



To: Metrolinx Board of Directors
From: Robert Hollis
Executive Vice President
PRESTO
Date: February 17, 2017
Re: **PRESTO Quarterly Report**

Recommendation:

That this report be received for information.

Recent Highlights:

Extending the PRESTO Footprint

- In December 2016, Metrolinx completed its accelerated device rollout across the Toronto Transit Commission (TTC), reaching its goal of making at least one entrance to all subway stations and all surface vehicles PRESTO-enabled by the end of 2016.
- By the end of December, all 69 subway stations had at least one entrance that accepted PRESTO. Ongoing work will take place throughout 2017 to complete the rollout of PRESTO-enabled fare gates at all TTC subway station entrances and the original 26 station entrances equipped with PRESTO on legacy turnstiles. Approximately 190,000* fares are being paid weekly at the new fare gates using PRESTO cards – a number that is quickly rising. (*As of January 25-31)
- By the end of December, Metrolinx completed deployment of PRESTO on the TTC's fleet of approximately 1,950 buses. This number exceeds the original target of 1,800 buses and includes new buses delivered to the TTC. Weekly bus taps exceed 302,000* and are rising quickly as the rollout is complete. (*As of January 25-31)
- The entire legacy streetcar fleet, consisting of approximately 230 streetcars, has been PRESTO-enabled since 2015. An additional 30 new streetcars that have been put into service over the past year have also been equipped with PRESTO.
- In December, PRESTO completed the rollout of mobile PRESTO devices on TTC's Wheel-Trans vehicles and contracted taxis for a total of 423 vehicles. These vehicles were put into revenue service for customers, completing another significant milestone in the TTC rollout and improving para-transit services across the Greater Toronto and Hamilton Area and Ottawa.

Enhancing the PRESTO System

- In mid-January, Metrolinx completed a system upgrade to enable capabilities for a mobile point-of-sale device that will be used to support the retail sales and service program that will be introduced in spring.

- In late 2016, a software enhancement for the 75 Self-Serve Reload Machines (SSRMs) was deployed and has significantly increased reliability of these devices. Additional updates are planned for early 2017 that are expected to further improve performance of these kiosks. As well, decals have been added to all SSRM devices to assist customers with transactions and ensure they are successful. However, these machines have not met availability requirements and will be replaced at no cost once the new machines are tested and available for deployment.
- In January, updates were applied to all TTC PRESTO bus and streetcar readers after device outages were detected last fall. This update, in conjunction with additional planned improvements in the queue, will help to reach Metrolinx's goal of over 99% reader availability over the course of 2017.

Evolving the PRESTO Business Model

- The current 10-year operating agreement with the 905 municipalities and Ottawa was set to expire in October 2016, and Metrolinx has been negotiating with the municipalities to develop a new master agreement. The original agreement has been extended to allow these negotiations to be finalized. In December 2016, Ottawa agreed to new terms and conditions, and negotiations with the 905 municipalities are close to conclusion. Metrolinx expects that an agreement-in-principle will be presented shortly to the 905 municipal councils for their consideration. The agreement-in-principle will also require the approval of the Metrolinx Board. It is expected that the detailed agreement will be finalized by October 2017.

Increasing PRESTO Adoption

- The Gateway Newstand card sales program, which allows customers to purchase pre-loaded PRESTO cards, continues to be successful, with over 27,000 PRESTO cards sold as of December 31, 2016. The initiative was expanded in December and January to 61 Gateway locations at TTC subway stations. These locations are selling activated, pre-loaded adult cards as well as senior concession cards at select locations to assist with the distribution of PRESTO cards.
- An order for Fare Media Vending Devices (FMVDs) has been placed with Scheidt and Bachmann. These devices will be located in TTC subway stations and will offer card sales, fund loads, passes and single ride media paid via cash, debit or credit. Target date for deployment is the 4th quarter 2017.

Current Status:

- Card adoption across the PRESTO network continues to increase.
 - There are now more than 2.54 million activated PRESTO cards, an increase of over 650,000 since this time last year.
 - Of that number, approximately 1.64 million cards have been registered allowing customers to take advantage of features such as balance protection if their card is ever lost or stolen, Autoload/Autorenew contracts, and Transit Usage Reports to help with making a claim for taxable travel benefits.
 - The top three transit agency adopters of PRESTO over the last quarter:
 - Brampton Transit (83.3% per cent PRESTO adoption rate)
 - GO Transit (83.1% per cent adoption rate)
 - Oakville Transit (81.6% per cent adoption rate)
 - The TTC is now second in terms of transaction volumes, just behind GO Transit and ahead of OC Transpo with over 5 million boardings a month.

- Approximately 3,000 customers used a combination of at least one GTHA transit system and OC Transpo in Ottawa during each month of the last quarter, and there were over 2.6 million cross-agency transfers recorded across the entire network in the last quarter.
- PRESTO card taps per month:
 - November 2016: 21.6 million
 - December 2016: 18.1 million
 - January 2017: 21.1 million

*** Taps refers to the total number of boardings by month for balance transactions, Period Pass transactions, and Transfers.*

Coming Up in the Next Quarter...

- A new retail partner will provide PRESTO sales and service at various convenient locations for customers.
- TTC customers will be able to purchase adult and senior passes through the prestocard.ca website to be loaded to their PRESTO cards for unlimited monthly travel. Metrolinx will continue to work with the TTC to expand the number of products on PRESTO throughout 2017.
- PRESTO will be accepted for cross-boundary routes serviced by TTC into York Region. These special routes require both TTC and York Region Transit fares to be collected.
- PRESTO-enabled fare gates will continue to be rolled out at TTC subway station entrances that are not yet PRESTO-enabled.
- Subject to successful testing, second generation SSRMs will be deployed and will also be used to replace the current fleet of SSRMs at GO Transit, UP Express and TTC.
- Transit Usage Reports will be made available for customers to download through their online accounts by March 1 to help them determine their eligibility for the federal Public Transit Tax Credit.

Robert Hollis
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