

Procedure Category: Customer Experience	Name of Procedure: Two-Ride Ticket Sales and Distribution
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<b>Procedure Owner</b>	Customer Experience Department
<b>Parent Policy</b>	Two-Ride Ticket Sales (add number)
<b>Approval Body</b>	Director, Customer Experience
<b>Approval Date</b>	May 20, 2025
<b>Effective Date</b>	May 20, 2025
<b>Review by Date</b>	July 1, 2027

## 1. Purpose Statement

This procedure supports the Two-Ride Sales and Distribution policy and will establish Niagara Transit procedures for the sale of Two-Ride tickets to qualifying organizations.

## 2. Scope

This procedure applies to Niagara Transit staff managing Two-Ride ticket requests and purchases.

### 2.1. Roles and Responsibilities

**Director, Customer Experience:** Responsible for administering this policy and ensuring compliance.

**Supervisor, Customer Experience:** Leads implementation and ensures compliance with this procedure. Reviews and approves organizational eligibility for ticket purchases. Maintains oversight of all ticket-related transactions and documentation. Escalates any procedural concerns or violations to the Director, Customer Experience.

**Administrative Assistant, Customer Experience:** Acts as the initial point of contact for organizations submitting ticket requests. Supports the Supervisor by collecting necessary documentation and conducting preliminary checks. Maintains records of

Procedure Category: Customer Experience	Name of Procedure: Two-Ride Ticket Sales and Distribution
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tickets purchased and payments received under direction of the Supervisor. Assists with coordination and communication with eligible organizations.

### 3. Definitions

Organization: a community-based organization including, but not limited to, charities, not-for-profits, schoolboards, municipalities.

### 4. Purchasing Procedure

#### 4.1 Authorized Organization:

- The "Two-Ride tickets" are for organizations that serve the community including charities, not-for-profit organizations, schoolboards, and municipalities.

#### 4.2 Request Protocol:

- Requests to purchase must be made in writing or by phone to Niagara Transit staff. The contact information will be available on Niagara Transit's website.

#### 4.3 Prohibited Actions:

- **Resale:** Any resale or unauthorized distribution of the "Two-Ride tickets" to other organizations/members of the public is strictly prohibited.

#### 4.4 Free Distribution:

- "Two-Ride tickets" must be distributed **free of charge** by organizations.

#### 4.5 Payment for Tickets:

- Organizations must pay for tickets at the time of pickup from Niagara Transit.

### 5. Document Control

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

Procedure Category:

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Page **3** of **3****Approval History**

Approver(s)	Approved Date	Effective Date
Director, Customer Experience	May 20, 2025	May 20, 2025

**Revision History**

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