

**To:** Metrolinx Board of Directors  
**From:** Barclay Hancock  
*Chief Payments Officer*  
**Date:** September 8, 2022  
**Re:** **Payments (PRESTO) Quarterly Report**

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## **Executive summary**

This report is presented for information.

## **Payments (PRESTO) updates and status**

- Metrolinx continues to make it easier to travel on transit by offering more ways to pay your fare. Following successful testing and pilot, PRESTO contactless fare payment using credit is now available on GO Transit, Brampton Transit, Oakville Transit, and MiWay in Mississauga. Customers taking transit on these networks can now pay their fares by tapping their credit card, including those cards on a phone or watch on a PRESTO device. Coming next, we'll be adding a debit fare payment option as well as rolling PRESTO contactless fare payment to more transit agencies across the region in a phased manner.
- The PRESTO Procurement Program reached another milestone with the close of the Request for Proposal (RFP) of the System Integration Services (SIS) lot in August; the RFP for the Automated Fare Collection System (AFCS) lot is due to close in the coming days. The PRESTO Procurement Program is a transformational program to support the future of the PRESTO system with the replacement of its current services and systems.
- Metrolinx saw an increase in PRESTO customer satisfaction to 81 per cent based on the results of the spring 2022 deep dive survey, which had over 13,000 respondents. Work continues to further enhance PRESTO products and services for customers. Key improvements over the past quarter include:
  - The addition of many new PRESTO Perks program partners such as Reptilia Zoo, Museum of Contemporary Art, Black Creek Pioneer Village, Toronto Argonauts, Bata Shoe Museum, Gardiner Museum, Hello Fresh, Toronto FC, Chicopee Tube Park, Fort George, Little Canada and the Canadian National Exhibition.
  - The introduction of 'Registration-by-Phone' at the PRESTO contact centre as an alternative channel for customers (especially customers who may not have access to other technology) to register their PRESTO card, which provides benefits such as balance protection. This improvement also helps customers who need to register their card before they can be provided with certain transit discounts (e.g. low-income program discount).
  - Retail expansion to a new location in Brampton to help minimize a retail gap.
  - PRESTO website and app improvements, such as the ability to save and use up to three 'saved payment' cards, bringing a long-awaited improvement to the customer experience. Customers can now see the payment card brand and last four digits of their 'saved payment' method, and real-time processing of transactions.

- Software and hardware upgrades continued across the network for legacy PRESTO devices that are nearing end of life. Recent milestones include the delivery of new PRESTO retail devices and paratransit devices across the 905 region, the completion of a small pilot of PRESTO paratransit devices in Ottawa, and preparation work to begin deployment of PRESTO retail devices across Toronto.
- The PRESTO University Pass (UPass) returned this year to students from McMaster University, Redeemer University, and Mohawk College for use on HSR in Hamilton, as well as Durham College, Ontario Tech University, and the Trent University GTA Campus for use on DRT in Durham. These semester-based transit fare passes are being provided to 57,000 students using a combination of traditional PRESTO cards, and the PRESTO E-Ticketing platform that was introduced to these regions in the fall of 2020.
- Partnership agreements for the initial launch of bulk sales for single-ride PRESTO paper fare tickets for use onboard vehicles and at stations along the TTC network were completed in the summer. There are agreements with over 130 organizations across the city. Work will continue to expand the program to new organizations and to complete updates that will automate the process and include additional features.
- PRESTO devices have been performing exceedingly well, and availability has remained above target for both card load equipment (99.75 per cent YTD; target is 99.65 per cent) and individual fare payment devices (99.89 per cent YTD; target is 99.65 per cent). To further enhance PRESTO card load equipment performance, specifically PRESTO card vending machines, Metrolinx is piloting a new bill acceptor, and will determine next steps once it closes in the days ahead.

### Coming up next

- The installation of electrical and communications infrastructure for PRESTO equipment, as well as network services, fare payment equipment, and vending/loading devices is set to take place along the Eglinton Crosstown Light Rail Transit line. This work will commence in the fall and will be completed in time for the opening of the line.
- Efforts will continue to add debit fare payment to PRESTO contactless payment on GO Transit, Brampton Transit, Oakville Transit, and MiWay in Mississauga. Teams will also work to roll out PRESTO contactless payment to additional transit agencies through a phased approach in the months ahead.
- As part of the PRESTO Procurement Program, the next Request for Proposal (RFP) for Service Integration and Management (SIAM) will be released to market. In addition, evaluations are scheduled to begin on the RFP submissions that were received for the System Integration Services (SIS) and Automated Fare Collection Services (AFCS) components of the program.

Respectfully submitted,

**Barclay Hancock**

*Chief Payments Officer*