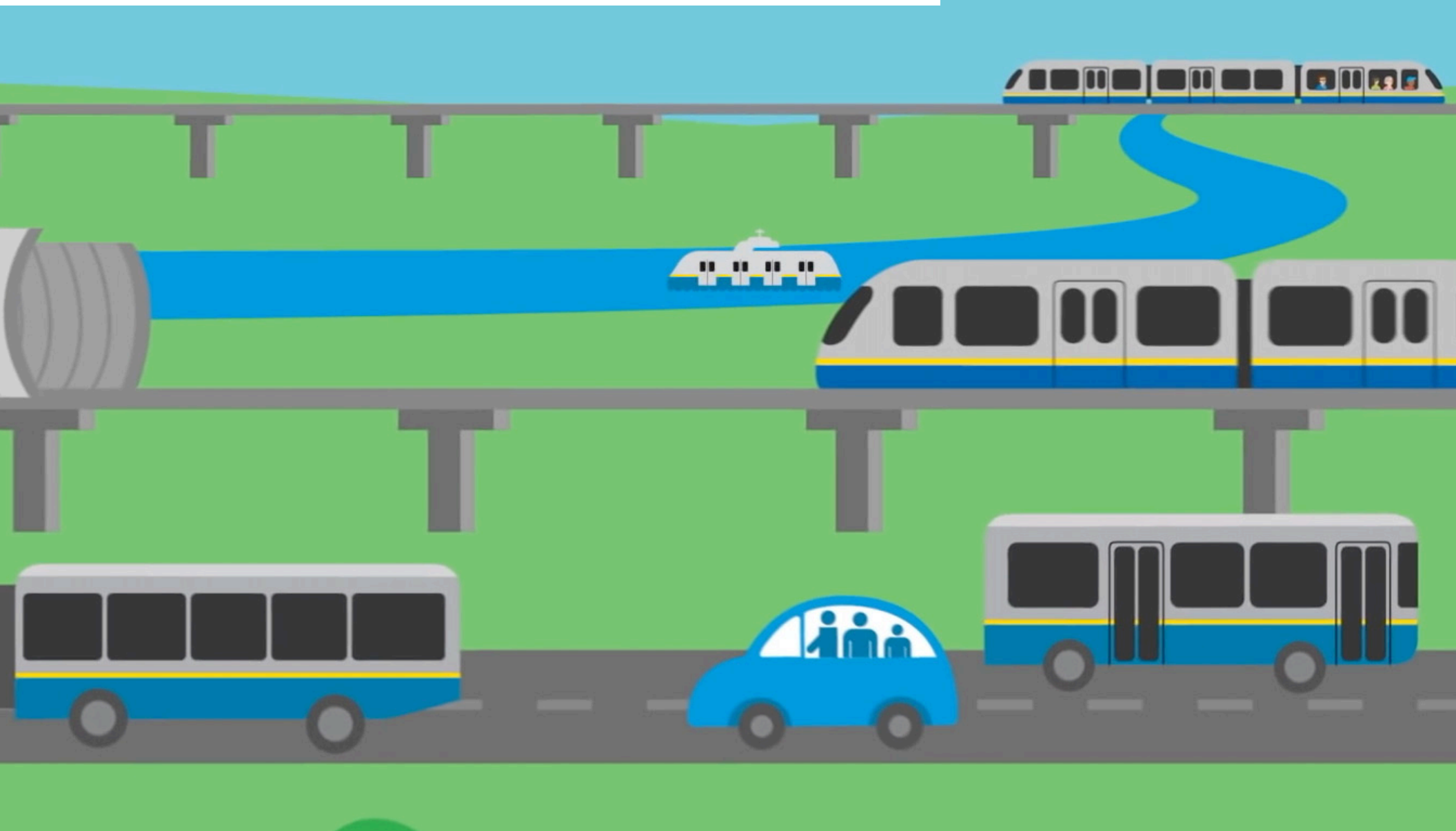
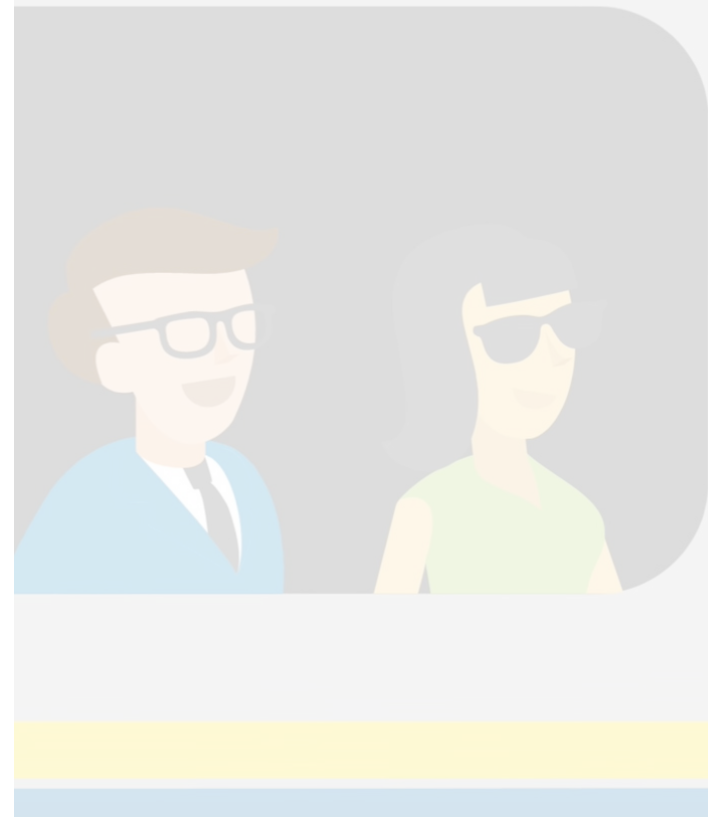


# Phase 2: TransLink Transit Fare Review

## Online Forum Summary Report





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# TRANSIT FARE REVIEW PHASE 2 ONLINE FORUM ENGAGEMENT SUMMARY

## Introduction

TransLink is currently reviewing its 3-zone transit fare structure, which has remained relatively unchanged for over 30 years. In Phase 1 of the Fare Review project, we received feedback from over 30,000 people on the concerns, issues and ideas they had for a new fare structure.

Using that feedback along with technical research, TransLink developed a list of options within each of the three main “structure-forming” components of a transit fare system: distance travelled, time of travel, and service type. During Phase 2 of the Fare Review process, stakeholders and the public were asked to consider and comment on how these three components should affect fares.

In Phase 2, TransLink engagement efforts included running and promoting a public, region-wide survey, hosting an public online discussion forum, and hosting multiple stakeholder engagement events and individual stakeholder meetings to gather more focused input on the components being discussed in Phase 2.

This document provides a high-level summary of participation and discussions that emerged in the online discussion forum during Phase 2 of the Fare Review. While commenting is closed as of writing this report, the forum remains online containing all content posted during Phase 2 engagement. Other documents summarize participation in other engagement opportunities provided.





# PART I: WHAT WE DID

## Structure of the Online Forum

TransLink hosted an online forum for those who were motivated to go beyond the Phase 2 survey and engage in deeper technical discussion or ask questions about the options being considered in Phase 2.

As visible in the screenshot on the facing page, the online forum was structured in categories based on the three main “structure-forming” components of a transit fare system: distance travelled, time of travel, and service type. There was also an “Other” category which contained the Forum Guidelines, additional resources, and hosted additional questions and discussions that were outside the scope of the first three categories/components.

## Participation

With over 11,000 survey completions, the majority of engagement in Phase 2 took place through the online survey, which was intended as the primary channel for public input for the phase. The online forum was designed to provide an opportunity for motivated participants to engage in more detailed discussion or pose specific questions about options for a future fare system. Accordingly, some of the online forum participants provided far greater detail than was possible on the online survey.

The following figures provide a quantitative summary of participation in the online forum:

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<b>Unique page views:</b>	<b>1,200+</b>
<b>Topics:</b>	<b>20</b>
<b>Replies:</b>	<b>109</b>
<b>Members:</b>	<b>51</b>

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## Welcome to TransLink's Online Forum for Phase 2 of the Transit Fare Review

The Transit Fare Review Phase 2 survey & forum are now closed.

Stay tuned for more opportunities to participate in fall 2017. For more information about the fare review visit [translink.ca/farereview](http://translink.ca/farereview).

Thanks to everyone that participated!

### TRANSIT FARE REVIEW PHASE 2



#### Distance Travelled

Chat about why fares should or should not vary by distance.

- ★ Why vary fares by distance travelled?
- Exemptions for the homeless
- Do not charge by distance

4 topics Active 1 mth ago



#### Service Type

Should the price of transit vary by mode? (e.g. rapid transit, bus, ferry, paratransit etc.) Let's talk!

- ★ Why would you vary fares by type of serv...

1 topic Active 2 mths ago



#### Time of Travel

Discuss how fare prices could vary based on the time you travel.

- ★ Why vary fares by time of travel?
- I misunderstood "time of travel"

2 topics Active 1 mth ago



#### Other

Post general questions and comments about the Fare Review.

- ★ Forum Guidelines
- Returning to Paper Tickets?
- Single fare, no more zones

13 topics Active 1 mth ago

### CATEGORIES

▶ TRANSIT FARE REVIEW PHASE 2

### RECENT ACTIVITY



Matthew Cowper · 1mth

Re: Returning to Paper Tickets?

@Jeremy Leung I think we are thinking of two very different systems here.



Jeremy Leung · 1mth

Re: Returning to Paper Tickets?

@Jeremy Leung Sorry, the link for Compass tickets not recyclable is this one (

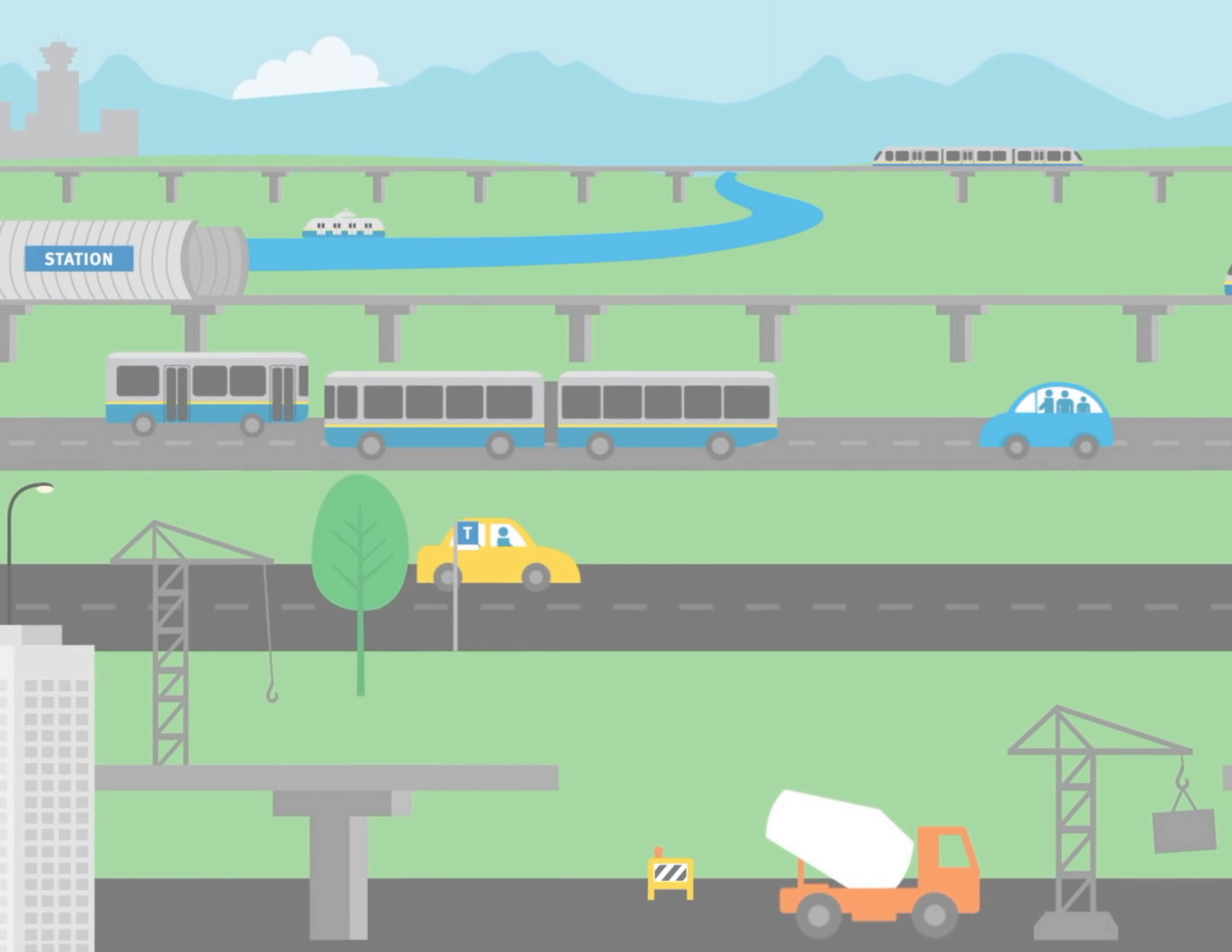


T.R. · 1mth

Re: Single fare, no more zones

That does not make any sense. If Translink is smart enough to change the system

[more ~](#)



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# PART II: WHAT WE HEARD

## Summary of Results

This section provides an overview, by category and topic, of the nature of the discussions between Phase 2 online forum participants.

### CATEGORY: VARYING FARES BY DISTANCE TRAVELLED

#### TOPIC: WHY VARY FARES BY DISTANCE TRAVELLED?

TransLink's video explaining this component was posted at the beginning of this topic, along with a link to the Phase 2 discussion guide.

This topic hosted detailed discussion of preferred methods of charging for distance, as well as in-depth discussion of the practicalities and technology needed to enable the suggested options.

Other discussion points within this topic included:

- Impacts to fairness and other implications (positive and negative) if only part of the system charges by distance
- Would fare capping negate pricing effects?
- Relative differences and trade-offs of unfairness depending on approach to charging by distance, and ability to mitigate these through use of fare products.

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<b>Replies:</b>	<b>39</b>
<b>Views:</b>	<b>431</b>
<b>Commenters:</b>	<b>7</b>

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### TOPIC: EXEMPTIONS FOR THE HOMELESS

Question posed for discussion: In lieu of the Province subsidizing bus passes for homeless / those without means, what else can we do to help them get around?

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<b>Replies:</b>	<b>0</b>
<b>Views:</b>	<b>68</b>
<b>Commenters:</b>	<b>1</b>

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### TOPIC: DO NOT CHARGE BY DISTANCE

Concern raised that charging by distance would further penalize those who currently live in harder to service areas and must travel farther using less frequent services.

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<b>Replies:</b>	<b>6</b>
<b>Views:</b>	<b>163</b>
<b>Commenters:</b>	<b>5</b>

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### TOPIC: MORE INFORMATION FOR USERS

Interest expressed in seeing example fares for each alternative to better inform deliberation.

Some recognition and appreciation that Phase 2 provides an opportunity for input before the decisions are made which narrow the choices down to a select set of "packages" to be modelled for pricing.

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<b>Replies:</b>	<b>8</b>
<b>Views:</b>	<b>296</b>
<b>Commenters:</b>	<b>5</b>

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### CATEGORY: VARYING FARES BY TIME OF TRAVEL

#### TOPIC: WHY VARY FARES BY TIME OF TRAVEL?

TransLink's video explaining this component was posted at the beginning of this topic, along with a link to the Phase 2 discussion guide.

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<b>Replies:</b>	<b>9</b>
<b>Views:</b>	<b>258</b>
<b>Commenters:</b>	<b>5</b>

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#### TOPIC: I MISUNDERSTOOD "TIME OF TRAVEL"

A participant reported initially misunderstanding the meaning of the component, and confirmed correct understanding for benefit of others.

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<b>Replies:</b>	<b>1</b>
<b>Views:</b>	<b>34</b>
<b>Commenters:</b>	<b>2</b>

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## CATEGORY: VARYING FARES BY SERVICE TYPE

### TOPIC: WHY VARY FARES BY TIME OF TRAVEL?

TransLink's video explaining this component was posted at the beginning of this topic, along with a link to the Phase 2 discussion guide.

Points of discussion in this topic included:

Possible benefits of no variation of fares by time of day.

Recognition of benefits of spreading out peak demand, but suggestion to have minimal variance that still achieves desired behaviour changes.

Concerns that monthly/other passes could negate effects of such pricing.

Trade-offs recognized between a sufficiently fine-grained match of timing of price changes to rider's ability to shift trip timing (30 minutes

vs hours) vs. predictability and ease of understanding the fare system.

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<b>Replies:</b>	<b>9</b>
<b>Views:</b>	<b>258</b>
<b>Commenters:</b>	<b>5</b>

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## CATEGORY: OTHER

### TOPIC: RETURNING TO PAPER TICKETS?

Discussion of the benefits and trade-offs of Compass, paper tickets, and possible future fare media.

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<b>Replies:</b>	<b>4</b>
<b>Views:</b>	<b>64</b>
<b>Commenters:</b>	<b>3</b>

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### TOPIC: SINGLE FARE, NO MORE ZONES

Suggestion of keeping fares flat by distance but having different

rates for different user types (e.g. residents, tourists, frequent riders) to encourage more drivers to shift to taking transit.

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<b>Replies:</b>	<b>2</b>
<b>Views:</b>	<b>37</b>
<b>Commenters:</b>	<b>3</b>

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### TOPIC: YOUR IDEAL AFC SYSTEM AND FARE PRICING STRUCTURE PROPOSAL

Detailed proposal of distance-based fare pricing structure with possible prices outlined on all service types (with some variation between them) and suggested technology to support proposed system.

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<b>Replies:</b>	<b>0</b>
<b>Views:</b>	<b>18</b>
<b>Commenters:</b>	<b>1</b>

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### TOPIC: A LOOK AT OTHER FARE SYSTEMS

Topic posted by TransLink moderator to provide additional resources summarizing fare systems in other jurisdictions to inform discussion.

One participant asked for more information about plans to integrate the system with the Mobi bike share system.

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<b>Replies:</b>	<b>4</b>
<b>Views:</b>	<b>76</b>
<b>Commenters:</b>	<b>2</b>

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### TOPIC: FREE BOARDING COSTS AND BENEFITS

Suggestion made to do a 12 to 24 month experiment with transit as a free-of-charge public service.

Comparison drawn to public use of roads by drivers.

Recognition that (and suggestion of how) a change to funding structure would be required, and that Mayor's Council has proposed a road tax in the 10 Year Vision.

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<b>Replies:</b>	<b>4</b>
<b>Views:</b>	<b>123</b>
<b>Commenters:</b>	<b>4</b>

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### TOPIC: OTHER CONSIDERATIONS ALONGSIDE FARES

Acknowledging that it is a digression from the scope of the Fare Review, discussion centered on suggested changes and expansions to service with objective of increasing ridership.

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<b>Replies:</b>	<b>1</b>
<b>Views:</b>	<b>36</b>
<b>Commenters:</b>	<b>2</b>

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### TOPIC: OVERCROWDING

Double decker buses suggested in addition to varying prices to better achieve resolution to overcrowding.

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<b>Replies:</b>	<b>0</b>
<b>Views:</b>	<b>36</b>
<b>Commenters:</b>	<b>1</b>

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### TOPIC: FAIRNESS FOR THE SUBURBS

Suggestion of approach to minimizing costs for suburban riders to get people out of cars (e.g. flat fares by distance, free parking).

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<b>Replies:</b>	<b>0</b>
<b>Views:</b>	<b>59</b>
<b>Commenters:</b>	<b>1</b>

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### TOPIC: TAPPING OUT FROM BUSES

Suggestion to enable distance based fares on buses by installing fare readers at busy bus stops. Follow-up discussion focused on costs and feasibility of the suggestion.

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<b>Replies:</b>	<b>3</b>
<b>Views:</b>	<b>98</b>
<b>Commenters:</b>	<b>2</b>

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### TOPIC: INCENTIVES SHOULD BE GIVEN TO TRANSIT USERS WHO OPT TO USE WALKING OR BIKING MORE OFTEN - AS AN ALTERNATIVE TO TRANSIT USE

Health outcomes and reduced congestion and costs for transit system were raised as objectives for a fare system, thus suggestion was made to include more explicit incentives for active transportation

as a part of the fare system. Ensuing discussion added support for the idea.

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<b>Replies:</b>	<b>2</b>
<b>Views:</b>	<b>99</b>
<b>Commenters:</b>	<b>3</b>

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### TOPIC: CHANGE THE COMPASS DAY PASS FOR MAXIMUM DAILY AMOUNT

Suggestion to use fare capping in a future fare system, ensuing discussion elaborated on possible benefits and pricing considerations.

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<b>Replies:</b>	<b>3</b>
<b>Views:</b>	<b>130</b>
<b>Commenters:</b>	<b>4</b>

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### TOPIC: AIRPORT FEE

Question raised (and answered) about the applicability of the \$5 charge when making a trip to and from airport to meet someone arriving at the airport.

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<b>Replies:</b>	<b>1</b>
<b>Views:</b>	<b>149</b>
<b>Commenters:</b>	<b>2</b>

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