



**To:** Metrolinx Board of Directors  
**From:** Robert Hollis  
Executive Vice President  
PRESTO  
**Date:** September 22, 2015  
**Re:** **PRESTO Quarterly Report**

---

### Recommendation:

That this report be received for information.

### Recent Highlights:

#### Increasing PRESTO Adoption

- The first phase of PRESTO rollout on the TTC was completed in time for the Pan Am and Parapan Am Games with PRESTO expanded to an additional 11 TTC subway stations (for a total of 26 PRESTO-enabled subway stations) and onboard new streetcars (currently in service on the 509 Harbourfront and 510 Spadina routes).
- PRESTO will soon be available to more TTC riders with the start of rollout on TTC legacy streetcars. Recent completion of a three-month testing period on two legacy streetcars allowed PRESTO to determine equipment suitability, operability, and fit in real-life use, ensuring a smooth PRESTO rollout on all 248 legacy streetcars over the remainder of 2015.
- As TTC receives shipment of new streetcars they will enter service PRESTO-enabled and more Fares and Transfers Machines (Single Ride Vending Machines) will be installed at stops along these routes.
- Over the past year, PRESTO has been working to develop its Customer Charter, which outlines the promises that PRESTO will strive towards to improve our customer's experience. PRESTO will be rolling out the charter over the coming months to familiarize our customers and the public with the details of our commitment.

#### Enhancing the PRESTO System

- PRESTO Self-Serve Reload Machines were deployed at three UP Express Stations, GO Transit's York Concourse and TTC's Union Station, giving customers another option to easily add funds to their PRESTO card, check their card balance, and review transaction history. PRESTO will be adding these machines to all 26 subway stations that are PRESTO-enabled by the end of 2015.

### Extending the PRESTO Footprint

- A two month pilot began in August to test new PRESTO mobile fare payment devices on York Region Transit's Mobility Plus para transit vehicles. The pilot is trialing a new handheld PRESTO mobile payment device for accepting fare payments on para transit vehicles and contracted third-party vehicles (e.g. taxis). The hand-held mobile device allows the operator to interact directly with the passenger as they board the vehicle. The results of the pilot will help determine the next steps for extending PRESTO on para transit and contracted third-party vehicles across the region.

### Improving the PRESTO Business Model

- The current 10-year Operating Agreement with GO Transit, Ottawa's OC Transpo, and 7 municipal transit agencies in the 905 area expires in October 2016. Discussions are underway with these PRESTO transit agencies to develop a new sustainable operating agreement.

### Current Status:

- Card adoption across the PRESTO network continues to increase.
  - There are now more than 1.65 million activated PRESTO Cards
  - The average adoption rate across the system was 59.1% for July 2015, up from 53.6% in July 2014 \*\*\**Excludes TTC*
  - In July 2015, 591,000 unique PRESTO cards were used to travel throughout the region, which is an increase of almost 90,000 since July 2014
  - Over 5,300 cardholders used PRESTO on both Ottawa's OC Transpo and a transit systems in the GTHA in June and July 2015
- PRESTO is now available at 26 subway stations and on 9 new streetcars the TTC has received and put into service. PRESTO has also installed 21 on-street Fares and Transfer machines along the 509 Harbourfront and 510 Spadina routes.

### Coming Up in the Next Quarter...

- Over the fall, PRESTO will be installed onboard new streetcars as they arrive and all legacy streetcars, which will complement the 26 subway stations and new streetcars that are currently PRESTO-enabled.
- PRESTO Self-Serve Reload Machines will begin rollout at the 26 PRESTO-enabled TTC subway stations.
- Legacy fare payment devices installed at the first 15 PRESTO enabled TTC subway stations will be replaced with new devices that have a longer life expectancy and improved reliability.

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