

To: Metrolinx Board of Directors
From: Barclay Hancock
Chief Payments Officer
Date: June 27, 2024
Re: **Payments (PRESTO) Quarterly Report**

Executive summary

This report is presented for information.

Payments (PRESTO) updates and status

- PRESTO system performance achieved excellent results in the 2023-24 fiscal year. Ensuring devices are working as intended for customers is a critically important step in delivering a positive transit experience. Year-end results showed that payment devices achieved average availability of 99.86 per cent and load machines achieved average availability of 99.73 per cent, which exceed Service Level Agreements as well as internal stretch targets. In addition, PRESTO's backend system and applications achieved 100% availability for the year.
- Ontario's One Fare Program recently expanded to include Peel Region's TransHelp specialized transit service. This means that double fares will be removed for PRESTO customers that connect to and from the TTC and TransHelp or GO Transit and TransHelp. Ontario's One Fare Program has seen immense success since launch, with more than 9M free transfers made between TTC and all participating transit systems as of June 1.
- An announcement was made last month sharing the upcoming launch of another 'new way to pay' as part of the PRESTO Modernization program - PRESTO in Apple Wallet! This follows the fall 2023 launch of a digital PRESTO card in Google Wallet to transit agencies in the GTHA. To date, there have been 5.8M boardings using this method of payment.
- A significant number of customers are also now paying their transit fares with PRESTO Contactless credit and Interac debit. In the first quarter of the 2024-25 fiscal year, more than 19.8M boardings have been made using this method of payment, bringing the total boardings made using PRESTO Contactless to 64.4M since launch. PRESTO Contactless payments now make up 16.1 per cent of the PRESTO product mix, with the traditional plastic PRESTO card continuing to make up the majority at 80.0 per cent.
- Progress has been made on the PRESTO Transformation with the advancement of the Procurement Program underway to replace PRESTO's current services and systems with new contracts. Contracts have been awarded for three of the five program lots: System Integrator Services, Automated Fare Collect System, and Service Integration and Management. The remaining two program lots, which include Digital Channels and Contact Centre, are anticipated to be awarded within the next quarter. Work has now begun on the Transition Program to move from a primary PRESTO contract to a multi-contract model. This will

continue through 2025 with the absolute objective to ensure that the back-end transition is seamless for our customers and transit agency partners.

- Work is nearing completion on the rollout of more than 200 next generation Ticket Vending Machines across the GO Transit and UP Express networks. The new devices feature touch screen navigation, larger display screens, and improved accessibility features, as well as traditional functionality such as the ability to buy and load PRESTO cards using cash or debit/credit, and purchase paper fare tickets.
- Metrolinx remains focused on continuously enhancing PRESTO products and services for customers to increase overall satisfaction. Pulse survey results in March and April showed overall customer satisfaction at 82 per cent or above – the highest scores since 2021. The team conducted the semi-annual deep dive survey throughout May, and results will be shared in the next report to the Board. Recently delivered PRESTO enhancements include:
 - The ‘zero out’ pilot that began in the spring at the PRESTO Call centre, so that a customer can press “0” from the main menu (or at any point) to reach an agent. This pilot is addressing feedback from customers who reported challenges connecting with live agents and the phone navigation.
 - The addition of new PRESTO Perks program partners such as Toronto Blue Jays, CN Tower, and Toronto FC, as well as discounts to special events throughout the spring (e.g., auto shows, home shows, expos). A full list of Perks partners is available on the [PRESTO website](#).
 - PRESTO website updates, such as search functionality improvements to deliver more relevant search results based on page titles, page descriptions, and keyword searches, as well as enhancements to the PRESTO refunds page to ensure that information is easy to understand, with clearly labeled refund forms.

Respectfully submitted,

Barclay Hancock

Chief Payments Officer