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PRESTO UPDATE

Metrolinx Board of Directors Meeting

Robert Hollis, Executive Vice President, PRESTO

February 17, 2017



Agenda

- PRESTO Deployment on the TTC
- Agreement with 905 Municipalities and Ottawa

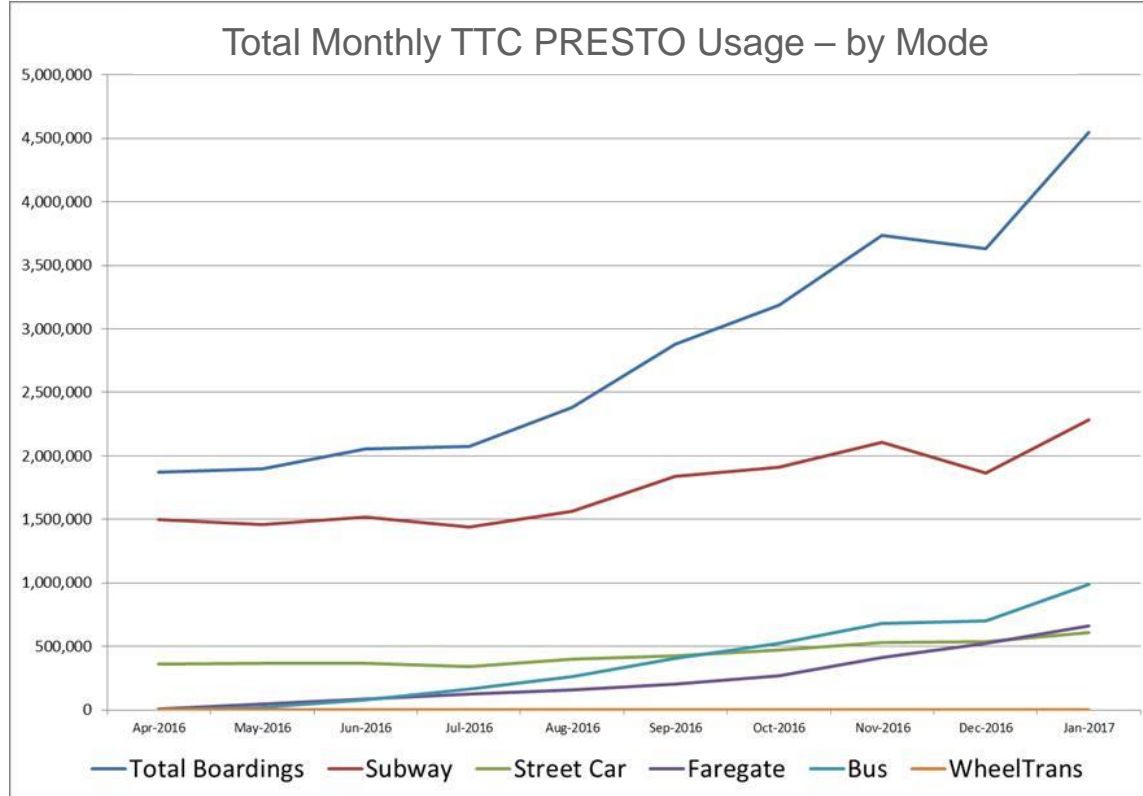
PRESTO Deployment on TTC – Goal Achieved

In December, Metrolinx reached the goal of completing its accelerated device rollout across the TTC by the end of 2016. This includes installing nearly 5000 PRESTO devices throughout the TTC network.

All buses, streetcars, Wheel-Trans vehicles and contracted taxis, and all 69 subway stations (minimum one primary entrance) are PRESTO-equipped.



PRESTO Deployment on TTC – Growing Volumes



PRESTO Device Update - SSRMs

- Self-Serve Reload Machine's (SSRM's) are deployed at TTC stations, UP Express and GO Transit.
- The devices provide convenience for customers to check balances and load funds directly to their PRESTO card.
- The 75 machines are heavily used and were performing approximately 35,000 loads per week prior to Christmas.
- These machines were causing challenges for customers and not meeting Metrolinx standards in terms of:
 - Transaction Speed
 - Reliability and Availability
 - Receipt printing error
- These machines will be replaced at no cost once the next generation machines are tested and available for deployment.

PRESTO Device Update - SSRMs

- In the meantime, software updates were applied to the 75 SSRM's in January and they have significantly increased availability and reliability – weekly volumes now exceed 40,000 transactions per week.
- Decals have been added to the SSRMs to provide information to customers to help ensure successful transactions.
- SSRM availability logged via monitoring:
 - Pre patch: 65%
 - Now 95%
- More software updates are in the queue to further increase availability and to reduce transaction times.



New decal

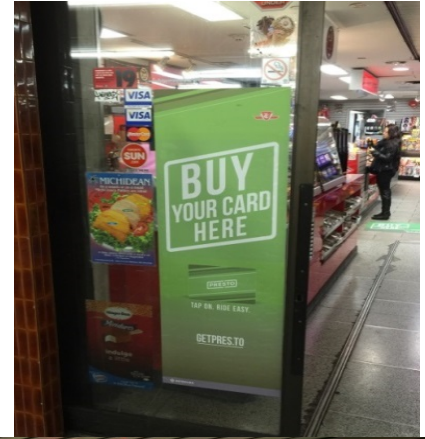
PRESTO Device Update – Vehicle Readers

- After unacceptable rates of device failures were seen in the fall multiple software updates have been applied to all PRESTO bus and streetcar readers.
- These updates, in conjunction with additional planned improvements in the queue, will help to reach Metrolinx's goal of an average 99+% reader availability across the network when the roll-out is complete and we are in steady state.
- Work is underway to produce verifiable availability data that accurately reflects vehicles in service at any given point in time.
- Metrolinx's planned phased roll-out allows issues to be addressed as they occur, while volumes are low and alternative fare payment options remain available.



Increasing PRESTO Adoption – Gateway & Passes

- The Gateway Newstands card sales program for adult and senior pre-loaded cards continues to be successful, with over 27,000 PRESTO cards sold.
- With additional locations added in December and January, there are now 61 Gateway locations selling PRESTO cards at TTC subway stations.
- TTC customers will soon be able to purchase adult and senior passes through the PRESTO 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.



Increasing PRESTO Adoption – Retail

- In January, Metrolinx completed a system upgrade to enable capabilities for a mobile point-of-sale device used to support the retail sales and service program being introduced in the spring.
- Once the sales and service program is progressively rolled out throughout 2017, customers will be able to buy cards, load funds and passes, and set fare types at convenient locations across Toronto.



Increasing PRESTO Adoption – New FMVDs

- Metrolinx has ordered new Fare Media Vending Devices (FMVDs) that will be initially located in TTC subway stations.
- These devices will be full-function self-service machines that will allow TTC customers to buy cards, load funds and passes and buy single-ride tickets with cash, debit or credit.
- The target deployment date for these devices is fourth quarter of 2017.



For illustrative purposes only

PRESTO Deployment – Coming Soon

TTC rollout plans for 2017 include:

- Introduction of PRESTO on cross-boundary routes serviced by TTC into York Region.
- TTC fare gates that accept Metropasses and PRESTO installed at all remaining TTC subway entrances and the original 26 with turnstile readers.
- Additional 2nd generation Self-Serve Reload Machines.
- Incorporating more TTC products such as express buses, unlimited daily and weekly rides with PRESTO.
- Introduce single-ride disposable fare media for purchase at subway stations to allow access through new TTC fare gates.
- Ability for customers to self-select Transit Usage Reports when they need them.



Agreement with 905 Municipalities and Ottawa

- The master agreement with the 905 municipalities and Ottawa for operations of the PRESTO system, dating to 2006, was set to expire in October 2016.
- 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. It will also require the approval of the Metrolinx Board.



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