

# PRESTO Update

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JUNE 28, 2017

# AGENDA

- PRESTO / Shoppers Drug Mart: Retail Partnership
- TTC
  - Volumes
  - Update
  - Device Reliability
  - Coming Soon
- Greater Toronto and Hamilton Area / Ottawa Client Agreements
- Next PRESTO Upgrade
- PRESTO and Privacy

## PRESTO / SHOPPERS DRUG MART: RETAIL PARTNERSHIP

- Metrolinx's PRESTO retail partnership with Loblaw was announced in May.
- Shoppers Drug Marts across Toronto providing PRESTO sales and service.
- Commuters can buy, load and set child, student and senior discounts on their PRESTO cards.
- Field trial underway at 10 stores to perfect processes before phased Toronto rollout starts this summer.



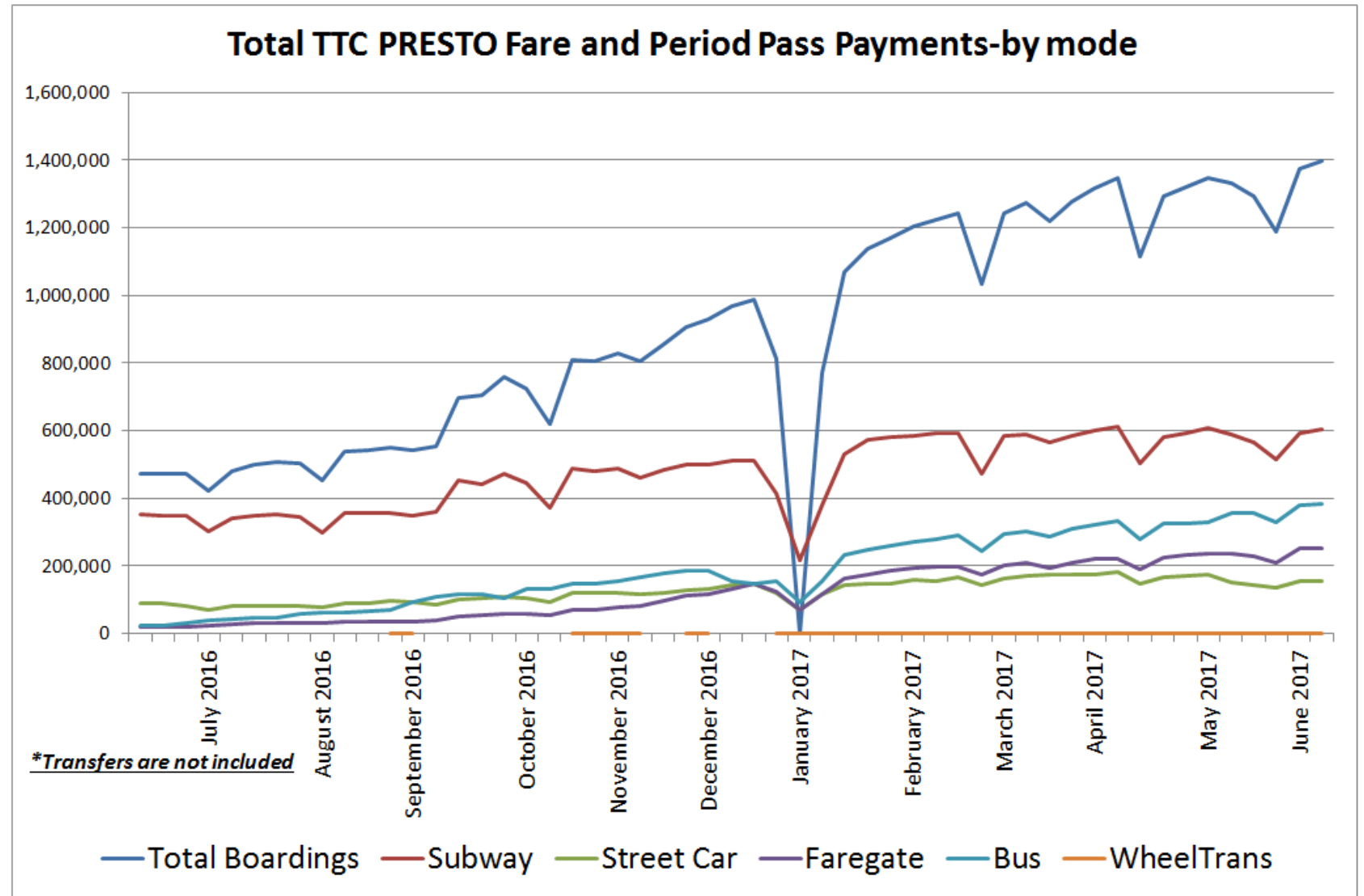
## PRESTO / SHOPPERS DRUG MART: RETAIL PARTNERSHIP

- Over 3300 PRESTO cards sold and more than \$175,000 loaded to date.
- Once success criteria for the field trials are met, roll out will begin this summer.
- Success criteria include metrics related to devices, finance, card supply, training, marketing and reporting and surveys.
- Partnership will expand next year to participating transit agencies in Ottawa and the Greater Toronto and Hamilton Area (GTHA), subject to discussions.



# TTC - VOLUMES

- Having outpaced GO Transit in February, TTC is now the agency with the highest PRESTO volumes - 1.4M transactions per week.



\* Please note: dips in volume are due to holidays.

## TTC - UPDATE

- 43 subway stations are now fully PRESTO enabled at all 75 auxiliary and main entrances. Metrolinx completed civil works allowing for TTC to complete the installation of 500 of their new fare gates.
- Adult and senior customers can now load monthly TTC passes on their PRESTO cards at [prestocard.ca](http://prestocard.ca).
- The Gateway Newstands card sales program continues to be successful, with over 88,000 PRESTO adult and seniors cards sold as of May 31, 2017.
- A PRESTO customer marketing and education campaign is currently in the Toronto market with the goal of increasing awareness and driving PRESTO adoption.

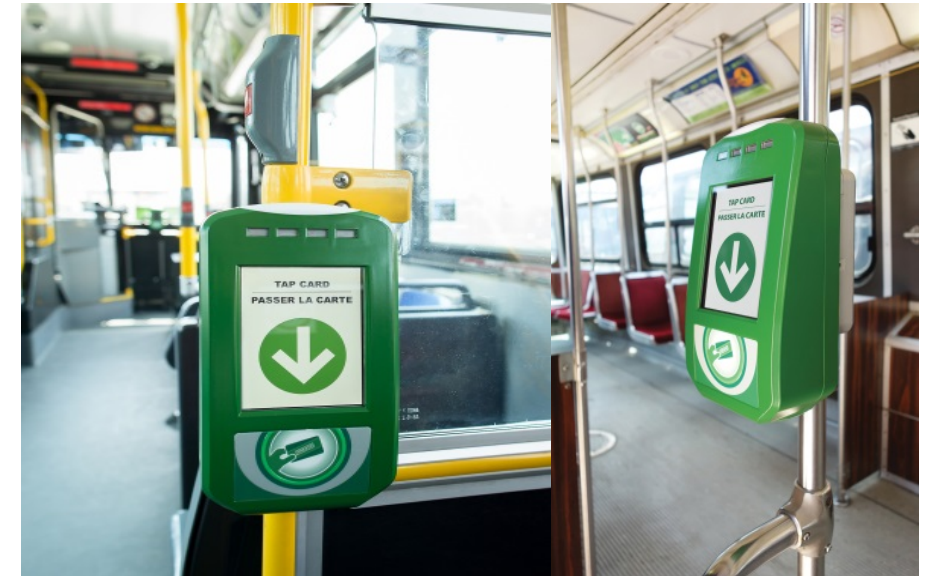


**GATEWAY  
NEWSTANDS**

# TTC - READER AVAILABILITY TRENDS - SUBWAY TURNSTILES AND VEHICLES

- A series of upgrades were introduced to the 5,000 TTC surface vehicle PRESTO readers earlier this year.

PRESTO Service Availability* May 2017	99.5%
PRESTO Reader Availability** May 2017	97%



- TTC fare gate metrics available from the TTC.
- Efforts to reach and sustain our goal of 99+ per cent of all readers in service will continue throughout 2017.

\*Service Availability - The total percentage of the 26 subway locations and in-service vehicles that have at least one working PRESTO card reader

\*\*Reader Availability - The total percentage of PRESTO card readers that are in working order in all 26 stations and in-service vehicles

## TTC - COMING SOON

- Subway station civil works to be completed at the first 26 subway stations originally equipped with PRESTO readers, followed by TTC's installation of their new fare gates.
  - Civil works to be performed involve the construction and re-designs required to prepare all fare lines for the installation of new fare gates
  - Target completion for end of year and will conclude the fare reader hardware rollout phase
- Continued phase in of TTC pass types and features as part of the phased roll out.
- Additional TTC products, functions and channels available on PRESTO to help drive adoption.





## TTC - COMING SOON

- Rollout of the next generation of Self-Serve Reload Machines.
- Rollout of the new fare media vending device into TTC subway stations following lab and field testing.
  - Allows customers to buy, load, query their PRESTO cards and purchase single ride smart electronic tickets
- Expansion of PRESTO / Shoppers Drug Mart retail partnership with more stores across Toronto.

## GTHA / OTTAWA CLIENT AGREEMENTS

- The original 10-year operating agreement with the GTHA municipalities, GO Transit / UP Express and Ottawa has been extended to October 2017.
  - Ottawa approved the agreement in principle in December 2016
  - All GTHA municipalities received council approvals on the agreement in principle in the spring
  - Goal of reaching definitive contract agreement by October 2017
  - Detailed negotiations underway
  - PRESTO device refresh program initiated for GTHA as part of the new agreement



OAKVILLE TRANSIT



## NEXT PRESTO UPGRADE

- A July 2017 planned PRESTO upgrade will deliver new capabilities to support TTC products including:
  - Metropass Discount Plan program
  - Daily fare cap
  - Express bus features
- Customer website enhancements are also planned, including:
  - Option for customers to update their card and nickname
  - Opt in and out of emails
  - More transit history report data
  - Easier access to transit usage reports
  - Self-service options on the interactive voice response



## PRESTO AND PRIVACY

- Metrolinx protects customer privacy in compliance with the law.
- Under the law, Metrolinx can share information without consent when:
  - A person's health or safety is at risk
  - The information is to aid a law enforcement investigation that will or is likely to result in a legal proceeding
- These include circumstances such as where a person is missing, or a criminal act has occurred on our premises, like an assault or theft.
- Our goal is to ensure Metrolinx's policies and protocols have the right balance between protecting customer privacy against other policy objectives, such as the safety and security of customers and the transportation system.

# PRESTO AND PRIVACY

## Law Enforcement Request - Statistics

- Since January, 2016 Metrolinx has received 33 requests for information from police, broken down as follows:
  - 8 missing persons, 4 lost items (cards/wallets), 21 criminal/by-law enforcement issues (including assaults and threats to operators)
  - In roughly half of the cases no information was provided
  - In some cases only part of the information requested was provided
- Depending on the request, information disclosed may include:
  - Where and when someone tapped on/off
  - Cardholder name, email, or cell phone number

# PRESTO AND PRIVACY

## Current Process and Protocols

- Currently all law enforcement requests are validated and logged.
  - The requesting officer must complete a Metrolinx form that requires their name, contact info, badge no., and why the information is required.
  - This ensures the requesting authority is valid, and the reason for the request complies with FIPPA (ie. to aid in an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result.)
- All requests and any information provided is reviewed by the Privacy Office before being released.

# PRESTO AND PRIVACY

## Next Steps

- We are reviewing our privacy policy to expressly let our customers know that PRESTO information may be shared with law enforcement, in accordance with the Freedom of Information and Protection of Privacy Act.
- Our revised privacy policy will be posted online this summer.
- We will also be reviewing our related protocols, including validating, logging, authorizing and reporting activities.
- We will be discussing our process and protocols with the Information and Privacy Commissioner, to ensure we are aligned with best practices.

