

**To:** Metrolinx Board of Directors  
**From:** Annalise Czerny  
*Chief of PRESTO*  
**Date:** November 26, 2020  
**Re:** PRESTO Report

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## **Executive Summary**

This report is presented for information.

## **PRESTO Updates and Status**

- PRESTO boardings and unique riders have continued to steadily rebound since the pandemic began with 6.0M boardings the last week of October compared to just 1.4M boardings the first week in April. To reduce customer crowding concerns, teams have begun investigating the feasibility of implementing crowd sourced trip planning information using PRESTO data for GO Transit.
- Over 11,000 E-Tickets have been sold since the new PRESTO fare payment option launched with its first two transit agencies, Durham Region Transit and Hamilton Street Railway, in September. A recent update to the E-Tickets app means that in addition to buying transit fares, customers can use it to help with journey planning and will see occasional promotion and discount codes too. Planning is underway to continue adding new features and to roll out to additional transit agencies starting in early 2021.
- Following approval of the key principles of a settlement from the Metrolinx Board and TTC Board, both organizations are working on a final settlement agreement to close off all existing commercial claims regarding PRESTO, while simultaneously delivering new, modern fare products that will further enhance the customer experience for TTC transit riders.
- The PRESTO Device Refresh project across 905 transit agencies, GO Transit, and UP Express continues to track for completion by the end of 2020 with station installations over 90% complete and bus installations over 80% complete. The new, modern devices will support the delivery of contactless credit or debit fare payment, and customers will be able to scan their E-Tickets to the new devices (versus activating their E-Ticket through the app as it works today).
- Metrolinx continues to enhance the PRESTO customer experience with access to free Wi-Fi service on GO Transit through GO Wi-Fi Plus. PRESTO users with a registered MyPRESTO account receive 50 MB of data per trip, and non-registered users receive 10 MB. In addition, a registered PRESTO user whose card has been lost or stolen can now freeze their account balance from the moment it is reported, no more having to wait up to 24 hours for the process to be completed.
- Network-wide PRESTO equipment reliability (October 2020) was 99.4% on individual fare payment devices and 99.6% on card load equipment (e.g. Self-Serve Reload Machines).

## **Coming Up Next for PRESTO**

- Teams are preparing for the initial launch on UP Express of the highly requested contactless credit or debit fare payment before initiating the full public launch in 2021.

Respectfully submitted,

**Annalise Czerny**  
*Chief of PRESTO*