

**Report to/Rapport au :**  
**Transit Commission**  
**Commission du transport en commun**

March 25, 2013  
25 mars 2013

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CITY WIDE / À L'ÉCHELLE DE LA VILLE

Ref N°: ACS2013-COS-TRA-0005

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**SUBJECT: PRESTO STATUS UPDATE**

**OBJET : MISE À JOUR SUR PRESTO**

**REPORT RECOMMENDATION**

**That the Transit Commission receive this report for information.**

**RECOMMANDATION DU RAPPORT**

**Que la Commission du transport en commun prenne connaissance de ce rapport.**

**BACKGROUND**

At its 21 November 2012 meeting, the Transit Commission agreed to delay the launch of the PRESTO Smart Card System. The Commission also agreed to a System Readiness Deployment Plan to test the capacity of the system with up to 10,000 cards. This decision was part of a detailed plan that included providing regular updates to the Transit Commission.

**DISCUSSION**

At the 20 February 2012 Transit Commission meeting, OC Transpo provided a verbal update on progress made during the first phase of the system readiness testing. It was revealed that customers are very excited about PRESTO and have embraced the use of the card. This was evidenced by the rapid distribution of over 13,500 cards on January 18, 22 and 24.

Since the release of these cards, OC Transpo and PRESTO have been actively monitoring customer feedback through their call centres and Twitter accounts to ensure prompt response to all client issues and questions. OC Transpo has also been gathering information to determine card distribution, card usage by customer category, as well as card performance.

OC Transpo is committed to providing detailed updates on the PRESTO system and will continue to do so as the system readiness deployment plan progresses. At its April meeting, the Transit Commission will receive:

- 1) Results of the technical system criteria;
- 2) Results of the system functionality on the seven success factors; and
- 3) Details regarding recommendations on the feasibility to move to full system roll out.

An update on progress to date will be presented at the Transit Commission meeting on March 25, 2013.

#### RURAL IMPLICATIONS

There are no recommendations in this report that affect rural areas.

#### CONSULTATION

No specific consultation has been carried out on this report.

#### LEGAL IMPLICATIONS

There are no legal impediments to receiving this report.

#### RISK MANAGEMENT IMPLICATIONS

There are no risks associated with receiving this report.

#### FINANCIAL IMPLICATIONS

Updates regarding Presto provided to the Transit Commission include a section regarding the status of financial processes, reporting, and controls related to the implementation.

#### ACCESSIBILITY IMPACTS

There are no recommendations in this report that affect accessibility.

### TECHNOLOGY IMPLICATIONS

There are no technical implications associated with receiving this report.

### TERM OF COUNCIL PRIORITIES

This report directly and indirectly supports the following objectives of the Transportation Master Plan and previous Council strategic directions:

TM1 – Ensure sustainable transit services

TM4 – Provide alternative mobility choices

SE1 – Ensure a positive experience for every client interaction

SE2 – Improve operational performance

### SUPPORTING DOCUMENTATION

Staff will make a presentation at the March 25 Transit Commission meeting.

### DISPOSITION

Staff will undertake any further direction from the Transit Commission.