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PRESTO UPDATE

Metrolinx Board of Directors Meeting

Robert Hollis, Executive Vice President, PRESTO

December 8, 2016



Agenda

- PRESTO Deployment on the TTC
- PRESTO Upgrade
- 2016 Client Agreements

PRESTO Deployment on TTC – Our Commitment

By the end of 2016, Metrolinx will achieve another major milestone in the delivery of the TTC project with the completion of the accelerated equipment rollout.

All buses, legacy and new streetcars, Wheel-Trans vehicles and contracted taxis and all 69 subway stations (minimum one primary entrance) will be PRESTO equipped



PRESTO Deployment on TTC – By the Numbers



Streetcars

- 24 new streetcars; 230+ legacy streetcars
- 120,000 PRESTO taps/week
- Increase of 100,000 taps/week since January



Subway Stations

- Turnstile and New fare gates
- 59 stations to-date; 10 remaining
 - 460,000 taps/week



Buses

- 1,700 buses to-date; Approx. 200 buses remaining
- More than 148,000 taps/week

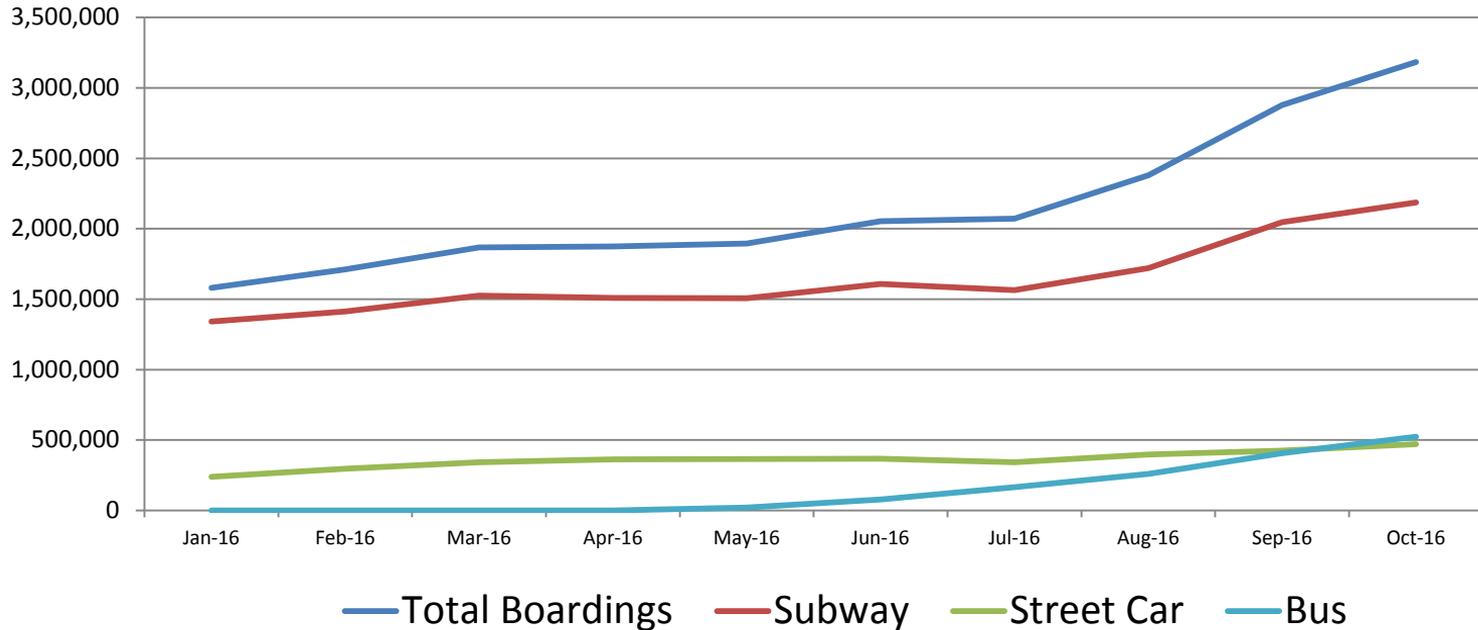


Wheel-Trans

- An internal pilot of 50 Wheel-Trans vehicles ran in September
- 80% Wheel-Trans vehicles to date
- To be launched to public when all vehicles equipped

PRESTO Deployment on TTC – Growing Volumes

Total TTC PRESTO Usage-by mode



PRESTO Deployment on TTC vehicles – Device Reliability

- In October, Metrolinx performed a full 360° review of PRESTO fare validator reliability on TTC streetcars and buses following reports of reader outages.
- The review included improving cellular network connectivity, refining the monitoring system, checking validator performance and reviewing first line maintenance processes performed by the TTC.
- A recent field check of all surface vehicles showed that overall validator availability is now consistently over 98%.
- Once into steady state next year, the goal is to be over 99%.

Bus



- ~1,900 bus fleet total
- May – November: 3,500+ PRESTO fare readers installed on all doors of 1,700 buses (89% of the bus fleet)

Streetcar



- Over 255 TTC streetcars are PRESTO-enabled with ~ 688 fare readers

PRESTO Deployment on TTC vehicles – SSRM's

- New Self-Serve Reload Machine's (SSRM's) are deployed at TTC stations, UP Express and GO Transit West Teamway.
- The devices provide convenience for customers to check balances and load funds directly to their PRESTO card.
- The 70 machines are heavily used and perform 35-40,000 loads per week.
- A custom designed machine, it is not meeting reliability targets and causing challenges for customers.
- Metrolinx has escalated concerns to the suppliers who are working to resolve the issues.
- The second generation machines are now in testing and are expected to be significantly improved.
- The current machines will be replaced with the new generation machines early next year.
- We appreciate the patience of our customers and suggest using the Website or Autoload as alternatives.



PRESTO Deployment on TTC – Coming Soon

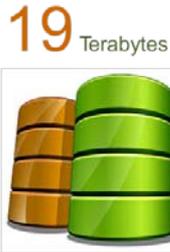
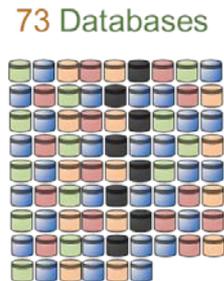
Rollout plans for 2017 include:

- Migrate TTC customers to PRESTO, including passes
- PRESTO cards at Gateway locations in 65 subway stations
- Additional Self-Serve Reload Machines
- New Fare Media Vending Machines
- Modern fare gates at all remaining subway entrances and original 26 with turnstile readers
- PRESTO retail sales and service outlets across the GTHA and Ottawa
- Limited Use Media (e.g., single-ride ticket) / open payment (e.g., credit cards)



Building PRESTO for the future

In October, Metrolinx completed the second phase of a major PRESTO system upgrade and the migration of the central system to a new data centre after more than two years of planning.



Upgrading the PRESTO System - Benefits



Improved Customer Experience

New mobile-friendly customer website receiving positive customer feedback



Improved Performance

Transactions are processed much faster now. Overnight processing reduction in run time by ~75%



State of Good Repair

New hardware and upgraded software to accommodate functional features such as open payment and digital



Support for digital strategy

New content management platform available to enable PRESTO digital strategy



Enhanced Scalability

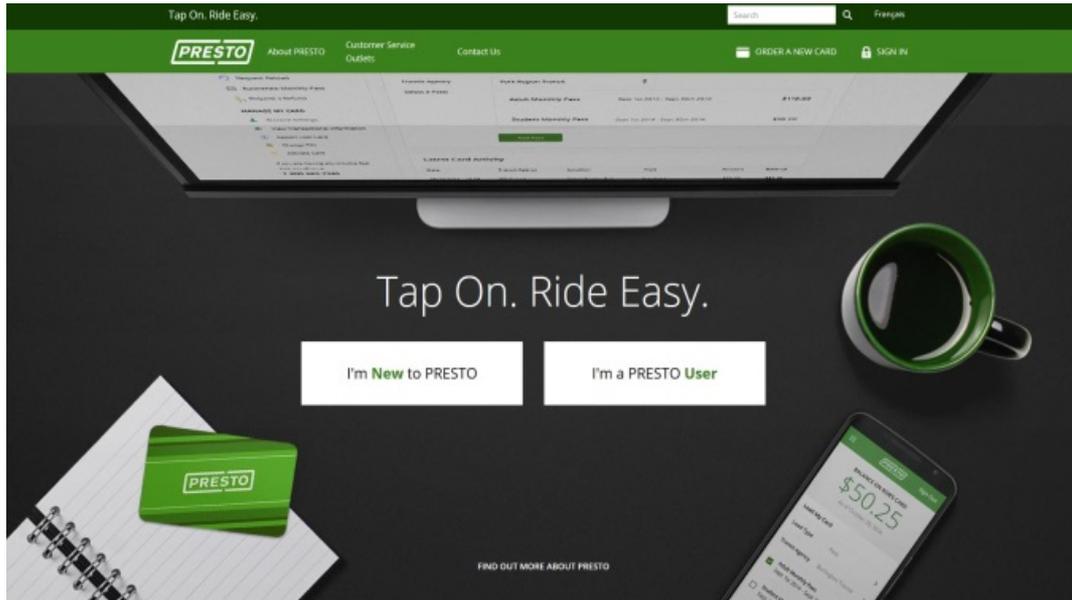
System processed 2.5M transactions in one day post cut-over
Capacity to process 10M transactions a day



Infrastructure Refreshed

Aligning upgrade with Infrastructure refresh reduces future disruptions to upgrade underlying Infrastructure

Upgrading the PRESTO System The New PRESTOCARD.CA



As part of the upgrade, customers were welcomed to a refreshed website with the addition of several new features including:

- new, more intuitive website layouts
- a shopping cart feature for purchases
- improvements to the card replacement process
- mobile-enabled website with a responsive design that can easily be viewed across various devices

Agreement in Principle with 905/Ottawa Agencies

- Metrolinx, the province and the 905 PRESTO participating transit agencies are continuing negotiations to reach an agreement in principle on the new terms and conditions for a master agreement, following the end of the first agreement after 10 years.
- Short term extensions of the current operating agreement are in place as the original agreement expired October 27, 2016.
- As Metrolinx and OC Transpo have reached an agreement in principle, OC Transpo is moving forward in December with municipal council approval of that agreement in principle. Pending formal approvals, the parties have agreed on the pricing, governance structure and services that will be provided by Metrolinx under the proposed agreement.



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