

To: Metrolinx Board of Directors
From: Barclay Hancock
Chief Payments Officer
Date: November 28, 2024
Re: **Payments (PRESTO) Quarterly Report**

Executive summary

This report is presented for information.

Payments (PRESTO) updates and status

- Metrolinx continues to advance the PRESTO Transformation with the completion of the competitive procurement for five lots, including PRESTO's Service Integration and Management, System Integrator, Automated Fare Collection System, Digital Channels, and Contact Centre. Focus has now shifted to the transition from a primary contract to a multi-contract vendor model. Maintaining quality of service and ensuring the experience is seamless for customers and transit agency clients is the utmost priority throughout the transition. Completing this transition to the next generation of PRESTO will bring new and enhanced capabilities benefitting customers and clients.
- Metrolinx expanded one of its modern fare payment options, PRESTO E-Tickets, to another transit agency this month. York Region Transit customers are now able to purchase electronic tickets through the PRESTO E-Tickets app. This fare payment product is a great option for occasional travellers, tourists, and groups as multiple tickets (up to 20) can be bought, activated, and scanned for payment by one individual on one smartphone. In addition to York Region Transit, PRESTO E-Tickets are available on Durham Region Transit, Oakville Transit, and Hamilton Street Railway.
- Metrolinx's other new fare payment options, PRESTO Contactless using credit or Interac debit and PRESTO in mobile wallet, continue to see increased customer usage and now make up 33 per cent of the overall PRESTO product mix. Over the last quarter, 40 million boardings have been made using these fare payment options, bringing total boardings since initial launch to 145 million.
- In support of the Light Rail Transit line projects within Toronto, installations of PRESTO payment and vending devices have been completed at all stations and stops for the Eglinton Crosstown line. For the Finch West line, device installations began at stops this month and will be complete in early 2025.
- Metrolinx remains focused on continuously enhancing PRESTO products and services for customers to increase overall satisfaction. The target is to deliver a minimum of 35 enhancements each and every month and achieve a satisfaction score of 83 per cent. At last reporting, the YTD average for monthly enhancements was 45 and the satisfaction score was just slightly below target at 82 per cent. Recent enhancements include:

- Website improvements, such as a 'tip of the week' slide added to the web carousel with privacy and security recommendations to support customers in keeping their information safe (e.g., a prompt to set up PRESTO's new two-step verification system).
 - Two new Shoppers Drug Mart locations for customers to purchase and load PRESTO cards and set fare types (e.g., child concession, senior concession). One store located in Port Hope and another in downtown Toronto help to minimize the distance customers have to travel to complete these tasks in person.
 - A "back to school" themed blog post on PRESTO's Stay Tapped In blog with tips to help support student customers and prepare their PRESTO cards for travel, including setting up a fare type. The article garnered significant attention with over 160,000 page views.
 - New PRESTO Perks partners including BATL Axe Throwing (15 per cent off admission), Broadway Across Canada (20 per cent off admission), CN Tower (15 per cent off admission), Illuminarium (15 per cent off admission), and Museum of Illusions (20 per cent off admission), as well as discounts to fall and winter attractions such as the Fall Home Show, Halloween Night of Lights, and Royal Agricultural Winter Fair.
- 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 99.88 per cent YTD and PRESTO load machines at 99.77 per cent YTD.

Respectfully submitted,

Barclay Hancock
Chief Payments Officer