

To: Metrolinx Board of Directors
From: Annalise Czerny
Executive Vice President, PRESTO
Date: June 24, 2020
Re: **PRESTO Report**

Executive Summary

This report is presented for information.

PRESTO Updates and Status

- In light of the COVID-19 pandemic, ridership is down 90% on average for PRESTO's partner agencies. PRESTO is working with transit agencies to maintain business continuity and will work in partnership with them to help restore ridership in the recovery phase.
- The installation of new payment devices at GO Transit and the '905' transit agencies is making good progress despite COVID-19, and is on track for completion later this year.
- PRESTO Equipment Reliability (April 2020) averaged over 99% on TTC devices, with the new GO Transit and 905 devices performing at this same level.
- Over 125 customer-impacting improvements have been made since the fall of 2019, covering the PRESTO website, mobile app changes and call centre service improvements.
- The PRESTO App recently enabled near-field communications (NFC) for Apple iOS bringing real-time capabilities, including instant load, to Apple users. The ability to use Google Pay to top up funds is now also available for Android users. Since the original launch of the app in January 2019, it has been downloaded over a million times and had over 2.5 million account loads, worth over \$100 million as of June 2020.
- 1,098,756 cards have been sold via Shoppers Drug Mart as of May 18, 2020. More than 2.4 million PRESTO Tickets have been sold since launch in early 2019.
- There have been over 150,000 cross-boundary trips using PRESTO between Toronto (TTC), York Region (YRT) and Mississauga Transit (MiWay), since fare enablement in July 2019.

Coming Up Next for PRESTO

- An Open Payments pilot is on track for later this year, with the design phase now completed.
- Public tenders are in progress for the PRESTO devices and payment equipment structural work for the Eglinton LRT, which is opening in 2022.

Respectfully submitted,

Annalise Czerny
Executive Vice President, PRESTO