

TTG GLOBAL 2026

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EVP, CTO and CIO

BREAKING THE 80% BARRIER: SCALING AI FROM PILOT TO PRODUCTION IN TRANSIT PAYMENTS



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THE 80% PROBLEM

Harvard Business Review research suggests that roughly **80% of AI projects never make it from pilot to production**

Before we go further – a quick show of hands:



Who's Run an AI Pilot?



Who has Scaled One To Production?



This session: Practical lessons from PRESTO's journey from pilots to operationalizing AI.

AI Opportunity and Reality Check

Tremendous Opportunities for AI to Agentic AI in Transit Payments



Customer Experience



Payments Operations



Employee Enablement



Agentic Payments



Cyber & Security



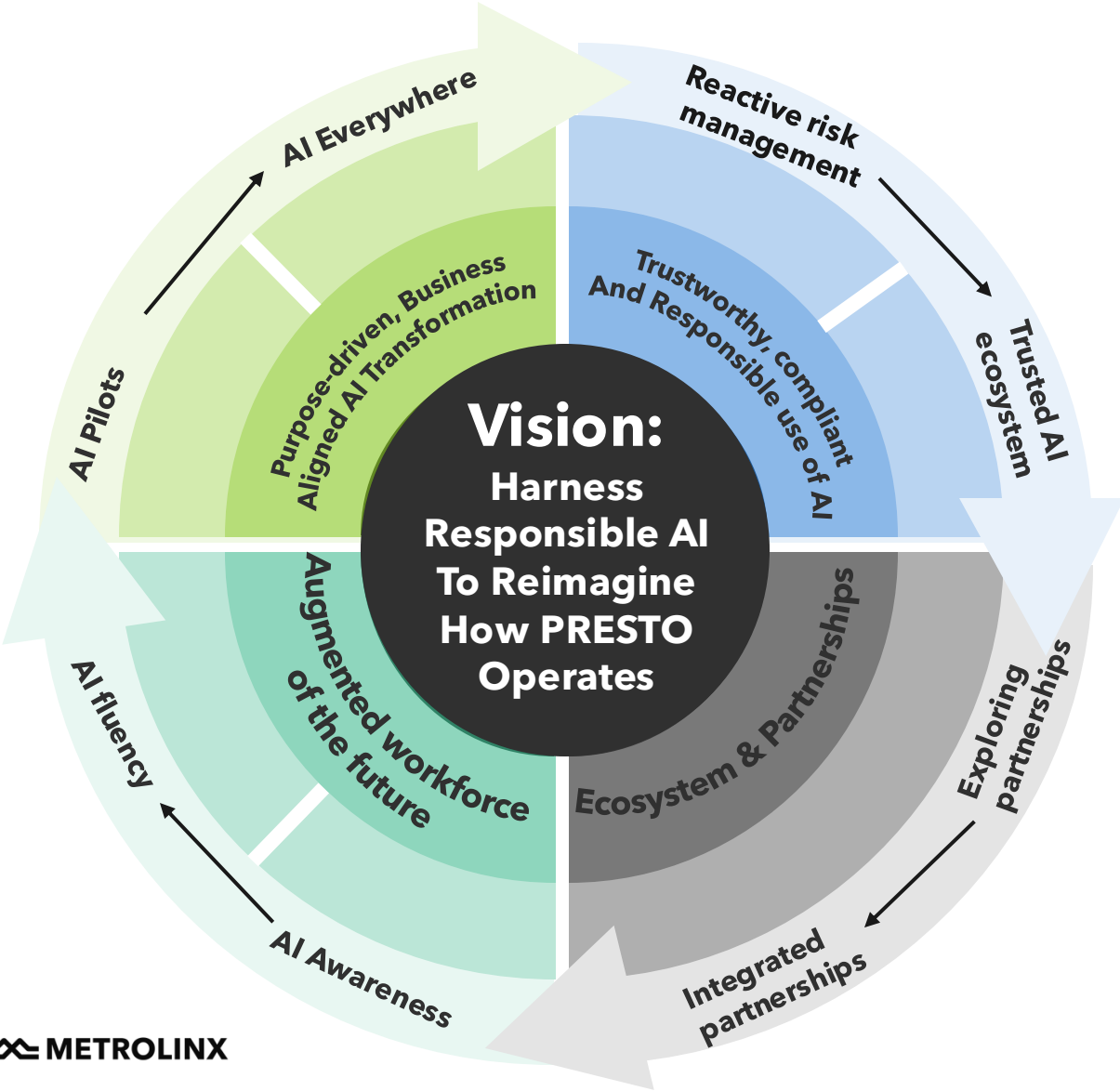
Fare Evasion & Fraud

Why Pilots Fail to Scale

- AI is bolted onto broken workflows
- Pilots are treated as experiments, not operating capabilities
- Lack of data readiness
- No repeatable path to production
- Governance arrives too late
- AI is evaluated on model performance not business outcomes

Value comes from **embedding AI into operations** not running pilots

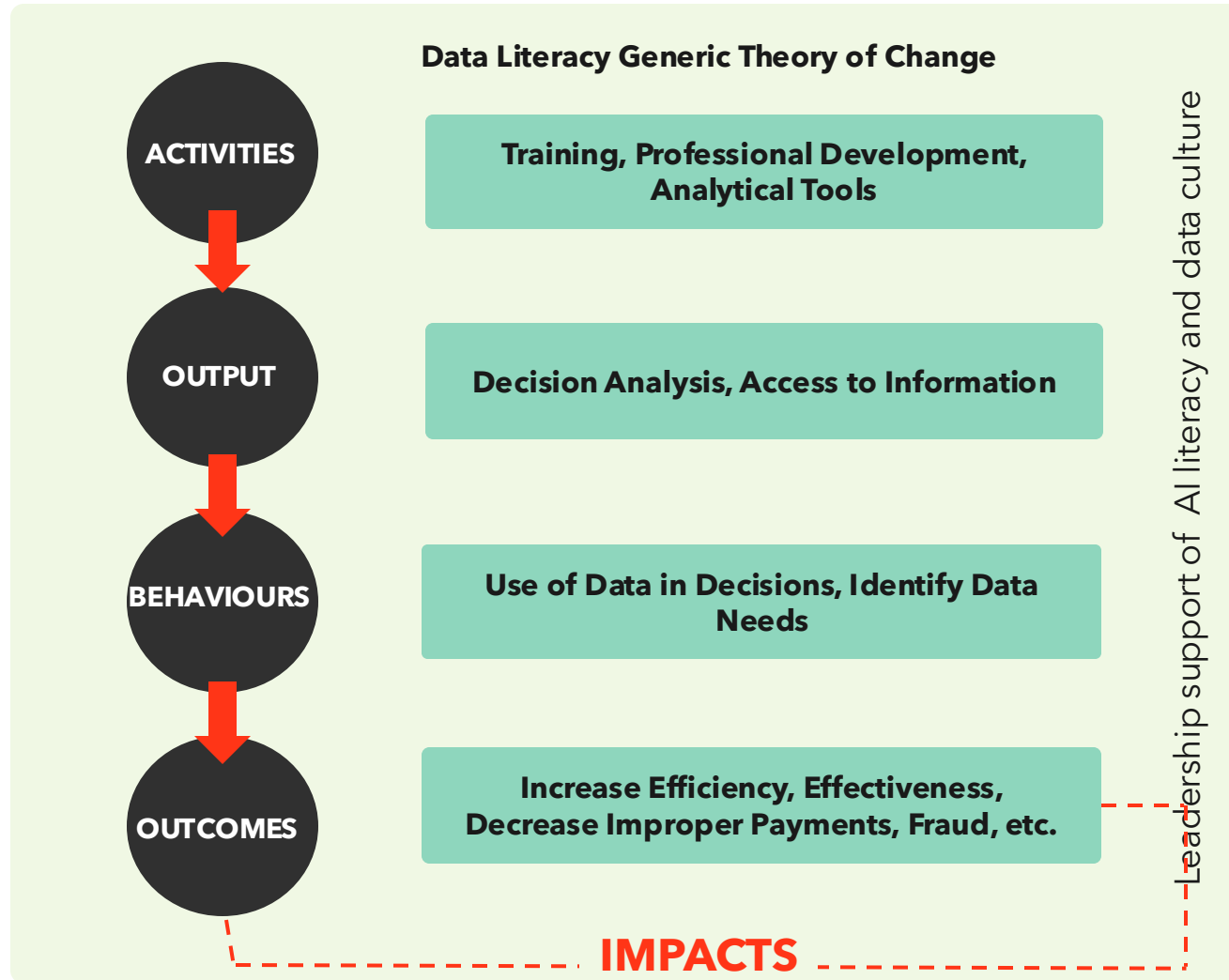
AI Is Transformational - Harness Responsible AI to Reimagine The Organization



AI is to be embedded into how decisions are made, how services operate, and how risk is managed, rather than bolted on as an experiment.

Augmented Workforce of the Future

Lead From Within and Uplift the Entire Organization



Total Events
55

Total Attendance
1029+

Total Hours
1980+

Total Summit/Panel
6


Total Access & Training
300+

Workshops & Talks
22



Attendance
56
Average

Lunch & Learns
27



Attendance
52
Average

Summit + Panel
800+ attendees

Training & Development
8

Data Literacy for the Public Sector: Lessons from Early Pioneers in the U.S. (2022)

Trustworthy, Compliant, and Responsible Use of AI

Put in Critical Guardrails Early to Ensure Safe And Responsible Use of AI



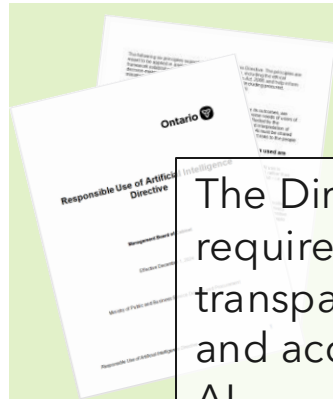
Legal and Regulatory Guidelines

Metrolinx Responsible Use of AI Policy



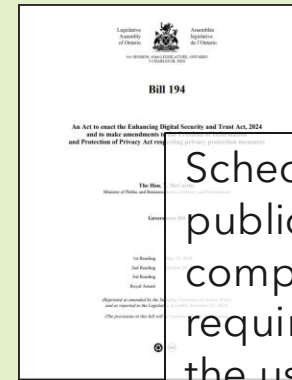
- AI Policy Working Group
- Strategic enablement of AI systems
- Align with provincial directives

Government of Ontario Generative AI Directive



The Directive sets out the requirements for the transparent, responsible and accountable use of AI.

Bill 194, Strengthening Cyber Security and Building Trust in the Public Sector Act



Schedule 1 requires public organizations to comply with requirements respecting the use of AI.



Lessons Learned

- Leaders need to sponsor the application of AI.
- Build expertise inside the organization along with external support
- Crawl, Walk, Run. Start simple and deliver real outcomes and then add complexity when you have confidence and expertise
 - Predictive AI -> Generative AI -> Agentic AI
- AI literacy is critical - educate and bring all levels of the organization with you on the AI journey
- Implement a practical responsible AI and Data policy and governance
- Strategic AI and Data Platform, Tooling and Processes

Q&A

