

**To:** Metrolinx Board of Directors

**From:** Barclay Hancock  
*Chief Payments Officer*

**Date:** June 24, 2021

**Re:** **PRESTO Report**

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### **PRESTO Updates and Status**

- The final phase of the device refresh program was completed in May with the delivery of nearly 200 new and improved fare payment inspection devices – 96 to GO Transit, 40 to York Region Transit, 20 to MiWay in Mississauga, and 40 to UP Express that can detect payment with a PRESTO card or with contactless credit/debit payment.
- As part of the PRESTO Procurement Program to select new vendors for the future operation of the PRESTO system, a Request for Information was completed in February. Metrolinx will now begin planning and mobilization of the Procurement Program Request for Proposal with the goal of reducing total cost of ownership, ensuring access and equity for customers, and delivering a solution that enables fare policies and is flexible for future changes.
- Metrolinx is committed to creating an electronic fare payment system that is accessible, affordable, and easy to use. In late 2020 and early 2021, the Self-Serve Reload Machine network was expanded to six key transit locations in Mississauga, and work is now underway with our transit partners to increase retail location coverage to support underserved neighbourhoods and provide additional access in areas.
- Network-wide PRESTO equipment availability (May 2021) was 99.8% on individual fare payment devices and 99.8% on card load equipment (e.g. Self-Serve Reload Machines).

### **Coming Up Next for PRESTO**

- Following the successful pilot launch of contactless credit payment on UP Express in March, which has seen over 800 fare payments to date, Metrolinx is now focused on launching a pilot of contactless debit payment in UP Express. Customers will soon be able to use their physical debit card or debit card in their mobile wallet to travel on UP Express.

In addition to this work, planning is underway with 905 transit agencies, GO Transit, and Metrolinx on the rollout of contactless credit and debit fare payment to their networks following the rollout on UP Express.

- Metrolinx and the TTC are working to reach settlement on outstanding contract claims from the 2012 Master Agreement on PRESTO in the next quarter. The agreement with the TTC will close off all existing commercial claims, avoid

a time-consuming and costly arbitration process, and ensure the organizations are focused on what matters most – moving forward on improving the customer experience in fare payment on the TTC.

- Metrolinx is working closely with OC Transpo in Ottawa to integrate the PRESTO E-Tickets platform with their system so that customers without a PRESTO card (or who have forgotten their PRESTO card) can conveniently purchase their fare on a smartphone anytime before boarding transit. E-Tickets are also great for group travel as multiple tickets can be purchased, activated, and displayed as proof of payment by one individual on one smartphone.
- Metrolinx is seeking partners for PRESTO payment and related marketing opportunities as part of its evolution in providing value to customers. Stemming from the Expression of Interest that was released to market in the spring, a deal in principle is targeted for the upcoming quarter.

Respectfully submitted,

**Barclay Hancock**

*Chief Payments Officer*