



**To:** Metrolinx Board of Directors  
**From:** Robert Hollis  
Executive Vice President  
PRESTO  
**Date:** February 10, 2016  
**Re:** **PRESTO Quarterly Report**

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### Recommendation:

That this report be received for information.

### Recent Highlights:

#### Increasing PRESTO Adoption

- The first phase of PRESTO expansion on the TTC was completed on time in December 2015. All 14 new streetcars, approximately 230 legacy streetcars and 26 subway stations are now PRESTO enabled. With the addition of legacy streetcars to the PRESTO network, customer taps on streetcars jumped from 12,000 in November to more than 50,000 in December. Twenty-three subway stations are also equipped with Self-Serve Reload Machines for customers to load value and manage their PRESTO account.
- PRESTO is launching its Customer Charter this month to build on PRESTO's ongoing commitment to improving customer service and experience. PRESTO's pledge to customers is as follows:
  - *We will keep PRESTO smart and simple, so it's easy to use and understand.*
  - *We will continuously improve our service and keep PRESTO running smoothly.*
  - *We will keep you informed and make every effort to resolve any concern you have.*
    - Success of the Customer Charter will be measured against quantitative and qualitative key performance indicators such as call volumes and first call resolution rates, satisfaction scores, as well as system, website and call centre availability.
- Testing is underway on various TTC bus types to validate the engineering solution prior to roll-out. Once final devices are delivered, deployment will occur by bus depot (there are a total of seven bus depots, plus a Wheel-Trans depot) beginning in late spring 2016. In total, more than 1,800 buses across the TTC network will be equipped with PRESTO devices at all doors before the end of the year. Wheel-Trans buses will be equipped with the new mobile fare validator currently being piloted in York Region.
- Gateway Newstand stores located at the Bloor-Yonge, Dundas, Bathurst, Spadina, and Broadview TTC subway stations are now selling pre-loaded PRESTO cards as part of a six-month pilot. The cards are pre-loaded with \$20 (\$6 card fee and a remaining \$14 card balance) for immediate use.

## Enhancing the PRESTO System

- PRESTO successfully completed a major upgrade to its central operating system in January. The upgrade enables new features for the rollout on the TTC, allows for greater transit agency interoperability, and improved customer self-serve functions. Highlights include:
  - ✓ Enabling TTC direction based transfers
  - ✓ The ability for customers to pre-validate GO Transit Service Guarantee claims
  - ✓ Language improvements made to the Transaction History Report for ease-of-use
- The January system upgrade also built system functionality to offer a loyalty program, period passes and concessions for the TTC. Timing for the introduction of these features to customers is for TTC to determine as the rollout of PRESTO continues across the system.

## Extending the PRESTO Footprint

- PRESTO is partnering with York University to introduce and increase the adoption of PRESTO among students, faculty and university staff. PRESTO is working to jointly promote the service with transit agency partners currently servicing both York University campuses (GO Transit, York Region Transit, Brampton Transit and the TTC). The timing for this collaboration is to coincide with the introduction of PRESTO on all buses by the fall 2016 semester. This initiative will inform future efforts to extend the PRESTO footprint to post-secondary institutions.

## Current Status:

- Card adoption across the PRESTO network continues to increase.
  - There are now more than 1.85 million activated PRESTO cards, a gain of nearly 500,000 more cards since the same time last year.
  - The top three transit agency adopters of PRESTO over the last quarter were:
    - Brampton Transit (83% PRESTO adoption rate)
    - GO Transit (87% adoption rate)
    - Oakville Transit (68% adoption rate)
  - Approximately 2600 customers used their card in both the GTHA and Ottawa, and there were over 728,000 cross-agency transfers recorded across the network in December
  - PRESTO card taps per month:
    - November 2015: 17.3 million, up from 15.6 million in November 2014
    - December 2015: 14.7 million, up from 13.6 million in December 2014

*\* Decrease in monthly taps for December may be attributed to holiday season*  
*\*\*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 continuing the paratransit pilot with York Region Transit and working with York and additional transit agency partners to formalize the product and delivery of the PRESTO paratransit fare payment system on paratransit vehicles and contracted third-party operators (e.g. taxis) in 2016.

- Field trials of the new, modern TTC faregates equipped with PRESTO fare payment devices at the TTC's Main subway station start this quarter. These new faregates will be rolled out at the remaining 43 TTC subway stations to ensure all 69 TTC subway stations are PRESTO-enabled by the end of the year. The new gates will help riders move through the stations more quickly and easily, transforming the way TTC riders pay their fares.

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