REPORTS

Item No. 25 Refund Eligibility – Youth Transit Fare Products

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

The Executive Policy Committee recommended to Council:

1. That the Public Service be directed to establish a program to provide refunds for eligible youth transit fare products purchased, but not used, due to the City's participation in the provincial free youth transit pass program.

2. That authority be delegated to the Director of Transit to approve the terms and conditions of the program described in Recommendation 1, which may include but not be limited to:

   A. Program and product eligibility
   B. Required process for applying and/or receiving refunds
   C. Method and timing of payment for eligible refunds

3. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

DECISION MAKING HISTORY:

Moved by Councillor Duncan,

That Rule 10(3) of The Procedure By-law No. 50/2007 be suspended in order that the following item, which was received less than four business days preceding the committee meeting, be considered by Committee.

Carried

Moved by Councillor Lukes,

WHEREAS the City of Winnipeg and Province of Manitoba have launched a free youth transit pass pilot program for students aged 11-21 for the 2026/27 school year.

AND WHEREAS the free annual youth transit passes are being distributed in stages starting with students in grades 11 and 12, followed by students in grades 9 and 10 by September 22 and grades 7 and 8 by the end of September.

AND WHEREAS approximately 600 monthly youth transit passes and other youth fare products have recently been purchased and some purchasers of these youth transit fare products have or may request a refund for product purchased but not used once they are eligible to receive a free transit pass.

AND WHEREAS the Public Service does not currently have authority within existing bylaws to provide refunds to purchasers of transit fare products where no refund provision currently exists.

THEREFORE BE IT RESOLVED that the following be recommended to Council:

1. That the Public Service be directed to establish a program to provide refunds for eligible youth transit fare products purchased, but not used, due to the City's participation in the provincial free youth transit pass program.

2. That authority be delegated to the Director of Transit to approve the terms and conditions of the program described in Recommendation 1, which may include but not be limited to:

    A. Program and product eligibility;
    B. Required process for applying and/or receiving refunds; and
    C. Method and timing of payment for eligible refunds.

3. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

Carried