

EXPANDING PRESTO ON TTC: STATUS UPDATE

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EXPANDING PRESTO ON THE TTC

WHY PRESTO

Offering 1.8 million customers a modern electronic fare system furthers the TTC's modernization agenda by transforming the way riders pay their fares. PRESTO offers:

FOR CUSTOMERS

- Always pay the lowest fare
- A single, seamless method of fare payment throughout the GTHA and Ottawa
- Protection of funds if card is lost or stolen
- Load in more ways – Autoload, AVM's, online, phone and in person
- A smart card and future open payment system means more convenient ways to pay transit fares

FOR THE TTC

- Faster boarding times and improved service levels
- Reduced losses due to fraudulent fare payments
- Accurate and timely operational data to inform planning and customer service activities
- Increased customer satisfaction with a modern smart card and future open payment system

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THE AGREEMENT



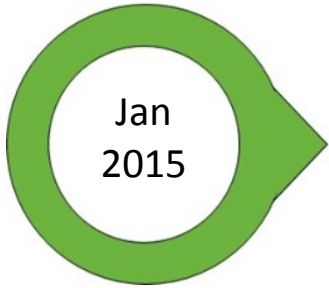
Metrolinx and TTC **finalize master agreement** that defines the long-term roles, responsibilities and relationships for the delivery of PRESTO on TTC. Given the magnitude of the rollout, a plan was developed to **deploy PRESTO in waves**.

Wave 1 commitments included:

- New streetcars as they arrive
- 26 subway stations
- Basic customer functionality

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THE ACCELERATED PLAN



Metrolinx and TTC formulate joint agreement to **accelerate rollout timeline** to have PRESTO on all streetcars, subway stations, buses, and para transit vehicles by the end of 2016 – **a year earlier than planned.**

Accelerated timeline meant:

- Essential business functionality would be delivered early 2016
- All legacy streetcars to be included in device deployment
- Agreement with BAI to provide the telecom and power needs within stations

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THE APPROACH

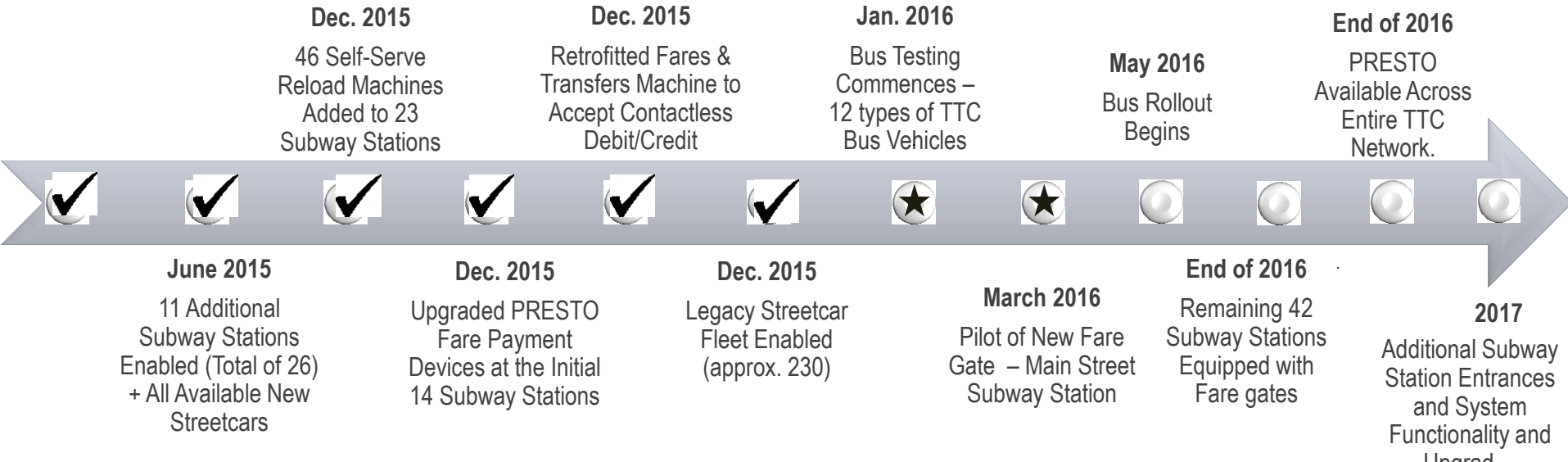
Given magnitude of rollout, plan was developed to deploy the PRESTO system in waves to reduce risk and ensure robust testing and quality assurance.

	Wave 1	Wave 2	Wave 3	Wave 4	Wave 5
Wave Description	New Streetcars	Infrastructure	Essential	Fundamental	Value-Added
Wave Definition	50 new streetcars, 26 stations and basic customer functionality	Device testing and deployment across the system (i.e., devices, civil works, network)	Delivery of core software functionality to integrate across the transit systems and boundaries	Delivery of specific TTC needs for their business (e.g., gated parking lots)	Delivery of other TTC needs for their business (e.g., option to pay fares by tapping debit/credit cards instead of PRESTO card)

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THE TIMELINE

PRESTO ACCELERATED ROLLOUT SCHEDULE – ON TRACK



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KEY ACCOMPLISHMENTS

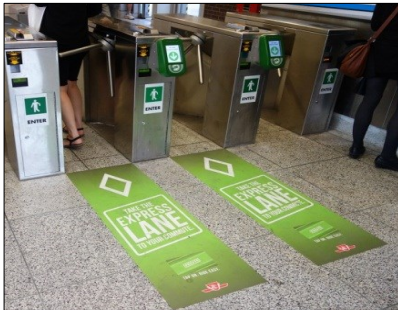
Wave 1 – Complete

Initial 26 Subway Stations – Complete

- In time for Pan Am Games PRESTO was installed at 11 additional TTC subway stations (for a total of 26) in June 2015
- Over 1.3 million PRESTO taps/month at these 26 stations

New Streetcars – Enabled Upon Arrival

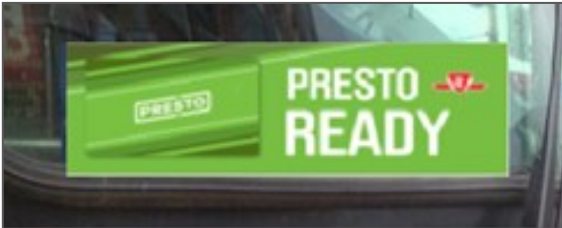
- PRESTO installed on all new streetcars as they arrive (17 to date)
- PRESTO's customer service ambassador program successfully launched – continues today
- New streetcars have PRESTO fare readers at all entrances



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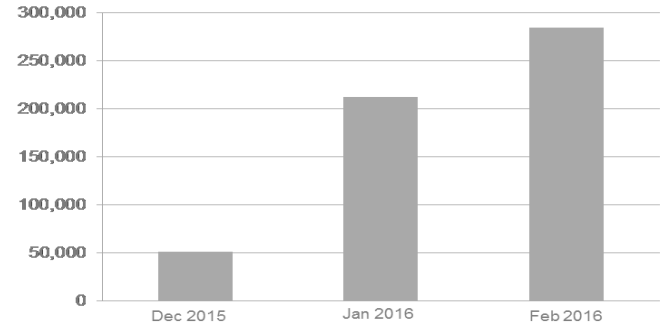
KEY ACCOMPLISHMENTS

Legacy Streetcars – Completed Ahead of Schedule



- The TTC's fleet of legacy streetcars (approximately 230) were PRESTO-enabled by December 2015
- Dramatic increase of PRESTO use on streetcars since December with over 275,000 PRESTO taps in February

Taps Per Month - TTC Streetcars



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KEY ACCOMPLISHMENTS

Wave One – New Device Rollout



Fares & Transfers Machines

- Installed on new streetcars and select on-street stops



Self-Serve Reload Machines

- 46 devices available at 23 stations



New S&B Fare Payment Devices

- 11 new subway stations with new Scheidt & Bachmann devices for fare payment

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KEY ACCOMPLISHMENTS

Wave 3 Essential Functionality – Complete

Wave 3
Essential
Delivery of core software functionality to integrate across the transit systems and boundaries

- TTC directional transfers enabled and now live
- Features built in PRESTO system that will be introduced at optimal time for TTC customers:
 - TTC Co-Fares
 - Loyalty Program
 - Period Pass
 - Agency Specific Concession

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KEY ACCOMPLISHMENTS

PRESTO Card Availability – Expanding



- Pilot of seven Gateway locations within five subway stations – Bloor, Dundas, Spadina, Bathurst, Broadview
- 2300 cards sold to-date



- Cards can be conveniently ordered online; take 7-10 days to deliver



- PRESTO cards available at TTC PVMs at Union, Queen's Park, and Main Street Stations
- 7200 cards sold to date



- Over 100 PRESTO Customer Service Outlets across the region; Davisville is main outlet for TTC customers

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KEY ACCOMPLISHMENTS

New Modern Accessible Fare Gates



Turnstile fare gate



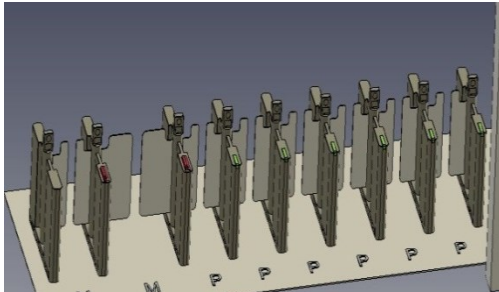
New, modern fare gate

- 2012 Master Agreement plan was to add fare payment devices to current TTC subway station turnstiles
- In 2014, Metrolinx purchased and agreed to install 60 new modern fare gates for TTC with financial contributions from TTC, SnB and Accenture
- In 2015, TTC made decision to replace all subway station turnstiles with new, modern fare gates
- New PRESTO-enabled fare gates at subway stations provide a more seamless, modern and convenient transit experience
- TTC's aim is to acquire approximately 1,000 new fare gates directly through S&B

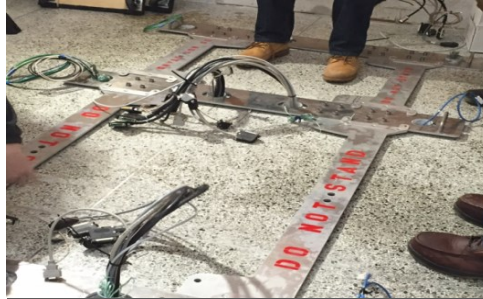
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KEY ACCOMPLISHMENTS

Fare Gate Introduction at Main Street Station – Complete



Design



Installation



Today

- Eight gates total (two Metropass-enabled, six PRESTO-enabled)
- Two PRESTO Customer Service Ambassadors on site
- TTC and PRESTO working closely on communications, marketing and signage

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IS PRESTO RIGHT FOR ME?

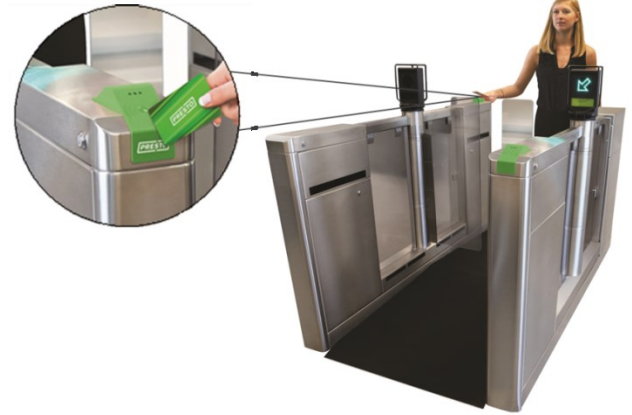
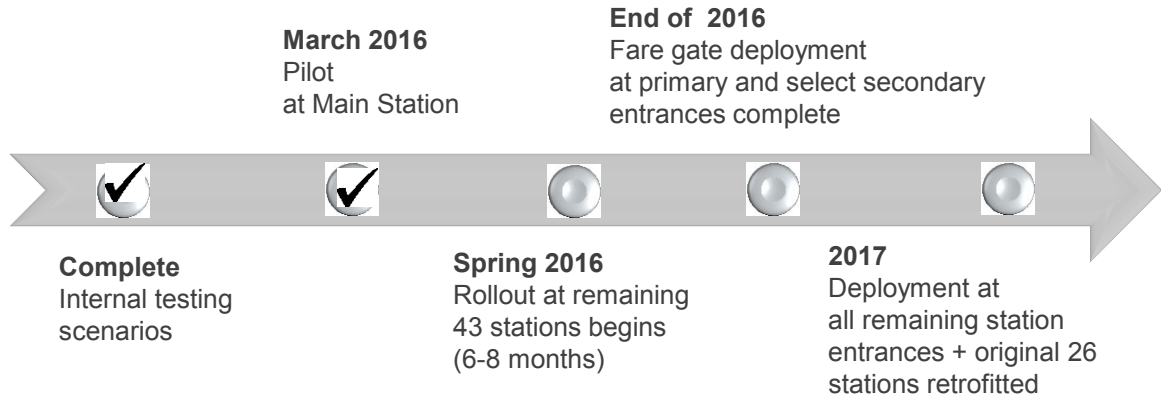


- PRESTO and TTC are supporting the phased rollout with marketing and communications that protect the customer experience
- A gradual, phased-in rollout with rigorous testing and targeted customer education will provide greater assurance of a positive customer experience
- Today, if a customer travels to and from PRESTO-enabled subway stations or routes, it may be the right time to switch to PRESTO and enjoy the benefits
- We encourage customers to carry an alternative method of payment (e.g. token, cash) until all stations and vehicles are enabled by end 2016

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PLAN FOR 2016

Fare Gates at Remaining Subway Stations

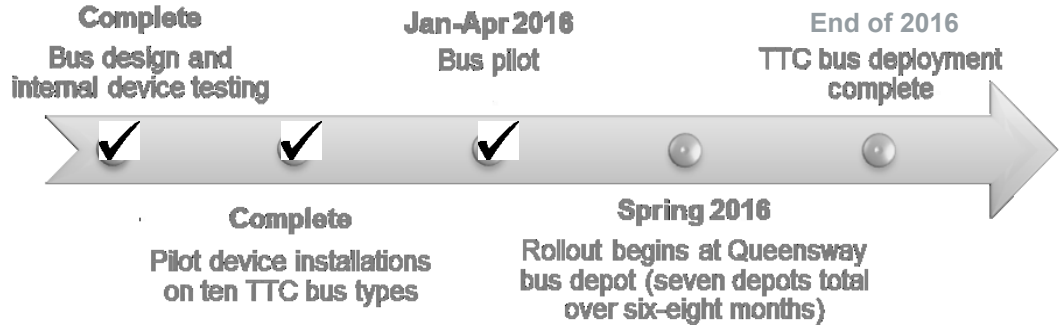


- Next 10 TTC subway stations to be PRESTO-enabled (approx. May/June) include:
 - Main Street
 - Bay
 - Wellesley
 - St. Clair West
 - Lansdowne
 - Sherbourne
 - St. Clair
 - Dupont
 - Dufferin
 - Runnymede

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PLAN FOR 2016

Buses – Testing Underway

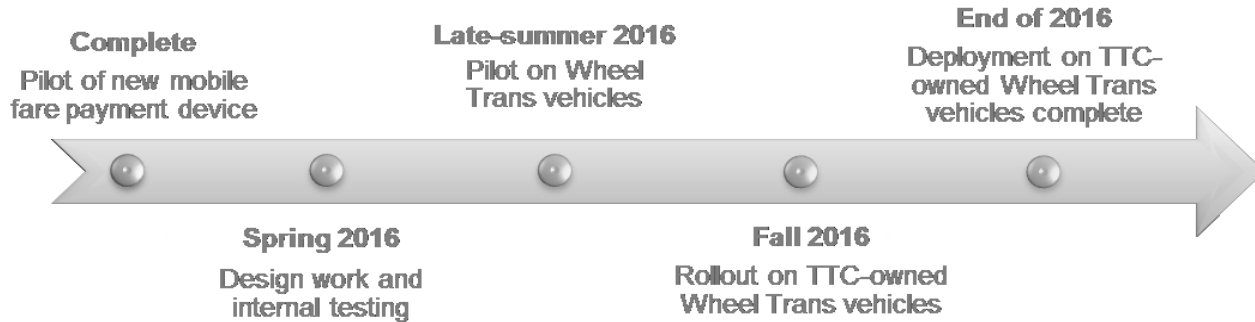


- Testing underway on the 12 different types of TTC buses with one PRESTO fare validator installed at each entrance
- PRESTO rollout at each entrance on the 1,985 TTC buses will occur by bus depot over a six- to eight-month period starting late spring 2016
- After the first depot, will begin installation at two bus depots in parallel

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PLAN FOR 2016

Para Transit Vehicles



- Two-month pilot in York Region last year tested new PRESTO mobile fare payment devices (still in operation)
- Program deployment will begin on TTC Wheel Trans in 2016
- 200 TTC-owned Wheel Trans vehicles and 300 accessible taxis will be PRESTO-enabled by the end of 2016

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PLAN FOR POST-2016

Software Enhancement Planning:

Waves 4 and 5 will rollout additional business functionalities including:

- **Fundamental Functionality** – e.g automated refunds, full-service vending machines, Limited Use Media (LUMS)
- **Value-Add Functionality** – e.g. open payment phase 1 target mid-2017



Further Device Rollout:

- Toronto York Spadina Subway Extension (TYSSE) will receive PRESTO-enabled fare gates
- Para Transit contracted sedans to be PRESTO equipped



PRESTO Sales and Service Outlets will also be developed to support card availability and account support for customers

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CONCLUSION

- Through our mutual partnership, Metrolinx and the TTC have made significant progress in the shared goal of planning and deploying PRESTO throughout the TTC network in phases
- The strength and quality of the deployment to date is the result of working closely together through each stage of the project to ensure the best result for our customers and stakeholders
- We remain committed to working together to meet the goal of having PRESTO in all TTC subway stations and vehicles for customers by the end of 2016
- Planning is underway to phase out legacy fare media in 2017



METROLINX

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