



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

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### Recommendation:

That this report be received for information.

### Recent Highlights:

#### Increasing PRESTO Adoption

- The PRESTO rollout on the Toronto Transit Commission (TTC) is on track with all in-service legacy streetcars (approximately 230) set to be PRESTO-enabled as planned, by the end of 2015.
- Testing will begin in December on board select TTC buses to determine equipment suitability, operability, and fit in real-life use ensuring a smooth PRESTO rollout on TTC buses in 2016.
- Final testing of the new modern TTC subway faregates being introduced next year is progressing on schedule, with field trials anticipated to begin first quarter of 2016.
- A six-month pilot begins December to sell pre-loaded PRESTO cards at Gateway Newstand stores located in Bloor-Yonge, Dundas, Bathurst, Spadina, and Broadview TTC subway stations. PRESTO has also developed a strategy with the TTC to expand the sale of pre-loaded PRESTO cards at more TTC Vending Machines in addition to the ones currently at Union and Queen's Park subway stations.

#### Enhancing the PRESTO System

- To help ensure PRESTO remains a global leader in customer service excellence, the annual Customer Satisfaction Survey was launched in November to measure PRESTO's performance over the past year, and identify areas for customer experience improvement.
- Self Serve Reload Machines, which allow customers to add value to their PRESTO cards for instant use, have been installed in the GO Transit York Concourse, three UP Express stations, and select TTC subway stations. To date, 42 devices have been installed at 21 subway stations. By the end of the year, Self Serve Reload Machines will be at 23 of the TTC subway stations that currently have PRESTO fare validators.
- The Fares and Transfer machines on new streetcars and platforms are being retrofitted to accept contactless debit and credit cards to pay for TTC fares.

## Extending the PRESTO Footprint

- A pilot to test new PRESTO hand-held mobile fare validator devices on York Region Transit's Mobility Plus para transit vehicles was completed successfully in October 2015. PRESTO is now focused on formalizing the program for use by all PRESTO transit agency clients on their para transit vehicles and contracted third-party operators (e.g. taxis).

## Current Status:

- Card adoption across the PRESTO network continues to increase.
  - There are now more than 1.79 million activated PRESTO cards
  - The top three transit agency adopters of PRESTO over the last quarter were:
    - Brampton Transit (79.6% PRESTO adoption rate)
    - GO Transit (78.5% adoption rate)
    - Oakville Transit (66.4% adoption rate)
  - Approximately 2,250 customers used their card in both the GTHA and Ottawa, and there were over 880,000 cross-agency transfers recorded across the network in October
  - PRESTO card taps per month:
    - August 2015: 14.0 million
    - September 2015: 16.6 million
    - October 2015: 17.4 million

*\*\*Taps refers to the total number of boardings by month for e-Purse transaction, Period Pass transaction, and Transfers.*

## Coming Up in the Next Quarter...

- PRESTO is upgrading its central operating system over the weekend of January 16-17, 2016, to enable new features for the rollout on the TTC, allow for greater transit agency interoperability, and improve customer self-serve functions.
- PRESTO is planning field trials of the new, modern TTC faregates with integrated PRESTO fare payment devices at the TTC's Main subway station beginning in the first quarter of 2016. When the field trials are complete, these new faregates will begin rollout at the 43 TTC subway stations that are not yet PRESTO-enabled to ensure all 69 TTC subway stations are PRESTO-enabled by the end of 2016.
- As part of the next phase of rollout on the TTC, PRESTO installation will begin on board the 1,800+ buses in the TTC's fleet. The TTC Para transit bus fleet and contracted 3<sup>rd</sup> party para transit providers will be able to utilize PRESTO's new hand-held mobile fare payment device trialed in the pilot referenced above
- 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 in early 2016 to familiarize our customers and the public with the details of our commitment.

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