

# Phase 4: TransLink Transit Fare Review

## Stakeholder Engagement Summary, July 2018



**Report Prepared by TransLink Government & Public Affairs**

*Stakeholder Forum analysis & reporting by MODUS Planning, Design & Engagement*

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## PART 1: INTRODUCTION

In 2016, TransLink launched a comprehensive four-phase review of the way it prices transit in Metro Vancouver. In the fourth and final phase, we consulted with the public, stakeholders, and elected officials one last time to seek feedback on proposed recommendations for changes to the way we price transit in Metro Vancouver. The proposed changes were organized into two categories:

- **First Moves:** Actions or policies that help to improve the customer experience and can be implemented while maintaining overall fare revenue. These recommendations include:
  - Eliminate zones and shift to pricing by the distance between stations on SkyTrain, SeaBus, and future rapid transit and to update pre-paid passes to reflect this change. Maintain flat fare on bus.
    - Maximum fare would be equivalent to the current three-zone fare
    - Maintain evening and weekend off-peak discounts
- **Future Moves:** Actions or policies that help to improve the customer experience, but which would require additional funding or further study before implementation. These recommendations include:
  - Expand targeted off-peak discounts and/or rewards to better manage overcrowding on the system
  - Expand discounts for children, youth, and low-income residents if funded by Senior Government

As part of the public engagement process in Phase 4, we held a series of in-person engagement opportunities:

- 6 Public information sessions, at community events and transit locations across the Metro Vancouver region
- 2 Elected Officials Forums (with elected officials representing Metro Vancouver constituents from all three levels of government)
- 1 Stakeholder Forum (with representatives from community organizations from across the region and a wide-range of interested stakeholders)

An online survey was also conducted to solicit feedback from the public.

## BACKGROUND

In the first three phases of the Transit Fare Review, we received input from more than 55,000 people across Metro Vancouver. In Phase 1 we heard about concerns, issues and ideas for ways to make the fare structure easier to use, fairer and more affordable. In Phase 2 we asked for input on how fares might vary by distance, time and service type. In Phase 3 we asked about specific proposals for how to price by distance, which types of fare products are preferred, and if changes should be made to customer discounts.

Phase 4 engagement focused on a set of recommended changes to the transit fare structure. These fare structure changes were developed using a variety of methods including input from public and stakeholders received during earlier phases of engagement, technical analysis, modelling, research, and prototyping.

## ABOUT THIS REPORT

The *Phase 4 Stakeholder Engagement Summary Report* summarizes key input gathered in June 2018 as part of Phase 4 of the Transit Fare Review process.

What follows is a summary of what we did and heard in Phase 4 – gathered through the multiple engagement channels.

## PART 2: WHAT WE DID

### Notification & Promotion

#### STAKEHOLDER NOTIFICATION & PROMOTION

More than 500 organizations were invited to send a representative to attend the Phase 4 Stakeholder Forum held on June 18, 2018. These organizations were sent one invitation and one reminder via email. To ensure broad representation, organizations were identified as potential stakeholders in Phase 1 using multiple criteria, including geographic reach, area of interest and knowledge, participation in past TransLink engagement events and commonly referred organizations as identified by BC211. This list of stakeholders was updated for Phase 4 to include organizations that expressed interest in previous phases.

#### ELECTED OFFICIALS NOTIFICATION & PROMOTION

Between May 14 and June 5, 2018 TransLink invited 238 elected officials to attend Elected Officials Forums on June 14, 2018 and June 16, 2018. Invitations were sent to elected officials at the municipal, provincial and federal levels of government representing all sub-regions in Metro Vancouver and relevant Ministers and Parliamentary Secretaries.

#### PUBLIC NOTIFICATION & PROMOTION

Public engagement efforts during Phase 4 included preparing and circulating a detailed *Draft Report on Recommendations for the Transit Fare Review*, as well as running and promoting a public, region-wide survey. Several short explanatory videos and both print and digital advertising helped promote participation. A media briefing held June 18 resulted in 63 mentions of the Transit Fare Review and survey in broadcast, print and online media. Notification and promotion efforts directed participants to the Fare Review webpage ([translink.ca/farereview](http://translink.ca/farereview)).

Dates and locations of Public Information Sessions were promoted through TransLink's social media channels, and were shared with stakeholder groups and elected officials at in-person events and via email.

Postcards promoting participation in the online survey were distributed at the Elected Officials and Stakeholder forums, at the Public Information Sessions, and at additional community events during the engagement period where our TravelSmart team was conducting outreach. Postcards were available in English, Punjabi, and Traditional Chinese.

## Stakeholder Engagement Activities

### ELECTED OFFICIALS FORUMS

Two Elected Officials Forums were held on June 14 and 16, 2018. In total, 15 elected officials attended the forums.

At each forum, attendees sat in mixed groups of three to four people. Each received a copy of the *Draft Report on Recommendations for the Transit Fare Review*, which summarized the Transit Fare Review process and described each of the proposed recommendations.

TransLink staff provided a presentation on the Transit Fare Review process, reviewing the results from Phases 1, 2 and 3, and describing each component of the proposed future fare structure changes. Attendees were then able to ask questions and provide their comments.

The forums ended with a summary of next steps and timeline for finalizing the recommendations and for seeking endorsement from the Mayors' Council on Regional Transportation and TransLink's Board of Directors.

### STAKEHOLDER FORUM

One Stakeholder Forum was held on June 18, 2018. Thirty-six stakeholders attended the forum.

Participants sat in mixed groups of four to eight people along with a table facilitator. Attendees received a copy of the *Draft Report on Recommendations for the Transit Fare Review*, which summarized the transit fare review process and described each of the proposed recommendations.

TransLink staff opened with a brief presentation on the Transit Fare Review process and results from Phases 1, 2 and 3. A lead event facilitator then explained the group exercises.

Participants took part in four exercises. Prior to each exercise, TransLink staff provided a short presentation to participants to summarize the recommendation with relevant background information. The components discussed at the forum were:

- Exercise 1: Fares by distance
- Exercise 2: Fare Products
- Exercise 3: Time of Travel and Transfer Time
- Exercise 4: Discounts and Service Type

Subject matter experts from TransLink's Transit Fare Review Planning team were available to answer questions. Closing activities included a plenary discussion, final question and answer, and a description of the next steps in the process.

## PUBLIC INFORMATION SESSIONS

Six Public Information Sessions took place between June 17 and 26, 2018. The sessions were held at community events and transit locations across Metro Vancouver to connect with a diversity of stakeholders, including:

- Car-Free Days Main Street, Vancouver
- Metrotown Station, Burnaby
- Coquitlam Centre Station, Coquitlam
- Surrey Central Station, Surrey
- Shipyard Night Market, North Vancouver
- Bridgeport Station, Richmond

The focus of the Public Information Sessions was to answer questions, provide information about the components and process, and promote participation in the online survey.

Each session was three to seven hours long. Setup included a tent, table with informational material, two display boards providing an overview of the process and components, and an iPad station for completing the survey on site. Three to four staff members were present, including at least one subject matter expert from the Transit Fare Review Planning team.

## Participation

More than 690 participants attended in-person engagement sessions: 15 participants attended the Elected Officials Forums; 36 attended the Stakeholder Forum; and approximately 640 interactions took place during the Public Information Sessions.

These stakeholders included representatives from:

- Government of Canada
- Government of British Columbia
- First Nations and urban aboriginal community groups
- Local governments
- Transit-oriented groups
- Post-secondary institutions and student societies
- Accessibility and diversity groups
- Social service organizations and care providers
- Local policy advocacy groups
- BIAs & chambers of commerce
- Neighbourhood houses and community associations
- Seniors groups

## PART 3: WHAT WE HEARD

Overall, we gathered more than 420 comments during the in-person activities that took place during the Transit Fare Review Phase 4 public engagement period.

While the Stakeholder Forum was the main method of capturing qualitative input, discussion topics and questions received during the Elected Officials Forum and via Public Feedback Emails are summarized in *Appendix A* and *Appendix B*.

### THE EXERCISES

For each component of the proposed future fare structure changes, the exercise followed the same format, asking forum participants to provide input on the following series of questions:

- Question 1 - What do you like about the recommendations and why?
- Question 2 - What do you dislike about the recommendations and why?
- Question 3 - What is your level of agreement?
- Question 4 - What comments, suggestions and ideas do you have to add?

### Stakeholder Forums

More than 365 comments were gathered during the Stakeholder Forum.

All participant input gathered was transcribed and analyzed. Open-ended responses were read and assigned a code or a theme to allow for grouping of similar ideas and preferences.

Comments that included multiple ideas were assigned multiple codes or themes. All verbatim comments can be found in *Appendix C*.

### SUMMARY OF RESULTS

#### Fare Structure/Distance

Participants supported (70% agreed or strongly agreed) with changes to the fare system that would eliminate zones and shift to distance-based pricing on SkyTrain, SeaBus, and future rapid transit, while maintaining flat fares on buses.

#### Fare Products

They indicated less support (58% agreed or strongly agreed) for proposed changes to fare products. Stakeholders felt that these recommendations were difficult to understand and identified a need to clearly communicate and educate the public when implementing.



70%

Agreed/strongly agreed with  
fare structure and distance  
recommendations



## Time of Travel

**92%**

Agreed/strongly agreed with maintaining current off-peak hours & exploring incentives to manage crowding

The strongest level of support (92% agreed or strongly agreed) was expressed for the proposals to maintain current off-peak travel times and exploring incentives and targeted discounts that alleviate congestion and crowding. They indicated that maintaining current off-peak times could provide certainty when other changes are implemented.

## Transfer Time

Most stakeholders (76% were neutral, agreed or strongly agreed) supported or had a neutral response to the recommendation to maintain the existing transfer time.

However, it garnered the highest level of dislike (24% disagreed or strongly disagreed) from stakeholders who commented that it didn't account for service delays, or allow for long trips and/or trips in areas where transit frequency was low.

## Discounts

More than half (55% agree or strongly agree) supported expanding discounts for children, youth and low-income residents if funded by senior government. A number of comments from those who disliked the recommendation (17% disagree or strongly disagree) however, still indicated support for expanding discounts. They wanted it to be a higher priority or to include additional groups.

**55%**

Agreed/strongly agreed with expanding discounts for children, youth & low-income residents if funded by senior government

## Service Type

Support for maintaining different fares for different service types was strong (83% agreed or strongly agreed). Participants indicated that it could provide consistency and certainty when other changes are implemented.

## EXERCISE 1: FARE STRUCTURE/DISTANCE

### Key findings

Overall, participants were supportive of moving to distance-based fares on SkyTrain and SeaBus and flat fare on buses, and the elimination of zone boundaries, as it seemed fairer than the current system. While some found the proposed changes simple and easy to understand, more expressed concern that it may be difficult to comprehend for infrequent transit users. Similarly, some participants liked that a short trip across a zone boundary today would be cheaper under distance-based prices, but an equal number of people expressed concern about users whose fares would increase. Key themes that emerged from participants comments were as follows:

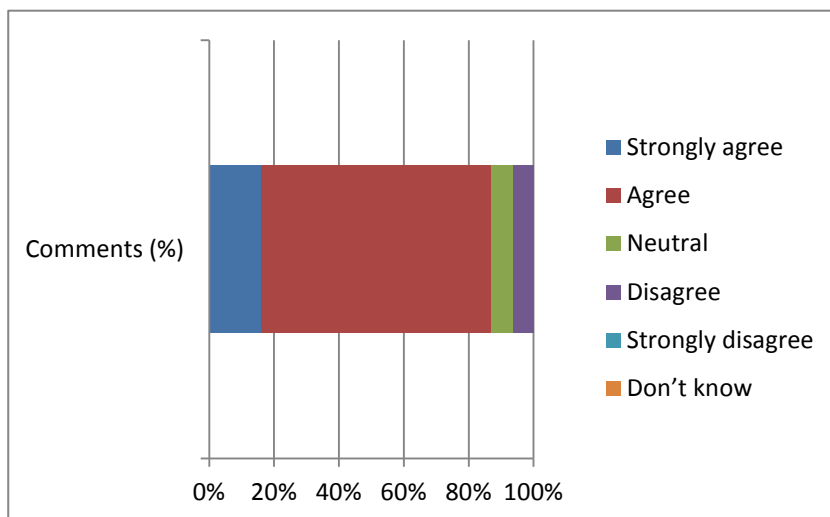
### Questions 1 & 2

**Fairness (21 comments)** – Participants felt the proposed fare structure was more fair than the current system (9 comments) and liked the elimination of zone boundaries and fare increases associated with crossing them (9 comments). They also cited fairness of paying for amount of transit used under a distance-based system (3 comments).

**Complexity, uncertain fares (14 comments)** – Some participants said that distance-based fares would be difficult for irregular users and tourists to understand (10 comments), and there would be confusion and uncertainty about fares prior to travel (4 comments).

**Fare increases (10 comments)** – Some were concerned that the proposed recommendations would result in higher fares, particularly for long trips within one current zone area, and bi-directional trips.

### Question 3: What is your level of agreement (31 comments)?



## Question 4: Additional Comments, Suggestions and Ideas

- Clarifying questions about partial refunds for shorter trips; how will distance be calculated; and how to calculate fares prior to travel (6 comments)
- Forgo ticketing low-income individuals with demonstrated need for discounts (4 comments)
- Expand discounts for children, low-income families to access jobs and schools (3 comments)
- Guaranteed lowest price for all fares, regardless of payment method (3 comments)
- Need for extensive, inclusive in-person and online public education and communication to foster public understanding and support for a new system (3 comments)

## EXERCISE 2: FARE PRODUCTS

### Key findings

Overall, participants supported the proposed fare products but several expressed concern that it might result in fare increases for some users. They also commented that the proposed fare products were difficult to understand and could be hard to communicate to the public. Those who supported the proposed products appreciated that they would provide more flexibility and choice. Key themes that emerged from participants comments were as follows:

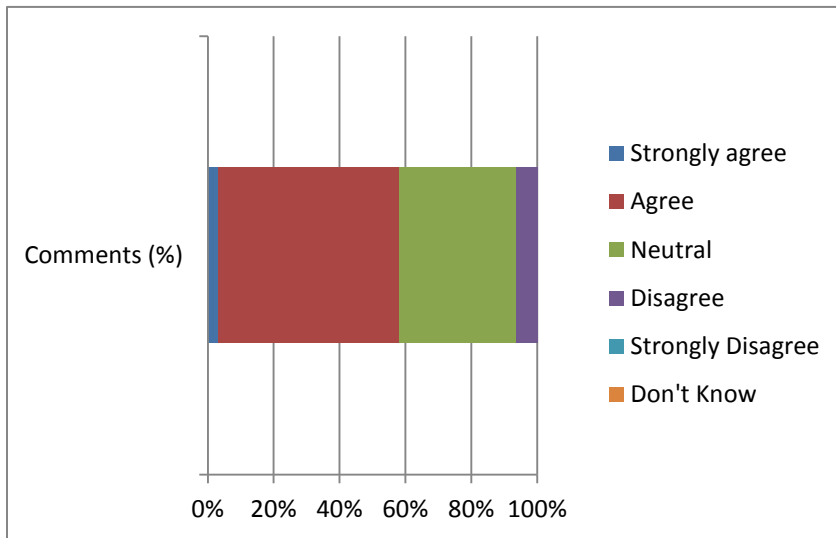
### Questions 1 & 2

**Increased fares (19 comments)** – A number of participants commented that the proposed fare products would increase fares for some riders, and disproportionately impact those on fixed or low incomes as well as those who live in outlying areas with indirect and multi-service routes (14 comments). Participants also expressed concern about the impact on fixed-income residents of changing concession monthly passes to distance-based pricing (5 comments).

**Difficult to understand (9 comments)** – A number of participants felt the proposed fare products were complex, difficult to understand and might be difficult to communicate (6 comments). They expressed a need for clarity over how distance would be calculated, particularly for return trips within the transfer period (3 comments).

**Flexibility and choice (7 comments)** – Participants stated they liked the proposed fare products because they provide more product options and greater flexibility (5 comments) and allow users to select products at the prices they can afford (2 comments).

### Question 3: What is your level of agreement (31 comments)?



### Question 4: Additional Comments, Suggestions and Ideas

- Suggestions for alternative fare products: fare capping; daily, 3-day and weekly passes; ability to upgrade/pro-rate passes for users with uncertain schedules (6 comments)
- Recommendation to provide clear, plain-language communication and significant in-person support when implementing new system (3 comments)
- Suggestions for alternative fare structures: flat fare on all modes; fare caps on trips under 5 km (3 comments)

## EXERCISE 3: PART 1 - TIME OF TRAVEL

### Key findings

Overall participants expressed strong support for maintaining the current time of travel for off-peak discounts and an interest in exploring incentives to address crowding and congestion. Key themes that emerged from participants comments were as follows:

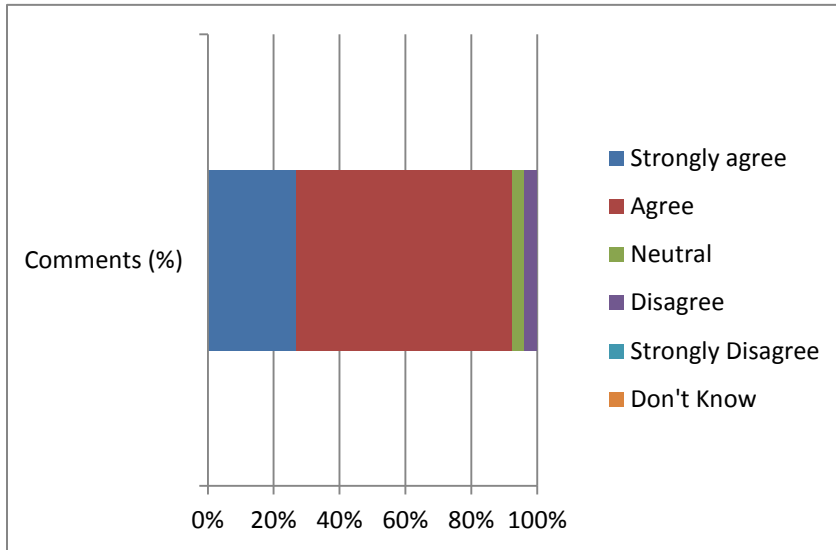
### Questions 1 & 2

**Meets needs, maintains certainty (10 comments):** Participants support maintaining the current time-of-travel discounts because they meet rider needs and would maintain some certainty and predictability when a new fare structure is implemented.

**Reduce crowding (9 comments):** Participants support exploring incentives for off-peak travel (5 comments) and targeted discounts in certain locations (4 comments) to reduce congestion and crowding on transit.

**Unfairness (3 comments):** Some participants commented that off-peak discounts are unfair because riders with inflexible schedules could not benefit from the discounts.

### Question 3: What is your level of agreement (26 comments)?



### Question 4: Additional Comments, Suggestions and Ideas

- Expand the Compass for Organizations program and explore greater opportunities to partner with employers to encourage greater off-peak time of travel (3 comments)
- Provide real-time congestion info to riders to inform travel behaviours (2 comments)

## EXERCISE 3: PART 2 - TRANSFER TIME

### Key findings

Most participants were supportive or neutral about maintaining the existing transfer time, commenting that it works for them currently. Some participants, however, commented that it was inadequate for long journeys and did not account for delays. Key themes that emerged from participants comments were as follows:

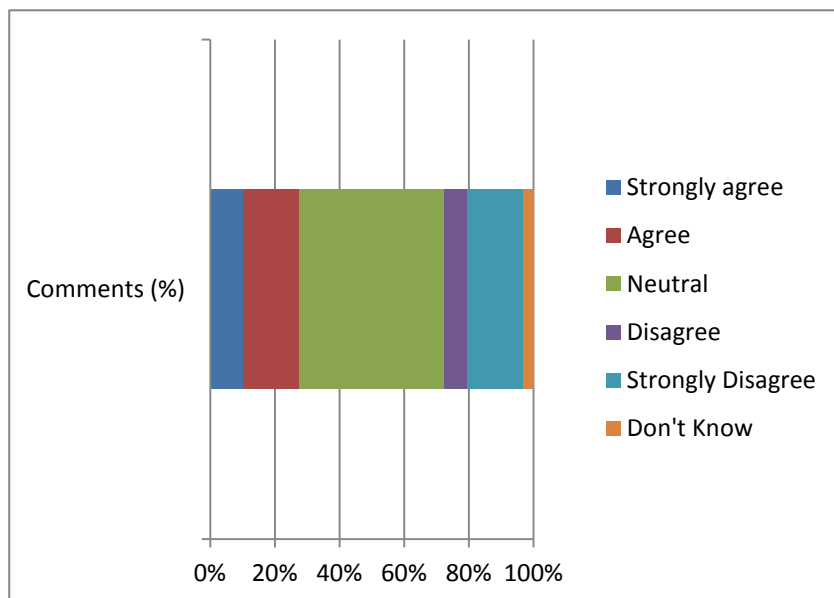
## Questions 1 & 2

**Status quo (9 comments):** Participants support maintaining the existing transfer time because it already works for them, maintains fare affordability as well as some certainty and predictability when a new system is implemented.

**Unequal transit service (7 comments):** The existing transfer time for some participants is insufficient for riders traveling long distances and to areas where transit service is less frequent.

**System delays (4 comments):** The existing transfer time does not account for unexpected delays, such as vehicle breakdowns, excessive road congestion or vehicle pass-ups.

## Question 3: What is your level of agreement (29 comments)?



## Question 4: Additional Comments, Suggestions and Ideas

- Transfer time should be extended when unexpected transit delays occur (2 comments)

## EXERCISE 4: DISCOUNTS

### Key findings

Overall participants were supportive of seeking funding from senior government to expand discounts for children, youth and low income households and saw this as a way to both reduce

poverty and expand ridership. Several commented that expanding discounts should be made a higher priority. Key themes that emerged from participants comments were as follows:

### Questions 1 & 2

**Funding, poverty reduction (11 comments):** Participants supported working with the provincial government to fund expanded discounts for children, youth, and low-income households (7 comments). Some commented that low-income discounts would reduce poverty by increasing transit affordability, and access to jobs, social services and other opportunities. (4 comments)

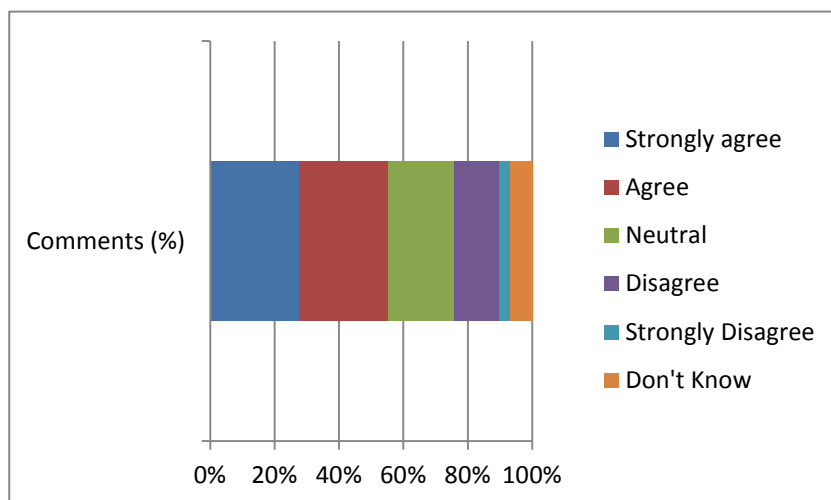
**Increase ridership (9 comments):** Participants saw a need to expand discounts for children, youth and students (5 comments), indicating it would foster life-long transit ridership and grow ridership (4 comments).

**Status quo (5 comments):** Some supported maintaining well-established age-based discounts because they would provide certainty about discounts when the fare system changes.

**New rider categories (4 comments):** Creating new rider categories, such as children, youth and seniors, was identified as a way to provide discounts targeted to specific groups (4 comments).

**Higher priority (8 comments):** Some participants said expanded discounts for low-income residents needed to be a “first move” (4 comments), and highlighted a need to prioritize expanded discounts for HandyDART users (4 comments).

### Question 3: What is your level of agreement (29 comments)?



#### Question 4: Additional Comments, Suggestions and Ideas

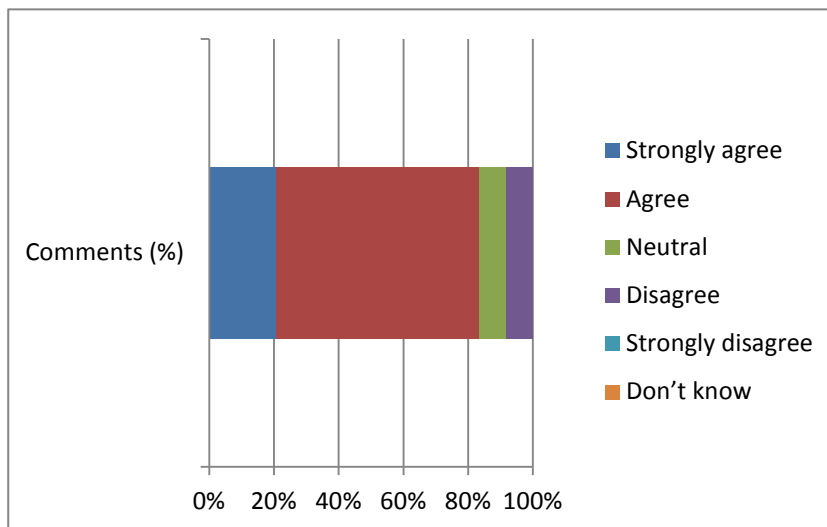
- Expand discounts for children and youth to foster life-long transit ridership (4 comments)
- Expand discounts for students not covered by the U-Pass program, and school and daycare groups on field trips (4 comments)
- Expand discounts to low-income individuals so they can access to jobs, social services and other opportunities (3 comments)

#### EXERCISE 4: SERVICE TYPE

##### Key findings

Overall, participants supported recommendations to maintain different fares for different service types, consistent with the current fare structure (4 comments). For Questions 1 and 2 participants provided few comments on this recommendation, relative to other recommendations. They did, however, indicate their level of agreement with the recommendation.

#### Question 3: What is your level of agreement (24 comments)?



#### Question 4: Additional Comments, Suggestions and Ideas

- Expand discounts for people with disabilities who take HandyDART and ensure only those who need it are using this service (2 comments)



## **NEXT STEPS**

Using the input received from the public and stakeholders we will refine and finalize our recommended approach for changes to the fare structure. Following that, we will seek endorsement and approval of the final recommendations from the Mayors' Council and TransLink Board later in 2018.

If approved, we could begin to implement the recommendations that are technically possible within the current Compass system as early as one to two years. At the same time, we would begin work to enable the remaining changes.

## APPENDIX A: ELECTED OFFICIALS FORUM COMMENTS

During the two Transit Fare Review 15 Elected Officials Forums held during Phase 4, participant feedback included 38 comments and questions. Topics varied widely, as follows:

- Support for retaining flat fare on buses: people like it and expect it
- Support for distance-based, “finer-grained,” pricing
- Concerns about whether distance-based proposal anticipates future system expansion
- Concerns about fairness of flat fare on buses; and whether distance-based fares penalize SkyTrain and SeaBus users
- Concern about whether timing of fare system changes anticipates future mobility pricing
- Concern about availability of day passes under proposed system
- Support for exploring provision of low-income fares as a way to increase ridership
- Desire to know when distance-based fares will begin
- Desire to have information about the average trip prices in addition to monthly costs
- Desire for a fare product/technology that would allow a family to ride on a single fare using a single card or ticket

## **APPENDIX B: SUMMARY OF FEEDBACK EMAILS**

During the Transit Fare Review Phase 4 public engagement period, we received 21 emails via the Transit Fare Review inbox (farereview@translink.ca). Topics discussed in the emails varied widely. The most common topics are as follows:

- Fare uncertainty: desire to know how new fare structure would affect their individual trips
- Disincentive to use transit: concern that distance-based pricing will discourage people who live further away/travel long distances from using transit
- Fare increases for some: concern that long trips within one zone in current system will cost more under a distance-based fare structure
- Fairness: support for distance-based pricing – or paying for what you use – because zone boundaries are arbitrary

## APPENDIX C: DETAILED SUMMARY OF INPUT

### Stakeholder Forum: Transcribed Comments by Theme

#### EXERCISE 1: FARE STRUCTURE

##### Q: WHAT DO YOU LIKE ABOUT THESE RECOMMENDATIONS AND WHY?

MORE FAIR
Much fairer than existing system
Simplicity of “distance travel pricing” gives a sense of “fairness”
Better fairness/equity. Do the right thing for the greater good
Improves fairness
I think this is a good system. More fair for riders especially if the maximum amount would be the same maximum as today
Fair
It’s fair
Equitable, fair
It’s fair
REMOVES ARBITRARY ZONE BOUNDARIES
Changes with arbitrary zones to distance-based fares
Fair: getting rid of zones
Joyce to Patterson on SkyTrain
Like: elimination of zones. Fairer for people with money
Elimination of zones
More equitable compared to zone boundaries
Increased fairness in zone boundary
Likes: potential for lower fares for people travelling short distances between current zone boundaries
Short trips across zone boundaries are an improvement
MAINTAINS MAXIMUM FARE
Min and max cost remains the same. Long distance commuters will like this
No increase to max fare for those traveling long distances
Not increasing revenue. Not a cash grab
I think this is a good system. More fair for riders especially if the maximum amount would be the same maximum as today
Likes: maximum fare will still be the same as today
REFLECTS LEVEL OF SERVICE
I like the bus rates staying the same. Bus is least liked mode of transport due to time, capacity, etc.
I'm glad buses are NOT distance-based as I do not believe people receiving a slower/less frequent service should pay the same as a SkyTrain rider

Rapid transit – fast and appealing. Distance-based is fair and appealing. Buses are slower and people travelling long-distance often get less services. Flat fares are reasonable
Like: flat fare for bus because bus is slower, gets caught in traffic congestion
<b>PAY PER USE</b>
User pays for km's they ride only
Seems more fair to users. Everyone pay for the amount of service that they receive
It's fair for all. You pay what you use
<b>OFFERS VARIED PRICE OPTIONS</b>
Bus pricing to stay same allows "price sensitive riders" to have travel option
Flat bus fare price a) provides option b) supports more local travel, more community-focused
It's good for seniors taking bus
<b>EASY TO UNDERSTAND</b>
As a regular commuter it seems to make sense
Straight forward
Very clean and easy to understand system
<b>OTHER</b>
Changes and discounts re peak travel vs weekend travel
Love flat fare on HandyDART
Seems responsive to survey data as presented
<b>INCENTIVIZES TRANSIT RIDERSHIP</b>
Flat bus fare price a) provides option b) supports more local travel, more community-focused
Financially incentivizes mix mode travel. Increases walking to reduce station cost

**Q. WHAT DO YOU DISLIKE ABOUT THESE RECOMMENDATIONS AND WHY?**

<b>DIFFICULT TO UNDERSTAND</b>
May be a bit confusing having so many product options (but I think it'll be fine to be honest)
Complicated for people and time consuming to prepare fare in advance
Is it pure distance or is it # of stations?
Very complex to understand. How do we ensure visitors, newcomers understand the system
With the glitches and hiccups with rolling out the compass system at the beginning, hopefully this system will be better tested and implemented to prevent confusion or glitches as it's a more complex system
It feels complicated to an irregular user
What I dislike – initial learning of the new system
It will be confusing for some people traveling within the same zone but outside 5 km boundary
Dislike - explaining new system
Harder to explain the system to friends and family
People will make different decisions about... a) where they go to school (post-sec). b) where they work – will cost more to work downtown Van

As long as people coming from further distance don't have an increased fare
People within one zone may see significant increases, much more than 10%
Fares for two-directional trips on rapid transit within 90 minutes are now counted twice the distance. Leads to higher-fare and discourages shopping/recreational trips
It matters WHO will be impacted by higher fares
Short distances less than 5 km is still expensive
Possibility of concession fares for seniors/disabled and others to go up
Financial impact of longer distances and attractiveness for transit use (related) to congestion management/mobility pricing
I don't like that concession fare will go up for longer distances within city
I don't like that fares within City of Vancouver will go up for longer trips
Bus and train within one zone may put people back in their cars (Langley to Surrey)
Encouraging longer commutes would improve environmental impact. This discourages long distance travel
Don't want to discourage people from taking West Coast Express – make it more attractive to take. Consider distance-based system for WCE. Keep it affordable
Risk of ridership reduction, hope for a way to benefit from discount (low demand time)
Financial impact of longer distances and attractiveness for transit use (related) to congestion management/mobility pricing
Complicated for people and time consuming to prepare fare in advance
Fare uncertainty can reduce attractiveness. Increased complexity
Sea bus is not rapid transit. Service is more like a bus and should be priced accordingly dislike: planning/budgeting is harder since each trip is different
Fare prices is unpredictable based on distance (some distances between stations is longer)
Potential for confusion with how much trip will be, especially for visitors or occasional users
Does the variation impact commuters more than non-commuters?
There will be some “losers” who pay more. But they were benefiting from an unjust/unfair system before
1) overall the rush in the trains 2) there doesn't seem to be a less busy time now
Curious about impact on institutions who have commuter constituencies
Rates based on distance penalizes low income commuters who are moving further away to afford housing
Low income people pay disproportionate % of income for transit. If 3-zone + with family, very expensive
It matters WHO will be impacted by higher fares
<b>BUS OVERCROWDING</b>
May cause more people to shift to bus
Bus overcrowding - will flat fares on bus lead to crowding?
<b>ROUTE DESIGN</b>
Route design impacts km travelled (i.e. Burnaby SkyTrains going east-west when going north-south)

**Q: WHAT COMMENTS, SUGGESTIONS, AND IDEAS DO YOU HAVE TO ADD?**

<b>QUESTIONS</b>
Would there be a way to calculate the price before the journey?
Distance calculated as hybrid of track distance and as crow flies
If a rider selects an exit station when purchasing a ticket, then on their journey they decide to get off a couple of stations earlier, will the rider get a partial refund for the shorter distance of travel?
Will the increases between stations be the same for discounts fare products (they just have a lower starting rate?)
What is impact on concession tickets?
Is it distance between the stations or number of stations? Will bump up the \$ to travel with the city due to stances between each station (Edmonds - 22nd/ Columbia to Scott Rd)
<b>SUPPORT FOR LOW-INCOME CUSTOMERS</b>
Need to eliminate fines and waive existing fines when people demonstrate poverty
Need non-stigmatizing tickets - eliminate the expiry of compass tickets
Eliminate expiry dates for compass tickets
Affordability is key
<b>LOWEST PRICE GUARANTEE</b>
Lowest fare should always be calculated regardless of method of payment
Lower fare MUST always be charged in order to gain trust especially for infrequent users
How does this impact people paying cash?
<b>EXPAND DISCOUNTS FOR CHILDREN AND LOW INCOME FAMILIES</b>
Start fares at 8 years for children, not 5
Have there been studies on cost on families and low-income? Share!
We need discounts for low income families or better system outside of Vancouver
<b>EDUCATION &amp; COMMUNICATION</b>
Need to communicate stories of people who would benefit to get public to buy-in to new system
The need for very clear communication. Educating on this new system with examples
Careful not to rely on app on educating and communicating about this system
<b>ALTERNATIVE FARE STRUCTURE</b>
Would like to see sliding scale monthly bus pass based on income e.g. Alberta
The base fare should be well below the current one zone fare so that riders who travel e.g. Marine Gateway to Waterfront won't be paying an amount close to a 2-zone fare
<b>STATION/SYSTEM UPGRADES</b>
Granville SkyTrain no escalator for 2 years
Is there a plan to improve bus travel especially between zones? Currently inconsistent with distance travel fares
<b>PROMOTE OFF-PEAK TRAVEL</b>
Promote off-peak use of rapid transit
Compass for organizations – way to incentivize employees to travel at off peak hours
<b>EXPAND DISTANCE PRICING TO WEST COAST EXPRESS</b>
West Coast Express – distance-based pricing to explore (promote ridership of)

## EXERCISE 2: FARE PRODUCTS

Q: What do you like about these recommendations and why?

<b>MORE OPTIONS</b>
Flexibility
Range of passes will make it easier
Flexibility in monthly pass products
Having more options to buy monthly fares
Tier structure for monthly passes
<b>MORE FAIR</b>
Likes: more equitable, monthly pass lost based on distance travelled - same benefits with eliminating zones
Like it treats everyone equally
Fairness. Aligned with current fares for most part
<b>BETTER REFLECT USE</b>
Finely tuned to riders needs
More tailored to actual use
Provides a variety of options for what they use
<b>ROLLING MONTHLY PASSES</b>
I like the flexible passes – one week, 2 weeks, etc. as people overuse or underuse
Seems a logical extension of previous discussion although if you do it well you will likely end up with same \$ concern of cap system --> more riders. Monthly rolling passes easier, more fair. More riders making informed choices
Rolling monthly passes would be very helpful to low income
<b>MORE AFFORDABLE</b>
Great moving to more products - could be more affordable
Greater number of monthly pass prices
<b>REFLECT DISTANCE-BASED PRICING</b>
Have to like as not another option for distance pricing (with distance pricing, no other option for product that makes sense)
Seems reasonable
<b>OTHER</b>
Calculations will be done on the backend and not expecting people to figure it out
Like the current fare system but should be changed to student/kid/adult

Q: WHAT DO YOU DISLIKE ABOUT THE RECOMMENDATIONS AND WHY?

<b>FARE INCREASES UNFAIR</b>
If you're a student on a fixed income, what happens
Concession monthly pass based on distance will be prohibitive to some low-income clients
The cost to low-income people is disproportionate - need to consider where urban hubs are



The distance-based fare passes may result in an increase of expenses for many people (e.g. 10 km is not the same in every municipality or the maximum 2-zone distance could be way above 15 km → a fare much higher than the current 2-zone pass
The possibility of converting concessions passes (and potentially U-pass?) in the future: 1) seniors and students rarely travel long-distance unless they have to. Should not “punish” them when they are forced to travel long-distance, esp. when they’re likely of low income
Pricing structure penalizes - short and longer distance
Prepaid pass for shortest km and longest km range traveled pay more than the intermediate km travelled. Poorest might live near/furthest from transit
Poverty and gender issues related to distance pricing structure - concession fares to compensate
Trips less than 5km are still costly with the base fare
If the senior concession fare gets to complicated or goes up - they will take HandyDART instead. More expensive for TransLink
Amounts for 10+ km seem high for a monthly pass
<b>DIFFICULT TO UNDERSTAND</b>
A distance based fare will be confusing to youth, students and seniors
“Complex”
Dislike: very confusing for many people esp. people with intellectual disabilities
Provides so many options that could be hard to choose the appropriate level
Requires further clarification and explanation
If the senior concession fare gets to complicated or goes up - they will take HandyDART instead. More expensive for TransLink
<b>CHANGES TO CONCESSION FARES</b>
Given its one zone don’t see how concession monthly pass would change with "aligning" to distance based pricing
Concession monthly pass based on distance will be prohibitive to some low-income clients
If the senior concession fare gets to complicated or goes up - they will take HandyDART instead. More expensive for TransLink
Concession fare (seniors, HandyDART, youth, disabled, school kids) needs to be flat fare with no increase by distance - needs to be simple
Dislikes: any increase or potential increase on seniors/disabled concession fares. Their ability to pay remains the same, no room for additional expense
<b>OTHER</b>
Locations for tap on tap off
Need to have a product that has more than a few tickets, e.g. Fare savers- 10 ticket booklet for less than 1 single price tickets
Concerns of cost of system set up
<b>CLARIFY DISTANCE AND FARES</b>
More clarity about the distance between stations and how that impacts the fare products
Dislike: confusion over what happens if I travel a longer distance than my pass allows. Extra charge? Can I get there?

Confusing if taking a trip longer than usual trip or if using TransLink irregularly
<b>DISTANCE-BASED INCREMENTS</b>
Proposed distance pricing based on rounding up to next bracket
Does not reflect daily KMs travelled. I.e. you might be between the two brackets and paying for more than you travel ; i.e. brackets 10 km – 13 km, you travel 11 km therefore paying 2 km more than travel daily
Increments don't seem fair, two different avenues for paying (bus and rapid transit). This will drive up overall cost
<b>FARE CAPPING</b>
Prepay for a pass with X # of km and deduct from total. Add more km when you run out
Fare capping may be more expensive but is much easier and simpler for user
A big missed opportunity for fare capping
<b>PAYMENT</b>
Bus to train to get to a destination sounds confusing. Cash/compass card/paying twice?
Short return trips count twice
<b>VARIED TRIP LENGTHS AND TRAVEL PATTERNS</b>
Inconvenient if you take multiple trips of varying lengths
Monthly pass will not work for people working at multiple locations at different distance
<b>EDUCATION AND COMMUNICATION</b>
More people will need to have stored value on their compass card. Just need to educate folks who have monthly passes
Requires further clarification and explanation

#### Q: WHAT COMMENTS, SUGGESTIONS, AND IDEAS DO YOU HAD TO ADD?

<b>ALTERNATIVE FARE PRODUCTS</b>
Compass pass for organizations needed vs compass tickets and passes
Will there be 3 day-7 day passes created?
No opportunity to purchase for example 1- tickets at discounted price for the distance of your choice that you could use within a month, etc.
Fare capping an add fare
Recommendations: potential to upgrade to a longer distance monthly pass after purchasing one monthly pass without having to purchase a new pass
Partially refund unused monthly pass to prevent re-sale
<b>EDUCATION AND COMMUNICATION</b>
Future: training for various sectors and plain language use on machines and visual tools
Have help desk at airport
Consider cost of education, signage, trip planner and support at stations for people to determine pass cost
<b>ALTERNATIVE FARE STRUCTURES</b>
Flat-rate pricing would be simpler/less complex and not penalize low income users who have to travel longer distances
Car distance pricing include "soft" distance to make access to city centre fare across the region the same

Recommendation - capping "short-distance" add-fares (<5 km) daily such that riders can more freely make short distance trips

#### PAYMENT METHODS

Should be able to purchase day passes online

I represent persons with disabilities who only have bank account. No debit no credit. Setting up compass is cumbersome for the consumers

#### UNEQUAL GEOGRAPHY

Fairness? 10km pass in new west covers much more of the region for a new west resident than for a west van or maple ridge resident

#### DISTANCE AND FARES

If a rider breaks down their travel for example: 2 x 5km trips rather than 1 x 10km trip and use the 5km pass for each trip, would the system be able to detect that and automatically enforce an add-fare?

### EXERCISE 3: PART 1 - TIME OF TRAVEL

#### Q: WHAT DO YOU LIKE ABOUT THESE RECOMMENDATIONS AND WHY?

#### STATUS QUO

Maintains predictability vs so many changes

Good to maintain existing time discount

Like maintaining current non-peak travel time discounts

Maintain status quo on discount times is good. Future use of targeted discounts is promising

Highly agree with maintaining current existing off-peak discounts and do further research on how to make soft peak hours

Maintenance of existing system (fair system). Targeted discounts (everyone wants a discount)

It could have been worse

No bad news

Like it is same

I like the current discounts

#### REDUCE CROWDING

Off-peak discounts to improve ridership when transit is not busy and to incentivize people to shift their trip time (flexibility of system)

Great idea if the shift in #'s is sufficient to drive cost savings. Price off-peak as low as possible and/or work with employers to drive cost out of system

Likes: incentives to travel on off-peak times to save \$ and be less crowded

Great forward thinking idea

It makes sense for people who have flexible schedules. Might relieve crowding

#### TARGETED DISCOUNTS

Like: target discounts to alleviate congestion at specific times and locations

Maintain status quo on discount times is good. Future use of targeted discounts is promising

Highly agree with maintaining current existing off-peak discounts and do further research on how to make soft peak hours

Maintenance of existing system (fair system). Targeted discounts (everyone wants a discount)

#### SIMPLICITY

Like - simple and straightforward

Easy to communicate

#### EXPAND OFF-PEAK INCENTIVES

Peak time vs discounted --> expand hrs and incentives

#### EXPAND COMMUNICATIONS

Like idea of telling people when best time to travel is

#### PARTNERSHIPS WITH EMPLOYERS

Great idea if the shift in #'s is sufficient to drive cost savings. Price off-peak as low as possible and/or work with employers to drive cost out of system

#### FAMILY TRAVEL

Like: lets families travel on the weekend

#### Q: WHAT DO YOU DISLIKE ABOUT THE RECOMMENDATIONS AND WHY?

#### UNFAIR

The users who need to travel during peak times are subsidizing those who have options

Not all users have same autonomy, agency and flexibility in schedules

Some are paying a premium for time they don't have option. Travel vs work hours

#### DIFFICULT TO UNDERSTAND REWARDS

Future moves - rewards adds more complexity to system. Why not just discounts (re targeted off-peak discounts)

Rewards more difficult to communicate (re off peak discounts)

#### NEED FOR GREATER TRAVEL TIME SHIFTS

Credit system doesn't necessitate habitual off peak behaviour

No good news

#### OTHER

If you're in a wheelchair if you been pass by you're allowed call a cab

I thought it was already set up like that

#### Q: WHAT COMMENTS, SUGGESTIONS AND IDEAS DO YOU HAVE TO ADD?

#### EMPLOYERS PARTNERSHIPS

Encourage employers to have different (non-peak) hours

Shifting travel time involves other stakeholders like industry. Are you talking to them?

Bridge silos between governments and employers can stagger work hours and travel times

#### REAL-TIME COMMUNICATION

Easy first step may be putting signs up at bus stops on longer routes to show busiest times

Make information more easily accessible
<b>FAIRNESS</b>
Get the right data and make sure it's fair
<b>ROAD PRICING</b>
Use road congestion pricing to discounts fares
<b>OTHER</b>
Should have separated this topic into 2 separate discussions

### EXERCISE 3: PART 2 - TRANSFER TIME

#### Q: WHAT DO YOU LIKE ABOUT THESE RECOMMENDATIONS AND WHY?

<b>STATUS QUO</b>
Maintains predictability vs so many changes
Maintaining 90 minute trip within same fare
It could have been worse
No bad news
Like it is same
Okay
Time transfer - excellent
In favour of keeping the 90 min the same
I love the 90 minute transfer window
<b>AFFORDABILITY</b>
Highly agree with 90 minute window; critical for people of low-income
<b>ENCOURAGES SHORT TRIPS ON TRANSIT</b>
Keep 90 minutes because most people travel short distances
<b>EASY TO UNDERSTAND</b>
Easy to communicate

#### Q: WHAT DO YOU DISLIKE ABOUT THE RECOMMENDATIONS AND WHY?

<b>UNEQUAL TRANSIT SERVICE</b>
For people who live in outlying areas and have to say to VGH journey should be covered
Since what year have we had 90 min transfer? How has geography of metro population changed since then? How has congestion changed since then? Increase to 120 minutes (as in Seattle)
Need more than 90 minutes in outlying areas relying on buses e.g. North of Fraser or when breakdowns occur
Inequality for 90 min of travel. Vancouver 90 min is a lot, Langley to van in 90 min is not a lot
If a rider travels a longer distance and pays more, they should have a longer transfer time (probably travelling in places where buses come less frequently) to capture the entire trip
Longer-distance passes and fares should get a longer transfer window

Moving time of travel for people in Surrey and Coquitlam could be longer?
<b>SYSTEM DELAYS</b>
90 - 120 min congestion around ST areas (if you're in a wheelchair it can be difficult to travel in that window)
Need more than 90 minutes in outlying areas relying on buses e.g. North of Fraser or when breakdowns occur
The 90 or 120 min time frame doesn't work when a problem with bus or train system arises and no bus/train/shuttle bus comes for an hour or more
If it's a short work one is going for, sometimes overcrowding and delays make you pay more
<b>ROUND TRIPS</b>
90 minute transfer, should be round trip? Not just one way
Impacts monthly pass holders making short, return trips

**Q: WHAT COMMENTS, SUGGESTIONS, AND IDEAS DO YOU HAVE TO ADD?**

<b>SYSTEM DELAYS</b>
What happens with pass ups or break downs? Is 90 min extended?
<b>ROUND TRIPS</b>
Good idea to grandfather in the current transfer/return trip rules
<b>OTHER</b>
How will this impact people's privacy

**EXERCISE 4: DISCOUNTS**

**Q: WHAT DO YOU LIKE ABOUT THE RECOMMENDATIONS AND WHY?**

<b>FUNDING FROM PROVINCIAL GOVERNMENT</b>
Strongly agree with future moves on expanding discounts for children and youth and low-income with senior government support
Recommendations for the kids and seniors
Like idea to expand discounts to low income individuals
Support creation of different classes for children, youth, seniors - targeting and facilitating seniors government support financially
Support for additional discounts for students, youth, children and low-income individuals. Support the differentiation of rider classes to better provide discounts
Discount recommendation - 1st moves agree. Future - agree (5.4 - senior government must be the governing body)
expanding free fares for children up to 12 is the most important piece
<b>STATUS QUO</b>
Maintaining status quo on both will allow distance based fare to proceed more easily which is good
Discount recommendation - 1st moves agree. Future - agree (5.4 - senior government must be the governing body)
Discounts - likes age-based discounts
Maintaining age-based discounts is good
No bad news

<b>POVERTY REDUCTION</b>
Expanded discounts will encourage use and accessibility based on affordability for low income residents
Opportunities for low income to access info- about jobs
Distance should not be a barrier to employment
Most important thing for low-income individuals to access opportunities – expanded discounts would do this
<b>RIDER CLASSES</b>
Recommendations for the kids and seniors
Support creation of different classes for children, youth, seniors - targeting and facilitating seniors government support financially
Support for additional discounts for students, youth, children and low-income individuals. Support the differentiation of rider classes to better provide discounts
Agree with separating youth/children from senior concession products. Makes it more flexible to offer incentives for each group
<b>SUPPORTING SENIORS</b>
Age based concessions are important HandyDART discounts important as seniors in poverty up
BC has highest proportion of seniors living in poverty
<b>ALTERNATIVE DISCOUNTS</b>
Offering incentives to riders who travel outside of peak times
Good idea to support those who rely on public transit on a means test basis, why not put the whole fare on a flex pay

**Q: WHAT DO YOU DISLIKE ABOUT THE RECOMMENDATIONS AND WHY?**

<b>NEED TO EXPAND DISCOUNTS FOR CHILDREN, YOUTH AND STUDENTS</b>
More emphasis for the kids especially for school aged children
5.3 is an investment in future ridership, should not wait for senior levels of government. “helps grow ridership”
Children travel for to school with parents. Why? Just to want to be in focused schools
Children should receive greater discount of ideally free but need to tap for data collection and to get used to “paying”
Prioritize children’s free passes
<b>NEED TO PRIORITIZE DISCOUNTS FOR LOW-INCOME RIDERS</b>
TransLink does have a mandate to support economic development (the reasons Seattle implemented a low-income fare program). Minimally, TransLink could cost out the budget for various low-income fare systems and send to province
5.4 should be a cost first moves recommendation. If “fair” is to be a guiding value for this fare review, then TL need to make fares more affordable for those who need it most
Discontinue seniors discount if discount has to be based on income ceiling has to be realistic even an income of \$30 K does not guarantee spending flexibility
Don’t group easy to implement pieces (free for kids) with low-income or means-testing products
<b>NEED TO EXPAND DISCOUNTS FOR PEOPLE WITH DISABILITIES</b>
Equality: seniors on the HandyDART system don’t get access to the concession rate (discount rate for seniors)

Short broking for HandyDART
No discount for HandyDART is unfair!
HandyDART - lower prices, don't offer discounts
<b>NEED TO DIVERSIFY FUNDING SOURCES</b>
The limitation of revenue neutral has limited any changes. The first move is do nothing
Funding model is external to community transit system (increase revenue from local sources like road tolls
<b>UNCERTAIN FUNDING</b>
Instability in provincial funding
Needs commitment from provincial government in order to implement them. Uncertainty
<b>NEED TO EXPAND DISCOUNTS FOR FAMILIES</b>
Bring back family discount on weekends/evenings (an adult has an adult and 2 child cards loaded onto their compass account. Children would tap but the card is linked to adults and costs \$0
Not affordable enough for families, newcomers, etc.
<b>COMPETING NEEDS</b>
Do not like pitting groups needing discounts against each other. E.g. Age-based or disabled-based vs income based system

**Q: WHAT COMMENTS, SUGGESTIONS AND IDEAS DO YOU HAVE TO ADD?**

<b>NEED TO EXPAND DISCOUNTS FOR CHILDREN AND YOUTH</b>
Encourage children and youth (future moves)
Children should start at 8 years
Extend U-pass to students not taking summer classes but enrolling in the fall
Extend U-pass discounts 6-12 months after graduation
<b>NEED TO EXPAND DISCOUNTS FOR STUDENTS AND SCHOOL GROUPS</b>
Group passes for schools/groups (children)
Day cares that travel in transit (3-05 year olds) out of school field trips where operators are sitting on cards and stored value which pulls from their operating / accounts payable
Discounts for teachers taking students on field trips
School board for bulk buying
<b>NEED TO EXPAND DISCOUNTS TO LOW INCOME INDIVIDUALS</b>
Need support for the working poor
Fares should be based on income vs demographics. Fairer
There is a need for other stakeholders like province to step in and provide supports to low income riders
<b>NEED TO EXPAND DISCOUNTS FOR PEOPLE WITH DISABILITIES</b>
Why doesn't HandyDART have concession fares? Should have
Concession fares for HandyDART and CNIB card
Consider CNIB pass for HandyDART as well
<b>DIVERSIFY FUNDING SOURCES</b>
Lower-mainland funding solution (i.e. tolling) in addition to rather than going to province of BC



Distance pricing for drivers – fund concession fares
Broader issue in equity – taxation
<b>COMPETING NEEDS</b>
I am concerned about pitting groups in need against each other and further marginalize some groups – e.g. the low income and homeless
It’s a very hard decision to make in regards to who gets discounts. Age? Demographics? Income? Income doesn’t always reflect someone’s ability to pay for things
<b>EVIDENCE-BASED RECOMMENDATIONS</b>
Being clear about \$ costs to public will help prioritize public pressure
TransLink needs to help provide the data and costs for how much various proposals cost to advance the public discourse
<b>TOURIST RIDER CLASS</b>
Tourists - no discounts, pay full price

#### EXERCISE 4: SERVICE TYPE

Q: WHAT DO YOU LIKE ABOUT THE RECOMMENDATIONS AND WHY?

<b>CONSISTENCY</b>
Some service type should be consistent across transit system
Like idea of giving senior concession fare on HandyDART
Agree with both proposals – fair
Like concession fare on HandyDART. Please do it otherwise discriminatory
<b>SUPPORT</b>
Support proposal for service type fare classifications
Agree on both proposals - premium price for WCE and concession fare for HandyDART users
<b>OPPORTUNITY FOR INCOME-BASED FARES ON DIFFERENT SERVICE TYPES</b>
Cost of West Coast Express should be based on income. Great system

Q: WHAT DO YOU LIKE ABOUT THE RECOMMENDATIONS AND WHY?

<b>THE NEED TO VARY FARES FOR HANDYDART</b>
Future move (3.2) should be first moves
<b>ANNUAL BUS PASS</b>
What changes will happen to year bus pass program

Q: WHAT COMMENTS, SUGGESTIONS, AND IDEAS DO YOU HAVE TO ADD?

<b>NEED TO EXPAND DISCOUNTS FOR PEOPLE WITH DISABILITIES</b>
We need Compass card on HandyDART
Encourage riders who can use the regular system vs HandyDART via discounts
Work on HandyDART fares

**NEED TO EXPAND WEST COAST EXPRESS LEVEL OF SERVICE**

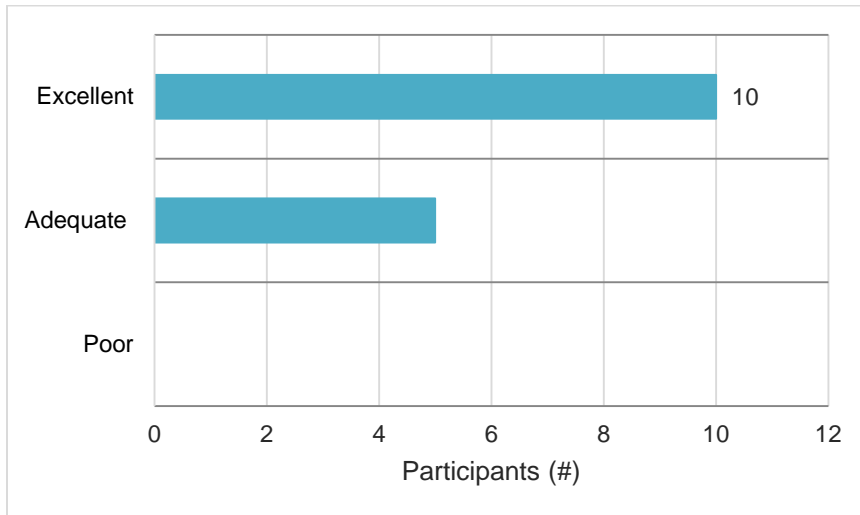
West Coast Express should be expanded 7 days a week and for special events

If you're on the West Coast Express, is it the same cost by bus?

## APPENDIX D: SUMMARY OF FEEDBACK FORMS

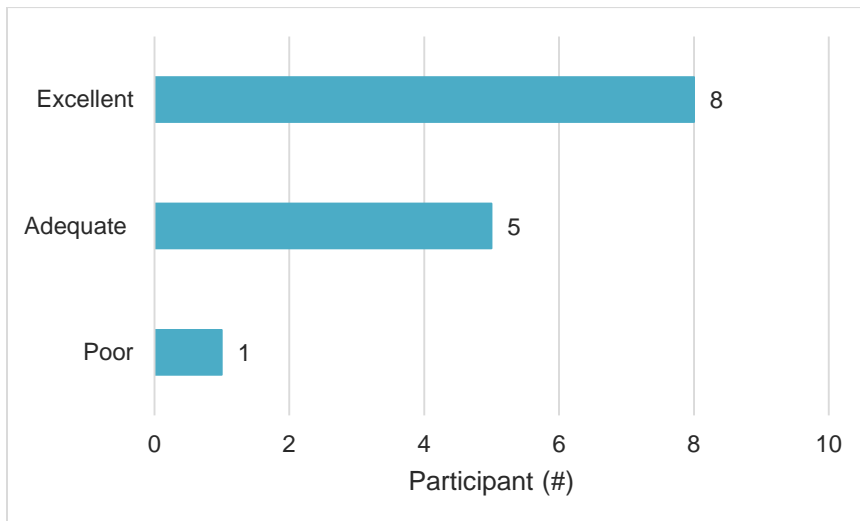
Stakeholder Forum participants were asked to fill out feedback forms. We received 15 completed forms. A summary of responses is provided below.

### Q: How clear was the information provided today?



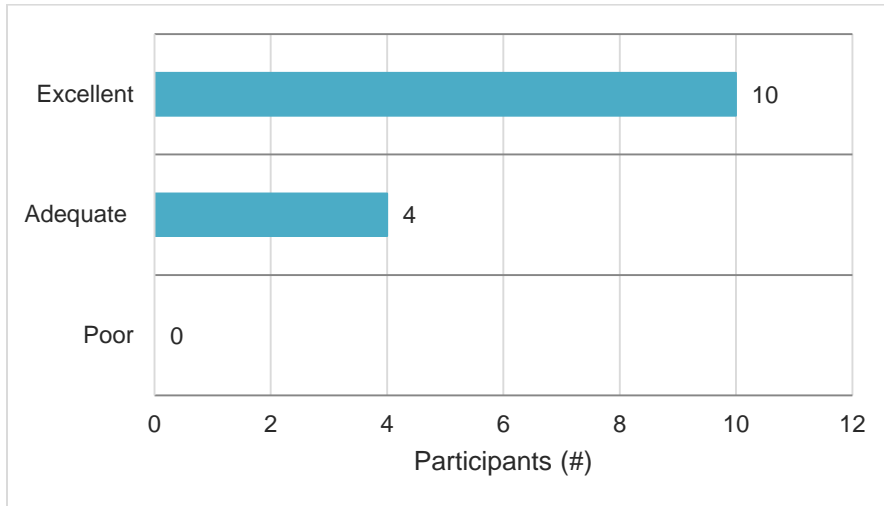
The participants enjoyed the opportunity to learn more about the proposed changes. Some felt the information was well-presented while others felt the key messages need to be clearer.

### Q: How useful were the exercises?



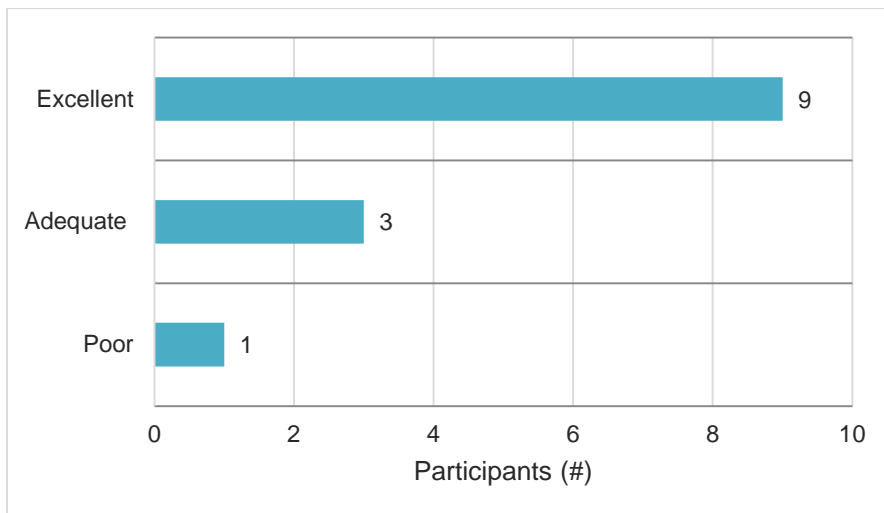
Participants valued the opportunity to hear from different stakeholders with diverse perspectives, though they wished for more discussion time on each topic.

**Q: How clear/transparent is our process?**



Overall, participants felt the process was clear and transparent although some expressed concern and uncertainty about how previous consultations impacted the process and recommendations.

**Q: Overall, how worthwhile do you feel it was to attend this forum?**



Overall, participants enjoyed the forum, were pleased with the level of depth and breadth of discussion, and were happy to have had the opportunity to give TransLink input. While some participants felt there was an adequately diverse range of stakeholder represented, others felt key organizations missing, such as educational, healthcare, and cultural/religious groups.