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**To:** Metrolinx Board of Directors  
**From:** Robert Hollis  
Executive Vice President  
PRESTO  
**Date:** March 3, 2015  
**Re:** **PRESTO Quarterly Report**

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### Recent Achievements – (December 2014 to February 2015)

- In December 2014, PRESTO launched the first of its new platform payment devices at 10 locations along the TTC's 510 Spadina streetcar route. The new Fare and Transfer machines are similar to devices on board new streetcars. TTC customers can pay their fare by coin or token and receive a Proof of Payment (POP) prior to boarding.
- PRESTO is issuing updated cards incorporating new accessibility-focused improvements. The new PRESTO cards feature braille lettering for orientation and identification, increased font size and a more-prominent card number. The new card design accommodates transit riders with low vision and/or vision loss and incorporates feedback from members of the Metrolinx Accessibility Advisory Committee, the Canadian National Institute for the Blind and the PRESTO panel.
- In January, PRESTO successfully performed a major system upgrade over two weekends in readiness for the new UP Express service to be launched in the spring. The system upgrade also delivered account improvements for all PRESTO customers including the ability to view concessions and pending loads in online accounts and retrieve usernames online for registered cardholders. The upgrade was completed ahead of schedule and all services, including transaction history, were available for customers by Monday the morning after the weekend upgrade.
- In February, PRESTO and the TTC began a pre-loaded card pilot at select TTC subway stations. PRESTO cards are available for purchase at one of the TTC Metropass Vending Machines located at Union subway station as part of the pilot. For \$20, transit users will be able to purchase a \$6 PRESTO card pre-loaded with a \$14 e-purse ready for immediate use. Expansion to other TTC stations is under consideration pending a review of the pilot.

## CURRENT STATUS

- Card adoption across the PRESTO network continues to increase. As of February 2015:
  - There were more than 1.4 million activated PRESTO cards.
  - The average adoption rate across the system was 50.1%\* for November 2014. *\*Excludes TTC*
  - More than 287 million taps\* and \$1.1 billion in fare payments to date. *\*Excludes period pass taps*
  - More than 9.2 million cross agency trip taps across the network for the 12 months ending December 2014.
  - About 15,000 cardholders used their card on both GTHA and Ottawa transit systems in the 12 months ending December 2014.
- PRESTO continues to reach important milestones as part of its phased rollout across the Toronto Transit Commission. PRESTO is now available at 15 subway stations and on the three new streetcars TTC has received and put into service along the 510 Spadina route. TTC customers can also pay their fares at on-street Fare and Transfer machines installed along the 510 Spadina route.
- PRESTO has completed its 2014 Customer Satisfaction Survey and is now in the process of evaluating the results. The feedback and customer insights compiled will be incorporated into the planning and design of PRESTO products and services.

## COMING UP IN THE NEXT QUARTER...

- PRESTO will be installing new Self-Serve Reload Stations in the new GO Transit York Street/West concourse of Union Station and at UP Express stations. The new self-serve machines will allow PRESTO cardholders to instantly load funds to their PRESTO card using credit or debit and check account balances. Self-Serve Reload Stations will also be installed at select TTC subway locations.
- Continued testing of new PRESTO payment devices for the UP Express service is proceeding in preparation for the service launch in the spring. PRESTO will install a total of 36 fare payment devices at UP Express stations including Pearson, Weston, Bloor and Union Stations. PRESTO will also launch new Self-Serve Reload Stations as part of UP Express. Cardholders will have the ability to instantly add funds to their PRESTO account and check their balance on the go.
- PRESTO and the TTC are developing plans to allow customers to use PRESTO on all subways, buses and streetcars by the end of 2016. As part of the plan, PRESTO will be available at 26 subway stations by July 2015 and all legacy streetcars by the end of 2015. PRESTO and the TTC are also planning to enable PRESTO on TTC buses by the end of 2016.

**Robert Hollis**  
**Executive Vice President**  
**PRESTO**