

Subject: Niagara Transit Commission Two-Ride Ticket Sales and Distribution Policy

Report to: Niagara Transit Commission Board

Report date: **Tuesday, May 20, 2025**

Recommendations

1. That Niagara Transit Commission Two-Ride Ticket Sales and Distribution Policy NTCPOL-O-CX-XXX attached as Appendix 1 to Report NTC 11-2025, **BE APPROVED**; and
2. That staff **BE DIRECTED** to implement this policy, effective immediately.

Key Facts

- The purpose of this report is to seek Niagara Transit Commission (NTC) Board's approval to adopt a Two-Ride Ticket Sales and Distribution policy (Appendix 1) to permit the sale of Two-Ride tickets to municipalities and community organizations.
- In accordance with Section 6.1(n) of By-law 2022-38, Being A By-Law to Establish the Niagara Transit Commission, the Board has the authority to establish policies and procedures as the Board determines are appropriate that align with the Region's programs, by-laws, policies and procedures.
- Members of the Board and Regional Council have brought forward requests for a Two-ride ticket product to be made available for community organizations and local municipalities seeking to provide prepaid trips on public transit to community members they serve.
- NTC is a community partner. In its engagement with local organizations, requests were made to allow organizations to buy tickets at cost to distribute free of charge. NTC has created the Two-Ride pass to allow organizations to more effectively service their communities.
- Two-Ride tickets are not for resale. Qualifying organizations and municipalities who purchase these tickets must distribute them free of charge.

Financial Considerations

Approval of this policy would allow community organizations and local municipalities to purchase Two-Ride tickets from NTC. NTC does not subsidize Two-Ride tickets, although local municipalities or community organizations may receive grants or funding to partially or fully subsidize the cost to their organization. There is not a separate fee number specific to a Two-Ride ticket included in the Niagara Region's Fees and Charges By-law. However, there is a note that Two-Ride tickets may be sold at a fee equal to two times the related cash fare.

There would be staff time required to manage requests and issue the tickets to the community organizations. The procedure accompanying this policy strives to ensure a streamlined process for request intake and ticket distribution and these requests can be accommodated within the current staff structure.

Analysis

In accordance with Section 6.1(n) of By-law 2022-38, being a By-Law to Establish the Niagara Transit Commission, the Board has the authority to establish policies and procedures as the Board determines are appropriate that align with the Region's programs, by-laws, policies and procedures. Staff are recommending NTC adopt a Two-Ride ticket policy to ensure consistency in managing requests for Two-Ride ticket passes.

In drafting this policy, staff have conducted a jurisdictional scan of other transit entities that partner with local community organizations, including the City of Burlington and Metrolinx, which administers the PRESTO Loads Program. The program allows community organizations to buy prepaid PRESTO cards across the 11 PRESTO-enabled transit agencies in the GTHA.

At present, an NRT Cares Two-Ride ticket already exists for distribution solely through the SAEO and Homelessness divisions within the Niagara Region Community Services department. This new program will allow other community organizations and municipalities to provide complimentary tickets as well.

Providing passes on a subsidized basis, in addition to the sale of a two-ride pass, was raised at the February 2025 NTC board meeting when the Board received correspondence from the City of Niagara Falls pertaining to access to affordable

transportation. Since that time, the launch of the transit benefit pass has been approved to begin July 1, 2025 for those individuals who qualify, and this two-ride pass will allow the municipality to explore offering zero-cost bus access should it wish to do so.

Once approved, NTC's Customer Experience department will manage and oversee the implementation of this policy. The General Manager has authority to modify the procedures as required to ensure operational efficiency. Roll out is set for May 20, 2025.

Alternatives Reviewed

The NTC could opt to distribute tickets informally, however it is not recommended as the policy provides clarity to organizations that these are not resale products. A formal policy ensures NTC is consistent in its approach with organizations across the Region.

Relationship to Niagara Transit Commission Strategic Priorities

Customer Focus	NTC is a community partner. In its engagement with local organizations, requests were made to allow organizations to buy tickets at cost to distribute free of charge. NTC has created the Two-Ride pass to allow organizations to more effectively service their communities.
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Other Pertinent Reports

Niagara Region Fees and Charges By-law [Bill No. 2024-81 A by-law to establish fees and charges](http://www.niagararegion.ca/government/bylaws/pdf/by-law-2024-81.pdf) (www.niagararegion.ca/government/bylaws/pdf/by-law-2024-81.pdf)

NTC 5-2023 Operator Safety and NRT Cares Initiatives Summary [Niagara Transit Committee Agenda Package](https://pub-ntc.escribemeetings.com/FileStream.ashx?DocumentId=39)
(https://pub-ntc.escribemeetings.com/FileStream.ashx?DocumentId=39)



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Appendices

Appendix 1	Two-Ride Ticket Sales and Distribution Policy
Appendix 2	Two-Ride Ticket Sales and Distribution Procedure