

To: Metrolinx Board of Directors
From: Barclay Hancock
Chief Payments Officer
Date: November 30, 2023
Re: **Payments (PRESTO) Quarterly Report**

Executive summary

This report is presented for information.

Payments (PRESTO) updates and status

- Metrolinx has launched another modern way to pay transit fares with the introduction of a digital PRESTO card in Google Wallet that can be used on an Android smartphone or Wear OS smartwatch. Customers can convert their current plastic PRESTO card to their Google wallets, which will support the same fare type discounts (e.g. senior pricing), products, and fare rules as the plastic card, or customers can obtain a new, digital PRESTO card at no cost. This is the world's first account-based MIFARE Desfire card in Google Wallet, which delivers a superior global experience using secure, reliable and scalable contactless technology that works well with existing contactless infrastructure. It is also fast, flexible, and enables highly secure data transmission.

Since launch, Metrolinx has focused customer communications on the finer details of the new product to ensure there is clarity around its features and functionality. This includes informing customers that once a card has been converted to a digital wallet, the physical card can no longer be used, and further to that, the digital card cannot be converted back to a physical card.

This new product is supported on GO Transit, UP Express, TTC, and all 905 transit agencies. However, customers who use PRESTO in Ottawa are being informed not to convert their physical PRESTO cards to a digital card as this product is not available on OC Transpo.

- Much progress has been made to advance the transformational PRESTO Procurement Program that is underway to replace PRESTO's current services and systems. Procurements for the System Integration Services, Automated Fare Collection System, Service Integration and Management, Digital Channels, and Contact Centre are in various stages of market and evaluation activities.
- Since the rollout of PRESTO Contactless credit and debit fare payment, there have been more than 17M boardings using this new, modern way to pay fares, with TTC making up more than half of that number. Reporting from the last quarter shows that 8% of all PRESTO boardings are now being made using PRESTO Contactless credit or debit fare payment, a number that continues to increase month-over-month.
- Following a successful pilot, new Ticket Vending Machines (TVMs) are being rolled out for customer use at stations across the GO Transit and UP Express networks. The devices include new functionality and features while continuing to provide customers the ability to buy or load PRESTO cards using cash or debit/credit or purchase paper fare tickets. Installations of the new TVMs are anticipated to continue through to spring of 2024.

- In time for the fall semester to begin, Metrolinx expanded its PRESTO University Pass program to University of Toronto Mississauga campus students who travel on MiWay. The pass rolled out to more than 18,000 students and supports unlimited travel on MiWay throughout the semester. Students can select to use the PRESTO E-Ticket platform for a virtual pass or the traditional plastic PRESTO card. Additionally, the PRESTO University Pass program returned to 45,000 students at McMaster University, Redeemer University, and Mohawk College for use on HSR in Hamilton, as well as 27,000 students at Durham College, Ontario Tech University, and the Trent University GTA Campus for use on DRT in Durham.
- Over the past quarter, Metrolinx remained focused on continuously enhancing PRESTO products and services for customers, with the aim of increasing customer satisfaction. Recent enhancements include:
 - Updates to the PRESTO website, including the launch of a 'Stay Tapped In' announcements page to keep customers informed and engaged with updates and relevant content, as well as the implementation of a new web chat virtual assistance decision tree to help customers find answers to common inquiries themselves.
 - A proactive communication and education campaign in September on Metrolinx News to help students prepare their PRESTO cards for travel (e.g. setting up a student fare type), which had nearly 50,000 views. A new FAQ section was also added to the PRESTO website dedicated to Student Programs (e.g. university passes) to ensure information related to common questions is available to students and school program administrators.
 - A new tile on the PRESTO app to provide customers with proactive communication and information regarding the Autoload program, promoting the convenience and peace of mind that comes with setting up Autoload on their PRESTO card.
 - The addition of new PRESTO Perks partners, including the Textile Museum of Canada, Turo (car-sharing platform), Just for Laughs Toronto, as well as special events partners such as the Royal Winter Fair, Halloween Night of Lights, Pumpkinville, Fall Home Show, and Markham Fair.
- PRESTO devices continue to perform exceedingly well for customers, and availability has remained above target for both card load equipment (99.71 per cent YTD; target is 99.65 per cent) and individual fare payment devices (99.84 per cent YTD; target is 99.65 per cent).

Respectfully submitted,

Barclay Hancock
Chief Payments Officer