

Policy Category: NT Customer Experience	Name of Policy: Two-Ride Ticket Sales and Distribution
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Policy Owner	Customer Experience Department
Approval Body	Niagara Transit Commission Board
Approval Date	May 20, 2025
Effective Date	May 20, 2025
Review by Date	July 1, 2027

1. Policy

This policy outlines the process for the sale and distribution of Two-Ride tickets to approved organizations and local municipalities.

2. Purpose Statement

This policy recognizes the desire for community organizations and local municipalities to provide free trips on public transit to community members they serve. In its efforts to be a positive community partner, Niagara Transit is making Two-Ride tickets available for purchase by organizations and local municipalities to distribute free of charge.

3. Scope

This policy applies to all organizations and local municipalities seeking to purchase Two-Ride tickets. Reselling of tickets is strictly prohibited and non-compliance will lead to the organization or municipality losing ability to purchase Two-Ride tickets in the future.

3.1. Roles and Responsibilities

The primary responsibility in administering and reviewing this policy is the Director, Customer Experience.

Approval and management of Two-Ride ticket purchases rests with Customer Experience staff.

4. References and Related Documents

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NT Customer Experience	Two-Ride Ticket Sales and Distribution

4.1. Legislation, By-Laws and/or Directives

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)

5. Related Policies

Not applicable

6. Document Control

The electronic version of this document is recognized as the only valid version.

Approval History

Approver(s)	Approved Date	Effective Date
Niagara Transit Commission Board	May 20, 2025	May 20, 2025

Revision History

Revision No.	Date	Summary of Change(s)	Changed by