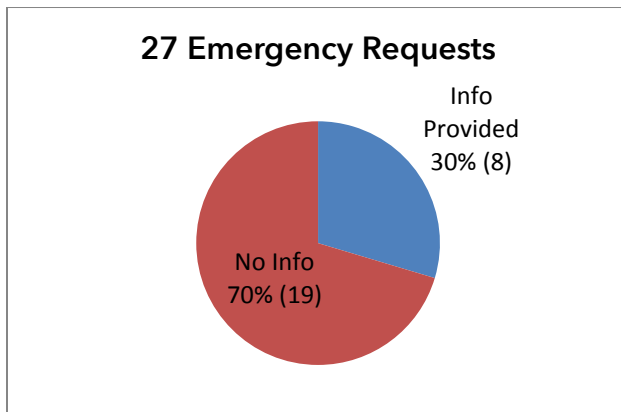
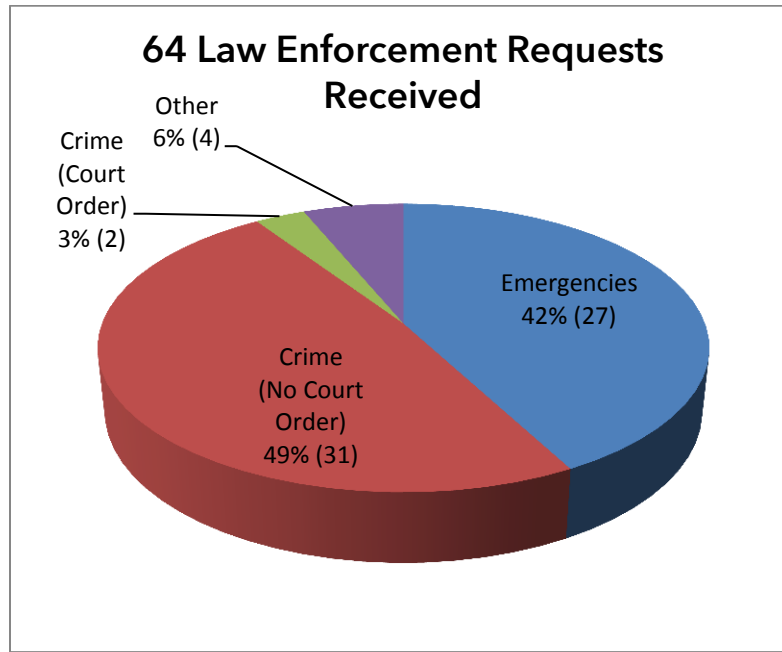
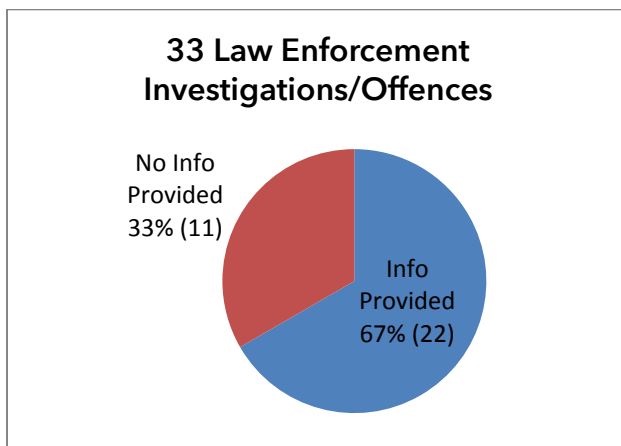


## 2017 PRESTO Law Enforcement Request Data



- ### Emergency Requests
- Requests for information relating to missing people, where there are immediate and compelling concerns about their health and safety
  - Of the 27 requests received, only part of the information requested was provided in 7 of the 8 instances (ie. last known tap information)
  - 9 requests were received in December



- ### Law Enforcement Investigations/Offences
- Of the 22 times information was provided:
    - 2 were fully disclosed under a court order (incidents occurring outside of a transit property)
    - Requests were challenged and only partially disclosed in 10 cases
  - Requests were received from Metrolinx Transit Safety, Police forces in Durham, Edmonton, Halton, Ottawa, Peel, Port Hope, Quebec, Toronto, York

## Law Enforcement Request - Additional Information:

Of the 64 Law Enforcement Requests received in 2017:

- Registered cardholder personal information, such as name and address, were disclosed 35 times (includes 9 disclosures in emergency circumstances)
- Travel information was disclosed 21 times (including 9 disclosures in emergency circumstances)
- Financial transaction information was provided 1 time, pursuant to a court order
- The 4 instances identified as “other” relate to cases where lost cards or wallets were found. In those cases customers were called by Metrolinx and asked to contact the relevant law enforcement entity.
- Law enforcement requests were rejected or modified for the following reasons:
  - request was too broad i.e. seeking travel information beyond that necessary to substantiate the incident at issue, or identify the last location of a missing person;
  - request sought information about an offence not committed on a transit operator’s property. In these cases officers were requested to obtain a court order;
  - request sought financial transaction information. Again, in this case the requestor was required to provide a court order; or
  - an alternative approach to contact the customer was agreed to, such as Metrolinx contacting the customer and asking them to contact police.