



To: Metrolinx Board of Directors
From: Robert Hollis
Executive Vice President
PRESTO
Date: September 9, 2016
Re: **PRESTO Quarterly Report**

Recommendation:

That this report be received for information.

Recent Highlights:

Increasing PRESTO Adoption

- The rollout of modern, PRESTO-enabled fare gates across TTC subway stations continues, bringing the current total of stations now accepting PRESTO to 35. New fare gates have most recently been installed and put into service at the following subway stations:
 - Bay
 - Sherbourne
 - St. Clair
 - Main Street
 - Wellesley
 - Lansdowne
 - Dupont
 - Dufferin
 - Old Mill

The new fare gates are being procured by the TTC to support its modernization efforts, providing standard, accessible aisle setup and card reader locations and greater control of customer flow. Approximately 30,000 fares are being paid weekly at the fare gates using PRESTO cards – a number that is quickly rising. A full list of PRESTO-enabled TTC subway stations is available at getpres.to.

- Metrolinx continues to deploy PRESTO on buses across the TTC network. Currently, buses at five of seven TTC bus divisions have been converted to PRESTO, for a total of 908. Weekly bus taps are at 51,000* and rising quickly as more buses are enabled. Rollout continues across the remaining bus divisions working towards the goal of having all 1,900+ TTC buses PRESTO-enabled by the end of 2016. (*As of July 24-30)
- Over 250 TTC streetcars (approximately 230 legacy streetcars and 22 new streetcars) are PRESTO-enabled.
- In July, Metrolinx supported the Toronto Pearson International Airport's Propeller Project Syrian Newcomer Transit Pass Program by waiving the fee for 1,200 PRESTO cards. This program used funds collected from airport passengers and employees and matched them through Toronto Pearson's Propeller Project to provide transit passes for the government-sponsored Syrian refugees who have settled in the GTHA.

Enhancing the PRESTO System

- The Gateway pilot that allows customers to purchase pre-loaded PRESTO cards has proven successful with over 3,500 PRESTO cards sold at five TTC stations, and work is underway to expand the number of locations to further enhance access to PRESTO cards across the TTC network.
- In July, Metrolinx completed the first phase of a major update to the PRESTO system. This included starting up a new data centre as well as transferring 60 per cent of our major applications and linking approximately 10,000 devices to the new data centre. This will support growth in PRESTO system capacity and functionality for the next few years. The second phase of the planned move will occur in the fall. Once complete, the full update will support additional PRESTO functionality as the system evolves, including increased capacity to handle future transaction volumes and a full refresh of the prestocard.ca website to improve the user experience.
- In August, Metrolinx introduced enhancements to the PRESTO system to provide the following improvements for customers:
 - pilot program for para-transit mobile fare payment terminals to support the TTC Wheel-Trans fleet
 - improved accessibility features including new audible alerts and the ability to reverse a tap on any device within the same station for Union Pearson Express and GO PRESTO devices
 - the ability to offer discounted fares for trips that run between any of the PRESTO transit agencies
 - increased device transaction capacity to accommodate future customer growth

Extending the PRESTO Footprint

- In June, Metrolinx and the Toronto Parking Authority (TPA) announced that 120 new Bike Share Toronto stations and 1,000 new bikes would be installed across the city, more than doubling the size of the existing Bike Share Toronto network. The expansion was the result of a \$4.9 million partnership between Metrolinx and the TPA announced in July 2015. As part of Metrolinx's agreement with Bike Share Toronto, new Bike Share members with a valid PRESTO card receive 50 per cent off their first-year membership fee.
- Metrolinx has finalized an agreement to extend its contract with Accenture for six years to ensure the continued stability, quality and advancement of the PRESTO system. This agreement leverages existing extension options within the original 10-year contract, which expires in October, and includes an option of early termination after three years. This extension will ensure that the millions of PRESTO cardholders will continue to enjoy high-quality service as the system is rolled out across the TTC, the largest transit agency in Canada and the third-largest in North America. Metrolinx was also able to achieve an average of 21 per cent annual operating savings over the original contract, with an annual estimated value of \$82 million per year.
- The current agreement between Metrolinx, the 905 municipalities and Ottawa expires in October 2016. Discussions have been progressing on the appropriate terms and conditions for a new agreement. Any new agreement will require the endorsement of each municipality, the Metrolinx board, and the support of the Province of Ontario.

Current Status:

- Card adoption across the PRESTO network continues to increase.
 - There are now more than 2.16 million activated PRESTO cards, an increase of over 512,000 since this time last year.
 - Of that number, approximately 1.3 million cards have been registered allowing customers to take advantage of features such as balance protection if their card is ever lost or stolen, Autoload/Autorenew contracts, and Transit Usage Reports to help with making a claim for taxable travel benefits.
 - The top three transit agency adopters of PRESTO over the last quarter:
 - GO Transit (82.9 per cent adoption rate)
 - Brampton Transit (80.8 per cent PRESTO adoption rate)
 - Oakville Transit (79.5 per cent adoption rate)
 - Approximately 3,500 card taps were made by customers who used a combination of at least one GTHA transit system and OC Transpo in Ottawa during each month of the last quarter, and there were over 2.4 million cross-agency transfers recorded across the entire network in the last quarter.
 - PRESTO card taps per month:
 - May 2016: 18.2 million
 - June 2016: 18.5 million
 - July 2016: 16.3 million (**Decrease in monthly taps common during summer months*)

*** Taps refers to the total number of boardings by month for balance transactions, Period Pass transactions, and Transfers.*

Coming Up in the Next Quarter...

- As part of the rollout on the TTC, all (450) of the agency's Wheel-Trans and contracted accessible taxi vehicles will be equipped with PRESTO mobile fare payment devices. These new devices, which were piloted on York Region Mobility Plus para-transit vehicles in 2015, allow the operator to interact directly with the passenger to pay their fare as they board the vehicle. Metrolinx is also working with its PRESTO-participating transit agency clients to expand the para-transit services that offer PRESTO across the GTHA.
- Completing the migration of the central PRESTO system to a new data centre will support growth in PRESTO system capacity and functionality for the next few years.
- Delivery of the new and improved Self-Serve Reload Machines (SSRMs) is expected to start by the end of 2016, expanding the existing network of 62 SSRMs located in select TTC subway stations, GO Transit and UP Express stations. The new batch of devices will allow customers to load funds directly onto their cards. In early 2017, these devices will also be available for other transit agencies to deploy.
- A major milestone in the delivery of the TTC project with the completion of the TTC accelerated rollout of PRESTO fare readers to all TTC vehicles and enabling PRESTO at all TTC subway stations by the end of 2016, several months ahead of the original schedule, allowing TTC to begin the transition away from its legacy fare media (ie. tokens and paper passes) to PRESTO cards.

Robert Hollis
Executive Vice President
PRESTO