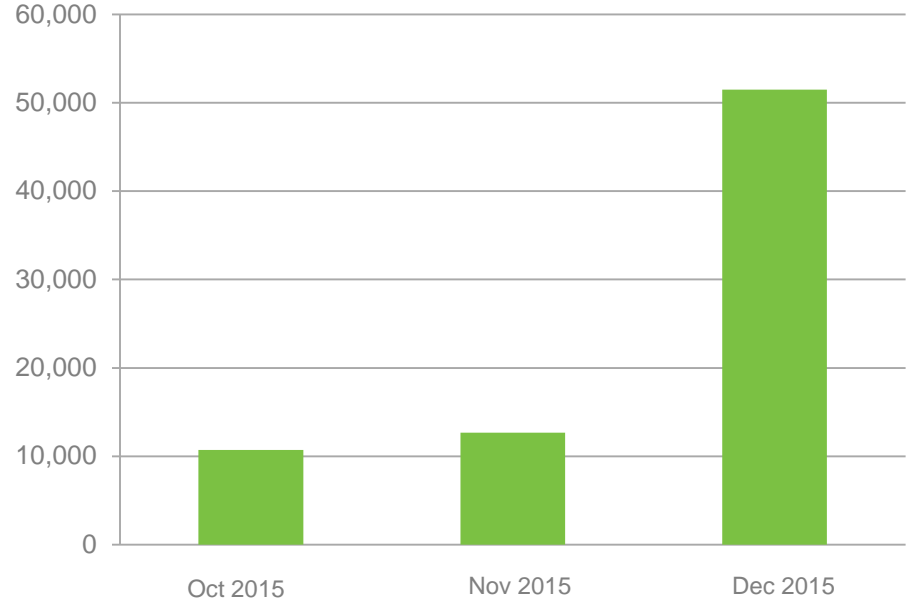
# More Customers Riding with PRESTO

WITH THE FIRST PHASE OF EXPANSION ON TTC NOW COMPLETED **MORE TORONTO CUSTOMERS ARE TAPPING ON AND RIDING EASY WITH PRESTO.**

Taps Per Month - TTC Subway



Taps Per Month - TTC Streetcars





---

# More Customers Riding with PRESTO

---

A SIX-MONTH PILOT IS UNDERWAY SO CUSTOMERS CAN PURCHASE **PRE-LOADED PRESTO CARDS AT GATEWAY NEWSTAND STORES** LOCATED IN FIVE TTC SUBWAY STATIONS:

- Broadview
- Spadina
- Bathurst
- Dundas (North and South)
- Bloor Yonge (North and South)



# More Customers Riding with PRESTO

PRESTO IS TEAMING UP WITH YORK UNIVERSITY TO INTRODUCE AND **INCREASE ADOPTION OF PRESTO AMONG STUDENTS, FACULTY, AND UNIVERSITY STAFF.**



- Will promote PRESTO uptake on both campuses, which are served by GO Transit, York Region Transit, Brampton Transit and the TTC.
- Timing to coincide with introduction of PRESTO on all buses by the fall 2016 semester.
- Will serve as a foundation for extending our footprint to post-secondary institutions in the future.



---

# Making PRESTO Easier for Customers

---

**PRESTO SUCCESSFULLY COMPLETED AN UPGRADE TO ITS CENTRAL OPERATING SYSTEM IN JANUARY.**

The upgrade delivered core software functionality to integrate across the transit systems and boundaries

## **The upgrade enables:**

- TTC essential features (e.g. transfers)
- Enhancements to self-serve functions on the customer website, customer care and PRESTO Operations
- Greater transit agency interoperability



---

# Making PRESTO Easier for Customers

---

IN SUPPORT OF METROLINX'S STRATEGIC PRIORITIES, THE **PRESTO CUSTOMER CHARTER HAS OFFICIALLY LAUNCHED.**



- 1 We will keep PRESTO smart and simple, so it's easy to use and understand
- 2 We will continuously improve our service and keep PRESTO running smoothly
- 3 We will keep you informed and make every effort to resolve any concern you have

Over the coming months PRESTO will inform and engage current and potential customers about the charter.

