



To: Metrolinx Board of Directors
From: Robert Hollis
Executive Vice President
PRESTO
Date: December 8, 2016
Re: **PRESTO Quarterly Report**

Recommendation:

That this report be received for information.

Recent Highlights:

Extending the PRESTO Footprint

- This month, Metrolinx will achieve a significant milestone in the delivery of PRESTO on the TTC. By year end, PRESTO fare readers will be on board all TTC vehicles and in all TTC subway stations.
- The rollout of modern, PRESTO-enabled fare gates across TTC subway stations continues, bringing the current total of stations now accepting PRESTO to 59 (estimated as of December 2). New fare gates have been installed and put into service at the following subway stations:

- | | | | |
|-----------------|-----------------|--------------|------------------|
| • Bay | • High Park | • North York | • Sherbourne |
| • Bayview | • Jane | • Centre | • St. Clair |
| • Bessarion | • Keele | • Old Mill | • St. Clair West |
| • Christie | • Lansdowne | • Ossington | • Summerhill |
| • Donlands | • Lawrence | • Pape | • Warden |
| • Dufferin | • Lawrence West | • Rosedale | • Wellesley |
| • Dupont | • Main Street | • Royal York | • Wilson |
| • Eglinton | • McCowan | • Runnymede | |
| • Eglinton West | • Midland | | |
| • Glencairn | | | |

Once the following stations are completed this month, all 69 TTC subway stations will have at least one priority entrance PRESTO-enabled

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|----------------|-----------------|
| • Castle Frank | • Greenwood |
| • Chester | • Kennedy |
| • Coxwell | • Lawrence East |
| • Don Mills | • Leslie |
| • Downsview | • Victoria Park |
| • Ellesmere | • Woodbine |
| | • Yorkdale |

The new fare gates are being procured by the TTC to support its modernization efforts, providing standard and accessible aisle configurations with integrated PRESTO card readers and greater control of customer flow. Approximately 80,000* fares are being paid weekly at the new fare gates using PRESTO cards – a number that is quickly rising. A full list of PRESTO-enabled TTC subway stations is available at getpres.to. (*As of week of Nov 13)

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- Metrolinx continues deployment of PRESTO on buses across the TTC network. Buses at all seven TTC bus divisions are being equipped with PRESTO, for a total of approximately 1,700 buses (as of November 25). Weekly bus taps exceed 148,000* and are rising quickly as the remaining buses are enabled. Rollout will now focus on capturing any remaining spare, repaired, and new buses across the system, completing the goal of having all 1,900+ TTC buses PRESTO-enabled by the end of 2016. (*As of week of Nov 13)
- The entire streetcar fleet, consisting of over 250 TTC streetcars (approximately 230 legacy streetcars and 24 new streetcars), is PRESTO-enabled.
- Metrolinx launched a pilot program to equip 50 TTC Wheel-Trans vehicles with PRESTO mobile fare payment devices this fall. These new devices allow the operator to interact directly with the passenger to pay their fare using PRESTO as they board the vehicle. Deployment to the remaining 450 vehicles and contracted taxis began in November. So far, 80% of vehicles have been equipped, with the remaining vehicles to be completed by the end of 2016. Once all vehicles are outfitted, the service will be turned on for use by Wheel-Trans patrons.

Enhancing the PRESTO System

- Metrolinx has completed the migration of the central PRESTO system to a new data centre. This is the culmination of work that began in early 2015, and continued with the execution of two major phases in July and October 2016. The move to the new data centre supports growth in PRESTO system capacity, and additional PRESTO functionality as the system evolves.
- In conjunction with the second phase of the data centre move, Metrolinx completed its Fare Management System Upgrade to provide additional PRESTO functionality for future TTC implementation, advance the system's technology and performance, and offer customers a completely redesigned PRESTO website. The new website, modeled after websites used for online commerce, includes refreshed layouts, content, and is mobile-enabled and responsive. Additions such as the shopping cart feature, and improvements to the checkout process and card replacement process, improve the online customer experience.

Evolving the PRESTO Business Model

- Metrolinx, the province and the 905 PRESTO participating transit agencies are continuing negotiations to reach an agreement in principle to maintain operations of the PRESTO fare payment system throughout the region.
- Short term extensions of the current operating agreement are in place as the original agreement expired October 27, 2016.
- As Metrolinx and OC Transpo have reached an agreement in principle, OC Transpo is moving forward in December with municipal council approval of that agreement in principle. Pending formal approvals, the parties have agreed on the pricing, governance structure and services that will be provided by Metrolinx under the proposed agreement.

Increasing PRESTO Adoption

- The Gateway Newstand card sales program, which allows customers to purchase pre-loaded PRESTO cards, has proven successful, with over 14,000 PRESTO cards sold. The initiative was expanded to 31 Gateway locations across the TTC network with 20 more locations to come this month. These locations are selling activated, pre-loaded adult and senior concession cards to assist with the distribution of PRESTO cards.

Current Status:

- Card adoption across the PRESTO network continues to increase.
 - There are now more than 2.34 million activated PRESTO cards, an increase of over 550,000 since this time last year.
 - Of that number, approximately 1.5 million cards have been registered allowing customers to take advantage of features such as balance protection if their card is ever lost or stolen, Autoload/Autorenew contracts, and Transit Usage Reports to help with making a claim for taxable travel benefits.
 - The top three transit agency adopters of PRESTO over the last quarter:
 - Brampton Transit (82.4% per cent PRESTO adoption rate)
 - Oakville Transit (82.4% per cent adoption rate)
 - GO Transit (81.2% per cent adoption rate)
 - The TTC is now third in terms of transaction volumes, just behind GO Transit and OC Transpo with 3.5 million boardings a month.
 - Approximately 3,500 customers used a combination of at least one GTHA transit system and OC Transpo in Ottawa during each month of the last quarter, and there were over 2.7 million cross-agency transfers recorded across the entire network in the last quarter.
 - PRESTO card taps per month:
 - August 2016: 17.3 million
 - September 2016: 19.9 million
 - October 2016: 19.8 million

*** Taps refers to the total number of boardings by month for balance transactions, Period Pass transactions, and Transfers.*

- In October, Metrolinx performed a full 360^o review of PRESTO fare validator reliability on TTC streetcars and buses following reports of reader outages. The review included improving cellular network connectivity, refining the monitoring system, checking validator performance and reviewing first line maintenance processes performed by the TTC. A recent field check of all surface vehicles showed that overall validator availability is now consistently over 98%. Once into steady state next year, the goal is to be over 99%.
- 75 new Self-Serve Reload Machine's (SSRM's) deployed at TTC stations, UP Express and GO Transit allow customers to check balances and load funds to their PRESTO card. While heavily utilized, the machines are not meeting reliability targets and causing challenges for customers. Concerns have been escalated to the suppliers and the second generation machines will replace the current machines early next year.

Coming Up in the Next Quarter...

- Ongoing work to complete the fare gate rollout at secondary unattended TTC subway station entrances will start.
- Deployment of SSRM's that incorporate key customer experience improvements.
- Metrolinx is developing a retail sales and service field trial to launch in early 2017 to increase PRESTO adoption and availability. Details of the field trial are being finalized. A new mobile point-of-sale device is currently being tested and will allow the retail partners to sell PRESTO cards and products.

- Continue the development and design of a Fare Management Vending Device (FMVD) that will be located in TTC subway stations to allow customers to purchase PRESTO cards for immediate use. As a one-stop shop, customers will also be able to load their cards, check card balances and purchase disposable media (such as single-use tickets) through these kiosks. FMVD's are targeted for roll out on TTC first in mid-to-late 2017. They will accept cash, credit and debit for purchases.
- Metrolinx and TTC are working together collaboratively to introduce monthly and weekly passes on PRESTO in early 2017, allowing customers to begin the transition from current TTC pass products to PRESTO.
- The annual Customer Satisfaction survey for 2016 is underway. Results, which include PRESTO's performance over the past year and identify key drivers to customer satisfaction and areas for customer experience improvement, will be available during the first quarter of 2017.

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