



P.O. Box 1749
Halifax, Nova Scotia
B3J 3A5 Canada

Item No. 12.1.1
Transportation Standing Committee
October 28, 2021

TO: Chair and Members of Transportation Standing Committee

Original Signed

SUBMITTED BY: _____
Patricia Hughes, MCIP, LPP, Acting Executive Director, Halifax Transit

Original Signed

Jacques Dubé, Chief Administrative Officer

DATE: August 23, 2021

SUBJECT: **Discounted Bulk Transit Fares**

ORIGIN

On January 12, 2021, Halifax Regional Council approved the following motion:

THAT Halifax Regional Council:

1. Adopt By-law U-107, the purpose of which is to amend Schedule 1 of By-law U-100, the User Charges By-law, establishing a permanent fare change for children twelve years of age and under, and adopting several housekeeping changes, as set out in Attachment E of the staff report dated August 10, 2020; and
2. Direct the Chief Administrative Officer to prepare a staff report considering the potential for discounting bulk purchases of single transit fares (i.e. tickets) for both non-profit agencies and promotional events.

LEGISLATIVE AUTHORITY

Administrative Order One, Schedule 7 – Transportation Standing Committee Terms of Reference

Section 6: **Oversight and Input into Transit’s Strategic Plan and Direction**

6. The Transportation Standing Committee shall:
- a) review and oversee policy direction and long-term funding approach to promote and encourage Transit alternatives as outlined in the Regional Plan;
 - b) review and oversee specific strategic planning directions related to Transit Services coming from the Regional Plan such as the five-year strategic plan, Accessibility Plan, and the Ferry Plan; and

RECOMMENDATION ON PAGE 2

- c) promote and enable positive communication between communities, ridership, and the Council and Transit services to enable and support the Regional Transit service to the communities of the municipality.

Halifax Regional Municipality Charter, subsection 34 (3) allows Council to provide direction on the administration, plans, policies, and programs of the Municipality to the Chief Administrative Officer.

Halifax Regional Municipality Charter, R.S.N.S. 2008 section 102

User charges

102 Subject to the approval of the Board for those services that are subject to the Public Utilities Act, the Council may, by by-law, prescribe charges for the provision of services for persons who use or benefit from the service, on a basis to be set out in the by-law.

Halifax Regional Municipality Charter, R.S.N.S. 2008 subsection 69(1)

Public transportation service

- 69** (1) The Municipality may provide a public transportation service by
- (a) the purchase of vehicles or vessels and operation of the service;
 - (b) providing financial assistance to a person who will undertake to provide the service; or
 - (c) a combination of these methods.

RECOMMENDATION

It is recommended that the Transportation Standing Committee recommend that Regional Council adopt By-law U-110, amending Schedule 1 of By-law U-100, the *User Charges By-law*, as set out in Attachment D to this report.

BACKGROUND

Halifax Transit has received requests in the past from organizations for the bulk purchase of transit fares at a discounted rate. These requests have generally fallen into one of two categories:

1. Non-profit and charitable organizations serving the needs of vulnerable residents seeking to purchase small, medium, or large numbers of tickets at a discounted rate to distribute free of charge to clients and volunteers; and
2. Organizations hosting events seeking to purchase bulk transit tickets at a discounted rate to encourage transit use to and from the event by including a surcharge on event tickets and allowing the event tickets to be used for travel.

Section 4 of the existing by-law (*Halifax Regional Municipality By-Law Number U-100 – Respecting User Charges*) allows Council or the CAO to waive fares in full or in part in certain circumstances, including:

- a. for the following days,
 - i. Canada Day,
 - ii. Natal Day, or
 - iii. after 6 p.m. and until end of service on New Year's Eve;

- b. where, in the opinion of Council or the CAO, such a waiver would be beneficial to the Municipality;
- c. for up to one year for a refugee under the settlement support program or for a refugee claimant; or
- d. for event volunteers and participants upon application by an event organizer.

As currently written, there is no mechanism in the by-law to provide discounts for bulk transit fare transactions.

DISCUSSION

Target Audiences

Registered Charities and Non-profit Organizations

Registered charities and non-profit organizations are the first target audience group for discounted bulk transit fares and are defined in the amendments to By-Law U-100.

Event Organizers

Event organizers are defined as the second target audience group for discounted bulk transit fares. In the past, some event organizers have partnered with Halifax Transit to provide free transit for event volunteers. This target audience would require the ability to purchase transit fares at a discount for the purpose of waiving transit fees for event attendees.

A diverse range of events can be considered, including:

- Sports events
- Marathons
- Cultural events
- Religious events
- Ceremonies
- Festivals
- Large conferences and business meetings
- Trade shows and exhibitions

Current Halifax Transit Policies, Programs, and Donations

The following provides a brief overview of current policies, programs and donations administered by Halifax Transit that must be considered when implementing discounted bulk transit fares to ensure there are no overlaps, incongruities, or conflicts.

Community Support Policy: Ticket Donations for Non-profits and Registered Charities

Under the Community Support Policy, Halifax Transit can donate transit tickets to a registered charity or non-profit organization. Organizations can request 30 tickets at a time, up to a total of 60 tickets each calendar year. Halifax Transit receives approximately 100 requests a year for donations from various organizations ranging from registered charities and non-profits, to local hockey teams seeking transit ticket donations for fundraising raffles and silent auctions. All of these organizations are currently treated equally based on the existing Community Support Policy guidelines for ticket donations.

Free Transit for Event Volunteers and Participants

Halifax Transit can offer free transit service to volunteers in support of a special event deemed to have significant social or economic benefits to the Municipality. To board transit, volunteers show their event lanyards, passes, or bibs. (See Attachment A for a list of event partnerships in 2018 and 2019).

Department of Community Services Pass

The provincial Government partners with Halifax Transit to provide free annual bus passes to eligible Income Assistance clients and their families in the Halifax Regional Municipality (HRM). Prior to the COVID-19 pandemic, there were approximately 10,500 participants each month; as of March 2021, a total of 8,443 individuals were enrolled. Annual passes are provided to the Department of Community Services at a discounted cost of \$300/year (\$25/month).

Affordable Access Transit Pass

The Affordable Access Transit Pass Program is part of Halifax's Affordable Access Program (AAP) which allows qualified residents to apply for municipally subsidized programs. Approved applicants of the Affordable Access Transit Pass Program are able to purchase monthly adult transit passes at a 50% discount.

Children Ride for Free Program

Children aged 0-12 may use all transit services free of charge. This policy is designed to increase access to transit and encourage the use of public transportation by children, with the goal of promoting continued use into adulthood.

Welcomed in Halifax (WIH)

Halifax Transit provides annual passes for new immigrants, refugees, and asylum seekers in need. These passes are distributed through ISANS.

UPass Program

As part of enrollment fees paid, service on any of Halifax Transit's regular bus routes and ferry service are included with a valid Student ID card which is used as a transit pass.

Halifax Transit provides a UPass program with the following post-secondary institutions:

- Dalhousie University
- Mount Saint Vincent University
- Nova Scotia College of Art and Design (NSCAD)
- Nova Scotia Community College (NSCC)
- Saint Mary's University

Student Transit Pass Pilot Program

The 2021-22 Student Transit Pass Pilot Program was approved by Halifax Regional Council on May 18, 2021. Under this new program, students from four local high schools will be provided with a free, annual transit pass to use on all Halifax Transit conventional buses, Access-A-Bus, and ferries during the 2021-2022 school year. Participating schools include:

- Prince Andrew High School
- Dartmouth High School
- École du Sommet
- École Mosaïque

The goal of the program is to offer unlimited transit service to students across the municipality, which contributes to overall ridership growth, provides a meaningful alternative mode of transportation for youth, and educates students on how to become safe and respectful Halifax Transit riders for years to come.

Program Differentiation

As outlined above, Halifax Transit currently has numerous successful community support policies and pass programs in place serving the needs of youth, students, vulnerable populations and event organizers; Discounted bulk transit fare options outlined in this report supplement existing policies and programs in the following ways:

For Registered Charities and Non-profit Organizations:

- Provides the ability to easily purchase single-fare tickets in sheets of 10, rather than fixed yearly or monthly passes.
- Enables organizations to quickly distribute single or multiple tickets to clients as needed without a lengthy application process.
- Fills a much-needed gap for a niche group of residents who may not require long-term support, but are in need of immediate short-term assistance due to a variety of factors or situations (i.e. families seeking refuge in shelters, individuals undergoing addiction recovery treatment, temporary loss of employment, illness, and unexpected emergencies or crises.)
- Is a cost-effective way for non-profit and charitable organizations requiring more than 60 free tickets per year to purchase discounted bulk transit tickets on an as-needed basis, allowing them to manage tight budgets and fluctuating demand for transit fares.

For Event Organizers:

- Provides an opportunity for event organizers to add value to their events by providing waived transit fares for attendees who show their event tickets to and from events, supporting transit ridership, and reducing traffic in the downtown core.

Supporting Existing Municipal Priorities

When advising on potential new programs and policies, alignment with and support of other important municipal policies and strategies must be considered.

Discounted bulk transit fare options are recommended as they support key priorities and actions outlined in HRM's Social Policy framework, Public Safety Strategy, and Integrated Mobility Plan (IMP).

Social Policy Framework

In April 2020, HRM adopted a Social Policy Administrative Order with the goals of strengthening community health and wellbeing, enhancing equity and inclusion, and building on social assets and community capacity. The Social Policy identifies three areas of focus; Connected Community and Mobility, Food Security, and Housing.

Discounted bulk transit fares supports the first priority – *Connected Community and Mobility*.

Connected Communities and Mobility Connectedness and a sense of belonging are important for healthy communities and are essential to help solve larger problems like social isolation. Enhancing community cohesion and engagement builds resiliency in communities and is a priority objective from HRM's Public Safety Strategy. Initiatives at HRM already underway are aiming to help address these issues. For instance, community mobilization teams which help to build community capacity

to support community response and recovery from the experience of a traumatic incident. The Affordable Access Program is helping to make transit more affordable for people, while improving their quality of life and enhancing social inclusion. The Recreation Funding Access Program provides recreation opportunities to children, youth and adults in financial need to ensure they can participate fully in activities in their community.

View the Social Policy Framework Council Report (April 16, 2019) and Administrative Order 2020-002-GOV, Social Policy Administrative Order at:
<https://www.halifax.ca/sites/default/files/documents/city-hall/regional-council/200512rc813.pdf>

Public Safety Strategy

Halifax's Public Safety Strategy provides a road map for the development and implementation of initiatives to build communities where everyone is safe to live, work, learn, and play, and guides the allocation of municipal resources to achieve the greatest impact.

Discounted bulk transit fares support several priorities and actions outlined in the Public Safety Strategy including the following:

- *Facilitate and fund community festivals and events that reflect Halifax's diversity.*
- *Ensure that our transportation network provides safe, inclusive mobility for all users, including transit riders/operators, pedestrians, cyclists, and motorists.*
- *Expand the availability and accessibility of family resource centres.*
- *Ensure user fees for municipal programs and services do not create barriers for low-income residents.*
- *Provide barrier-free access to public places, outdoor spaces, municipal buildings and public transit.*

View the Public Safety Strategy at:
https://www.halifax.ca/sites/default/files/documents/city-hall/regional-council/Public_Safety_Strategy.pdf

Integrated Mobility Plan

In 2017, Regional Council endorsed the Integrated Mobility Plan (IMP). The plan guides investments in active transportation, transit, transportation demand management, goods movement, and the roadway network in Halifax.

Discounted bulk transit fares support the IMP's vision to create connected, healthy, affordable, and sustainable travel options.

View the Integrated Mobility Plan at:
<https://www.halifax.ca/about-halifax/regional-community-planning/transportation-planning#principles>

Transit Agencies - Jurisdictional Scan

Engagement with the Canadian Urban Transit Association (CUTA) members was conducted to explore what other transit agencies are doing across Canada with respect to discounted bulk transit fares. The following provides an overview of information provided from the 29 CUTA members who responded. Note that the term "social services agencies" is used below as it is how the majority of CUTA members who responded referenced their non-profit and charitable organization customers.

Programs for Social Services Agencies

Of the 29 Respondents:

- 10 respondents have a discounted bulk transit fares program for social services agencies.
- 19 respondents do not have a discounted bulk transit fares program for social services agencies.

Of the 10 respondents who do have a discounted bulk transit fares program for social services agencies:

- 4 agencies offer a bulk fare discount based on their 10-ticket cost, prorated for 1 trip.
- 2 agencies provide a bulk fare discount that is administered and structured on a case by case basis. One of these agencies works with the United Way to administer the program and the second agency works with a municipal grants committee.
- 3 agencies provide a 50% discount on single ticket Adult fares.
- 1 agency offers a 45% discount on Adult and Youth fares.

Of the 19 respondents who do not have a discounted bulk transit fares program:

- 4 agencies offer bulk transit fare purchases with no discounts.

Programs for Event Organizers

Of the 29 Respondents:

- 10 respondents have a discounted bulk transit fares program for event organizers.
- 19 respondents do not have a discounted bulk transit fares program for event organizers.

Of the 10 respondents who do have a discounted bulk transit fares program for event organizers:

- 2 agencies offer a bulk fare discount based on their 10-ticket cost, prorated for 1 trip.
- 1 agency provides a bulk fare discount based on their 31-day pass cost, prorated for 1 trip.
- 1 agency provides a bulk fare discount using a tiered pricing structure based on numbers of 100-250, 250 plus, and 10-ride passes.
- 6 agencies negotiate customized bulk fare transit fare agreements on a case-by-case basis.

Engagement with CUTA members concluded that very few transit agencies across Canada offer discounted bulk transit fares for both social services agencies and event organizers. The majority of agencies who do have a program in place for either one or both target audience groups have developed a simple, easy to manage administrative process for implementation of programs, and many have adopted an ad hoc approach that is customized depending on circumstances and situations. Every agency contacted shared that they have a desire to evolve their work in this area. (See Attachment B for a complete CUTA Engagement Report)

Considerations for Discounted Bulk Transit Fares

Based on interviews conducted with internal municipal stakeholders and discussions with CUTA members, the following preliminary guidelines and considerations have been highlighted with respect to the development and implementation of discounted bulk transit fares.

Considerations for Registered Charities and Non-profit Organizations

- Eligible non-profit organizations and registered charities should continue to receive 60 free tickets per year for clients and volunteers; this longstanding policy has a history in the community and discontinuing it may have a negative impact. Any additional tickets requested should be offered at the discounted rate.
- Discounted bulk transit fares for registered charities and non-profit organizations must acknowledge and be differentiated from other existing programs such as the Department of Community Services Pass and the Affordable Access Transit Pass programs.

Considerations for Event Organizers

- Eligible event organizers should continue to be provided the opportunity for free transit for volunteers to incentivize volunteering in the community.

Considerations for Administration

- While donations resulting from the existing Community Support policy are currently manageable for Halifax Transit staff, increased awareness and demand will require that administration processes are well-planned and simple to implement.

Considerations for Mobile and Electronic Fares

- Halifax Transit will discuss in the future how discounted bulk transit fares will work with electronic and mobile payment.

Program Structure

Recommended discounted bulk transit fares outlined in this plan will be structured as follows:

Registered Charities and Non-profit Organizations

Eligibility Criteria

- All registered charities and non-profit organizations, as defined in the amendments to By-Law U-100, will be eligible for discounted bulk transit fares.

Discount Structure

- Registered charities and non-profit organizations will continue to be eligible for 60 free transit tickets per year.
- In addition to 60 free tickets, registered charities and non-profit organizations will have the ability to purchase 10-ticket sheets (Adult and Youth/Senior tickets) currently available to the public.
- Cost per 10-ticket sheet will be discounted 50% from the current and future regular Adult 10-ticket sheet fare, and Youth/Senior 10-ticket sheet fare.
- Discounted tickets will be limited to 10-ticket sheets only and not single tickets.
- The minimum purchase for discounted bulk transit fares will be 50 tickets (five 10-ticket sheets).

Administration

- Registered charities and non-profit organizations will be required to set up an account with Halifax Transit and will be invoiced for tickets sold.
- Tickets will be mailed or can be picked up at the Halifax Transit administration office.
- This will be a permanent discounted fares option with no capped limit to the number of tickets sold to each organization or in total to all eligible organizations.

By-Law Amendments

- The existing by-law (*Halifax Regional Municipality By-Law Number U-100 – Respecting User Charges*) will be amended to enable the establishment of a permanent user charge for registered charities and non-profit organizations purchasing at the discounted rate.

Event Organizers

Eligibility Criteria

- Event venues and planners organizing both paid and free events including but not limited to:
 - Sports events
 - Marathons
 - Cultural events
 - Religious events
 - Ceremonies
 - Festivals
 - Large conferences,
 - Business meetings
 - Trade shows and exhibitions

Discount Structure

- Event organizers will continue to be provided with free transit for volunteers to support volunteerism in the community.
- Event organizers who are interested in having the fees waived for their ticket holders may agree with the Municipality to pay no less than \$1.00 per event ticket for event attendees to travel to and from the event (return fare).

Administration

- Event organizers will be required to sign a contract whereby they agree to pay no less than \$1.00 per event ticket in exchange for Halifax Transit waiving fares for event ticket holders who choose to travel on transit to the event.
- Only events with 100 or more participants will be eligible for a fee waiver.
- Event organizers will be required to set up an account with Halifax Transit and will be invoiced for the total number of tickets sold for the event.
- This will be a permanent discount option with no capped limit to the number of tickets sold to each event organizer.
- Event attendees will be required to present their event ticket when boarding as proof of fare.
- Internal notices will be posted for Operators informing them of participating events and will include a visual image of tickets.
- This will be a permanent discount option with no capped limit to the number of tickets sold to each event organizer or in total to all eligible event organizers.

By-Law Amendments

- The existing by-law (*Halifax Regional Municipality By-Law Number U-100 – Respecting User Charges*) will be amended to enable the waiver of transit fares for ticket holders of events contracted with the Municipality.

Conclusion

In conclusion, the implementation of discounted bulk transit fares as outlined in this report provides a number of advantages and innovative opportunities for Halifax Transit, the municipality, community partners, and residents, including the following:

- Encourages ridership, attracts new riders, and supports the development of a modern urban transit culture.
- Supports economic revitalization as the municipality recovers from the COVID-19 pandemic.
- Promotes and supports local music, sporting, and cultural events contributing to a vibrant, culturally diverse community.
- Reduces parking challenges and congestion during special events, particularly in the downtown core.
- Builds the municipality's connection with charitable and non-profit organizations in the community.
- Strengthens public safety, accessibility, mobility, and social equity by providing public transportation options for residents in need.

FINANCIAL IMPLICATIONS

Minimal financial implications are expected from the implementation of discounted bulk transit fares as outlined in this report.

It is assumed the majority of end-users of tickets distributed by registered charities and non-profit organizations would already be eligible for discounted transit fares through the Affordable Access Transit Pass or the Department of Community Services Pass. The proposed discounted fares offer added value by addressing the needs of individuals who may not be aware of other Halifax Transit programs or require short-term assistance.

Fare waivers for ticketed events will be implemented through contract between the municipality and the event organizer, where the event organizer would agree to pay no less than \$1.00 for every ticket sold for the event. Based on a potential uptake rate of 18%, it is assumed that financially, the program would break even, with those choosing not to ride transit to the event subsidizing fares for those who do.

RISK CONSIDERATION

There are no significant risks associated with the recommendations in this report. The risks considered rate low. As outlined in this report, adhering to eligibility criteria and implementing sustainable and efficient administrative processes will mitigate potential risks.

COMMUNITY ENGAGEMENT

To inform this report, 66 CUTA members (Canadian Urban Transit Association) were contacted to learn about what other transit agencies are doing with respect to discounted bulk transit fares; 29 agencies responded.

ENVIRONMENTAL IMPLICATIONS

No environmental implications were identified.

ALTERNATIVES

1. The Transportation Standing Committee could recommend that Regional Council not adopt By-Law U-110, amending By-Law U-100, as set out in Attachment D of this report. This would maintain the status quo.
2. The Transportation Standing Committee could recommend that Regional Council adopt the By-law U-110 with amendments. Depending on the nature of any proposed amendments, a supplementary staff report may be required.

ATTACHMENTS

Attachment A: Halifax Transit Event Partnerships (2019-2019)

Attachment B: CUTA Engagement Report

Attachment C: Showing Proposed Changes to By-law U-100

Attachment D: By-law U-110, amending By-law U-100, the *User Charges By-law*

A copy of this report can be obtained online at halifax.ca or by contacting the Office of the Municipal Clerk at 902.490.4210.

Report prepared by: Cheryl Chappel, Supervisor, Customer Support & Engagement, Halifax Transit
902.430.0673

Attachment A

Halifax Transit Event Partnerships (2018-2019)

The following provides a list of organizations that have partnered with Halifax Transit in 2018 and 2019 to receive free Transit for volunteers and/or participants.

2019 (16 Events)


- Final 8 Men's National Basketball Championship
- Memorial Cup
- Blue Nose Marathon
- Royal NS International Tattoo
- HRM Parks & Recreation Summer Program Participants
- TD Halifax Jazz Fest Volunteers
- Africa Festival of Arts and Culture Volunteers
- North American Vehicle Rescue Challenge 2019
- Fringe Festival Volunteers
- Atlantic Film Festival Volunteers
- Transportation Association of Canada
- Nocturne Volunteers
- Canadian Police Chaplains Conference Delegates
- Halifax Pop Explosion United Way Participants
- Hal-Con Volunteers
- Remembrance Day
- (16 events)

2018 (18 Events)

- Toque Tuesday Participants
- Basketball Championships
- Sport Tourism Congress
- ECMA Free Travel
- Rendezvous Canada
- Scotiabank Blue Nose Marathon
- Federation of Canadian Municipalities
- Royal NS International Tattoo
- HRM Parks & Recreation Summer Program Participants
- TD Halifax Jazz Fest Volunteers
- Africa Festival of Arts and Culture
- Busker Festival
- Special Olympics Torch Run
- Natal Day Festival Volunteers & Staff
- Fringe Festival
- Halifax Connects
- FIN Film Festival
- Remembrance Day

Attachment B: CUTA Engagement Report

NEWFOUNDLAND	
St. Johns Transportation Commission	<p>Social Services Agencies</p> <ul style="list-style-type: none"> No discounted program. Donation policy is one 10-ride or monthly pass per year per organization. <p>Event Organizers</p> <ul style="list-style-type: none"> Develop discount fare partnerships on an ad hoc basis based on the event. For example: <ul style="list-style-type: none"> for the Brier, a \$30 unlimited 10-day pass. for summer Girl Guide Camps - \$15 for a one-week unlimited pass for a child and \$20 for the leaders.
NEW BRUNSWICK	
Codiac Trans-po - Moncton	<p>Social Services Agencies</p> <ul style="list-style-type: none"> Municipal Parks & Leisure Department provides United Way with an annual Social Inclusion grant to purchase bus passes or tickets and administer distribution to registered charities. <p>Event Organizers</p> <ul style="list-style-type: none"> Discounted fare structure in place for eligible Event Organizers: <ul style="list-style-type: none"> \$3 fare to groups of 100-250 persons \$2.50 fare to groups of 250+ persons 10-ride cards at \$15/pass Event Host must provide accreditation cards to attendees and Operator visually validates upon boarding.
PRINCE EDWARD ISLAND	
City of Charlottetown	<p>Social Service Agencies and Event Organizers</p> <ul style="list-style-type: none"> Eligible organizations buy a different colour ticket from the normal tickets. Typically sold to groups requiring a minimum of 25 tickets. One ticket for 1 ride, at a cost of \$1 per ticket which is a 50% discount. No free tickets are given out to either event organizers or Non-profit organizations.
ONTARIO	
St. Catharines Transit Commission	<p>Social Service Agencies</p> <ul style="list-style-type: none"> Do not sell discounted tickets to any social services agencies. This is something the transit commission was discussing prior to the pandemic and has since been put on pause. <p>Event Organizers</p> <ul style="list-style-type: none"> Sell short term event passes which provides unlimited travel for the duration of the event. Use 31-day pass rate and prorate it to the number of days for the event. Passes are sold at their terminals and at the event registration. Partnership in place with the local Junior A hockey team where ticket holders receive free rides to and from games with their ticket. In return they receive advertising at the arena (only during the hockey season).

<p>Kingston Transit</p>	<p>Social Services Agencies</p> <ul style="list-style-type: none"> • Sell bulk passes to social service and non-profit agencies, though it is not in their fees and charges by-law. • Cost structure is based on their 6-ride multi-ride passes available to the general public (Students: \$13.50, Adult: \$16:50) and simply dividing the cost to sell both 1-ride and 2-ride passes. • Passes are available for adult, youth and seniors. • No limits on the number of passes that they can order, and they treat each order as they come in. <p>Event Organizers</p> <ul style="list-style-type: none"> • Have separate Conference & Event Pass that is in their by-law. • Pass is valid for unlimited travel for 5 consecutive days. • Analyze the specifics of each event and offer the organizer the best possible rate, based on the length of the event and how often the attendees will need to use the bus.
<p>Peterborough Transit Agency</p>	<ul style="list-style-type: none"> • Do not currently have a program in place. • They are planning on proposing employer, organizational, non-profit and other partnership opportunities to their municipal council.
<p>Brampton Transit</p>	<p>Social Services Agencies</p> <ul style="list-style-type: none"> • No discounts for Social Service agencies, but they offer special purpose paper tickets in strips of 10, which is currently not available to the general public since they transitioned to Presto cards. • Schools receive a \$0.10 discount on tickets <p>Event Organizers</p> <ul style="list-style-type: none"> • These types of requests are not common for their system, but they have in the past accepted special passes for events such as the Pan Am Games. • They do not update their user fee by-law for these one-time event passes, but seek council approval if required.
<p>Burlington Transit</p>	<p>Social Services Agencies</p> <ul style="list-style-type: none"> • Have a <i>Single Ride Voucher Program</i> that is a contract-based program with Non- profits. • These Vouchers were implemented after tickets were no longer valid. • In order to purchase Transit Vouchers, the organization must follow the below steps: <ul style="list-style-type: none"> ○ Submit their request to the Marketing and Customer Service Coordinator for consideration (via a form). This is to be completed before the organization's first purchase. ○ Complete a Letter of Understanding, signed by an Officer of the company who has authority to bind the company financially. ○ If approved, make their first purchase through the Marketing and Customer Service Coordinator. ○ After the first purchase, the organization places future orders through the Transit Clerk. • Vouchers are tracked through our GFI Fareboxes (similar to a ticket). • Purchase rate for these vouchers is included in the City's Rates & Fees By-Law. • Vouchers are \$2.00 each for regular adult fare, which is approx. 43% off the cost of their regular cash fare (\$3.50). and \$1.50 for youth. 

	<ul style="list-style-type: none"> Vouchers are 2" by 3.5" in size and fit into their GFI fareboxes, as a normal ticket would. <p>Event Organizers</p> <ul style="list-style-type: none"> No program currently in place.
Halton Hills Transit	<p>Social Services Agencies</p> <ul style="list-style-type: none"> Have a low-income transit pass similar to Halifax Transit which is sold at a 50% discount. The client pays 50% and the municipality is billed for the remaining 50%. <p>Event Organizers</p> <ul style="list-style-type: none"> No program currently in place.
Bradford West Gwillimbury Transit	<ul style="list-style-type: none"> No programs currently in place.
Cobourg Transit	<ul style="list-style-type: none"> No programs currently in place.
London Transit	<p>Social Services Agencies</p> <ul style="list-style-type: none"> No discounted bulk transit fare programs in place. <p>Event Organizers</p> <ul style="list-style-type: none"> They have occasionally partnered on one-off initiatives with some businesses where a ticket to an event provides free access to transit prior to or after the event, and they split the costs of the program, but these situations are few and far between.
Guelph Transit	<ul style="list-style-type: none"> No programs in place.
York Region Transit	<ul style="list-style-type: none"> In December 2020, York Region Transit removed the use of paper fare products (tickets and monthly passes). Single rides and monthly passes can be purchased using the PRESTO electronic fare card, YRT pay phone app or cash. <p>Social Services Agencies</p> <ul style="list-style-type: none"> Scratch tickets were introduced to assist community organizations with single rides for customers where other forms of fare media are a challenge. There is no discount offered (adult single ride fare is applied). They have a Transit Assistance Program (TAP) similar to Halifax Transit's Low Income Transit Pass. Program participants receive a PRESTO card which is programmed to provide the participant with half-price single rides. Once the participant reaches 40 trips in a calendar month the remainder of their trips are free for the rest of the month. <p>Event Organizers</p> <ul style="list-style-type: none"> Do not currently offer bulk purchases for single corporate or community events. YRT is currently doing a 5 Year Fare Policy Project Review in partnership with the Toronto Transit Commission (TTC) and are looking at future fare options such as day passes and group travel, as well as fare solutions for cross boundary travelers.
Oakville Transit	<p>Social Services Agencies</p> <ul style="list-style-type: none"> Provide paper tickets and passes to Social Services agencies, school board, and community groups. They allow bulk purchases but at full fare cost for Social Service Agencies.

	<ul style="list-style-type: none"> Organizations are not allowed to resell tickets. School Boards – 30% discount and they typically take passes. <p>Event Organizers</p> <ul style="list-style-type: none"> No program in place currently
Brantford Transit	<ul style="list-style-type: none"> No programs currently in place.
City of Barrie	<ul style="list-style-type: none"> The City of Barrie frequently gets these requests but have not been able to support them. They are very interested in hearing back from us with a review of what other agencies are doing, and what our final approach will be.
Belleville Transit	<ul style="list-style-type: none"> City of Belleville has a grant committee that hears requests from residents, businesses and agencies in Belleville that need the assistance of the City in the form of discounts for services, funds for events or the use of City equipment to hold events (barricades, chairs, the use of transit). All requests for discounts are directed to this grant committee. The committee provides a notice of the approval and they prepare the product for the customer. This process saves considerable time and makes for much easier reporting of the discounted fares.
Deseronto Transit	<ul style="list-style-type: none"> No programs currently in place.
MANITOBA	
City of Brandon	<ul style="list-style-type: none"> No programs currently in place.
SASKATCHEWAN	
Prince Albert Transit	<p>Social Services Agencies/ Non-profits</p> <ul style="list-style-type: none"> Sell bulk transit tickets to non-profit organizations occasionally at the same discounted 10 ticket rate as the general public (10 tickets for the price of 9). <p>Event Organizers</p> <ul style="list-style-type: none"> No programs in place.
Saskatoon Transit	<p>Social Services Agencies and Event Organizers</p> <ul style="list-style-type: none"> Sell bulk tickets at their 10-pack ticket price to Social Service agencies Started as a way to get one-time fare in the hands of outreach programs and social services but has spilled over to sales for some event organizers. When Saskatoon Transit moved to smart fare cards more than 10 years ago, a disposable pass was created. It is a smart readable paper/cardboard pass with 2 rides on it. The pass is priced at their bulk ticket rate (currently \$2.50 per ride vs \$3.00 cash rate). Disposable passes have been used frequently by agencies such as social services for some time and over the last couple of years they have started providing these to some event organizers that are bundling things with Transit. In the past, they have often provided free transit as an “in-kind” donation but tracking the ridership that is associated was always hit and miss. Providing tappable fare has helped in tracking things.
Fort Sask Transit	<ul style="list-style-type: none"> Do not offer a discounted bulk transit fare program. They were very interested in discussing further.
ALBERTA	

St. Albert Transit	<p>Social Services Agencies</p> <ul style="list-style-type: none"> • Sell bulk tickets at half price to community groups who ask for them. • These have typically been summer camp groups, school field trips, and groups that support disadvantaged youth and adults. • The half price cost is applicable to both local and commuter tickets. • They sell their tickets in packs of 10 and whomever purchases through this arrangement must purchase entire books, not portions of books. • Their program is informal, and they don't require a lot of paperwork or verification. • They are in a position where they can simply take their word for it. • They have not seen any abuse of the program. • Tickets can only be purchased at their transit offices, and they have special "buttons" on their tills for such purchases. <p>Event Organizers/Businesses</p> <ul style="list-style-type: none"> • The few events they get involved with providing shuttle service usually allow riders to board for free, so no tickets are required.
Calgary Transit	<p>Social Services Agencies</p> <ul style="list-style-type: none"> • Calgary Transit supports the City of Calgary's program called <i>Participation and Integration into the Community (PIC)</i> in partnership with <i>Calgary Neighbourhoods</i>, another Business Unit at The City, which contracted the Calgary Drop-In Centre (The DI) to administer the program. • This program is geared toward providing limited-term transportation assistance to no/low-income clients to assist them to look for employment, access medical services, find housing, or acquire educational opportunities. • Under the PIC program, Calgary Transit provides single-ride tickets to The DI, which distributes them to various non-profit agencies registered in the program, which then distribute to their clients. • Non-profit agencies register their participation with The DI on an annual basis and the single-ride tickets are provided at no-cost. • For all other non-profit organizations not affiliated or not participating to the PIC program, they no longer provide additional support. They can purchase discounted tickets based on their discounted model described below for Event Organizers. <p>Event Organizers/Businesses</p> <ul style="list-style-type: none"> • Extend discounted tickets to organizers for event participants based on a guaranteed number of participants or attendees. • They have set a discount model that is based on the minimum number of attendees and duration. • They either provide tickets or use their event credentials, (i.e. conference badge) to serve as proof of fare.
Medicine Hat Transit	<p>Social Services Agencies/ Non-profits</p> <ul style="list-style-type: none"> • Sell tickets to local agencies, upon request, but at their regular price. <p>Event Organizers/Businesses</p> <ul style="list-style-type: none"> • They do not currently have a defined program in place for discounts to event organizers – although this has been discussed, as they do have a program for recreation facilities.
Strathcona County Transit	<ul style="list-style-type: none"> • They do not provide discounted tickets to community organizations or business.

	<ul style="list-style-type: none"> • They have a County department, Family & Community Services (FCS), that purchases books of tickets that they provide to people in need.
<p>City of Airdrie</p>	<p>Social Services Agencies</p> <ul style="list-style-type: none"> • Provide a bulk subsidy to non-profit organizations and schools aligned with their low-income subsidy program (50% of standard user fees). • They determined this was a simple model to justify based on a financial means-test that many clients supported by the non-profit organizations would qualify for assistance as individuals. <p>Event Organizers</p> <ul style="list-style-type: none"> • No programs currently in place.
<p>Leduc Transit</p>	<ul style="list-style-type: none"> • No programs currently in place. • In 2018 they launched a new route that provided service to the hotels and Airport. They approached all the hotels (24) to ask if they would be interested in a partnership whereby they pay transit a per room rate to help offset their operational cost (worked out to about \$2k per month for the bigger hotels) and in return they would give them free fare product for their staff and guests. • The hotels were not interested, partly as some already pay to provide shuttles.

Attachment C - (Showing Proposed Changes)

Schedule 1

Halifax Transit User Charges

Interpretation

1. In this Schedule,

(a) "Access-A-Bus" means the Halifax Transit service for persons unable to use conventional transit due to a physical or cognitive disability;

(b) "adult" means a person 18 years of age and up to and including 64 years of age;

(ba) "charity" means a registered Canadian charitable organization;

(c) "child" means a person between 0 years of age and up to and including 12 years of age;

(d) "CNIB" means The Canadian National Institute for the Blind;

(da) "Department of Community Services Pass" means a transit pass purchased by the Province of Nova Scotia and issued to an Employment Support and Income Assistance client;

(e) "Halifax Transit" means the transit facilities and services provided by the Municipality;

(f) "Low Income Transit Pass" means a transit pass issued under the Low Income Transit Pass Program;

(fa) "non-profit" means,

(i) a society incorporated pursuant to the Societies Act, R.S.N.S 1989, c. 435, as amended;

(ii) a not-for-profit corporation incorporated pursuant to the Canada Not-for-Profit Corporations Act, S.C 2009, c.23; or

(iii) a non-profit organization otherwise incorporated pursuant to an Act of the Nova Scotia Legislature;

(g) "personal care attendant" means a person issued a Personal Care Attendant Identification Card by Access-A-Bus;

(h) "proper authority" means any employee of Halifax Transit carrying an identification card issued by Halifax Transit;

(i) "refugee" means a person identified as a refugee pursuant to the *Immigration and Refugee Protection Act*;

(ia) "refugee claimant" means a person

(i) who has been granted Protected Person status by the Immigration and Refugees Board of Canada,

(ii) who has been issued a Refugee Protection Claimant Document by the Government of Canada,

(iii) who has applied to the Government of Canada for a Pre-Removal Risk Assessment,

(iv) who cannot return to their home country because the Government of Canada has suspended or deferred removal to that country, or

(v) without temporary status, has applied to the Government of Canada to stay in Canada permanently on humanitarian and compassionate grounds;

(j) “registered Access-A-Bus user” means a person eligible to travel on Access-A-Bus as determined through an application process;

(k) “senior” means a person 65 years of age and over;

(l) “SmartTrip EPass” means a transit pass issued under the SmartTrip Program;

(m) “student monthly pass” means a monthly pass purchased and distributed by the Halifax Regional Centre for Education;

(ma) “Student Transit Pass” means a transit pass issued under the Student Transit Pass Pilot Project;

(n) “transfer” means proof of payment in a form prescribed by Halifax Transit that

(i) is issued by Halifax Transit when the initial user charge is paid;

(ii) allows the person to continuously travel on more than one route, of the same or lesser user charge, without having to pay an additional user charge; and

(iii) expires ninety (90) minutes after the last timepoint on the originating route;

(o) “UPass” means a transit pass issued to a student who attends a post-secondary institution that has signed a contract with the Municipality; and

(p) “youth” means a person between 13 years of age and up to and including 17 years of age.

Application

2. (1) Subject to section 3, no person shall travel or attempt to travel on Halifax Transit without paying the appropriate user charge as set out in section 9 of this Schedule.

(2) Where the amount of the user charge for passage on Halifax Transit is disputed, the person disputing the amount shall pay the amount requested by a proper authority.

(3) A person who refuses to pay the user charge requested by a proper authority shall be refused passage on Halifax Transit.

(4) The non-profit or charity user charge for 10 Tickets set out in section 9 shall only apply to single purchases of fifty (50) tickets or more when purchased by a non-profit or charity.

3. Notwithstanding subsection 2(1), travel on Halifax Transit shall be free for the following:

- (a) a child;
- (aa) repealed;
- (b) a senior between 10:00 a.m. and 3:30 p.m. and after 6:00 p.m. until end of service day on Tuesdays;
- (c) a person with a CNIB identification card;
- (d) an employee or retiree of Halifax Transit;
- (e) a Halifax Regional Police officer in uniform;
- (f) a personal care attendant when accompanying a registered Access-A-Bus user; and
- (g) on Remembrance Day, a person, and any accompanying family member, who is a veteran or current member of the armed forces and
 - (i) is in uniform, or
 - (ii) who presents an armed forces ID;
- (h) repealed; and
- (i) a person using conventional transit under the Student Transit Pass Pilot Program.

4. (1) Council, by resolution, or the CAO, may waive, in whole or in part, any user charge under this Schedule:

- (a) for the following days,
 - (i) Canada Day,
 - (ii) Natal Day, or
 - (iii) after 6 p.m. and until end of service on New Year's Eve;

(b) where, in the opinion of Council or the CAO, such a waiver would be beneficial to the Municipality;

(c) for up to one year for a refugee under the settlement support program or for a refugee claimant; ~~or~~

(d) for event volunteers and participants upon application by an event organizer; ~~or~~

(e) for ticket holders for an event of no less than 100 participants where the Municipality and the event organizer have an agreement whereby the event organizer agrees to pay the Municipality no less than \$1.00 for every ticket sold to the event.

(2) The CAO may delegate the authority under subsection 1 of this section to the Director of Halifax Transit.

4A. An agreement under this Schedule may be signed by the CAO or their designate on behalf of the Municipality.

Low Income Transit Pass Program

5. A person who meets the eligibility requirements of the Low Income Transit Pass Program as adopted by Council, by resolution, may apply to the program.
6. Council may, by resolution, set the number of Low Income Transit Passes available under the program.
7. A Low Income Transit Pass shall be provided by the Municipality on a first come, first serve basis.
8. Meeting the eligibility requirements does not guarantee a person will receive a Low Income Transit Pass.

8A. (1) The Director of Transit or the Director designate shall set the program year for the Low Income Transit Pass Program.

(2) If the number of qualified applicants to the Low Income Transit Pass Program exceeds the number of Low Income Transit Passes available in the program year, a waiting list shall be created and names added as they are approved.

(3) The Director of Transit or the Director designate may remove a person from the Low Income Transit Pass Program if:

(a) the person has not purchased a Low Income Transit Pass for a period of six (6) consecutive months; and

(b) there is a waiting list.

(4) A person removed from the program in accordance with subsection 3, may apply to the program in the same program year and, if accepted into the program, the person shall be added to the waiting list.

Department of Community Services Pass

8B. The Province of Nova Scotia may purchase transit passes from Halifax Transit for distribution to Employment Support and Income Assistance clients.

8C. Repealed.

Student Transit Pass Pilot Program

8D. (1) A person who meets the eligibility requirements of the Student Transit Pass Pilot Program as adopted by Council, by resolution, may be placed in the program.

(2) Meeting the eligibility requirements does not guarantee a person will be placed in the Student Transit Pass Pilot Program.

(3) Subject to subsection (1), a person placed in the Student Transit Pass Pilot Program shall be provided a Student Transit Pass.

User Charges for Halifax Transit

9. The user charges for Halifax Transit shall be as follows:

CONVENTIONAL BUS, FERRY AND ACCESS-A-BUS	
Category	User Charge per person
Adult Cash	\$2.75
Senior or Youth Cash	\$2.00
10 Tickets Adult	\$24.75
10 Tickets Senior or Youth	\$18.00
10 Tickets Non-Profit or Charity (Adult)	\$12.38
10 Tickets Non-Profit or Charity (Senior or Youth)	\$9.00
Adult Monthly Pass	\$82.50
Adult Monthly Low Income Transit Pass	\$41.25
Senior or Youth Monthly Pass	\$60.00
Student Monthly Pass	\$50.00

UPASS			
Category	User Charge per person		
	2020	2021	2022
Fall Term (September to December)	\$80.50	\$81.70	\$82.95
Winter Term (January to April)	\$80.50	\$81.70	\$82.95
Extended Term (September to May)	\$180.00	\$182.70	\$185.44
Summer Term (May to August)	\$80.50	\$81.70	\$82.95

REGIONAL EXPRESS	
Category	User Charge per person

Adult Cash	\$4.25
Senior or Youth Cash	\$3.00
Adult Monthly Pass	\$127.50
Adult Monthly Low Income Transit Pass	\$63.75
Senior or Youth Monthly Pass	\$90.00
Adult with: Ticket, Monthly Pass, UPass or transfer	\$1.50
Senior or Youth with: Ticket, Youth or Senior Monthly Pass, Student Transit Pass, or transfer	\$1.00

DEPARTMENT OF COMMUNITY SERVICES PASS	
Category	User Charge per person
Department of Community Services Monthly Pass	\$25.00

SMARTTRIP EPASS	
Category	User Charge per person
EPass for Adult	87.5% of the cost of 12 adult monthly passes

Attachment D - (Amending By-law)

HALIFAX REGIONAL MUNICIPALITY BY-LAW NUMBER U-110 RESPECTING USER CHARGES

BE IT ENACTED by the Council of the Halifax Regional Municipality that Schedule 1 of By-law U-100, the *User Charges By-law*, is amended as follows:

1. Amend section 1 by:

(a) Adding the following definition immediately after the definition for “adult” and immediately before the definition for “child”:

(ba) “charity” means a registered Canadian charitable organization;

(b) Adding the following definition immediately after the definition for “Low Income Transit Pass” and immediately before the definition for “personal care attendant”:

(fa) “non-profit” means,

(i) a society incorporated pursuant to the Societies Act, R.S.N.S 1989, c. 435, as amended;

(ii) a not-for-profit corporation incorporated pursuant to the Canada Not-for-Profit Corporations Act, S.C 2009, c. 23; or

(iii) a non-profit organization otherwise incorporated pursuant to an Act of the Nova Scotia Legislature;

2. Amend section 2 by adding the following subsection immediately after subsection (3):

(4) The non-profit or charity user charge for 10 Tickets set out in section 9 shall only apply to single purchases of fifty (50) tickets or more when purchased by a non-profit or charity.

3. Amend section 4 by:

(a) striking out the “or” after the semi-colon in clause 4(1)(c);

(b) striking out the period at the end of clause 4(1)(d) and replacing it with a semi-colon;

(c) adding the word “or” after the newly inserted semi-colon in clause 4(1)(d); and

(d) adding the following clause immediately after clause 4(1)(d):

(e) for ticket holders for an event of no less than 100 participants where the Municipality and the event organizer have an agreement whereby the event organizer agrees to pay the Municipality no less than \$1.00 for every ticket sold to the event.

4. Adding the following section immediately after section 4 and immediately before section 5:

4A. An agreement under this Schedule may be signed by the CAO or their designate on behalf of the Municipality.

5. Amend the Conventional Bus, Ferry and Access-a-Bus table in section 9 by adding the following rows immediately after the row starting with the words “10 Tickets Senior and Youth” and immediately before the row starting with the words “Adult Monthly Pass”:

