

To: Metrolinx Board of Directors
From: Annalise Czerny
Executive Vice President, PRESTO
Date: November 22, 2019
Re: PRESTO REPORT

Executive Summary

That this report be received for information.

PRESTO Updates:

- PRESTO continues to maintain an average customer adoption rate of just under 70% (68%, as of September) across all of our partner transit agencies. This should increase in the months ahead as legacy fare media continues to be discontinued and PRESTO promotion takes place.
- As reported earlier, the payment devices used on GO Transit, UP Express and the '905' transit agencies are being upgraded before they reach the end of their service life. Phase 1 will cover 300 Station Point of Sale (SPOS) devices plus inspection hardware. Phase 2 upgrades will include 2,750 bus devices and 1,000 station payment readers, plus new inspection devices. The prototype station readers are now in testing. The project is scheduled for completion in the summer of 2020 and will have built-in capability to enable more types of payment as well as upgraded technology to ensure they continue to perform reliably over the coming years.
- More than 1.1 million PRESTO Tickets for single-rides, two-rides and day passes on the TTC have been sold since launching earlier this year (up to October 31st).
- On November 30th, the TTC will stop selling tickets, tokens and its remaining pass products (Day Pass and GTA Weekly Pass). Customers will still be able to purchase tickets and tokens from third-party retailers*. PRESTO and the TTC will employ a coordinated strategy to encourage adoption during the transition period.
- MiWay and Burlington Transit ceased selling their legacy fare media earlier this year and YRT retired sales of paper media on November 18th.
- The PRESTO App, which was launched in January of this year, has been downloaded 716,000 times and accommodated over 1.38 million loads worth over \$55 million in value (to October 31st).
- Triplinx, the regional trip planner for 17 Transit Agencies and managed by PRESTO, had over 110,000 visitors to its website in October (triplinx.ca), and over 22,000 app users. Triplinx garners a 73% CSAT score and average app rating of 4.4/5. Triplinx is used on various transit agency websites and call centres, including GO Transit, TTC and Durham Regional Transit. Triplinx will begin supporting real-time data for Milton Transit on November 25th.
- Since cross-boundary fare service for customers travelling on routes between Toronto (TTC), York Region (YRT) and Mississauga Transit (MiWay) began in July (up to the end of October), there have been approximately 54,900 trips made. That amounts to 17,200

* This bullet point was revised on Nov. 19 to reflect that third-party retail networks do not have a 'stop sell' date.

trips on one route with MiWay, and over 37,700 on five routes with YRT. Route 102 is the busiest route with YRT, with 13,500 transactions.

Current Status

PRESTO Usage and Adoption:

- PRESTO card boardings (total includes all taps: passes, e-purse, and transfers):
 - July 2019: 61.60 million (vs. July 2018: 33.32 million)
 - Aug 2019: 58.11 million (vs. Aug 2018: 34.20 million)
 - Sept 2019: 65.75 million (vs. Sept 2018: 35.59 million)
- Over 2.2 million unique PRESTO cards were in use, on average, as of September
- The PRESTO adoption rate among the '905' transit agencies was 67.7% in August
- The PRESTO adoption rate on the TTC was 66.6% as of August (vs. 37.8% in August 2018)
 - Although the TTC adoption rate is still lower than some transit agencies, they have the highest number of boardings by far - with almost 42 million boardings in September

PRESTO Card Availability (retail update):

- Shoppers Drug Mart: Over 864,245 cards have been sold as of October 31st. There was a significant jump in retail card sales in September, with over 60,000 sold at the start of the school year.

PRESTO Equipment Reliability on the TTC:

- TTC Fare Vending Machines (FVMs): 97.8%
- TTC Self-Serve-Reload Machines (SSRMs): 99.6%
- TTC Surface Vehicle Reader Device Availability: 98.5%
- Retail Devices (MPOS): 99.8%

Note: Once 905 region devices have been refreshed, those equipment performance statistics will also be included.

Coming Up Next for PRESTO

- Equipment installation has begun on the TTC's contracted Wheel-Trans 'Sedan Taxi' providers (Beck Taxi and Co-op Cabs) to enable PRESTO use, including transfers to/from other TTC transit modes. Wheel-Trans customers can pay their fare using existing taxi tablets. Full service go-live is planned for January 2020.
- PRESTO continues to prepare for the opening of the Eglinton LRT in 2021, with several public tenders for structural work and devices underway.
- PRESTO is embarking on a Modernization Program over the next few years, which will enable new forms of payment, including credit, debit and mobile wallets. More details will be provided in upcoming Board reports.

Respectfully submitted,

Annalise Czerny

Executive Vice President, PRESTO