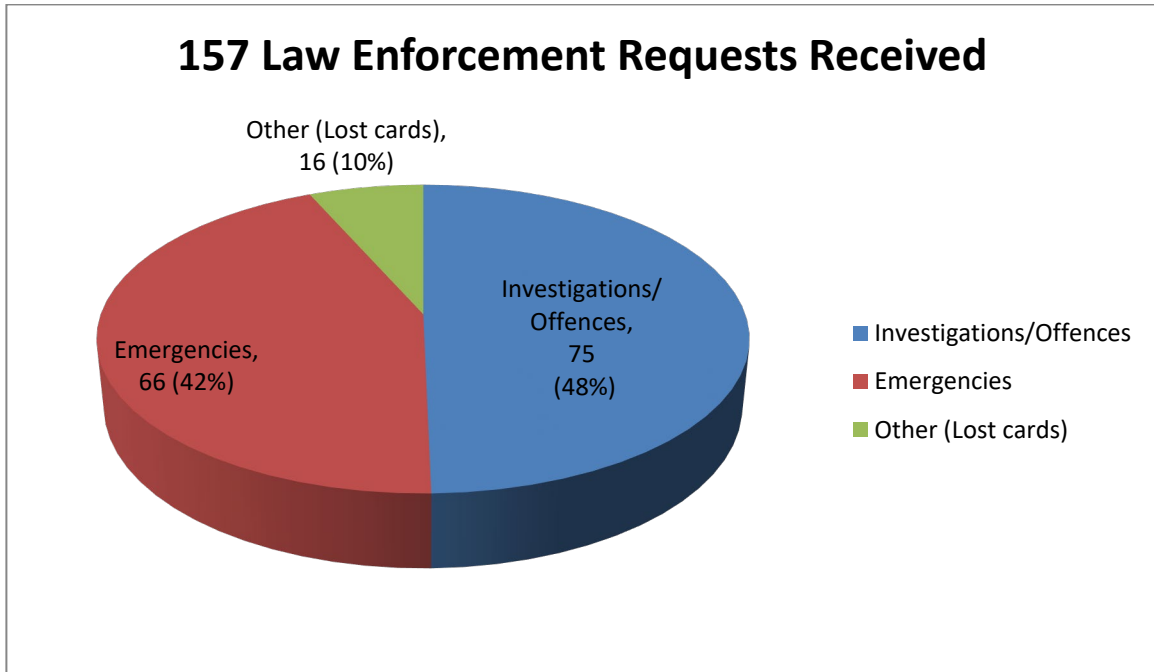


2020 PRESTO Law Enforcement Request Data



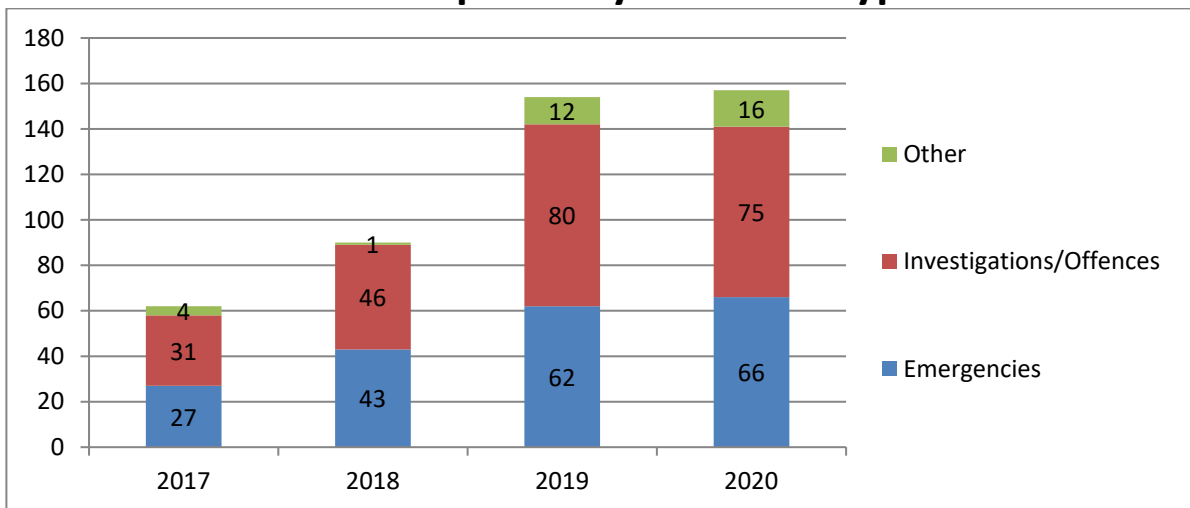
Total PRESTO Cards Used

2018: 3,017,290
 2019: 4,249,129
 2020: 3,306,085

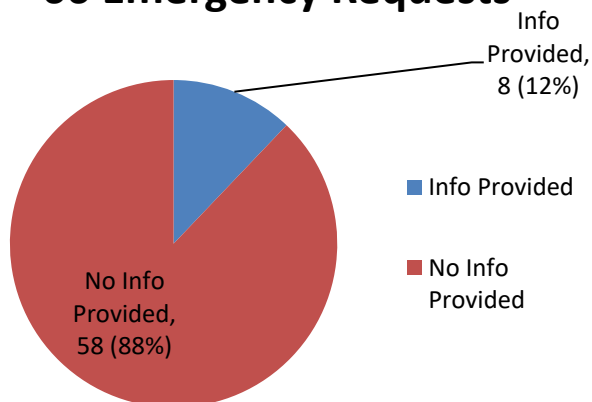
% of Requests based on Cards Used

2018: 0.003%
 2019: 0.004%
 2020: 0.005%

Total Requests by Year and Type



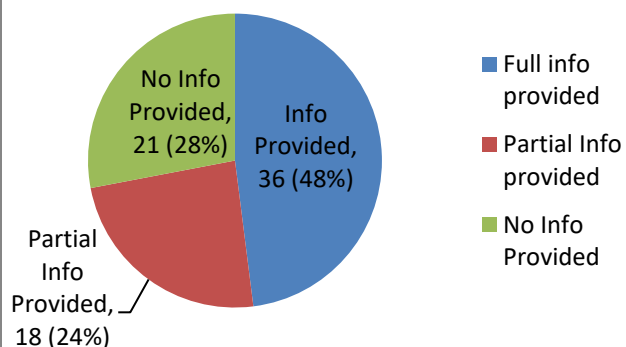
66 Emergency Requests



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 8 instances (12%)
- For requests relating to missing persons, travel information is typically provided only from the date that the person is reported missing

75 Law Enforcement Investigations/Offences



Investigations/Offences

- Of the 75 requests received, full information was provided in 36 instances (48%) and partial information in 18 instances (24%)
- In 10 cases (approx. 13% of all cases) information was provided in response to a court order
- 37 (49%) of all requests came from Metrolinx Transit Safety
- Requests were also received from Police forces in Toronto, Halton, Hamilton, Peel, York Region, Ottawa and Durham

Additional information:

- 16 of the 157 (10%) 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 35 times (22%); 5 of those instances related to emergency circumstances.
- Travel information was disclosed 47 times (30%); 7 of those instances related to emergency circumstances.
- Financial transaction information was disclosed 10 times; in 3 of those instances a court order was required; in the other 7 instances the request was from internal Transit Safety & Security.
- Court orders were also obtained in relation to 7 other instances prior to disclosure of travel or personal information. Therefore, a total of 10 court orders

were received over the year - representing approximately 18% of all instances where Metrolinx disclosed information.

- 14 (19%) of the Law Enforcement Investigation/Offences requests related to fraud or suspected fraud; in 7 of those cases, multiple cards were involved (a total of 216 cards involved across the 7 cases; one case alone involved 146 cards)
- In one other instance relating to a criminal investigation into an incident that occurred off a transit property/system, information relating to 11 cards/accounts was disclosed pursuant to court order
- In one instance relating to a criminal investigation on transit property, tap information relating to 8 cards was disclosed to Transit Safety
- Law enforcement requests were denied or modified for the following reasons:
 - the requestor did not follow up/provide complete information/did not provide court order on request
 - the card was not registered so no information was available
 - the requestor withdrew or abandoned the request
 - 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