

To: Metrolinx Board of Directors
From: Barclay Hancock
Chief Payments Officer
Date: February 17, 2022
Re: **PRESTO Quarterly Report**

Executive summary

This report is presented for information.

PRESTO updates and status

- Metrolinx is expanding PRESTO contactless credit and debit fare payment beyond UP Express with completion of in-field employee testing with credit fare payment across the GO Transit network in January. Teams are now focused on the next steps of the rollout of credit and debit fare payment on GO as well as municipal transit agencies across the Greater Toronto and Hamilton Area.
- Metrolinx expanded the PRESTO E-Tickets program to now include Oakville Transit, along with Hamilton Street Railway and Durham Region Transit. Customers in these locations can purchase their fare in advance using the PRESTO E-Ticket app or the PRESTO E-Ticket web portal. Once purchased, tickets can be activated and then scanned on a PRESTO fare payment device upon boarding. E-Tickets are ideal for occasional riders, visitors or those who may have forgotten their PRESTO card. They are also a great option for group travel as multiple tickets (up to 20) can be bought, activated, and scanned for payment by one individual on one smartphone.
- The PRESTO Procurement Program's Request for Supplier Qualifications (RFSQ) to replace the current fare payment system closed in January and work is now underway to evaluate the submissions and proceed to Request for Proposals this year.
- Metrolinx has exercised the option to extend its contract with PRESTO's primary supplier, Accenture, for a three-year period beyond the current October 2022 expiry. This will enable PRESTO to continue effectively serving customers and transit agencies over the next few years while focusing on the procurement of and transition to new systems and services. The extension will bridge the transition to PRESTO's new system while ensuring no disruption of services for transit agencies and customers. The timeframe for the planned transition is similar to that of other global systems that have gone through this experience.
- PRESTO cardholders were offered a 20 per cent discount on admission for Lights On Stratford from December 17 to January 28 as part of the PRESTO Perks program. In addition, two new Perks partners were added in December - The Bentway (skating canal in Toronto) now offers a buy one skate rental, get one free for PRESTO cardholders on Wednesday evenings and THEMUSEUM in Kitchener now offers a 20 per cent discount on general admission ticket prices for PRESTO cardholders. Other partners of the PRESTO Perks program include the Royal Ontario Museum, Hockey Hall of Fame, Aga Khan Museum, Royal Botanical Gardens, Toronto Zoo, and the Ontario Science Centre.

- Network-wide PRESTO equipment availability remained high and above our target in December 2021 at 99.85 per cent on individual fare payment devices and 99.76 per cent on card load equipment (e.g. Self-Serve Reload Machines).
- The 2021 PRESTO Law Enforcement Requests Data Transparency Report has now been released (see the Appendix). Metrolinx has an established process to facilitate access to PRESTO information requests made by law enforcement agencies or entities in very limited circumstances. This process is rigorously managed and monitored by Metrolinx's Privacy Office staff, follows the requirements of the Freedom of Information and Protection of Privacy Act, and incorporates best practices as recommended by Ontario's Information and Privacy Commissioner.

Coming up next for PRESTO

- As part of Metrolinx's plan to bring more modern PRESTO payment options to customers, TTC as well as PRESTO's other transit agency partners will introduce contactless credit and debit payment as early as the end of this year. Also included in this plan is an opportunity to allow all customers to pay with PRESTO by loading a virtual PRESTO card on their phone. The card would function much like the classic PRESTO card, including supporting concession fares and monthly passes, but would provide customers with another convenient payment option. Timelines for launch of this product are being finalized.
- Work will continue to upgrade all legacy PRESTO devices to the next generation of hardware and software solutions for mobile fare payment devices/app used on accessibility vehicles throughout the region, mobile point of sale devices used to sell and load cards at retail locations, and the select bus fare payment devices used on the cross-boundary routes between Toronto and 905 municipalities.
- Metrolinx and the TTC are working to introduce bulk sales of single-ride PRESTO fare tickets with youth and senior concession to partners across the city. The first phase of the program is set to pilot in the spring with a select number of clients before expanding throughout the summer.
- To advance the next phase of the PRESTO Procurement Program, Request for Proposals for the future of PRESTO's Automated Fare Collection System and System Integration Services will be issued to a shortlisted group of vendors from the Request for Supplier Qualifications (RFSQ) process. These new solutions and services are critical to the future of PRESTO. Metrolinx is excited to be moving towards the future with a procurement strategy that will provide an opportunity to diversify the supplier base and to bring additional benefits to our transit agency partners and customers.

Respectfully submitted,

Barclay Hancock
Chief Payments Officer

Appendix

2021 PRESTO Law Enforcement Requests Data Transparency Report

Executive Summary:

In 2021, Metrolinx received 160 requests from law enforcement for PRESTO customer data. This represents an increase of two per cent over 2020, when 157 law enforcement requests were received.

While the number of *active* PRESTO cards used decreased from 2020 to 2021 by 12 per cent (reflecting a decline in ridership as a result of the pandemic), information relating to only 129 unique cards or accounts was disclosed through this process - or, by comparison, less than 0.004 per cent of all cards/accounts in circulation. Notably, a single law enforcement investigation was associated with 40 of those cards/accounts - meaning almost 31 per cent of all unique cards/accounts were disclosed under one request.

Metrolinx provided some or all of the information requested 39 per cent of the time (62 instances), slightly higher than 2020, where Metrolinx released information 34 per cent of the time. Just over half of the requests (51 per cent, or 81 instances) related to law enforcement investigations (such as criminal offences or investigations), and approximately 45 per cent (72 instances) related to emergencies or compassionate circumstances, such as locating missing persons in circumstances where there were concerns for their health or safety. In about four per cent of cases (seven instances), the law enforcement requests related to missing or found PRESTO cards or belongings of customers - and in each of these cases, no cardholder information was disclosed. Instead, the cardholder was contacted by Metrolinx and advised to contact the relevant law enforcement entity.

Based on these numbers, Metrolinx staff believe the current process and policy continues to provide an appropriate level of oversight and rigour to ensure Metrolinx responds to law enforcement requests in a compliant and transparent manner, balancing Metrolinx's commitment to protecting the privacy of PRESTO card users and the safety and security of the transit system and its passengers.

Background:

In December 2017, Metrolinx committed to reporting annually on how it receives and responds to law enforcement requests for PRESTO card information. Metrolinx started tracking these requests in January 2017 and released its first report in March 2018. Below is Metrolinx's fifth annual report, which will also be published on the PRESTO card website. This annual analysis provides Metrolinx with an opportunity to review and improve our processes and policies over time.

Grounded in a commitment to public safety and the safety and security of the region's transit system, Metrolinx's policy stipulates that, in certain circumstances, a court order will not be required to disclose certain PRESTO information to law enforcement. These situations include:

- where there are immediate concerns for a person's health and safety, such as a lost or missing person;
- in emergencies, such as where a person has been injured or is ill;
- where Metrolinx or another PRESTO transit operator is investigating a safety or security incident, such as theft or vandalism, or for the prevention or detection of

crime on or in relation to a transit operator’s property or services.

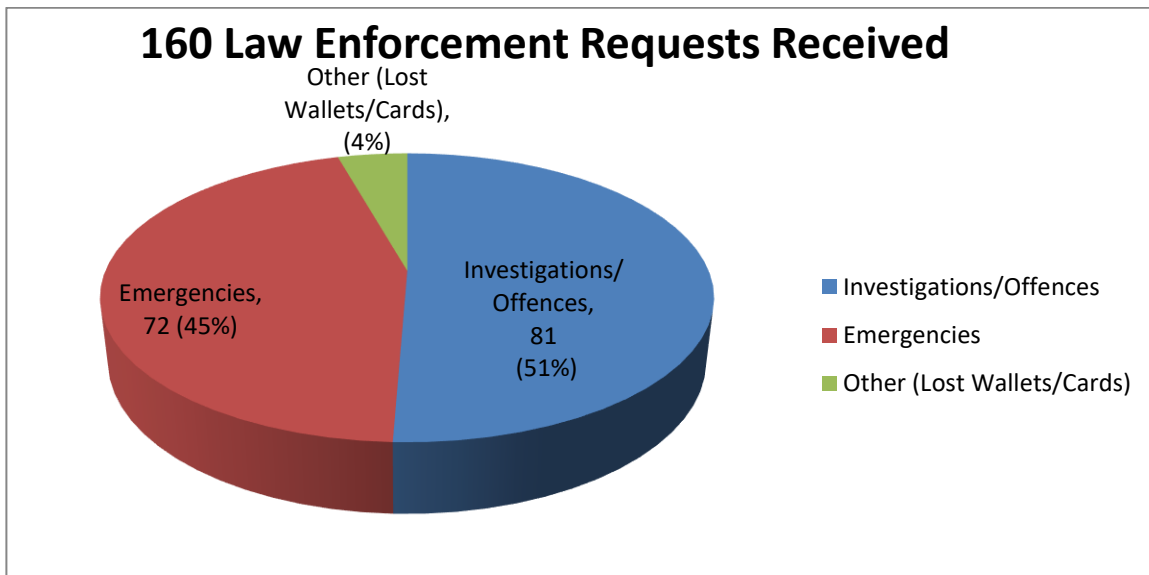
A court order is generally required in cases where the information related to a crime or incident committed outside of a transit system. These situations are described in PRESTO’s privacy policy.

Metrolinx requires that all such requests be made through a specific law enforcement request form. This form requires a rationale for why the information is being sought, what it will be used for, and whether Metrolinx can notify the individual of the request. Metrolinx also requires an additional layer of oversight on these requests by requiring the requestor to obtain signed approval from their supervisor. Each form is reviewed by Privacy Office staff before requests are processed and any information is disclosed.

To provide additional transparency into its processes, Metrolinx annually publishes a transparency report on the number of law enforcement requests it receives and responds to. For these purposes, Metrolinx logs the following information:

- how many requests were received;
- how many disclosures were made, with and without a court order;
- how many requests were contested or rejected, including those modified by Metrolinx (these are treated as partial disclosures);
- a description of the types of information disclosed;
- what law enforcement agencies have issued requests to Metrolinx; and
- a summary of reasons why requests were rejected or modified (by disclosing less information than requested and available).

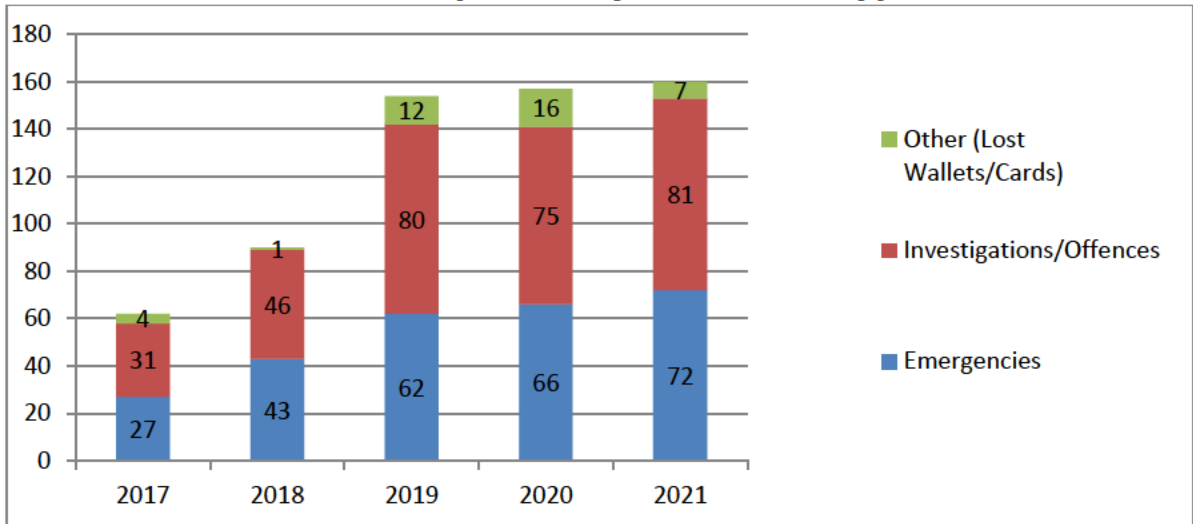
Requested Data:



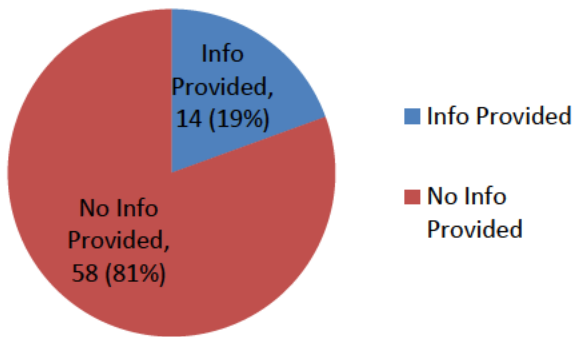
Total PRESTO Cards Used
2018: 3,017,290
2019: 4,249,129
2020: 3,306,085
2021: 2,925,834

% of Requests based on Cards Used
2018: 0.003%
2019: 0.004%
2020: 0.005%
2021: 0.006%

Total Requests by Year and Type



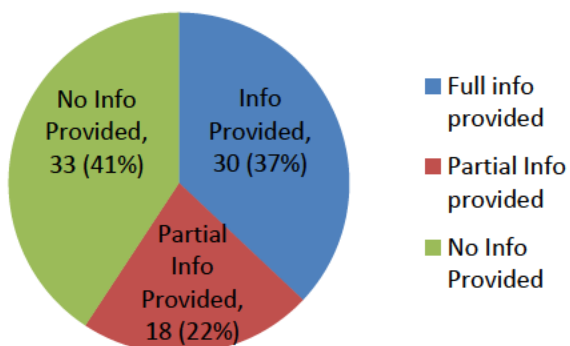
72 Emergency Requests



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