

To: Metrolinx Board of Directors
From: Barclay Hancock
Chief Payments Officer
Date: September 12, 2024
Re: **Payments (PRESTO) Quarterly Report**

Executive summary

This report is presented for information.

Payments (PRESTO) updates and status

- Metrolinx completed the 'new ways to pay' component of the PRESTO Modernization program with the launch of PRESTO in Apple Wallet this summer. Customers can now obtain a new digital PRESTO card at no cost or can convert their physical PRESTO card to a digital card, and use it to pay fares on GO Transit, UP Express, and all municipal transit agencies in the GTHA. PRESTO is the first transit card available in Apple Wallet, changing the game for customers, whether they are regular riders or just visiting.

In combined total, there have been more than 17M boardings made using PRESTO in a mobile wallet and more than 225,000 cards converted from physical to digital to date.

- More customers continue to discover the ease and benefit of paying with credit and debit as PRESTO Contactless continues to see an increase in adoption. To date, more than 87M boardings have been made using this method of fare payment - an increase of 22M boardings since the previous Board report in June.
- The installation of new Ticket Vending Machines (TVMs) was completed this summer across the GO Transit and UP Express network. More than 220 legacy devices were replaced with new machines, and nearly 50 additional new machines were added to stations, select bus terminals and stops, and pick-up/drop-off areas.

The new TVMs provide customers with more PRESTO card options, including the ability to purchase PRESTO cards from all machines, as well as the ability to load a card, set a GO default trip, and change the language option to English or French. The new machines also have more accessibility features, including toe clearance for customers using mobility devices, a larger screen with high contrast display, high contrast and braille labels, and an enhanced accessibility mode with audio output that enables control of the TVM using the PIN pad. The core function to provide customers with an option to purchase GO Transit and UP Express tickets remains a function of the new TVMs as well.

- The rollout of more than 300 new GO Station Ambassador devices was also completed. These devices perform job-required functions such as loading PRESTO cards, setting concessions, and performing inspections. The small, handheld devices fit in a pocket, so Station Ambassadors are no longer tethered to one location to perform these functions.

- The PRESTO University Pass (U-Pass) program returned this September to support 90,000 students beginning the new semester. The program provides unlimited transit using PRESTO on Hamilton Street Railway for students from McMaster University and Mohawk College, on Durham Region Transit for students from Durham College, Ontario Tech University, and Trent University's GTA campus, and on MiWay for students from University of Toronto's Mississauga campus. PRESTO Ambassadors have been on location at these schools since August 28 to assist students in accessing and using their U-Pass.
- Metrolinx remains focused on continuously enhancing PRESTO products and services for customers to increase overall satisfaction. The aim is to deliver a minimum of 35 enhancements each month and achieve a satisfaction score of 83 per cent. At last reporting, the YTD average for monthly enhancements was 38 and the satisfaction score was right on target at 83 per cent. Recent enhancements include:
 - Website improvements, such as an update to the navigation menu to make it easier to find relevant pages, new webpages for PRESTO in Apple Wallet and Ontario's One Fare program, as well as a new function that allows customers to delete their account if needed.
 - The addition of a PRESTO Offers page to the customer website detailing the brands Metrolinx has partnered with to provide customer promotions, which currently includes an offer that would provide customers with a \$250 PRESTO Voucher for signing up.
 - New PRESTO Perks partners including the Canadian National Exhibition, Ontario Honda Dealers Indy Toronto, Caribbean Carnival, and many more.
- Ensuring exceptional availability levels for the 17,000 PRESTO devices across the network is a critical component in providing customers with an easy and seamless transit journey. Device availability across the 11 transit agencies remains above target with PRESTO payment devices at 99.87 per cent YTD and PRESTO load machines at 99.74 per cent YTD.

Respectfully submitted,

Barclay Hancock
Chief Payments Officer