

# Report to Council



**Date:** February 6, 2023  
**To:** Council  
**From:** City Manager  
**Subject:** Umo electronic transit fare collection system  
**Department:** Integrated Transportation

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## **Recommendation:**

THAT Council receives, for information, the report from Integrated Transportation dated February 6, 2023, regarding transit fare policy updates ahead of implementation of BC Transit's electronic fare collection system, Umo;

AND THAT Council approve the replacement of monthly passes with a 30-day pass and the revised transfer policy proposed by BC Transit.

## **Purpose:**

To inform Council of transit fare policy changes required to support implementation of BC Transit's Umo, electronic fare collection system.

## **Background:**

BC Transit is preparing to launch a new electronic fare collection system, called Umo, across the province. Umo will be implemented in the Kelowna Regional Transit System in late 2023 and will allow customers to pay their fare using a mobile app, reloadable smart card as well as credit and debit cards, and cash. To facilitate this new system, BC Transit requires Kelowna Regional Transit partner communities to approve updates to select transit fare policies, which are generally a local government responsibility and are included in local annual operating agreements with BC Transit. A report on these changes has been provided by BC Transit, attached as Attachment A.

## **Discussion:**

As part of Umo, BC Transit is seeking to introduce four (4) specific fare policy changes in the Kelowna Regional Transit System. Two of these policy changes are presented for information to local government partners:

**Refunds:** Full refunds will be available for unused fare products purchased by the customer. No refunds will be made available for any partially used or expired fare products. Refunds will be available on stored value amounts on personal Umo accounts of greater than ten dollars.

**Fare Product Expiration:** Pre-purchased packs of 10 rides (previously tickets), or portions thereof, and DayPASS fare products will expire after 365 days from the date of purchase.

BC Transit seeks to introduce the following two (2) fare policy changes that require local government approval: 30-Day Pass; The current calendar-based monthly pass products will be converted to a more flexible 30-day pass which can be purchased at any time of the month and remain valid for 30 days rather than expiring at the end of the month. This change is expected to result in an increase to annual fare revenue of 0.65%.

**Transfer Policy:** Paper transfers available on-board buses may currently be used without restriction to the number of transfers made within 90-minutes of the original fare payment or product use. The revised policy will restrict transfers to use on the next connecting bus within 90-minutes of the original fare payment or product use. Within Umo, digital transfers will also be available to riders who purchase and use fare products through the application.

**Conclusion:**

Through the introduction of Umo in the Kelowna Regional Transit System, BC Transit will replace the current antiquated fare system with a solution that provides customers with new convenient ways to purchase and use transit fare products. To provide the best possible experience for customers regardless of where Umo is used, BC Transit aims to introduce universal fare policies across the province. Changes to fare policies required to support the launch of Umo locally include those effecting fare product refunds, and expiration period, transfer policy changes and changes to the structure of month passes. Umo will launch in the Kelowna Regional Transit System in late 2023 at which time fare policy changes will be enacted.

**Internal Circulation:**

Communications Coordinator - Infrastructure  
Revenue Supervisor

**External Circulation:**

Senior Manager, Government Relations, BC Transit

**Financial/Budgetary Considerations:**

Projected less than 1% increase to transit fare revenues resulting from implementation of a 30-day passes in replace of current month passes.

**Considerations not applicable to this report:**

Communications Comments:

Existing Policy:

External Agency/Public Comments:

Legal/Statutory Authority:

Legal/Statutory Procedural Requirements:

**Submitted by:** M. Kittmer, Transit Service Coordinator

**Reviewed by:** J. Dombowsky, Transit and Programs Manager

**Approved for inclusion:** M. Logan, Infrastructure General Manager

Attachment 1 - UMO Fare Policy Changes - City of Kelowna

Attachment 2 - UMO Fare Policy Changes

cc: Divisional Director, Corporate Strategic Services  
Divisional Director, Financial Services  
Divisional Director, Partnership & Investments  
Divisional Director, Planning & Development Services.