

MEMO / NOTE DE SERVICE



To / Destinataire	Mayor and Members of Council	File/N° de fichier: 17-2023
From / Expéditeur	General Manager Transit Services Department	
Subject / Objet	Children aged 12 and under ride free on OC Transpo	Date: July 4, 2023

The purpose of this memo is to provide an update to the Mayor and Members of Council about the expansion of free transit service to children aged 12 and under.

As approved in the 2023 budget, effective July 1, children aged 12 and under ride OC Transpo for free. This includes OC Transpo buses, trains and Para Transpo. Previously, free service was available to children aged seven and under.

The initiative, called “Kids Go Free”, will make transit more accessible to our younger residents and their families.

- Children taking a bus or Para Transpo can simply board without paying a fare.
- On O-Train Line 1, children can enter through an accessible (wide) fare gate along with a fare-paying adult.
- On buses, or at O-Train stations, children can also tap an OC Transpo child card (available for free at the OC Transpo Customer Service Centre at the Rideau Centre) or use a Presto card issued by a school board.
- Customer service agents are also available to help on video chat at ticket machines, at the information phone near the fare gates, or by calling 613-560-5000.

As a result of this change, some of our fare products have changed, including:

- Presto cards for a child fare are no longer required after July 1
- The Family DayPass has changed to the 2-for-1 DayPass.
 - Two customers aged 13 or older can take unlimited rides on a single DayPass.
 - The 2-for-1 DayPass is available on weekends and statutory holidays.
- Child tickets, child transfers, and child DayPasses (1-day or multi-day) will no longer be required.

Information on these changes is being shared through OC Transpo’s customer communications channels, including [octranspo.com](https://www.octranspo.com), social media, and posters at stations. A [promotional video](#) has also been developed to share with customers.

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For additional information, please contact Pat Scrimgeour, Director, Transit Customer Systems and Planning, at extension 52205.

*Original signed by
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cc: Senior Leadership Team
Transit Services Departmental Leadership Team
Director, Public Information and Media Relations