

**To:** Metrolinx Board of Directors  
**From:** Barclay Hancock  
*Chief Payments Officer*  
**Date:** June 29, 2023  
**Re:** **Payments (PRESTO) Quarterly Report**

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## **Executive summary**

This report is presented for information.

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

- PRESTO Contactless with Interac debit expanded beyond UP Express to GO Transit and all participating 905 transit agencies - Brampton Transit, Burlington Transit, HSR in Hamilton, MiWay in Mississauga, Oakville Transit, York Region Transit, Durham Region Transit - as well as Para Transpo in Ottawa. In addition to the traditional plastic PRESTO card, and credit payment, customers on these networks can now pay their fares by tapping their debit card onto a PRESTO device (including those cards on a smartphone or smartwatch). To date, more than 260,000 PRESTO payments have been made with debit.

This new option provides more choice in how to pay transit fares and is being done with best-in-class technology. As the world's first real-time mass transit transactions open payment solution, Metrolinx is delivering an elevated experience to PRESTO customers (e.g. transactions show up in real time through customer channels like the mobile App, and customer website) and an elevated experience to our transit agency clients (e.g. support all the complex transit business rules), all while delivering internal operational efficiencies (e.g. protecting revenue and mitigating fraud).

- TTC customers will soon have more ways to pay their fares with the PRESTO device refresh nearing completion. Work has continued throughout the spring on the project, which includes the replacement of more than 6,300 devices on surface vehicles, 300 handheld fare inspection devices, and 2,500 devices used for paratransit service across the TTC network to support the introduction of modern fare payment options. Teams have also been working to complete field trials on the updated PRESTO devices in support of the upcoming launch of PRESTO Contactless credit and debit fare payment.
- To support the delivery of another new way to pay fares - a PRESTO virtual card in mobile wallet - a closed four-week pilot was recently completed with GO Transit, UP Express, and 905 transit agencies. Once delivered, this product will enable customers to add a virtual PRESTO card to their smartphone wallet to tap and pay fares at PRESTO devices. Teams are now working with transit agencies to confirm the rollout approach.
- Much progress has been made to advance the transformational PRESTO Procurement Program that is underway to replace PRESTO's current services and systems. The evaluation process for both the System Integration Services Request for Proposal (RFP) bid submissions as well as the Automated Fare Collection System bid submissions is nearing completion. At the same time bid submissions that were received for the Service Integration and Management RFP have been reviewed. The team reached another milestone in May with the release of the Digital Channels RFP to market. The release of the Customer Care RFP will be a focal point in the months ahead,

with the aim of completing all contracting work by early 2024 so the focus can move to the transition component of the overall program.

- Metrolinx has expanded its PRESTO University Pass program to include University of Toronto Mississauga campus students who travel on MiWay. The new pass is currently in pilot with 1,000 students over the summer and will expand in September to 18,000 students. The pass supports unlimited travel on MiWay throughout the semester and students can select to use the PRESTO E-Ticket platform for a virtual pass or the traditional plastic PRESTO card if that is their preference.
- Over the past quarter, the team remained focused on continuously enhancing PRESTO products and services for customers, which has resulted in an increase in overall customer satisfaction to 79%. Highlights of enhancements from the past quarter include:
  - Website updates including a refresh of carousel slides to proactively communicate and educate customers about the PRESTO App and Autoload. The site also now includes embedded how-to videos (e.g. How to use PRESTO E-Tickets), which means customers can watch videos without needing to leave the PRESTO website.
  - Addition of new PRESTO Perks program partners including Go Tours Canada, Hamilton Tiger-Cats, Forge FC, Toronto Argonauts, Toronto FC, Hot Docs, and Mirvish. PRESTO Perks also continues to provide discounts to special events across the region such as the Cottage Life Show, National Home Show, Brampton KiteFest, and many more throughout the year!
- Work was completed in the spring on enhancements to the Bulk PRESTO Tickets program, which provides organizations with bulk sales of single-ride PRESTO paper fare tickets that can be scanned on PRESTO devices onboard vehicles and at stations along the TTC network. The program has seen much success since it launched in the spring of 2022 with 2.3M fare tickets provided to the nearly 300 participating organizations. Recent enhancements included system automation and self-serve enablement, additional payment options for organization to use for ordering, and updates to the PRESTO app so customers can query the status of their PRESTO tickets on their phone from anywhere rather than having to check the status of the ticket at a PRESTO Fare Vending Machine within a TTC station.
- A customer-facing pilot will begin shortly following the successful field trials of new Ticket Vending Machines with PRESTO functionality that will be installed across the GO Transit and UP Express networks. The new devices have enhanced functionality, such as touch screen navigation, and improved accessibility features. The devices allow customers to purchase PRESTO cards, load cards using cash or debit/credit, and will continue to sell GO and UP paper fare tickets for customers who prefer that method.
- PRESTO devices continue to perform exceedingly well, and availability has remained above target for both card load equipment (99.80 per cent YTD; target is 99.65 per cent) and individual fare payment devices (99.83 per cent YTD; target is 99.65 per cent). In the spirit of continuous improvement, Metrolinx remains focused on finding opportunities to further enhance device performance (e.g. increase service response time) to ensure an exceptional PRESTO customer experience.

Respectfully submitted,

**Barclay Hancock**  
*Chief Payments Officer*