

To: Metrolinx Board of Directors
From: Annalise Czerny
Executive Vice President, PRESTO
Date: September 10, 2020
Re: **PRESTO Report**

Executive Summary

This report is presented for information.

PRESTO Updates and Status

- With many COVID-19 restrictions being lifted, PRESTO boardings and unique riders have continued to steadily increase again with 4.7M boardings the first week of August compared to just 1.4M boardings the first week in April. The number is expected to increase further as we continue through phase three of the province's reopening.
- In response to requests to provide additional contactless fare payment options to aid transit agency pandemic recovery plans, PRESTO accelerated its E-Ticket product, offering customers another safe and convenient way to pay their fare. PRESTO E-Tickets are ideal for occasional riders, visitors, and groups, and can be purchased and activated all on a mobile device prior to boarding. They launched September 1 beginning with Durham Region Transit and Hamilton Street Railway. Work will continue to introduce additional features in subsequent phases of the product, and PRESTO will continue to collaborate with other transit agencies from across the region to introduce PRESTO E-Tickets to more of our shared customers.
- The Device Refresh Program underway across 905 transit agencies, GO Transit, and UP Express is progressing well despite impacts from the pandemic, including supply chain interruptions. Rollout of new fare payment devices will continue throughout the fall, and once complete, over 2,500 devices will be installed on buses and 950 devices installed at stations to help support the future introduction of new payment options. Work is also underway to deploy new fare inspection devices across these transit agencies.
- PRESTO is working on initiatives that will enhance the overall customer experience. Recent deliverables include a simplified web registration, improved PRESTO website navigation and in-app announcements, and GO Transit departure information on the PRESTO website providing easy access to GO's schedule for customers signed into their account.
- Network-wide PRESTO equipment reliability (July 2020) was 99.2% on individual fare payment devices and 98.5% on card load equipment.

Coming Up Next for PRESTO

- PRESTO is working to deliver an additional contactless fare payment option in which customers will be able to pay their fare with their debit/credit cards (and enabled smart device). A pilot is scheduled for select participants in late 2020.
- Rollout of Self-Serve Reload Machines along MiWay locations in Mississauga will begin in the fall, following the completion of a successful pilot.

Respectfully submitted,

Annalise Czerny
Executive Vice President, PRESTO