

To: Metrolinx Board of Directors

From: Barclay Hancock
Chief Payments Officer

Date: December 2, 2021

Re: **PRESTO Report**

Executive summary

This report is presented for information.

PRESTO updates and status

- After the successful pilot launch of contactless credit fare payment on UP Express in the spring, Metrolinx launched the pilot of contactless debit fare payment on UP Express in October. This is one more way Metrolinx is offering customers safe, convenient and modernized payment choices, and marks a major milestone, as it is the first time a transit agency in Canada has offered customers a contactless debit fare payment option. Teams will continue to monitor the pilot and will use the learnings to help inform the timing for rollout across additional transit agencies.
- Teams continue to focus on enhancing the PRESTO experience. Over the fall, PRESTO enabled an update to payment devices across the TTC making the experience more consistent with what is in place across the broader region. When a customer taps their PRESTO card to pay on the TTC, they now see more customer information such as card balance and transfer time remaining - something that had been frequently requested by customers. As part of this update, customers will also now hear a specific chime that alerts employees when a child concession card is being used. This change has resulted in the significant reduction of child card misuse with child boardings down +80%.

Another recent enhancement is the addition of York FC (Football Club) to PRESTO Perks, a program in place to provide customers discounts to leading attractions and memberships simply by showing their PRESTO card. PRESTO cardholders can now save 15% off regular single match ticket prices at games during the season.

- The next stage of the PRESTO Procurement Program plan, which is in place to re-procure the PRESTO system when its contract with the current vendor expires, is now underway. Metrolinx has issued a Request for Qualification to market for the new fare collection and integration elements of the system. Metrolinx intends to shortlist qualified proponents against a published list of evaluation criteria who will then proceed to a Request for Proposals.
- In September, teams worked to complete an update to the PRESTO E-Ticketing platform to introduce electronic fare inspection as well as electronic validation so customers are able to tap the E-Ticket on their phone directly to a PRESTO reader when they board and when they transfer (whereas previously the E-Ticket was validated visually upon boarding and inspection).

Work is now underway to expand PRESTO E-Tickets beyond HSR in Hamilton and DRT in Durham to all 905 transit agencies that use PRESTO - YRT in York Region, MiWay in

Mississauga, Brampton Transit, Oakville Transit, and Burlington Transit. E-Tickets provide customers more fare payment options and are great for visitors, customers who have forgotten their PRESTO card, or for group ticket purchasing. Since its initial launch, more than 170,000 E-Tickets have been sold.

- Nearly 60,000 post-secondary students at McMaster University, Redeemer University, and Mohawk College in Hamilton and Durham College, Ontario Tech University, and Trent University GTA Campus in Durham received a PRESTO UPass (University Pass) in time for the school year to begin. The PRESTO UPass allows students at these schools unlimited use of local transit during their semester. For the first time, students in Durham received their UPass using the PRESTO E-Tickets platform as opposed to a pass loaded to a PRESTO card, so they can simply tap their UPass on their phone when they board and when they transfer.
- Work was completed over the fall on a retail expansion project, which saw an additional 27 Toronto locations added to the over 400 retail locations where customers can purchase and load a PRESTO card. These newly added locations help address geographic gaps and increase coverage, improving the PRESTO customer experience. In addition, the PRESTO Mobile Point of Sale devices used at all GTHA and Ottawa retail locations were refreshed to replace the legacy devices that were nearing end of life.
- Ensuring our PRESTO devices are working as they are meant to is something we take very seriously as being able to pay one's fare or manage one's account at a device is a critical component of every transit customer's journey. Network-wide PRESTO equipment availability remained high and above target in October at 99.83% on individual fare payment devices and 99.79% on card load equipment (e.g. Self-Serve Reload Machines).

Coming up next for PRESTO

- Metrolinx will advance the PRESTO Procurement Program with the Request for Proposals for the new fare collection and systems integration procurement lots.
- Teams are focused on expanding contactless credit fare payment, which will begin with GO Transit, and be followed with implementations across 905 transit agencies.
- In addition to rollout across 905 transit agencies, the recently updated PRESTO E-Ticketing platform will be integrated with OC Transpo's network, providing customers in Ottawa more options when it comes to paying their fares.

Respectfully submitted,

Barclay Hancock
Chief Payments Officer