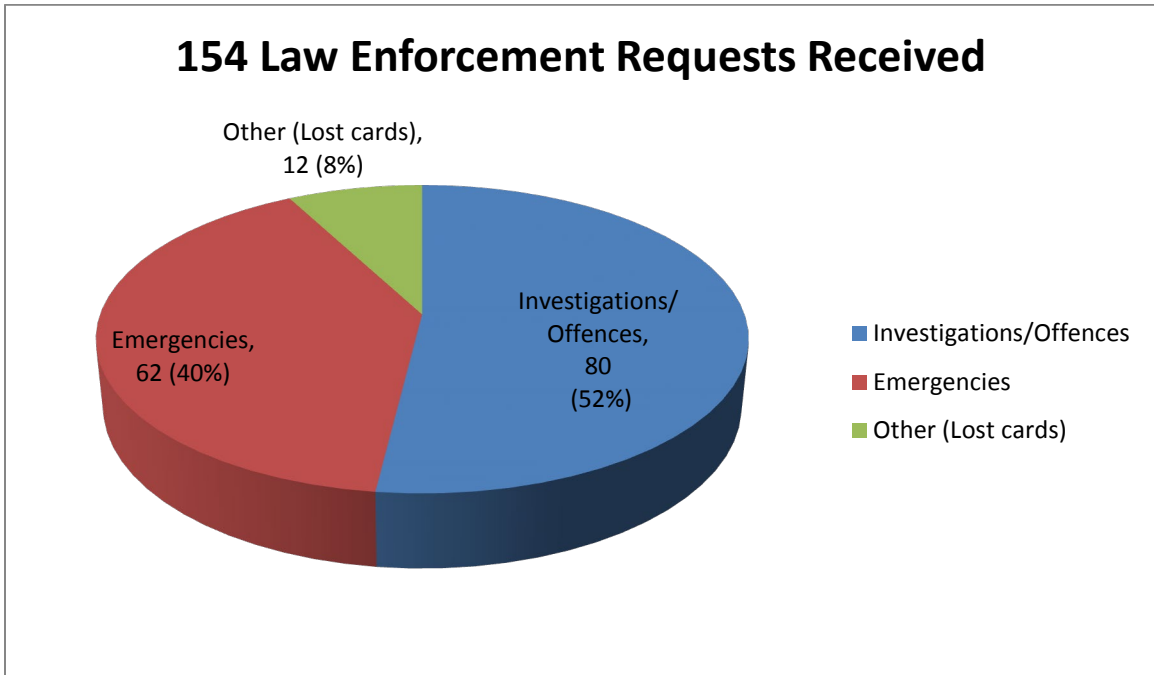


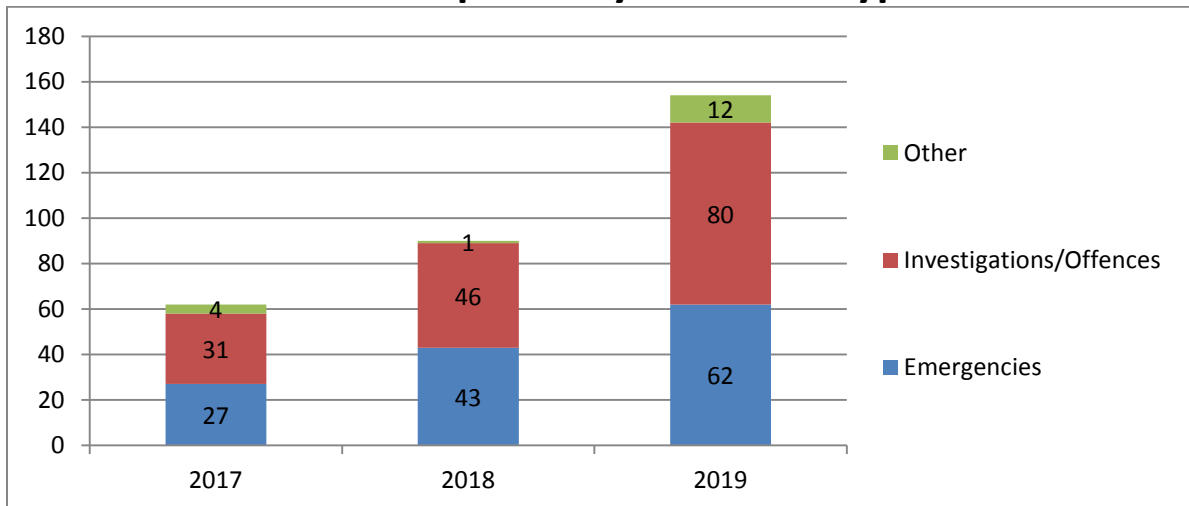
2019 PRESTO Law Enforcement Request Data



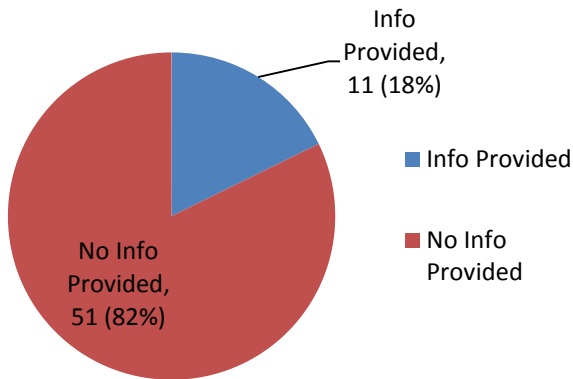
Total PRESTO Cardholders	
2017:	2,024,036
2018:	3,017,290
2019:	4,249,129

% of Requests based on Cards in Circulation	
2017:	0.003%
2018:	0.003%
2019:	0.004%

Total Requests by Year and Type



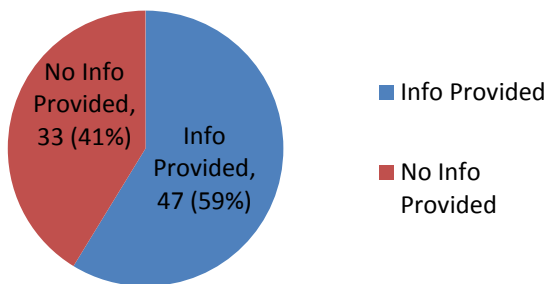
62 Emergency Requests



Emergency Requests

- Includes requests for information relating to missing persons where there are immediate and compelling concerns about their health and safety, as well as compassionate requests relating to injuries, illnesses or fatalities
- Some or all of the requested information was disclosed in 11 instances (18%)
- For requests relating to missing persons, travel information is typically provided only from the date that the person is reported missing

80 Law Enforcement Investigations/Offences



Investigations/Offences

- Of the 80 requests received, full information was provided in 31 instances (39%) and partial information in 16 instances (20%)
- In 6 cases (approx. 13%) information was provided in response to a court order
- 33 (41%) of the requests came from Metrolinx Transit Safety
- Requests were also received from Mississauga Transit Enforcement Services, the RCMP and OPP, McMaster Special Constables and Police forces in Toronto, Halton, Hamilton, Peel, York Region, Waterloo, Ottawa and New York

Additional information:

- 12 of the 154 (8%) requests received related to found PRESTO cards. In each of these cases no cardholder information was disclosed; instead, the customer was contacted by Metrolinx and advised to contact the relevant law enforcement entity.
- Registered cardholder personal information, such as name and address, was disclosed 29 times (19%); 3 of those instances related to emergency circumstances.
- Travel information was disclosed 46 times (30%); 9 of those instances related to emergency circumstances.
- Financial transaction information was disclosed 4 times; in 2 of those instances a court order was required; in the other 2 instances the request was from internal Transit Safety & Security.
- Court orders were also obtained in relation to 4 other instances prior to disclosure of travel or personal information. Therefore, a total of 6 court orders were received over

the year - representing approximately 13% of all instances where Metrolinx disclosed information.

- 15 (19%) of the Law Enforcement Investigation/Offences requests related to fraud or suspected fraud; in 5 of those cases, multiple cards were involved (a total of 119 cards involved across the 5 cases)
- In one other instance relating to a criminal investigation into an incident that occurred off a transit property/system, information relating to 62 cards/accounts was disclosed pursuant to court order
- Law enforcement requests were denied or modified for the following reasons:
 - the request was too broad (for example, seeking travel information beyond that necessary to substantiate the incident at issue, or identify the last location of the missing individual)
 - the request sought information about an offence not committed on a transit operator's property; in these cases officers were asked to obtain a court order
 - the request sought financial transaction information; in these cases officers were asked to obtain a court order
 - an alternative approach to contact the customer was agreed upon, such as Metrolinx contacting the customer and asking them to contact the relevant law enforcement entity