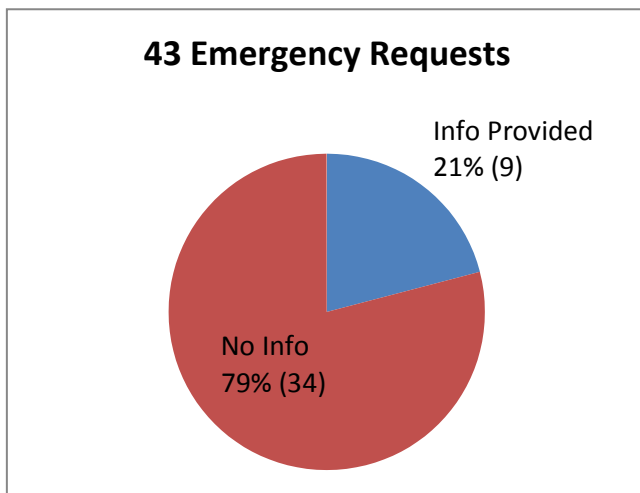
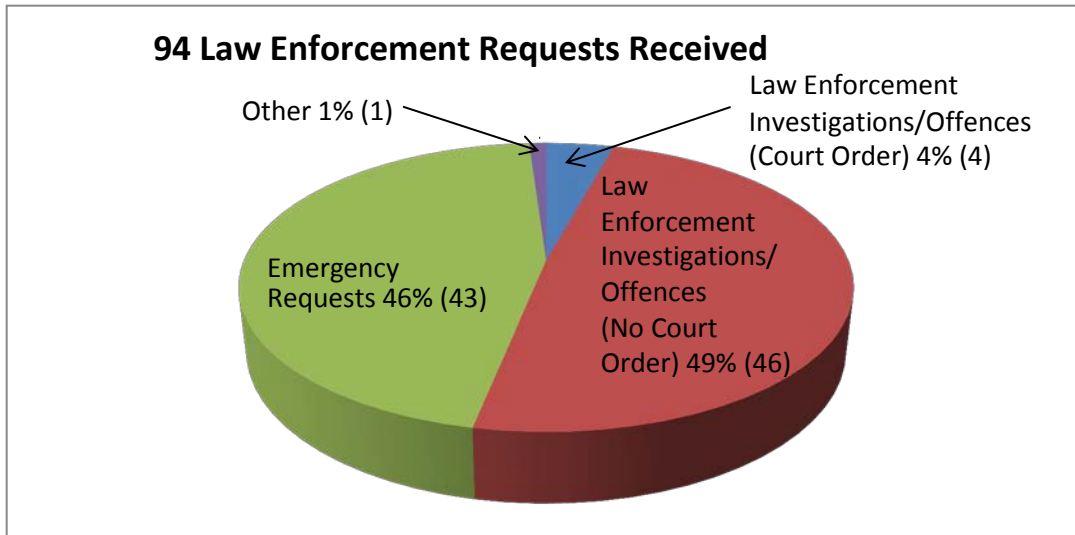
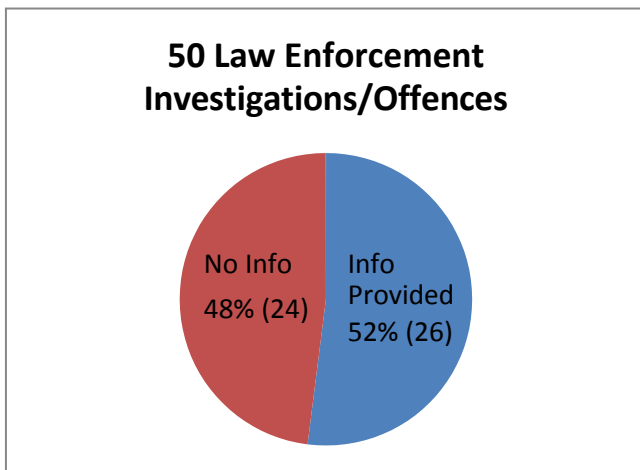


2018 PRESTO Law Enforcement Request Data



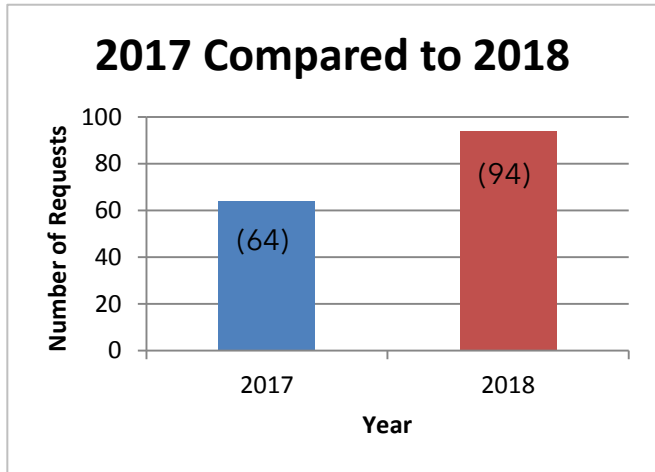
Emergency Requests

- Requests for information relating to missing people where there are immediate and compelling concerns about their health and safety
- Of the 43 requests received, the information that was requested was provided in nine instances. For requests related to missing persons, travel information is typically provided only from the date that the person is reported missing



Law Enforcement Investigations/Offences

- Of the 50 requests received, the information that was requested was provided in 26 instances, with court orders required in four instances
- Requests were received from Metrolinx Transit Safety, and Police forces in Durham, Ottawa, Peel, Toronto, York Region, Hamilton, South Simcoe, Montreal and Waterloo



- In 2018, 94 law enforcement requests were received.
- This represents an increase of 47% since 2017.
- Over the same period Metrolinx has seen a 49% growth in PRESTO active card users from 2,024,036 to 3,017,290.

Law Enforcement Request - Additional Information:

Of the 94 law enforcement requests received in 2018:

- Registered cardholder personal information, such as name and address, were disclosed 20 times. In three of these instances, this disclosure was made pursuant to a court order. Of the 20 times cardholder personal information was disclosed, two of them were in emergency situations.
- Travel information was disclosed 32 times. In three of these instances, disclosure was made pursuant to a court order. Of the 32 times travel information was disclosed, 10 of them were in emergency situations.
- Financial transaction information, specifically, truncated credit card numbers, was disclosed one time to permit Metrolinx Transit Safety to pursue a fraud related investigation.
- The one instance identified as other relates to a case where a PRESTO card was found in a lost wallet. In this case the customer was called by Metrolinx and asked to contact the relevant law enforcement entity.
- Law enforcement requests were rejected or modified for the following reasons:
 - the 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;
 - the 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;
 - the 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.