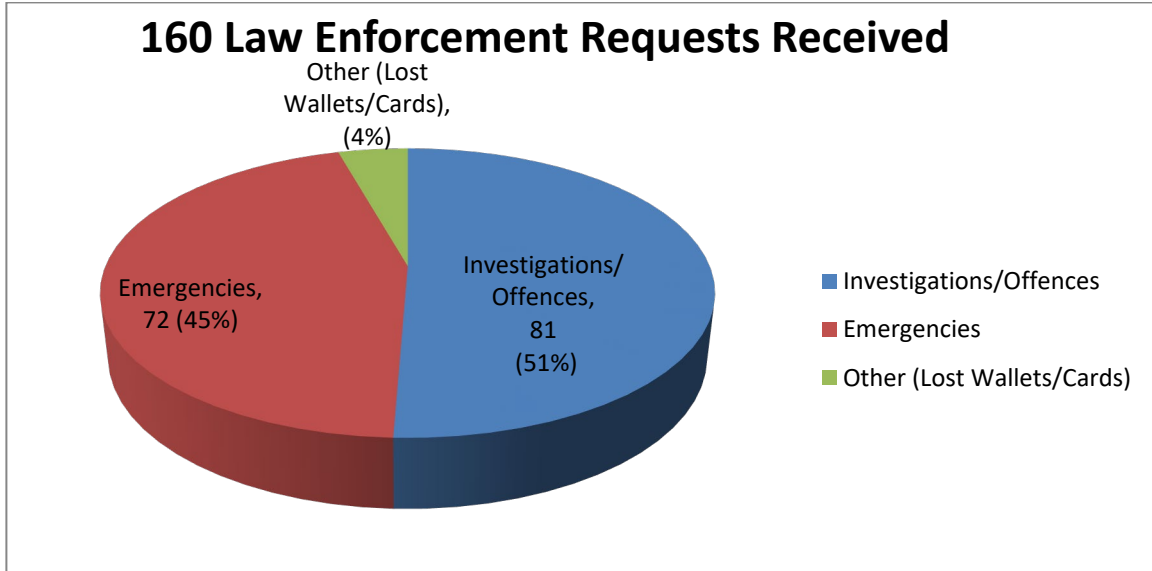


2021 PRESTO Law Enforcement Requests Data Transparency Report

Requested Data:



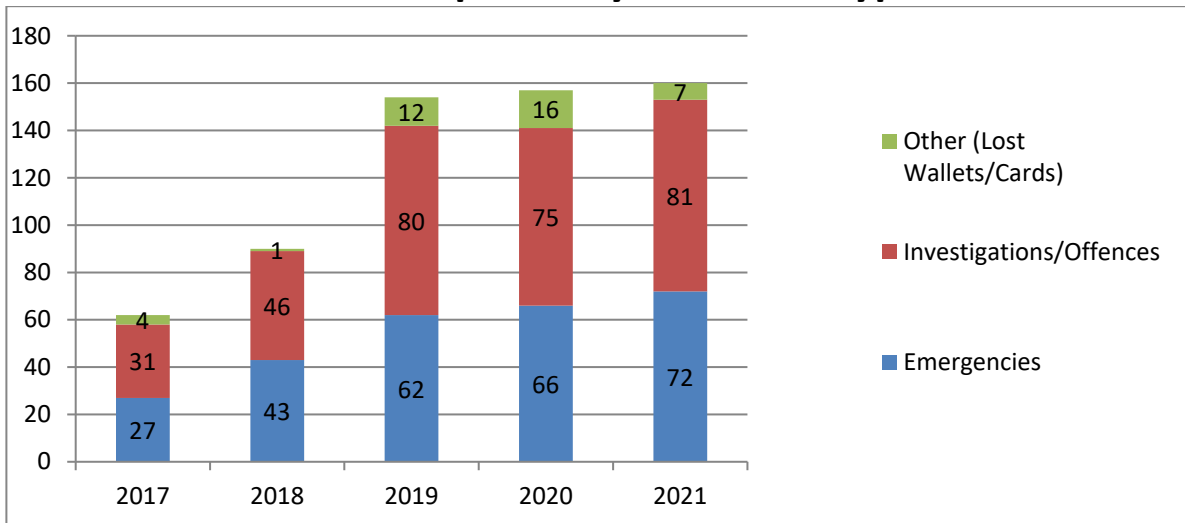
Total PRESTO Cards Used

2018:	3,017,290
2019:	4,249,129
2020:	3,306,085
2021:	2,925,834

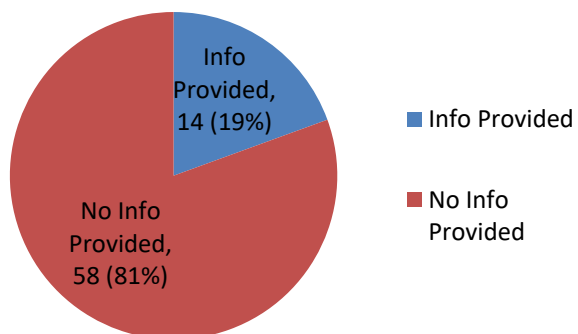
% of Requests based on Cards Used

2018:	0.003%
2019:	0.004%
2020:	0.005%
2021:	0.006%

Total Requests by Year and Type



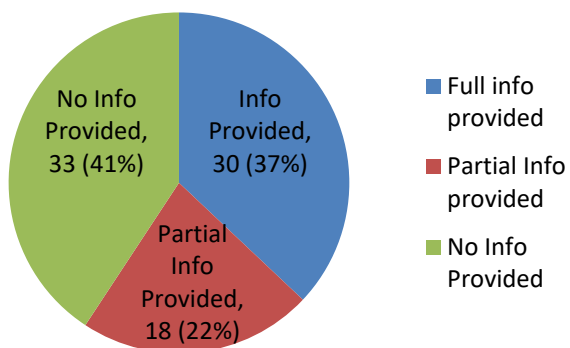
72 Emergency Requests



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 14 instances (19%)
- For requests relating to missing persons, travel information is typically provided only from the date that the person is reported missing

81 Law Enforcement Investigations/Offences



Investigations/Offences

- Of the 81 requests received, full information was provided in 30 instances (37%) and partial information in 18 instances (22%)
- Of the 81 requests received, 14 cases (17%) information was provided in response to a court order (two additional court orders did not result in disclosure of information)
- 34 (42%) of all investigation requests came from Metrolinx Transit Safety
- Requests were also received from Police forces in Brantford, Durham, Halton, Hamilton, Peel, Ottawa, Sarnia, Toronto, and York Region

Additional Information:

- Seven of the 160 (four per cent) 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 26 times (16 per cent); seven of those instances related to emergency circumstances, while the remaining 19 instances were related to investigations.
- Travel information was disclosed 49 times (31 per cent); 12 of those instances related to emergency circumstances, while the remaining 37 instances related to investigations
- Financial transaction information was disclosed nine times; in five of those instances a court order was required; in the other four instances the request was from internal Transit Safety & Security.
- Court orders were also obtained in relation to 11 other instances prior to disclosure of travel or personal information. We received a total of 16 court orders over the year and disclosed information in 14 instances - representing approximately 23 per cent of all instances where Metrolinx disclosed information.

- 18 (22 per cent) of the Law Enforcement Investigation/Offences requests related to fraud or suspected fraud including impersonation investigations; one of those cases involved multiple cards (14 cards)
- Only three investigative cases involved more than ten cards (ten, 14 and 40 cards). Of the three cases two resulted in partial disclosure, whereas the remaining case resulted in full disclosure.
- 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 was 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