

To: Metrolinx Board of Directors
From: Annalise Czerny
Executive Vice President, PRESTO
Date: February 20, 2020
Re: **PRESTO Report**

Executive Summary

This report is presented for information.

PRESTO Updates

- The overall PRESTO adoption rate is 68% as of November, 2019. Adoption is expected to grow as transit agencies continue to retire legacy fare media and as we continue to improve the PRESTO customer experience.
- The new payment and point of sale devices for GO Transit and the '905' transit agencies began field testing late last year, and are now in the installation phase. The project is on track for completion later this year and the upgraded devices have an improved interface, upgraded technology to ensure continued reliability, and will support new forms of payment when enabled through modernization. Thousands of customers have already tapped the initial devices. A substantial training program for transit agencies has also taken place.
- On November 30th, the TTC stopped selling legacy tickets, tokens and passes. PRESTO and the TTC worked collaboratively during the transition and no major issues were reported.
- Since cross-boundary fare service began in July for customers on routes between Toronto (TTC), York Region (YRT) and Mississauga Transit (MiWay), there have been over 98,000 trips made using the new service (as of January 4th). The busiest route is *TTC 52 Lawrence* which has had over 26,000 trips and connects to MiWay. The next busiest is *TTC 102 Markham Road*, which connects to YRT, with over 24,000 trips.
- Metrolinx and the TTC worked together to implement full PRESTO payment on the Wheel-Trans Sedan Taxis, which launched successfully on January 13th. There were 1,400 taxi equipment installations over the past few months to reach the launch and will continue as needed to the fleets.
- Over a dozen additional Fare Vending Machines (FVMs) and Self-serve Reload Machines (SSRMs) were installed in November and December with the TTC to improve customer service at stations in underserved areas.
- Two additional FVMs have been installed at Pearson Airport at Terminals 1 and 3 for a total of four devices at both terminals now.

Current Status

PRESTO Usage and Adoption:

- PRESTO card boardings (total includes all taps: passes, e-purse, and transfers):
 - Oct. 2019: 69.90 million (vs. Oct. 2018: 43.63 million)
 - Nov. 2019: 67.75 million (vs. Nov. 2018: 46.44 million)

- Dec. 2019: 58.46 million (vs. Dec. 2018: 40.63 million)
- Over 2.3 million unique PRESTO cards were in use in December, the sixth consecutive month that active card numbers have increased.
- The PRESTO adoption rate among the '905' transit agencies was 72.5% in November.
- The PRESTO adoption rate on the TTC was 66.9% as of November (vs. 40.9% in November, 2018).
- The recent ending of TTC legacy ticket, token and pass sales is expected to further increase the rate. The number of boardings continues to increase - with over 39 million boardings in December.

PRESTO Card Availability (retail update):

- Shoppers Drug Mart: 980,216 cards have been sold as of January 4th.

More than 1.68 million PRESTO Tickets have been sold for single-rides, two-rides and day passes on the TTC (to January 7th) since launching in early 2019. The single ride option is the most popular option.

The PRESTO App, which was launched in January 2019, has been downloaded over 825,000 times and had over 1.83 million account loads worth over \$72 million in value (up to December 31st).

PRESTO Equipment Reliability on the TTC (as of December, 2019):

- TTC Fare Vending Machines (FVMs): 98.16%
- TTC Self-Serve-Reload Machines (SSRMs): 99.69%
- TTC Surface Vehicle Reader Device Availability: 98.75%
- Retail Devices (MPOS): 99.33%

Note: Once 905 region devices have been refreshed (targeted for completion in late 2020), those equipment performance statistics will also be included.

Coming Up Next for PRESTO

- The recommendations coming out of the City of Toronto Auditor General's report are being actioned in collaboration with the TTC, including items such as improving reliability, monitoring and cash collection. A Joint Executive Committee has been restarted to help troubleshoot issues and the first meeting is planned for February.
- An 'open payment' pilot is planned for later in 2020 and other improvements are underway as part of PRESTO's modernization plan. More details will be provided when they are finalized.
- Public tenders are in progress for the PRESTO devices and related payment equipment structural work for the Eglinton LRT opening in 2021.

Respectfully submitted,

Annalise Czerny

Executive Vice President, PRESTO