

Umo Implementation: Fare Policy Changes

May 8, 2023

Purpose

To update Council on transit fare policy changes in support of BC Transit's Electronic Fare Collection System; Umo.

Electronic Fare Collection System (Umo)

- ▶ Introduce new contactless ways to pay.
- ▶ Increased customer convenience.
- ▶ System design and integration Underway.
- ▶ Local implementation currently planned for fall 2023.

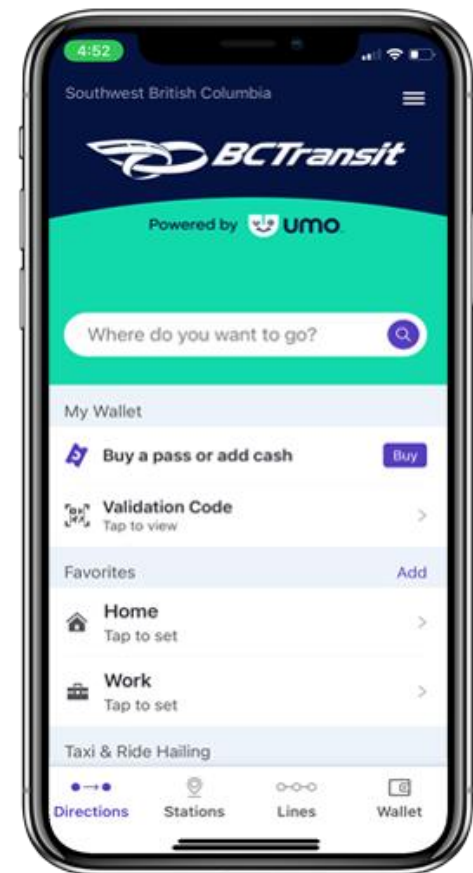


Why Fare Policy Changes?

Align policy to Umo technology by introducing universal fare policies across the province.

Maximum customer benefits of Umo regardless of where they use it.

Work within the technical constraints of the Umo platform.



Fare Policy Changes:

For information

1. Refund policy
2. Product expiration – 365 days



Fare Policy Changes:

For consideration/approval

1. Month pass conversion to 30-Day Pass
2. Transfers valid on the next connecting bus within 90 minutes.

Transfer Policy Options:

- a) Reduce DayPass to \$5.00.
- b) Defer Umo launch to 2024 & conduct a fare review.

Technical Constraints

- ▶ Characteristics of a multi-tenant Software-as-a-Service fare collection technology platform.
- ▶ Unique complexity of BC Transit's operating model and use in 35 transit services across the province.
- ▶ Assessment considerations.



Recommendations

THAT Council approve the replacement of month pass options with 30-day passes and approve the Option 1 transfer policy.



City of

Kelowna

Questions?