

To: Metrolinx Board of Directors
From: Daniela Aubry
Chief Payments Officer
Date: June 26, 2025
Re: **Payments (PRESTO) Quarterly Report**

Executive summary

This report is presented for information.

Payments (PRESTO) updates and status

- Progress continues on the work to transform the PRESTO system to bring new and enhanced capabilities to our customers and transit agency clients. The team has been moving steadily forward with the PRESTO Transition Program to shift from a primary contract to a multi-contract vendor model.

Working on the foundation laid by the PRESTO Procurement Program completed in late 2024, the team has established a dedicated program office with a comprehensive governance structure to ensure timely decision-making and effective management of program phases and projects. The team is working closely with internal and external stakeholders, including transit agency representatives embedded in the program, to deliver successful program outcomes, ensuring service quality is optimized and customer experience is seamless throughout the transition.

Recent milestones include the completion of the first of four phases of the program, which focused on transitioning the Service Integration and Management system to a new vendor and the foundational work needed to support the new Automated Fare Collection System along with the System Integration Services.

A phased approach allows for a manageable transition and introduction to new services for customers, transit agencies, vendors, and Metrolinx. It further balances schedule and change management, while also accounting for product/technology and service dependencies, and legacy vendor integration that continues beyond 2025.

- Earlier this year, Metrolinx celebrated one year of the One Fare program, which provides PRESTO customers with a free fare when they transfer between GO Transit, TTC, Brampton Transit, Durham Region Transit, MiWay, and York Region Transit. The program has seen much success, with more than 38 million free transfers made, saving riders across the region over \$120 million.
- Metrolinx's newest fare payment options, PRESTO Contactless using credit or Interac debit and virtual PRESTO in mobile wallet, continue to see increased customer usage and now make up 37 per cent of the overall PRESTO product mix, which is more than double what it was a year ago. Since last reporting to the Board in late 2024, nearly 75 million boardings have been made using these fare payment options, bringing total boardings since initial launch to 258 million.
- Late last year, Metrolinx hosted an inaugural Transit Payments Innovation Summit in partnership with TTC. The event was attended by more than 60 participants, and focused on recent PRESTO payments system advancements, current and future fare payment trends, such

as the application of AI, the evolution of mobile fare payments, and the outcomes of the future PRESTO Transformation once the Transition program concludes.

- PRESTO customer satisfaction remains at 83 per cent YTD. The team continues to focus on delivering customer enhancements every month to keep satisfaction high. While the goal is to deliver a minimum of 35, the YTD average is currently 44 monthly enhancements delivered. Recent enhancements include:

- A tile added to the PRESTO app to increase awareness of PRESTO Perks program partners and the savings available to customers.

Some new PRESTO Perks partners include Toronto Blue Jays (30 per cent off tickets in April, May, and June) ROM After Dark (15 per cent off admission), Planet Splatter (15 per cent off admission), Young People's Theatre (15 per cent off tickets), and Steam Whistle Brewing (20 per cent off tours and 15 per cent off merchandise).

PRESTO Perks is not only available to PRESTO customers across the GTHA, but in Ottawa too. Partners in Ottawa include Broadway Across Canada (20 per cent off tickets), BATL Archery (15 per cent off admission), Escape the Ghost Ship (15 per cent off admission), Pirate Life Adventure (free pirate bandana), and The Haunted Walk (15 per cent off admission).

- Updates to the Metrolinx Ticketing Vending Machines to improve the customer experience with colours added to the GO and UP logos on screen to make them more distinguishable, and UP icons added under the logo representing the airport and downtown to help tourists understand which tickets to purchase.
- Contact centre adjustments to improve first contact resolution for PRESTO customers, such as clearer fare type information for agents and additional customer scenarios with resolutions based on recently introduced products and programs.
- Ensuring exceptional availability levels for the 17,000 PRESTO devices across the network is a critical component in providing customers with an easy and seamless transit journey. Device availability across the 11 transit agencies remains above target with PRESTO payment devices at 99.93 per cent YTD and PRESTO load machines at 99.81 per cent YTD. The central system availability score remains at 100% YTD.
- The 2024 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.

Respectfully submitted,

Daniela Aubry
Chief Payments Officer

2024 PRESTO Law Enforcement Requests Data Transparency Report

Metrolinx has an established process to facilitate PRESTO data access to law enforcement agencies and/or other entities in very limited circumstances. This process includes logging and verifying the authority of the requestor, the purpose of the request, and the rationale for information requested vis-a-vis the stated purpose. While managing the Law Enforcement disclosures, Metrolinx Privacy Office follows the Freedom of Information and Protection of Privacy Act (FIPPA) requirements, and incorporates best practices as recommended by Ontario's Information and Privacy Commissioner.

In 2024, Metrolinx received 299 law enforcement requests for PRESTO customer data, a significant decrease of 25 percent from 2023. We have observed a decline in number of requests since 2023, despite a substantial growth in number of PRESTO users year-over-year since 2021. It's notable that the decrease is prominently observed across the Emergency requests which typically include missing persons requests where Metrolinx releases data of an individual in compelling circumstances. With the recent additions of Mobile Wallet and Open Payment card options, the number of active cards used for fare payment with PRESTO stands at about 11 million, an increase of 59 percent from 2023 to 2024. Overall, the number of law enforcement requests continue to remain well below one percent of the total number of active PRESTO cards used.

The Privacy Office has worked closely with Law Enforcement agencies in the last year to ensure that our process continues to balance public safety and good customer service with an appropriate level of oversight to help Metrolinx meet its commitment to protecting the privacy of PRESTO card users as well as our commitment to the safety and security of the transit system and its passengers.

See Appendix A for further information on this process and the associated data for 2024.

Attachments:

Appendix "A" 2024 PRESTO Law Enforcement Requests

Appendix "A"

2024 PRESTO Law Enforcement Requests

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 sixth annual report, which will also be published on the PRESTO website. This annual analysis provides Metrolinx with an opportunity to review and improve our processes as well as provides our customers with transparency around our information management practices.

Grounded in a commitment to public safety and the security of the region's transit system, Metrolinx's PRESTO privacy policy stipulates that, in certain circumstances, a court order will not be required to disclose certain 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 when the requested information pertains to a crime or incident outside the transit system, involves financial information, or when Metrolinx deems the request to be broad in scope, such as involving multiple cards and/or records over an extended period, or when the request does not appear to align with the stated purpose.

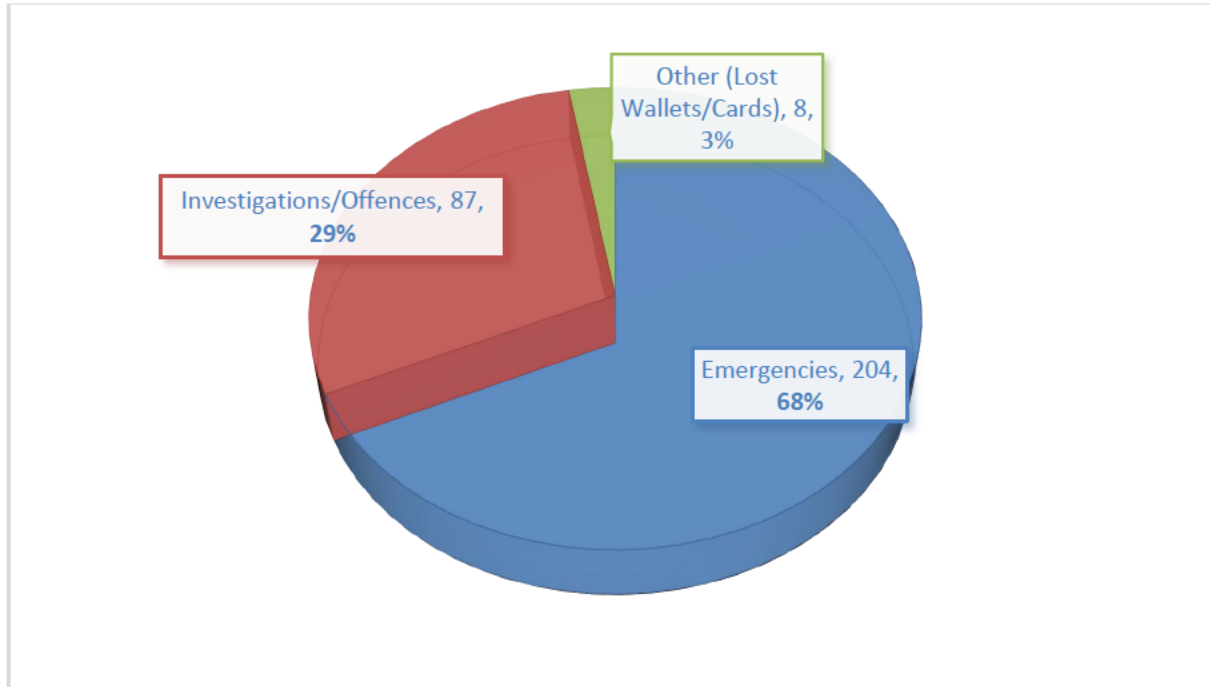
Metrolinx requires that all requests be made through a specific law enforcement request form. This form requires a rationale for why the information is requested, what it will be used for, and whether Metrolinx can notify the individual of the request. Metrolinx also requires an additional layer of oversight on these requests by ensuring the request has a signed supervisor approval. 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;
- 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).

2024 PRESTO Law Enforcement Requests Data Transparency Report

299 Law Enforcement Requests Received



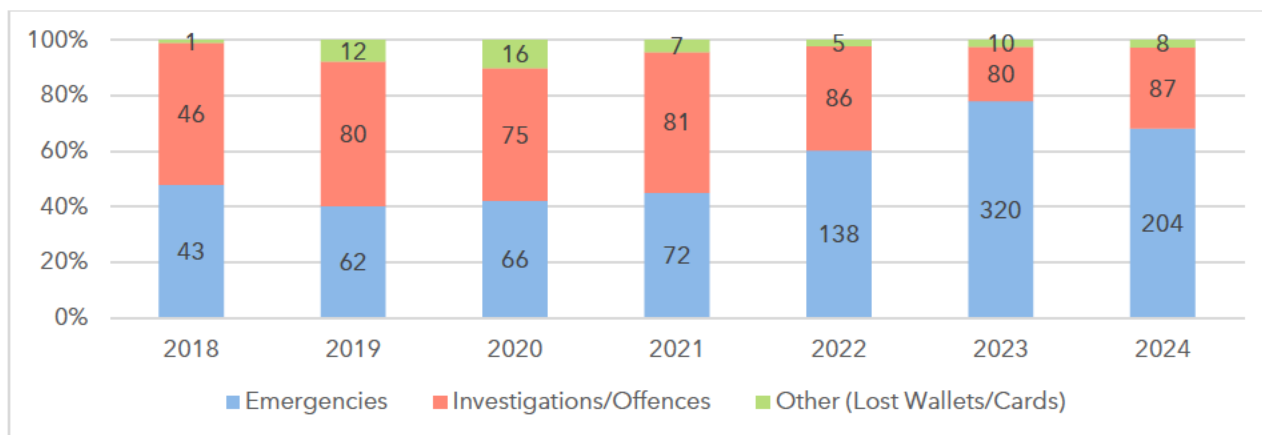
Total Cards Used With PRESTO

2020: 3,306,085
2021: 2,925,834
2022: 4,641,406
2023: 7,812,866
2024: 10,959,135

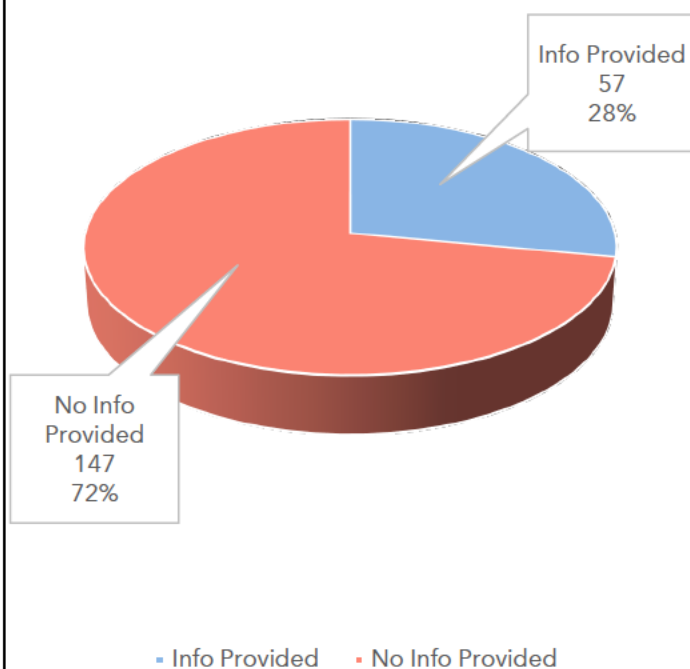
% of Requests based on Cards Used

2020: 0.005%
2021: 0.006%
2022: 0.007%
2023: 0.005%
2024: 0.003%

Total Requests by Year and Type



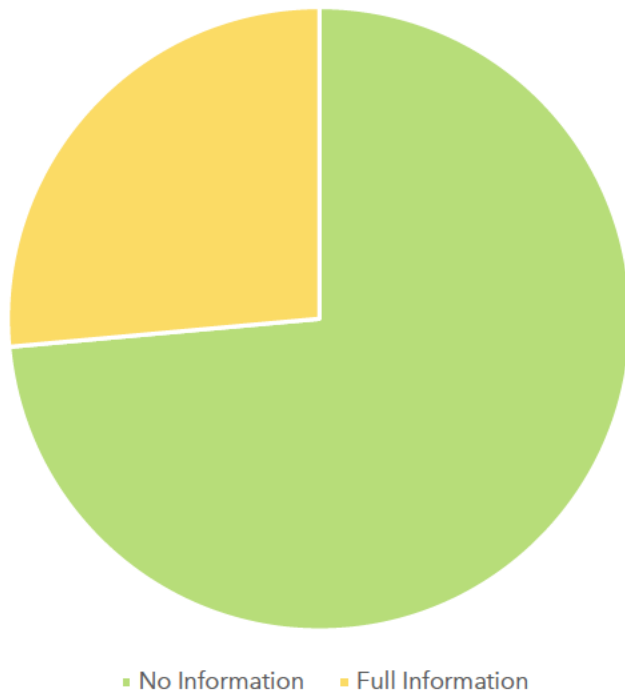
204 Emergency Requests



Emergency Requests

- Includes requests for information relating to sexual assault, immigration investigations, missing persons where there are immediate and compelling concerns about their health and safety
- Some or all of the requested information was disclosed in 57 instances (28%)
- For requests relating to missing persons, travel information is typically provided only from the date that the person is reported missing

87 Law Enforcement Investigations/Offences Disclosure



Investigations/Offences

- Process improvements over 2023/24 has provided clearer directives on when Metrolinx can release data. Per IPC guidance, unless an urgent need is demonstrated with an immediate concern for public safety, a court order must be provided to release data during an active criminal investigation.
- **Of the 87 requests received, no information was provided in 64 instances (75%) and full information was only provided in 23 instances (25%)**
- Of the 87 requests received, 25 cases (29%) information was provided in response to a court order
- Requests were received from Police forces in Durham, Halton, Hamilton, Peel, Ottawa, Toronto, and York Region

Additional Information:

- Metrolinx requested Court Orders in 54 cases. Metrolinx received a total of 25 Court Orders - representing approximately 29 per cent of all instances where Metrolinx disclosed information. For reference, in 2023 Metrolinx received 55 court orders which represented 69 percent of the overall released information.
- Law enforcement requests were denied or modified for the following reasons:
 - the card was not registered so no information was available.
 - the requestor withdrew or abandoned the request.
 - the request involved an offence not committed on a transit operator's property; in these cases, officers were asked to obtain a court order (in some cases resulting in the request being abandoned)