⟁ METROLINX

MEMORANDUM

To: Metrolinx Board of Directors

From: Barclay Hancock
           Chief Payments Officer

Date: September 9, 2021

Re: **PRESTO Report**

Executive summary

This report is presented for information.

PRESTO updates and status

- Metrolinx is gearing up to be the first transit organization in Canada to launch contactless debit fare payments. Employee in-field testing is now underway on UP Express, and teams will use the results of this testing to help inform the upcoming rollout strategy.

- Following the rollout completion of the Mobile Fare Payment App (MFPA) for use on TTC paratransit vehicles and third-party sedan taxis in 2020, teams have been working with additional transit agencies to standardize this product for paratransit and specialized service vehicles to provide customers with a more consistent and convenient payment experience. The MFPA is added to the vehicle's existing tablet device with an add-on reader adaptor to process PRESTO fare payment, and it has now been expanded to paratransit and specialized services in Hamilton and Oakville, with Durham to follow soon.

- A contract has been awarded for the manufacturing, installation, and maintenance of 370 PRESTO next generation Ticket Vending Machines in which customers will be able to purchase a PRESTO card and/or load their cards with cash or credit/debit. The devices, which will be rolled out across the GO Transit and UP Express network, will have enhanced functionality, such as touch screen navigation and a live customer service agent chat button, as well as improved accessibility features. Customers will also still be able to purchase a paper ticket form the new machines if that is their preference. Rollout is anticipated to begin in summer 2022.

- The PRESTO University Pass (UPass) is returning to students from McMaster University, Redeemer University, and Mohawk College for use on HSR in Hamilton, as well as Durham College, Ontario Tech University, and the Trent University GTA Campus for use on DRT in Durham. These semester-based transit fare passes will be provided to ~60,000 students using a combination of traditional PRESTO cards, and the PRESTO E-Ticketing platform that was introduced in the regions in the fall of 2020.

- Network-wide PRESTO equipment availability (July 2021) was 99.68% on individual fare payment devices and 99.80% on card load equipment (e.g. Self-Serve Reload Machines).

Coming Up Next for PRESTO

- Metrolinx is seeking provincial approval on its approach to re-procure the PRESTO system following the results of a Request for Information from earlier this year. Following approval, the first Request for Qualifications/Request for Proposals will be released to market.

- Work is underway to update the E-Ticketing platform currently available on DRT in Durham and HSR in Hamilton. Updates will include electronic activation and transfers so a customer will be able to tap the E-Ticket on their phone directly to a PRESTO reader when they board and when they transfer to another vehicle on the same transit agency or to another municipal transit agency, as well as electronic fare inspection capability. Once this update is completed, rollout to additional 905 transit agencies and Ottawa will commence.

- After the successful launch of contactless credit fare payment on UP Express in the spring, which has seen over 1,300 boardings using credit payment from 14 different countries worldwide, Metrolinx is readying to expand rollout. This will begin with a GO Transit Family and Friends contactless credit fare payment pilot in the fall and subsequent launch (conditional to the success of the pilot). This will then be followed by rollout across the 905 transit agencies.

- Metrolinx is working to advance its Partnership Program, which is currently seeking marketing partnerships to support contactless fare payment (e.g. fare payment using credit/debit). Stemming from the Expression of Interest that was released to market in the spring of 2021, finalized deals are targeted for the upcoming quarter.

Respectfully submitted,

Barclay Hancock
Chief Payments Officer