

To: Metrolinx Board of Directors
From: Barclay Hancock
Chief Payments Officer
Date: June 30, 2022
Re: **Payments (PRESTO) Quarterly Report**

Payments (PRESTO) updates and status

- To support the launch of PRESTO Contactless Fare Payment, customer experience testing was completed with GO Transit and 905 transit agencies in the spring. Teams are now completing final testing and are aiming to launch in the months ahead with GO Transit and select 905 agencies before expanding to remaining 905 agencies.
- The PRESTO Procurement Program is a transformational program to support the future of the PRESTO system with the replacement of its current services and systems. Two Request for Proposals (RFPs) for the System Integration Services (SIS) and the Automated Fare Collection System (AFCS) components of the system were released in the spring and will remain open into the summer, after which the evaluation process will begin.
- Metrolinx made several PRESTO customer enhancements over the last quarter, including:
 - Expansion of the PRESTO Perks program, for which PRESTO cardholders receive discounts on their visit, to Cirque du Soleil, Honda Indy, Comicon, Cottage Life Show, National Home Show, Black Creek Pioneer Village, Museum of Contemporary Art, Toronto Arrows Rugby, Reptilia Zoo, Great Wolf Lodge, Art Gallery of Hamilton, Toronto Symphony Orchestra, and the Luminato Festival.
 - Introduction of 'Registration-by-Phone' at the PRESTO Contact Centre as an alternative channel for customers (especially customers who may not have access to other technology) to register their PRESTO card, which provides benefits such as balance protection so a customer can transfer the balance from a lost or stolen card to a new one. This improvement also helps customers who need to register their card before they can be provided with certain transit discounts (e.g. low-income program discount).
 - PRESTO web and app enhancements including proactive communication and education to customers returning to transit after an extended period away during the pandemic - known as our 'Ready to Ride' campaign - and an updated FAQ navigation flow on the website based on most commonly searched questions (e.g. activating cards/setting pins).
- New fare and service integration initiatives were introduced in the spring to help make transit more affordable and convenient for customers. These included:
 - Introduction of co-fare changes to make local transit free when transferring between GO Transit and participating municipal transit agencies. Participating agencies include Durham Region Transit, Milton Transit, Grand River Transit, Guelph Transit, Oakville Transit, MiWay, Brampton Transit, Hamilton Street Railway, Burlington Transit, Bradford West Gwillimbury Transit, and York Region Transit, with continued participation from Barrie Transit.

- Increasing the GO youth concession discount from 23 per cent to 40 per cent for PRESTO cardholders.
 - Launching a two-year GO affordability pilot to provide PRESTO customers who have a low-income concession set on their card, a 50 per cent rebate off GO fares.
- Bulk sales of single-ride PRESTO paper fare tickets for use onboard vehicles and at stations along the TTC network begins this month with eight partner organizations. Expansion to additional organizations will occur this summer.
- Software and hardware upgrades to legacy PRESTO devices that are nearing end of life across the network continued. Included in the upgrades are the payment devices/app for paratransit and specialized transit vehicles, sale/load devices at retail locations, and payment devices on cross-boundary buses between Toronto and 905 municipalities. Completion of this project is tracking for end of year.
- Metrolinx completed a PRESTO device update to vending machines and self-serve reload machines in the spring to ensure network-wide PRESTO equipment availability remained high. Devices has been performing exceedingly well, and availability has remained above target each month in the year to date, with card load equipment (e.g. vending and self-serve reload machines) at 99.81 per cent availability and individual fare payment devices at 99.88 per cent availability.

Coming up next

- The installation of electrical and communications infrastructure for PRESTO equipment, as well as network services, fare payment equipment, and vending/loading devices is set to take place along the Eglinton Crosstown Light Rail Transit line. This work will commence in the summer and will be completed in time for public launch.
- In addition to the expansion of PRESTO Contactless Fare Payment on GO Transit and select 905 transit agencies in the coming months, work will continue to update PRESTO devices across the TTC network, which will support the introduction of this new fare payment option to these customers.
- As part of the PRESTO Procurement Program, the next priority focus will be on the development of Request for Proposals (RFPs) for three additional components of the system - Service Integration and Management, Digital Channels, and Customer Care. These RFPs will be released to market later this year, leading to a system transition program that will begin in 2023.

Respectfully submitted,

Barclay Hancock
Chief Payments Officer