



# Presentation to Ottawa Transit Commission

November 21, 2012

# Our Commitment

- Metrolinx and OC Transpo are committed to delivering riders a state of the art, seamless, integrated fare payment system.
- Metrolinx is responsible to the City of Ottawa, and to Ottawa transit riders, to ensure PRESTO is launched successfully.
- As partners we are working together to deliver a reliable service that meets the needs of OC Transpo and one that our customers can use with confidence every day.
- We have learned lessons that will inform and ensure a phased and successful technical and operational deployment, and a positive customer experience.

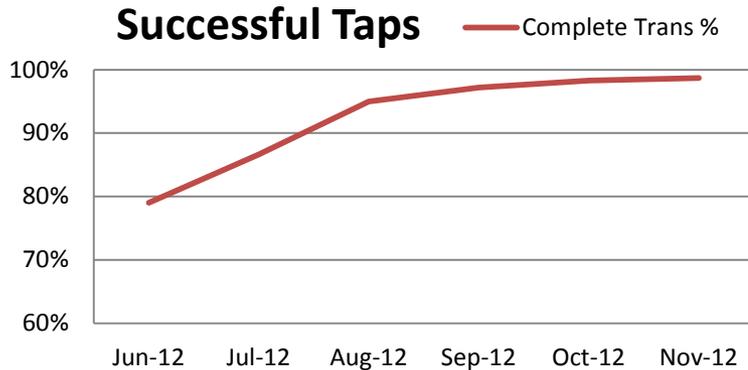
# Key Success Factors

1. Customer convenience features, such as Autoload, Auto re-new, web access
2. Pass products available (not only e-purse)
3. STO interoperability
4. Robust back office
5. Fare inspection functionality
6. Payment Card Industry (PCI) compliance
7. Ongoing support to respond to customer needs

# Status Update Summary

- During the last update we committed to addressing all outstanding technical issues, or new ones that may emerge. This has been done, we continue to monitor and respond.
- Business functional defects have been corrected and upgrades implemented across the fleet.
- The infrastructure is in place:
  - 1680 card readers (BFTP) installed on 975 buses
  - 17 point of sale devices (SPOS) across 8 sales locations
  - 18 Handheld Card Readers (HCR) for enforcement
  - 12 card readers (SFTP) on 6 O-Train platforms
  - 35 of 75 Double Decker buses installed with 70 BFTPs (2 per bus)
- More than 250,000 total taps to date by staff, friends and family have validated the system and will continue.

# Progress / Trends



**Average Daily  
Complete Transactions**

July	28
November	3694

**Total Tap Count Since May >250,000**

**% of devices installed as of July 1 - 61%**  
**% of devices installed to date - 100% complete**

**New Double-Decker Buses: On schedule to complete, 50% complete**

**Call Centre Performance meeting service level agreement standard.**  
Calls answered within 30 seconds, 80% of the time: Achieving 90%  
Abandoned call rate, <5%: Achieving 2%

# Status Update Summary

- Refinement of the system continues, to optimize performance.
- Metrolinx and OC Transpo, together with Accenture and their vendor Scheidt and Bachmann, have achieved significant results.
  - With this increased confidence, we have begun planning for the first phase of system deployment readiness.
- Our joint recommendation to the Commission is to proceed with a phased system deployment readiness beginning January 2013.

# Timing Considerations

- During the last update we committed to addressing all outstanding technical issues, or new ones that may emerge. This has occurred and will continue. We are now moving from system development to a system sustainment phase.
- The intent is to observe performance over a longer period of time, particularly over one month-end to another month.
- December is not an effective time to begin the next stage of deployment, due to the upcoming holiday season, from both a customer experience perspective and from an operational perspective.
- Metrolinx and OC Transpo jointly recommend system deployment readiness to begin in January 2013.

# OC Transpo and Metrolinx PRESTO plan

- Our joint plan is to take a measured approach and build PRESTO customer volumes progressively – managing our risk and scaling up to full production.
  - Phased implementation represents a best practice from other jurisdictions, such as Oslo and the Netherlands.
  - To ensure a positive experience for customers and service providers, PRESTO was phased-in within the Greater Toronto and Hamilton Area (GTHA). The 9 transit agencies deployed into production in a phased approach over an 18-month period.
    - PRESTO launched in the GTHA with 4,200 users. By the end of the first year, that figure had increased to 48,000. Today, more than 400,000 people are using a PRESTO card and we're signing up, on average, 22,000 new PRESTO users a month.
- We will continue to monitor and improve the system throughout the month of December.
- In January, we propose OC Transpo move to a system deployment readiness phase and initiate the first step of their defined initial production rollout plan by adding up to 10,000 new customers.

# Recommendation

A phased deployment allows volume in the PRESTO system to build in a controlled manner, while Metrolinx ensures operational excellence and continues to monitor results.

## Timeline:

1. **Early January:** OC Transpo communications begin around the expansion of the program to 10,000 additional users.
2. **Mid-January:** Initiate distribution of up to 10,000 cards and put into full production through the end of January.
3. **Mid-January – April 17:** Continue to monitor, conduct analysis and confirm positive results to inform broader public distribution.
4. **April 17:** Results will be presented to the Commission to receive green light for continued deployment. At this time OC Transpo program implementation would be presented to outline the phased deployment plan to achieve full system rollout.

# Readiness Criteria

## January

- Specific success technical criteria agreed between Metrolinx and OC Transpo, aligned with the seven success factors noted earlier.
- PRESTO production system demonstrates:
  - stable devices,
  - responsive customer support,
  - reliable back-office finance systems, and,
  - interoperability with STO.
- Business requirements requested by OC Transpo completed by end of January 2013.

## April

- Results of the success criteria assessment will be presented to the Commission.
- Completion of agreed success criteria will represent system acceptance.

# Costs

- Metrolinx has committed to reimburse OC Transpo for costs that are reasonable, documented and unavoidable in agreed areas until PRESTO is ready to be fully deployed – that commitment remains.
- Metrolinx and OC Transpo expect these costs to be between \$4M to \$7M. The final cost will be determined following the phased public rollout.
- Metrolinx’s vendor Accenture will share costs incurred as a result of the delay.
- In recognition of the extended timeline for deployment and the role OC Transpo is playing in being the first user of PRESTO Next Generation, Metrolinx will be reducing the municipal contribution towards the remaining capital costs by \$3 million.
- In the event system acceptance is not achieved by June 1, 2013, either party reserves the option to consider other directions for the program at that time, including the option to discontinue the deployment of the PRESTO program in Ottawa. Metrolinx would make City of Ottawa whole on its capital investment in the fare system, unless system acceptance is not achieved for reasons beyond Metrolinx’s control.

# Customer Benefits

- With PRESTO, OC Transpo will have a state of the art end-to-end fare payment system and riders 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 their PRESTO card, “topping up” value and eliminating the need for exact change, tickets or transfers.
- Soon after customers will be able to use their PRESTO cards at other PRESTO participating transit agencies across Ontario.