An illustration of a train station. A grey train with a blue and yellow stripe is stopped at a platform. A woman in a pink dress and glasses stands on the platform, with a thought bubble containing a glowing lightbulb above her head. In the foreground, a man in a blue cap and orange shirt is using a blue ticket machine. A row of similar machines is visible behind him. A large blue sign with the word 'STATION' in white is mounted on the wall above the train.

STATION

Phase 3: TransLink Transit Fare Review Stakeholder Engagement Summary

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PART 1: INTRODUCTION

Introduction

In 2016, TransLink launched a comprehensive four-phase review of the way it prices transit in Metro Vancouver. In Phase 3, TransLink sought public and stakeholder input on three main components of a future transit fare system:

1. Options for fares by distance
2. Opportunities for expanding customer discounts
3. Options for fare products for frequent riders

As part of the public engagement process in Phase 3, TransLink invited elected officials and members of key organizations to participate and provide input in the following in-person events:

- 2 Elected Officials Forums (with elected officials from all three levels of government region-wide),
- 1 Stakeholder Forum (with representatives from community organizations region-wide), and
- 13 Community Workshops (each co-hosted by a different community organization and tailored to each organization's unique audiences)

A public, region-wide online survey was also conducted to solicit feedback from the general public.

Background

In Phases 1 and 2, TransLink heard from over 43,000 members of the public on the Transit Fare Review. In Phase 1, TransLink heard from residents about their issues and ideas. In Phase 2, TransLink heard from residents on three approaches to structuring the fare system: by distance travelled, by time of travel and by service type.

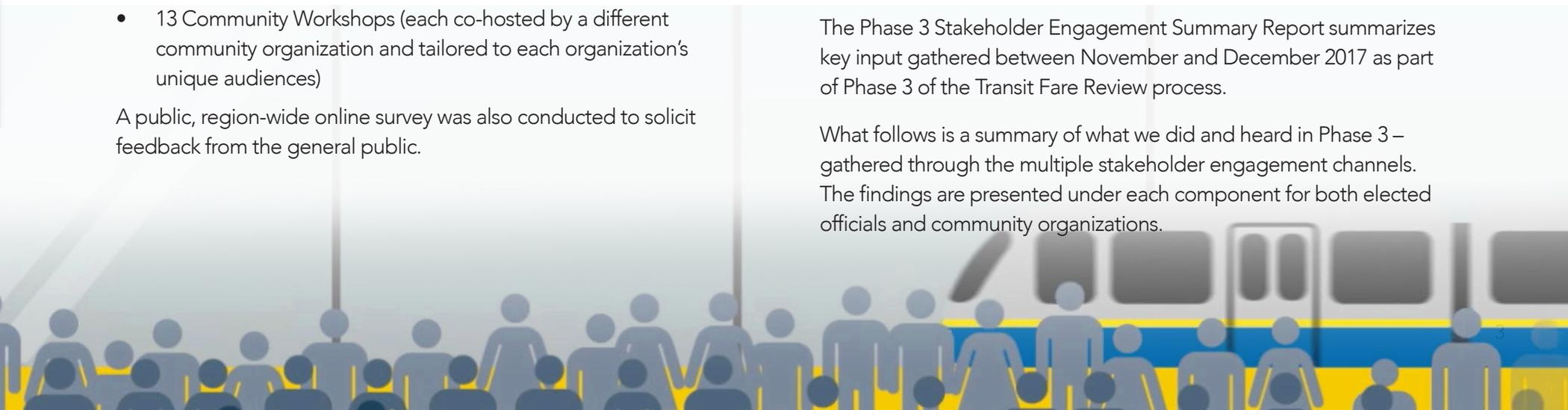
Now in Phase 3, TransLink narrowed down the options for the transit fare system and sought input from the public and key stakeholders on options for fares by distance, opportunities for expanding customer discounts, and options for fare products for frequent riders.

TransLink developed these options using a variety of methods, including public and stakeholder input from Phases 1 and 2, user experience testing, technical analysis, a scan of future payment technologies and public transit trends, and ridership and revenue modelling.

About this Report

The Phase 3 Stakeholder Engagement Summary Report summarizes key input gathered between November and December 2017 as part of Phase 3 of the Transit Fare Review process.

What follows is a summary of what we did and heard in Phase 3 – gathered through the multiple stakeholder engagement channels. The findings are presented under each component for both elected officials and community organizations.





PART 2: WHAT WE DID



NOTIFICATION & PROMOTION

Stakeholder Notification & Promotion

Over 500 organizations were invited to send a representative to attend the Phase 3 Stakeholder Forum held on November 20. 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 3 to include organizations that expressed interest in previous phases.

As part of this email invitation, TransLink offered stakeholders the opportunity to host a Phase 3 Transit Fare Review Community Workshop to include more of

their members in the process. Between October 19 and November 30, 2017, TransLink followed up via email and phone with over 10 key stakeholder groups. These groups were selected from a comprehensive list of stakeholders based on their geographic reach, diversity of community interests and area of focus.

Between October 19 and November 15, 2017 TransLink sent an invitation email to 238 elected officials inviting them to attend two Elected Officials Forums on November 16, 2017 and November 18, 2017. 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

In addition to engaging Stakeholders during Phase 3, TransLink also engaged

the general public. Engagement efforts included preparing and circulating a detailed Discussion Guide, as well as running and promoting a public, region-wide survey. Several short explanatory videos and both print and digital advertising helped promote participation.

Notification and promotion efforts directed participants to the Fare Review webpage (translink.ca/farereview).

STAKEHOLDER ENGAGEMENT ACTIVITIES

Elected Officials Forum

Two Elected Officials Forums were held during Phase 3, on November 16 and 18, 2017.

Participants sat in mixed groups of three to seven people along with a table facilitator. At the Forums, attendees received a Discussion Guide (download a copy from translink.ca/farereview) that briefly summarized the transit fare review process, and the components to be discussed, with rationales for each option and potential trade-offs.

TransLink staff opened with a brief presentation on the Regional Transit Fare Review process and results from Phases 1 and 2.

Participants took part in three exercises. Prior to each exercise, a short video (see translink.ca/farereview) was shown to participants that summarized background

information and options for each component. The components and key questions discussed at the forums were:

Exercise 1: Options for fares by distance

- What are your thoughts on replacing the current three- zone system with a system that sets fares to more closely reflect distance travelled?
- Which option for varying fares by distance travelled would you and your constituents prefer: Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus OR Option 2 Measured Distance on the Full System? What is your level of support for each option and why?

Exercise 2: Opportunities to expand customer discounts

- Should low-income individuals who are not receiving discounted transit fares through an existing, external program

receive a fare discount? Why or why not?

- Would you and your constituents support increasing all other fares to pay for discounts to low-income individuals? Why or why not?
- What, if any, other changes would you and your constituents like to see to our existing discounts?

Exercise 3: Options for fare products

- Which option for fare products would you and your constituents prefer: Option 1 Prepaid Pass OR Option 2 Fare Capping? What is your level of support for each option and why?

TransLink staff were available at all forums to answer questions regarding the components or process during the table exercises. Closing activities included a plenary discussion, final question and answer, and a description of next steps in the process.

STAKEHOLDER ENGAGEMENT ACTIVITIES

Stakeholder Forum

A Stakeholder Forum was held on November 20, 2017.

Similar to the Elected Officials Forums, participants sat in mixed groups of three to five people along with a table facilitator. Attendees received a Discussion Guide that briefly summarized the transit fare review process, and the components to be discussed, with rationales for each option and potential trade-offs.

TransLink staff opened with a brief presentation on the Regional Transit Fare Review process and results from Phases 1 and 2.

Participants took part in three exercises. Prior to each exercise, a short video was shown to participants that summarized background information and options for each component. The components and key questions discussed at the forum were:

Exercise 1: Options for fares by distance

- Do you and your community support or oppose replacing the current three-zone system with a fare system that more closely reflects distance travelled? Why?
- Which option for varying fares by distance travelled would you and your community prefer: Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus OR Option 2 Measured Distance on the Full System? Why?

Exercise 2: Opportunities to expand customer discounts

- Should low-income individuals who are not receiving discounted transit fares through an existing, external program receive a fare discount? Why or why not?
- Would you and your community

support increasing all other fares to pay for discounts to low-income individuals? Why or why not?

- What, if any, other changes would your community like to see to our existing discounts?

Exercise 3: Options for fare products

- Which option for fare products would you and your community prefer: Option 1 Prepaid Pass OR Option 2 Fare Capping? Why?

TransLink staff were available at all forums to answer questions regarding the components or process during the table exercises. Closing activities included a plenary discussion, final question and answer, and a description of next steps in the process.

STAKEHOLDER ENGAGEMENT ACTIVITIES

Community Workshops

Thirteen Phase 3 Transit Fare Review Community Workshops were held between November 23rd and December 14, 2017. The Community Workshops were hosted by stakeholder groups at days, times and locations that best suited their respective community members. The Community Workshops were hosted by the following groups, listed in the order they were hosted:

- Simon Fraser University
- Modo Car Co-op
- Woodcroft Neighbourhood Association
- Immigrant Services Society of BC
- The Voice of the Cerebral Palsied of Greater Vancouver
- Watari Counselling and Support Services
- Semiahmoo House Society

- Maple Ridge, Pitt Meadows, Katzie Community Network
- Snug Cove-Horseshoe Bay BC Ferry
- West End Seniors Network
- Vancouver Aboriginal Friendship Centre Society
- Bowinn Ma, Member of Legislative Assembly (North Vancouver)
- City of Richmond
- City of Vancouver Advisory Committees

The Community Workshops focused on the same three components as the Stakeholder Forum but the format as tailored to the unique needs and perspectives of each host group. Most of the Community Workshops followed a similar format to the Stakeholder Forum, though one was a presentation and discussion and two were open houses.

During the Community Workshops, the stakeholders were invited to complete the public survey.

PARTICIPATION

A total of 251 participants attended the two Elected Officials Forums, Stakeholder Forum and thirteen Community Workshops (23 participants attended the Elected Officials Forums, 36 attended the Stakeholder Forum, and 192 attended the Community Workshops).

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 & care providers

- Local policy advocacy groups
- BIAs & Chambers of Commerce
- Neighbourhood houses & community associations
- Seniors Groups





PART 3: WHAT WE HEARD

WHAT WE HEARD

Over 1,600 comments were gathered at the Elected Officials Forums, Stakeholder Forum and Community Workshops on the Transit Fare Review.

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. Comments that were off-topic, illegible or did not relate to the questions asked were given a code of 'Other/ Additional Comment' and not included in the results. All verbatim comments can be found in Appendix A.

The Phase 3 engagement results will be presented on the three main components of a future transit fare system:

1. Options for fares by distance
2. Opportunities for expanding customer discounts
3. Options for fare products for frequent riders

Input received will be used to develop directions for Phase 4 of the Transit Fare Review process.



10km

SUMMARY OF RESULTS

1. OPTIONS FOR FARES BY DISTANCE:

Participants supported replacing the current three-zone fare system with a system that more closely reflects distance travelled. Participants (both key community organizations and elected officials) expressed stronger support for a future fare system that varies fares by distance on rapid transit and maintains flat fares on bus compared to a system that varies fares by distance across all modes of transit. Stakeholders indicated this preference due to perceptions of fairness, simplicity and affordability.

2. OPPORTUNITIES FOR EXPANDING DISCOUNTS:

Participants (both key community organizations and elected officials) expressed support for expanding discounts on fares to low-income individuals, highlighting transit as key public infrastructure that plays an important role in connecting people to their home, work and essential services. However, participants (both key community organizations and elected officials) expressed mixed opinions on whether discounts to low-income individuals should be funded by increasing all other fares.

3. OPTIONS FOR FARE PRODUCTS:

Participants expressed a somewhat stronger preference for Fare Capping over Prepaid Passes in a future fare system. However, the majority of participants (both key community organizations and elected officials) supported both fare product options. Participants indicated these preferences due to perceptions of simplicity, convenience, predictability and flexible trip planning and payment.

EXERCISE 1:

OPTIONS FOR FARES BY DISTANCE

SUMMARY

Overall, participants supported replacing the current three-zone system with a fare system that more closely reflects distance travelled. 63% of Stakeholder Forum and Community Workshop participants agreed with replacing the current system with a distance-based system. Many participants indicated that fairness, where transit is equally and reasonably priced for all users and more accurately reflects use, is an important objective underlying their preference for a future distance-based system. However, participants also emphasized that the system should be easy to understand and accessible.

Many participants expressed concern that a distance-based system may not be easy to

understand, may make trip planning, costs and payment unclear and unpredictable and may increase fares for people who rely on transit the most, such as people that often travel within a current one zone or that have to live further away from city centres.

Participants generally preferred Option 1 Measured Distance on Rapid Transit and Flat Fares on Bus as their top choice. 72% of community organization representatives (from the Stakeholder Forum and Community Workshops) preferred Option 1 as a good option for a future fare system compared to 24% of representatives who preferred Option 2 Measured Distance on Full System.

63% of Stakeholder Forum and Community Workshop participants agreed with replacing the current system with a system that more closely reflect distance travelled.

Participants strongly emphasized the importance of any resulting fare system prioritizing physical and financial accessibility; however, participants' highlighted different aspects of accessibility to rationalize their preferences for different options.

OPTION 1 Measured Distance on Rapid Transit and Flat Fares on Bus: Common rationales for preferring Option 1 were that fares reflect the varying levels of service provided by different service types (Skytrain, SeaBus, Westcoast Express and Bus), and a flat rate on bus is familiar, easy to understand, simple to use and maintains affordability of bus trips. Common rationales for not preferring Option 1 were that the base fare for short trips is too high and that it will increase the cost of some rapid transit fares.

72%

preferred Option 1 Measured Distance on Rapid Transit and Flat Fares on Bus

OPTION 2 Measured Distance on Full System: Common rationales for preferring Option 2 Measured Distance on Full System were that it is perceived to be a fair system, where all fares equally and more accurately reflect distance travelled, regardless of service type. Common rationales for not preferring Option 2 were that it will increase bus fares and some rapid transit fares, fares may be difficult to predict, and tapping out on bus may be confusing, inconvenient and inaccessible for people with disabilities.

24%

preferred Option 2 Measured Distance on Full System

The Exercise

For this exercise, participants were asked to provide their input on the following:

- Do you and your community support or oppose replacing the current three-zone system with a fare system that more closely reflects distance travelled?
- Which option for varying fares would you and your community prefer: Option 1 Measured Distance On Rapid Transit and Flat Rate on Bus OR Option 2 Measured Distance on Full System? Why?

At the Elected Officials Forums, Stakeholder Forum, and Community Workshops, participants were asked to answer the first question and consider the two options for a future fare system by sharing their thoughts and preferences.

At the Stakeholder Forum and Community Workshops, each small group of participants was also asked to vote for their top choice and indicate their level of agreement that the option was a good option for a future fare system. Participants then discussed their choices and provided group insights. Below is a summary of the input received during this exercise.

Exercise 1: Varying Fares by Distance

Step 1: Review and discuss the question for varying fares by distance travelled. Indicate your degree of agreement by placing a sticky on the scale.

Do you support or oppose replacing the current three-zone system with a fare system that more closely reflects distances travelled? Consider what your community would prefer and why. (Please note TransLink is still considering maintaining the current three zone system)

Step 2: Review the two options for varying fares by distance travelled. Consider what your community would prefer and why. Write and share one sticky explaining the reason for your top choice. Place the stickies here.

Option #1: Measured distance on rapid transit and flat rate on bus

Option #2: Measured distance on the full system

Step 3: Select your preferred option.

FIRST: Indicate your preference by placing a sticky dot in the box below.

NEXT: Then for each option rate your agreement with the following statement by placing a sticky dot on the corresponding scales. "This is a good option for a future fare system"

Option #1

Option #2

Step 4: Discuss your group members' top insights. Facilitators take notes here.

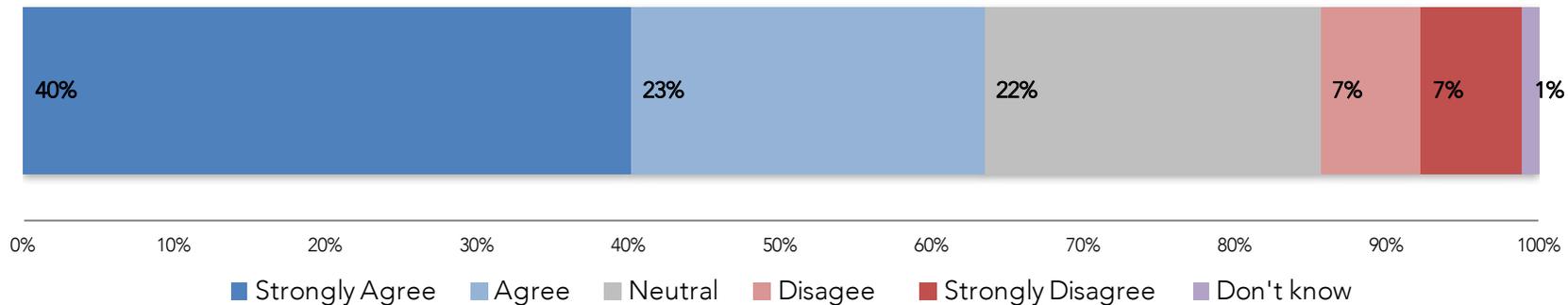
QUESTION 1

Do you and your community support or oppose replacing the current three-zone system with a fare system that more closely reflects distance travelled?

Stakeholder Forum & Community Workshops

There were 228 participants at these events.

Do you and your community support or oppose replacing the current three-zone system with a fare system that more closely reflects distance travelled?



Participants indicated their level of agreement for replacing the current system with a distance-based system by placing a sticky dot on a likert scale which ranged from strongly agree to strongly disagree.

63% of Stakeholder Forum and Community Workshop participants agreed or strongly agreed with replacing the current three-zone system with a fare system that more closely reflects distance travelled while 14% disagreed or strongly disagreed with replacing the current system.

KEY FINDINGS

Stakeholder Forum & Community Workshops

EMERGING THEMES

Key themes that emerged from participant comments were as follows:

1. Fairness (44 comments)

Most participants who supported replacing the current system with a system that more closely reflects distance travelled preferred a 'pay-per-use' system where trip costs more accurately reflect a rider's transit use. Participants indicated that the current zone boundaries were arbitrary and fares for traveling short distances across the boundaries did not reflect transit use, which was deemed unfair. Comments noted that a distance-based system would make the cost of short trips across current zone boundaries better reflect transit use.

2. Affordability (27 comments)

Participants were concerned by any fare increases associated with a distance-based system and felt strongly that fares should

not increase. Some comments indicated a desire for transit to be deemed a right and to be free. Other comments noted concern for a distance-based system that increases the price of transit for users that have to travel within a current one zone boundary or longer distances. Participants

"For lower-income residents living further away, [a distance-based system] may prohibit access to programs, services located in the Downtown Eastside." – Stakeholder Forum participant

indicated that this could impact the mobility of frequent riders, in particular low-income individuals and new immigrants, that have to live further away from city centres in more affordable areas, and depend on transit to access programs, services and jobs.

3. Easy to understand (19 comments)

Participants indicated a new system should be simple and easy to understand with predictable costs. Participants expressed concern that a distance-based system may be too complex and difficult to understand, and it may be difficult to predict fares and plan transit trips.

4. Payment methods (19 comments)

Participants indicated a desire for a future distance-based system to accommodate the diversity of payment methods that people currently use to pay for transit. Some comments noted concern that a distance-based system will require all transit users to pay for transit with the Compass Card, when some people, such as low-income individuals and new immigrants, pay for transit with cash. Other concerns included that a distance-based system should continue to accommodate monthly pass fare products. Some participants

“Lots of people don't have the Compass Card. Paying with cash is the only option so that is a big barrier.”
– Watari Counselling and Support Services Community Workshop participant

needed more information on how the new system would work with the monthly pass before deciding on whether they support the change.

5. Tapping out (12 comments)

Participants expressed concern for the challenges associated with tapping out on buses in a distance-based system. Participants noted that tapping in and out is difficult for people with disabilities as they have to have their Compass Card ready and the Compass touchpads can be difficult to reach. Participants also indicated that tapping out can cause crowding and

delays when exiting the bus because some passengers may not have their Compass cards ready and Compass touchpads can take time to register a tap.

6. Increase ridership (10 comments)

Participants identified encouraging new riders and shifting drivers to transit riders as an underlying rationale for their support for a new system. Some indicated the cost of certain trips will be reduced and may incentivize drivers to take shorter trips on transit.

“Drivers are not patient. I have a Compass card but physically can't show it. I'm concerned with tapping on and off.” – The Voice of the Cerebral Palsied of Greater Vancouver Community Workshop participant

KEY FINDINGS

Elected Officials Forum

EMERGING THEMES

Participant comments indicated mixed opinions towards replacing the current three-zone system with a fare system that more closely reflects distance travelled. Key themes that emerged from participant comments were as follows:

1. Affordability (11 comments)

Participants indicated that a system that more closely reflects distance travelled may increase the price of transit and have unintended impacts on the cost of living in the region and transit ridership.

Some comments noted that “paying-per-use” may increase the cost of living for people who have to live further away from city centres, in more affordable areas, and travel long distances between home and work. In particular, comments noted that a distance-based system may affect the affordability of transit for the region’s most vulnerable such as low-income households,

new immigrant individuals and people with disabilities.

Other comments noted that an increase in the price of transit may encourage riders, in particular suburban commuters, to shift to driving personal vehicles for commutes. Some participants suggested decreasing the incremental cost of transit per kilometer traveled to reduce the cost of transit and maintain or increase ridership amongst frequent and long-distance transit riders.

2. Fairness (9 comments)

Participants who indicated support for a fare system that more closely reflects distance travelled did so because it is perceived to be more fair if prices for each trip more accurately reflect distance traveled. Comments noted current zone boundaries are arbitrary and the high cost of short trips across current zone boundaries is unfair. Other comments noted many of their constituents live and travel within a current

one zone boundary and a distance-based system will increase the cost of those trips, unfairly penalizing them for working close to home.

3. Geographic variability (6 comments)

Participants indicated a desire for a new fare system that more closely reflects distance travelled to account for regional differences in population density, employment opportunities and transit service. Participants indicated that not all kilometers travelled in the regional transit system are equal; some segments of the transit network provide more frequent and direct service to city centres and provide “higher value” service. To account for this variability, some comments suggested that the cost of transit vary with the level of service, and high quality, high use transit service areas could cover the cost of lower quality, lower use transit service areas.

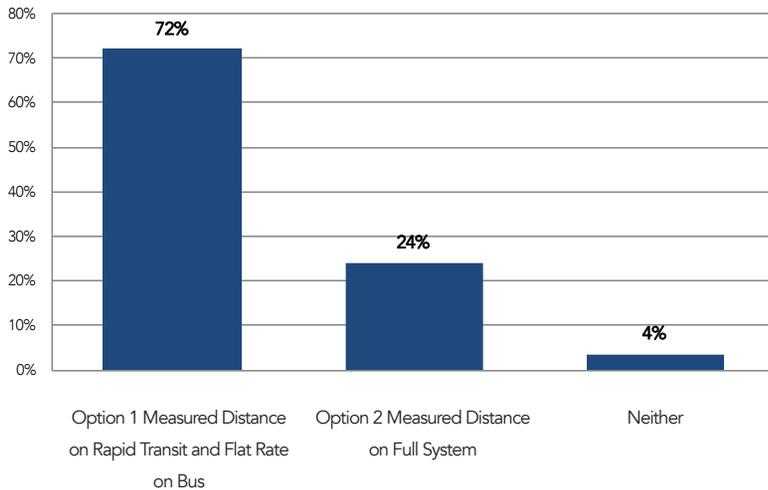
QUESTION 2

Which option would you and your community prefer and why: Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus OR Option 2 Measured Distance on Full System?

Stakeholder Forum & Community Workshops

There were 228 participants at these events.

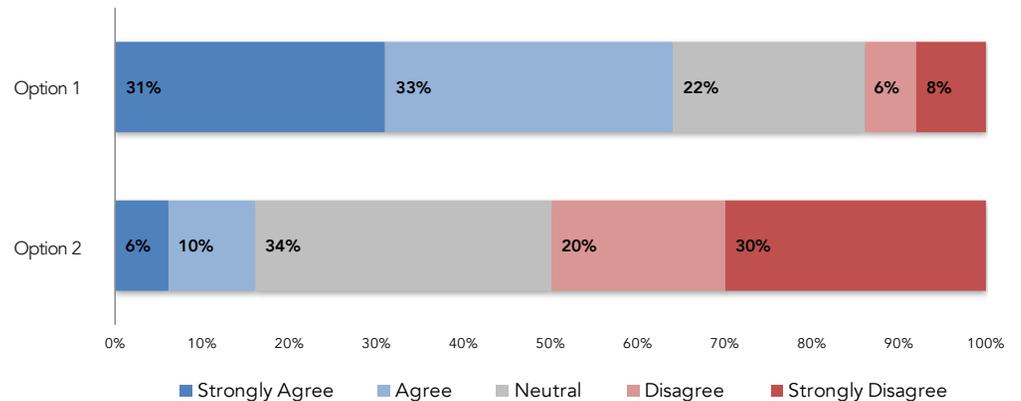
Select your preferred option for varying fares by distance travelled.



Participants voted for their top choice by placing a sticky dot on their preferred option.

72% of Stakeholder Forum and Community Workshop participants' preferred Option 1 Measured Distance on Rapid Transit (SkyTrain, SeaBus and Westcoast Express) and Flat Rate on Bus while 24% preferred Option 2 Measured Distance on the Full System.

How much do you agree that this is a good option for a future fare system?



Participants indicated their level of agreement for each option by placing a sticky dot on a likert scale which ranged from strongly agree to strongly disagree.

64% of Stakeholder Forum and Community Workshop participants agreed or strongly agreed with Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus as a good option for a future fare system.

50% of Stakeholder Forum and Community Workshop participants disagreed or strongly disagreed with Option 2 Measured Distance on the Full System as a good option for a future fare system.

KEY FINDINGS

Stakeholder Forum & Community Workshops

EMERGING THEMES

Key themes that emerged from participant comments were as follows:

1. Easy to understand (61 comments)

Most participants indicated that simplicity is an important objective underlying their preferences for how a future fare system should be structured. However, participants highlighted different aspects of what contributes to, or defines, simplicity. This sometimes led participants to prefer different options, while rationalizing their choice in terms of 'easy to understand'.

Some participants who preferred Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus did so because they perceived it to be easier to understand. Comments attributed this to the predictability and familiarity with flat fares on bus. Other participants, however, expressed concern for different fare

structures for bus and rapid transit because it is perceived to be complicated and may make it difficult to predict fares.

"Flat fares on bus. Ensure people are aware the max they need to pay no matter where they go by bus." – City of Richmond workshop participant

Some participants who preferred Option 2 Measured Distance on the Full System did so because it is perceived to be easy to understand. More participants, however, indicated Option 2 is perceived to be more complicated, and difficult to measure and predict fares and distance travelled. Participants indicated that estimating trip distance and fares is particularly difficult when traveling by bus along indirect and circuitous routes. Comments noted the need for a smartphone app or web-based platform to provide clear, accurate and

real-time travel information while others commented that even with this technology, the information will not be accessible to everyone, in particular those without smartphones or computers.

2. Affordability (43 comments)

Many participants strongly emphasized the importance of any resulting fare system prioritizing financial accessibility for all people, in particular low-income groups (including many seniors, newcomers, people with disabilities and students for whom transit is a necessity).

Many participants who indicated a preference for Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus did so because it provides affordable fares for all bus trips. This is valued by low-income transit users that have to live further from city centres, in areas with more bus service.

Some participants, however, expressed

concern for the affordability of transit in both the current fare system and in Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus. It was perceived that the base fare for rapid transit and bus is currently too high and varying fares on rapid transit may penalize those who live further from city centres, in more affordable areas and travel long distances on rapid transit. Comments noted that this is important to low-income individuals, youth, single mothers, seniors, and people with disabilities.

"I travel long distances - mostly on bus - so I choose Option 1." – The Voice of the Cerebral Palsied of Greater Vancouver workshop participant

Some participants did not prefer Option 2 Measured Distance on the Full System because they perceived it to increase the cost of transit across all service types. Participants noted that a lower base fare

for short trips is not significant enough to warrant support for this option and the increments at which fares increase are perceived to be too large.

3. Reflective of level of service (44 comments)

Participants who supported Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus did so because they perceived rapid transit to be a premium service and buses to be slower, less frequent, to take less direct routes and to provide a lower level of service. Comments indicated support for varying fares by service type when there are different levels of service.

"I don't like the bus, too overcrowded. I don't mind paying more for SkyTrain - better service." – The Voice of the Cerebral Palsied of Greater Vancouver workshop participant

4. Tapping out (17 comments)

Participants expressed concern over the need to tap out on the bus in Option 2 Measured Distance on the Full System. Some comments noted that tapping out on buses can be confusing and lead to crowding and delays when people exit the bus. Some participants opposed option 2 due to these concerns while others would support this option if tapping out was not required or used to measure distance travelled on bus.

"[I prefer] Option 1 - when buses are full it's a problem to tap out." – West End Seniors Network workshop participant

5. Fairness (12 comments)

Participants who preferred Option 2 Measured Distance on the Full System did so because they perceived it to be fair -- to reflect the pay-per-use principle where trip costs for all transit users more accurately reflect distance travelled, regardless of service type.

6. Increase ridership (10 comments)

Participants indicated that a continued flat fare on bus in Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus may increase bus ridership. However, some expressed concern that an increase in bus ridership may lead to overcrowding.

7. Payment methods (4 comments)

Participants were concerned that both options may require the use of the Compass Card and pose a barrier to riders that only pay for transit with cash.

KEY FINDINGS

Elected Officials Forum

EMERGING THEMES

Many participant comments indicated that they and their constituents preferred Option 1 Measured Distance on Rapid Transit and Flat Rate (13 comments) while a minority (2 comments) did not prefer this option.

Some participant comments indicated they and their constituents preferred Option 2 Measured Distance on the Full System (5 comments), while a minority (2 comments) did not prefer this option.

Key themes that emerged from participant comments were as follows:

1. Reflective of level of service (5 comments)

Participants indicated they and their constituents preferred Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus because fares reflect perceived differences in service depending on the

service type. It was perceived that rapid transit offers a premium service while bus

“Easier to stomach a bit of an extra fee for the convenience and quick service.”
– Elected Officials Forum participant

service is often less direct, less frequent and slower than rapid transit.

2. Affordability (4 comments)

Participants strongly emphasized the importance of any resulting fare system prioritizing financial accessibility and affordability. Participants indicated they and their constituents preferred Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus because of the affordability of bus fares. Comments also noted that people did not prefer Option 2 Measured Distance on the Full System because it will increase fares for all bus trips and certain rapid transit trips. Comments noted that

people may only support an increase in transit fares associated with Option 2 if accompanied by an increase in transit service. Alternatively, other comments noted fares are more affordable in Option 2 for short trips with the lower base fare, while the maximum fare is the same rate as today.

A common concern expressed is that current trip planning resources do not always indicate the most affordable trip routes (the shortest, most efficient, and seamless route). If a distance-based system is put in place, comments indicated a need for improved information, resources and apps to plan trips and estimate the most affordable fares accurately.

“Hard to get people to pay more if there is no improvement in service. This option may be easier when improvements roll out across the system.” – Elected Officials Forum participant

3. Easy to understand (4 comments)

Participants who supported a distance-based system expressed concern that it may make fares more complicated and difficult to understand. Some comments noted the need for a variety of tools and resources to educate riders on the new system and to estimate trip fares and distance travelled. Other comments indicated that people did not prefer Option 2 because it could stratify service types, creating inconsistent fares across service types.

4. Fairness (4 comments)

Participants indicated that fairness is an important objective underlying their preference for a distance-based system. However, participants highlighted different aspects of what contributes to, or defines, fairness. Some participants indicated they and their constituents preferred Option 2 Measured Distance on the Full

System because it is perceived to be fair. Other comments noted that varying fares according to the pay-per-use principle across all modes of transit is fair. Trips of the same length across all service types cost the same, and this option removes the unfair steep increase in fares when crossing zone boundaries.

5. Increase ridership (3 comments)

Participants indicated they and their constituents preferred Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus because a flat rate on bus may increase bus ridership, encourage less car use and reduce barriers to transit. Other comments, however, noted that a flat rate on bus may result in overcrowding.

“Flat rate on bus - if cheaper would it create crowdedness? Why choose bus?” – Elected Officials Forum participant

6. Tapping out (2 comments)

Participants indicated they and their constituents preferred Option 1 Measured Distance on Rapid Transit and Flat Rate on Bus only until new technologies make tapping out on bus more efficient and convenient. Some comments noted concern for tapping in and out of multi-modal journeys involving different service types. While other comments noted the need for effective resources and an app to plan and pay for transit so that there is no need to “tap out” on the bus.

7. Payment methods (2 comments)

Participants indicated concern that a distance-based system may limit payment methods. A few comments noted that for both options there is a need for an integrated and convenient payment system that allows users to pay for transit in a distance-based system with both cash and the Compass Card.

QUESTIONS

The following is a summary of participant questions posed in Exercise 1 for TransLink to consider when planning for a future fare system:

- How will distance be calculated (By distance on the network? By stop?)
- Why was 5km chosen as the distance for base fares?
- Why are the distance increments of increasing fares as they are?
- What are the administrative costs to change the system?
- How will we ensure people tap out on the bus?
- How will a distance based system impact regional growth and sprawl?
- How will transfers between transit modes and trip duration be factored into distance-based fares?
- How will transit users be able to determine the distance and cost of trips in a new system before making a decision?
- Can TransLink improve levels of service to garner greater support for any future fare changes?

EXERCISE 2:

OPPORTUNITIES FOR EXPANDING DISCOUNTS

SUMMARY

Participants (from the Elected Officials Forums, Stakeholder Forum, and Community Workshops) expressed general support for expanding user discounts to low-income individuals. Participants perceived it will “even the playing field” for users of all income-levels, reduce the high cost of living in the region, and ensure an equitable system for low-income individuals to access essential programs, services and job opportunities by way of transit. Some participants indicated the need for a robust and transparent system to manage discounts while others expressed concern over potential abuse and misuse of discounts.

Participants expressed mixed opinions towards increasing all other fares to pay for discounts to low-income individuals. Those who supported this option perceived it was fair and important to help others. Some comments noted that it was supportable only if all other fares are increased

nominally. Those who did not support increasing other fares perceived it to penalize average transit users, in particular middle-income users, for using transit over driving. Comments also noted that TransLink is not responsible for providing discounts when there are other more appropriate governments and funders available.

Participants consistently identified many opportunities to expand TransLink's existing discounts and to introduce new discounts. The most common discount ideas suggested were reduced or no fares for families, and new immigrants and refugees, and expanded discounts for frequent riders.

The Exercise

For this exercise, participants were asked to provide their input on the following:

- Currently low-income individuals who are seniors or persons with disabilities receive discounted transit fares. Should other low-income individuals receive discounted fares? Why or why not?
- Do you support increasing all other fares to pay for discounts to low-income individuals? Why?
- What, if any, other changes would you like to see to our existing discounts?

At the Elected Officials Forums, Stakeholder Forum and Community Workshops, participants were asked to consider all three questions, and to share their thoughts and preferences. Afterwards, participants discussed the similarities and differences between responses and provided group insights. Below is a summary of the input received during this exercise.

Exercise 2: Discounts

Step 1: Review and discuss the questions for expanding customer discounts. Consider what your community would prefer and why. Write and share sticky notes explaining your thoughts. Place the stickies here.

Should low-income individuals who are not receiving discounted transit fares through an existing, external program receive a fare discount? Why or why not?

Would you support increasing all other fares to pay for discounts to low-income individuals? Why or why not?

What, if any, other changes would you like to see to our existing discounts?

Step 2: Discuss your group members' top insights. Facilitators take notes here.

QUESTION 1

Currently low-income individuals who are seniors or persons with disabilities receive transit fares. Should other low-income individuals receive discounted fares? Why or why not?

KEY FINDINGS

Stakeholder Forum & Community Workshops

EMERGING THEMES

Most participants expressed support for expanding user discounts to other low-income individuals, with 146 comments indicating support, 29 indicating opposition and 5 comments indicating that they were neutral or uncertain. Key themes that emerged from participant comments were as follows:

1. Managing discounts (53 comments)

Participants indicated that if TransLink were to expand user discounts they would need to establish a clear system for defining and determining discount recipients and managing discounts. Participants indicated a need for means testing to assess potential discount recipients, and to establish a system that accommodates people who shift in and out of different levels of low-

income. Some participants indicated support for discounts to be priced along a graduated scale, similar to the City of Calgary's model.

2. Affordability (47 comments)

Participants supported expanding user discounts to low-income individuals as they perceived it to “even the playing field” for users of all income-levels, offset the high cost of living in the region, and ensure an equitable system that connects low-income individuals to essential programs, services and employment opportunities.

“Yes, access to transit can be a barrier to health services, employment, housing, and corrections services etc.”
– Stakeholder Forum participant

3. Fairness (35 comments)

Participants who supported expanding user discounts to low-income individuals did so because they perceived it to be about making access to transit fair and equitable. Some comments noted that discounts provide the opportunity to vary fares by ability to pay and that people with higher incomes have the ability to pay more to cover the cost of fares for those with less ability to pay.

“Equity is the measure of successful society.” – Vancouver Aboriginal Friendship Centre Society Community Workshop participant

Some participants who supported TransLink expanding user discounts to low-income individuals did so because they view discounts as a social value and a way to promote human welfare and help others.

Other participants, however, expressed concern that it is not the responsibility of transit users who pay regular fares to pay for discounts to low-income individuals.

4. Abuse or misuse (22 comments)

Participants who expressed concern for expanding user discounts to low-income individuals did so because of fears that some people may abuse or misuse the fare discount. For example, participants indicated concern for the possibility of providing discounts to those that don't need it, wrongful or criminal deception by people to get a discount, and the ability of TransLink to monitor, enforce, and update the provision of discounts.

5. Alternate funding (15 comments)

Some participants indicated that if TransLink expands user discounts to low-income individuals, they should consider partnering with other governments and organizations to fund, manage, and distribute discounts.

6. Increase ridership (9 comments)

Some participants indicated that expanding user discounts to low-income individuals may increase transit ridership by reducing financial barriers to transit and making the system more inclusive of users of all income levels.

7. Transit is a right (5 comments)

Some participants expressed that transit services are part of public infrastructure, which helps people access basic goods and services and social and economic activities, and that transit should be considered a right.

*“Access to transit should be a right.”
– The Voice of the Cerebral Palsied of Greater Vancouver Community Workshop participant*

KEY FINDINGS

Elected Officials Forum

EMERGING THEMES

Many participants indicated support for expanding user discounts to low-income individuals (11 comments) while a minority of participants did not support this expansion of user discounts (3 comments). Key themes that emerged from participant comments were as follows:

1. Managing discounts (7 comments)

Participants indicated that if TransLink expands user discounts, a robust and transparent system for defining and determining recipients and managing discounts is needed. Some participants indicated support for means testing to determine discount recipients, while others were concerned that there is no clear system to manage and distribute discounts at this time.

2. Affordability (6 comments)

Participants indicated that many people, in particular low-income individuals, people with disabilities and youth, rely on transit to access school, jobs, and other essential programs and services. Public transit is perceived as a key service that supports poverty reduction and people's quality of life. Some participants who supported offsetting the high cost of living in the region with user discounts did so to help people experiencing hardship and to create a transit system that is more equitable, accessible and affordable.

3. Alternate funding (4 comments)

Some participants indicated mixed opinions towards providing discounts to low-income individuals due to concerns that discounts are not within the jurisdiction and responsibility of TransLink and that discounts could be funded by alternate providers and sources, such as sliding

“Low income earners work in many core (expensive) areas, where they can’t afford to live – help is needed for them. Must be fair and not abused.” – Elected Officials Forum participant

income tax deductions from the provincial government and revenue from sponsors.

4. Abuse or misuse (3 comments)

Some participants expressed concern that some people may abuse or misuse the fare discount. Participants indicated the need for a robust system to manage, monitor and enforce the provision of discounts to people in need to mitigate potential abuses or misuses.

5. Increase ridership (2 comments)

Some participants indicated that discounts may increase transit ridership amongst low-income individuals.

QUESTION 2

Would you and your community support increasing all other fares to pay for discounts to low-income individuals? Why or why not?

KEY FINDINGS

Stakeholder Forum & Community Workshops

EMERGING THEMES

Most participants indicated support for increasing all other fares to pay for discounts to low-income individuals (92 comments) while some participants did not support increasing all other fares (55 comments) or were neutral or uncertain (6 comments). Key themes that emerged from participant comments were as follows:

1. Fairness (68 comments)

Many participants indicated that fairness is an important rationale underlying their opinion towards increasing all other fares to pay for discounts to low-income individuals.

Some participants indicated it is fair for users with the ability to pay to subsidize fares for low-income individuals. Other participants who supported increasing all other fares did so because they view

discounts as a social value that promotes human welfare.

On the other hand, some participants who did not support increasing all other fares did so because they view it as unfair. Specifically, they perceived that it may disadvantage or penalize other transit users for taking transit and place the 'burden' of discounts on middle-income individuals and the working poor that depend on transit.

"It's fair – people too low-income because of circumstance one day will not be low income and then they can pay more and pay it back." – Watari Counselling and Support Services workshop participant

2. Alternate funding (57 comments)

Participants who did not support increasing all other fares did so because they perceived subsidies to be the responsibility of other governments or organizations. Comments noted that other governments should be responsible for subsidizing transit for low-income individuals. While a few participants who did support increasing all other fares did so only as long as other governments contribute funding as well.

Some participants indicated TransLink should explore other funding models, such as private sector partnerships with sponsors and companies to provide discounts to employees.

“Seek government or philanthropic contribution rather than loss to transit riders.” – Aboriginal Friendship Centre Society workshop participant

3. Nominal fare increase (30 comments)

Some participants who supported increasing all other fares to pay for discounts to low-income individuals did so as long as the fare increase is very small or nominal.

4. Managing discounts (10 comments)

Some participants who supported increasing all other fares to pay for discounts to low-income individuals did so with the desire to see a robust and transparent system for determining recipients and managing discounts.

5. Increase ridership (6 comments)

Some participants who expressed concern for increasing all other fares to pay for discounts to low-income individuals did so because it was perceived to reduce the affordability of transit for regular users and to reduce transit ridership amongst regular users.

KEY FINDINGS

Elected Officials Forum

EMERGING THEMES

Participants indicated mixed opinions towards increasing all other fares to pay for discounts to low-income individuals. 6 comments noted support for increasing all other fares, 5 comments noted opposition and 1 comment noted uncertainty. Key themes that emerged from participant comments were as follows:

1. Alternate funding (7 comments)

Participants who expressed concern for increasing all other fares to pay for discounts to low-income individuals did so because they perceived it to fall within the jurisdiction, and responsibility of other governments to provide financial aid to low-

*"P(overly) R(eduction) = responsibility of provincial and federal government."
– Elected Officials Forum participant*

income individuals.

Some participants who opposed increasing all other fares did so because they believed there are more viable, and equitable sources of funding for discounts to low-income individuals.

2. Fairness (3 comments)

Participants indicated that fairness is an important objective underlying their opinions towards all other fares paying for discounts to low-income individuals. However, participants highlighted different aspects of fairness to support or oppose increasing all other fares. A few participants who supported increasing all other fares did so because it was perceived to be fair for users with the ability to pay to subsidize fares for low-income individuals. Another participant who expressed concern did so because it was perceived that increasing all other fares unfairly disadvantages other users, such as middle-class users or the

working poor who may be above the threshold eligible for low-income discounts, dependent on transit.

3. Abuse or misuse (2 comments)

Participants who expressed concern did so because it was perceived that some people may abuse or misuse fare discounts. Participants indicated a need for a robust and transparent system to manage, monitor and enforce the provision of discounts to low-income individuals.

"I believe in offering discounts as a part of fairness but am wary of the possibility for abuse." – Elected Officials Forum participant

QUESTION 3

What, if any, other changes would you like to see to our existing discounts?

KEY FINDINGS

Stakeholder Forum & Community Workshops

EMERGING THEMES

Many participants expressed a desire to expand and deepen existing discounts and introduce new discounts to prioritize physical and financial accessibility for people with disabilities and lower income groups (including seniors, students, children and youth for whom transit is a necessity). Participants suggested the following:

1. Expand existing discounts (90 comments)

- More reduced or no fares for students (21 comments)
- More reduced or no fares for people with disabilities (16 comments)
- More frequent rider discounts (16 comments)
- More reduced or no fares for all children and youth (15 comments)

- More time-of-travel discounts (12 comments)
- More reduced or no fares for seniors (10 comments)

2. New discounts (66 comments)

Many participants expressed a desire to introduce new discounts that prioritize financial accessibility for diverse and vulnerable groups. Comments suggested introducing the following discounts to facilitate greater accessibility of services:

- Reduced or no fares for families (21 comments)
- Reduced fares for new immigrants / refugees (20 comments)
- Reduced fares for partner organizations (18 comments)
- Reduced or no fares for low-income people on employment insurance (7 comments)

KEY FINDINGS

Elected Officials Forum

3. Alternate funding (8 comments)

Some participants expressed a desire for TransLink to seek alternate funding for discounts, such as through a luxury goods tax or a congestion tax.

4. No change (4 comments)

Some participant indicated no desire to change TransLink's existing discounts.

EMERGING THEMES

Participants indicated that they would like to expand TransLink's existing discounts and introduce new discounts to key groups in need. Key themes that emerged from participant comments were as follows:

1. Expand existing discounts (19 comments)

Many participants indicated a desire to expand or reconsider existing discounts to prioritize financial accessibility for frequent riders and lower income groups (including seniors, children and youth for whom transit is a necessity) and to encourage ridership. Participants suggested the following:

- More and less reduced fares for seniors (9 comments)
- More reduced or no fares for all children and youth (5 comments)
- More time-of-travel discounts (3 comments)

- More reduced fares for frequent riders (2 comments)

2. New discounts (7 comments)

Some participants indicated a desire to introduce new discounts to prioritize financial accessibility for riders, for whom transit is a necessity (including low-income families and daily commuters), and to encourage ridership and to decrease overcrowding. There was a desire to introduce the following discounts:

- Reduced or no fares for families (5 comments)
- Reduced fares for employers to give to employees (1 comment)
- New time-of-travel discounts for people who can travel at less busy times (1 comment)

QUESTIONS

The following is a summary of participant questions posed in Exercise 2 for TransLink to consider when planning for a future fare system:

- How will 'low-income' be determined to ensure discounts support people who are truly in need?
- How will discount recipients be determined when incomes vary throughout the year?
- How will user discounts be managed, distributed and monitored?
- How will non-documented immigrants be able to access discounts?
- How much will other transit users have to pay to provide discounts to low income individuals?
- Will low-income transit users who do not meet the low-income cut-off requirements for discounts be required to pay for others' discounts?

EXERCISE 3:

OPTIONS FOR FARE PRODUCTS

SUMMARY

Participants (from the Elected Official Forums, Stakeholder Forum and Community Workshops) expressed a preference for Option 2 Fare Capping (64% of votes) over Option 1 Prepaid Pass (24% of votes). Participants indicated that both options are good fare products for a future fare system (11% of votes) while a minority indicated no preference (1% of votes).

OPTION 1 Prepaid Pass: Participants who preferred Option 1 Prepaid Pass did so because it was perceived to be convenient, predictable, easy to understand and simple to use. Participants who expressed concern for Option 1 Prepaid Pass did so because it was perceived to be an inflexible fare product for riders with unpredictable travel plans and the high upfront cost cannot be

recovered if the pass is not used fully during the relevant time period.

OPTION 2 Fare Capping: Participants who preferred Option 2 Fare Capping did so because it was perceived to provide a 'best price guaranteed' for transit with its low upfront cost and flexible cost for riders with unpredictable travel plans. Participants who expressed concern for Option 2 Fare Capping did so because it was perceived to be overly complicated, and difficult to understand with unclear and unpredictable fares.

24%

preferred Option 1 Prepaid Pass

64%

preferred Option 2 Fare Capping

The Exercise

For this exercise, participants were asked to provide their input on the following options:

- Option 1 Prepaid Pass
- Option 2: Fare Capping

At the Elected Officials Forums, Stakeholder Forum and Community Workshops, participants were asked to review and discuss the two options for fare products for frequent riders and to consider the two options by sharing their thoughts and preferences.

At the Stakeholder Forum and Community Workshops, each small group of participants was also asked to vote for their top choice and to indicate their level of agreement with each option as good options for a future fare system. Afterwards, participants discussed their choices and provided group insights. Below is a summary of the input received during this exercise.

Exercise 3: Fare Products

Step 1: Review and discuss the two options for fare products for frequent riders. Consider what your community would prefer and why. Write and share one sticky explaining the reason for your top choice. Place the stickies here.

Option #1: Prepaid pass

Option #2: Fare capping

Step 2: Select your preferred option(s).

FIRST:
Indicate your preference by placing a sticky dot in the box below.

Prepaid Pass

NEXT:
Then for each option, how much do you agree that "This is a good option for a future fare system"? Rate your level of agreement by placing a sticky dot on the corresponding scales.

Fare Capping

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE I DON'T KNOW

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE I DON'T KNOW

Step 3: Discuss your group members' top insights. Facilitators take notes here.

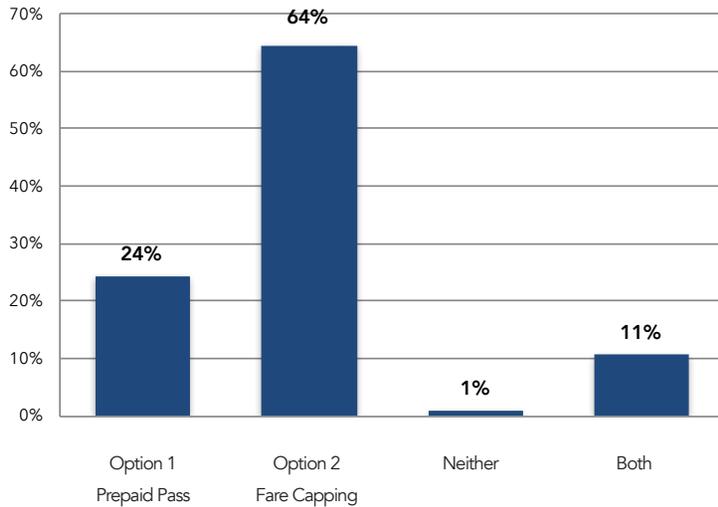
QUESTION 1

Which option for fare products would you and your community prefer and why: Option 1 Prepaid Pass OR Option 2 Fare Capping?

Stakeholder Forum & Community Workshops

There were 228 participants at these events.

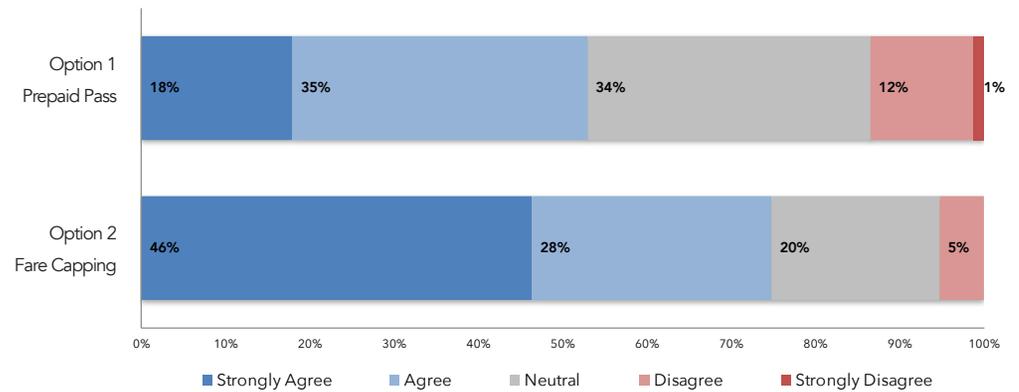
Which option do you prefer?



Participants voted for their top choice by placing a sticky dot on their preferred option.

64% of Stakeholder Forum and Community Workshop participants preferred Option 2 Fare Capping as a good fare product for a future fare system while 24% of participants preferred Option 1 Prepaid Pass.

Do you agree this is a good option for a future fare system?



Participants indicated their level of agreement with each option by placing a sticky dot on a likert scale which ranged from strongly agree to strongly disagree.

Participants generally agreed with both options as good fare products for a future fare system, with 74% of participants agreeing or stronger agreeing with Option 2 Fare Capping and 53% agreeing or strongly agreeing with Option 1 Prepaid Pass.

KEY FINDINGS

Stakeholder Forum & Community Workshops

EMERGING THEMES

Key themes that emerged from participant comments were as follows:

1. Affordability (43 comments)

Participants indicated that affordability is an important rationale underlying their preferences for fare products. Participants who expressed concern for Option 1 Prepaid Pass did so because the upfront cost was perceived to be a barrier to access for those who cannot afford a high one-time upfront cost, such as low-income individuals or those without consistent employment. Participants who supported Option 1 Prepaid Pass did so because it was perceived to be more affordable than Option 2 Fare Capping if users use the pass regularly and frequently over the course of the duration of the pass and its unlimited travel period.

Participants who supported Option 2 Fare Capping did so because there are no upfront costs. Participants indicated Option 2 Fare Capping is more accessible to those with limited budgets and those who cannot afford the upfront cost of Option 1 Prepaid Pass. Other comments, however, expressed concern that the Compass Card is a barrier to access Fare Capping as some users cannot afford the Compass Card deposit.

Other participants who supported Option 1 Prepaid Pass and Option 2 Fare Capping did so with the caveat that it depends upon the price of the fare product in the future fare system.

“Paying up front for the monthly pass is a major barrier.” – Watari Counseling and Support Services workshop participant

2. Convenience & Predictability (40 comments)

Participants who supported Option 1 Prepaid Pass did so because it was perceived to be convenient – users are able to predetermine and predict the price of transit and have access to unlimited travel within the relevant pass timeframe. Participants who expressed concern for Option 2 Fare Capping did so because it was perceived to be inconvenient -- riders need to top up the Compass Card on a regular basis once their stored value runs out and trip planning and budgeting may be more difficult if trip costs are unpredictable.

3. More options (40 comments)

Participants who supported both Option 1 Prepaid Pass and Option 2 Fare Capping expressed a desire for multiple Prepaid Pass and Fare Capping options, such as

on a daily, weekly, monthly and yearly basis, and for payment to occur on flexible dates. These options were desired to accommodate a greater diversity of users, from tourists to daily commuters.

4. Flexibility (35 comments)

Participants indicated that flexibility is an important objective underlying their preferences for fare products. Some participants who expressed concern for Option 2 Prepaid Pass did so because they perceived it to be inflexible for people with unpredictable travel schedules, for people who cannot predict how much they will use transit in advance, and for people who may not use all of the trips paid for with a Prepaid Pass.

Participants who preferred Option 2 Fare Capping did so because it allows for flexible trip planning for frequent and infrequent riders with unpredictable travel schedules.

5. Easy to understand (26 comments)

Participants who supported Option 1 Prepaid Pass did so because it is similar to current Prepaid Passes and it is familiar, comfortable, easy to understand and simple to use.

Other participants who expressed concern for Option 2 Fare Capping did so because it was perceived to be difficult to understand, difficult to implement and requiring education for users. A few participants who supported Option 2 Fare Capping did so because they perceived it to be easy to understand once they were familiar with the product and it will be easy to implement with the Compass Card.

6. Both options (25 comments)

Participants who preferred both Option 1 Prepaid Pass and Option 2 Fare Capping did so because the products meet the needs of different users, depending on their life circumstance and travel plans and behaviors.

7. Increase ridership (14 comments)

Participants who preferred Option 2 Fare Capping did so because it was perceived to provide a 'best price guaranteed' to frequent riders that will encourage and increase transit ridership.

8. Payment methods (13 comments)

Participants who supported both Option 1 Prepaid Pass and Option 2 Fare Capping suggested TransLink needs to improve access to and the convenience of the payment methods, such as by adding payment kiosks at a diversity of central and convenient places and by supporting cash payment for fare products for those without debit or credit cards.

9. Fairness (10 comments)

Participants who supported Option 2 Fare Capping did so because they perceived it to be fair -- where the price of transit for all users more accurately reflects the amount of transit used.

KEY FINDINGS

Elected Officials Forum

EMERGING THEMES

Many participants indicated support for Option 1 Prepaid Pass (5 comments) while only one participant indicated they did not support Option 1 Prepaid Pass (1 comment).

Many participants indicated support for Option 2 Fare Capping (24 comments) while a minority indicated they did not support Option 2 Fare Capping (2 comments) and were neutral or did not know their preference (2 comments).

Key themes that emerged from participant comments were as follows:

1. More options (13 comments)

Participants who supported both Option 1 Prepaid Pass and Option 2 Fare Capping expressed a desire for multiple options, such as on a daily, weekly, monthly and yearly basis, and the ability to purchase fare products on flexible dates. Other

comments suggested varying the price of Prepaid Passes to lower the upfront costs and incentivize more riders to purchase Prepaid Passes.

"Weekly fare cap for "gig economy" coming on." – Elected Officials Forum participant

"How about an annual pass?" - Elected Officials Forum participant

2. Upfront costs (9 comments)

Participants who expressed concern for Option 1 Prepaid Pass did so because of the high upfront cost that prevents people who cannot afford the pass from benefiting from its 'best price guaranteed'. Comments highlighted this is difficult for people with low incomes or inconsistent wages. Some comments suggested a discount to frequent Prepaid Pass users.

Some participants who supported Option 2 Fare Capping did so because there are no upfront costs, and it is perceived to more accessible to people with low incomes.

3. Easy to understand (8 comments)

Participants who supported Option 1 Prepaid Pass did so because it was perceived to be easy to understand, familiar, simple to use, and has a history of serving users well.

Some participants who expressed concern for Option 2 Fare Capping did so because it was perceived to be difficult to understand, difficult to implement and requiring education for users. Some comments noted confusion about how the Compass Card will accommodate fare capping.

"(Option 1) Simplicity - it's more or less what we have and know." – Elected Officials Forum participant

4. Convenience & Predictability (7 comments)

Participants who supported Option 1 Prepaid Pass did so because it was perceived to be a convenient fare product with a predictable cost and unlimited use within the relevant pass timeframe.

Participants who expressed concern for Option 2 Fare Capping did so because of perceived inconvenience, unpredictable fares and the need to regularly add stored value to the Compass Card.

5. Increase ridership (6 comments)

Participants who supported Option 2 Fare Capping did so because it was perceived

“Much more opportunity to increase ridership with this system.” – Elected Officials Forum participant

to provide frequent riders with a ‘best price guaranteed’. Participants believed this fare product could grow ridership amongst frequent riders as it rewards frequent use of services.

6. Flexibility (5 comments)

Participants who supported Option 2 Fare Capping did so because it was perceived to allow for flexible trip planning and to provide a more flexible fare product for both frequent and infrequent riders with unpredictable schedules.

7. Both options (4 comments)

Participants who indicated support for both Option 1 Prepaid Pass and Option 2 Fare Capping did so because the products meet the needs of different users, depending on their life circumstance, travel plans and behaviors.

QUESTIONS

The following is a summary of participant questions posed in Exercise 3 for TransLink to consider when planning for a future fare system:

- What will be the exact prices of the fare cap?
- How will both fare products work in coordination with other components of the transit system?
- How will Prepaid passes work in a distance-based system?
- What happens if you have too much money on your card when using a fare cap?



3km

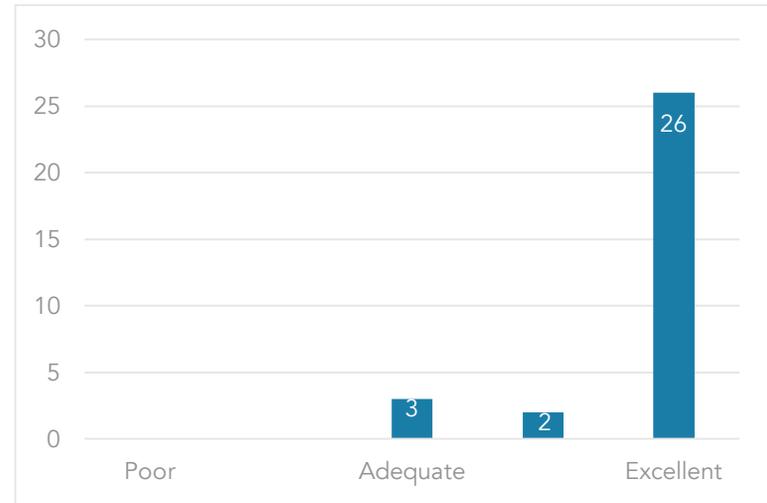
APPENDIX A: SUMMARY OF FEEDBACK FORMS



Participants were asked to complete feedback forms at the each of the forums and community workshops. We received 32 completed forms. A summary of responses is provided below.

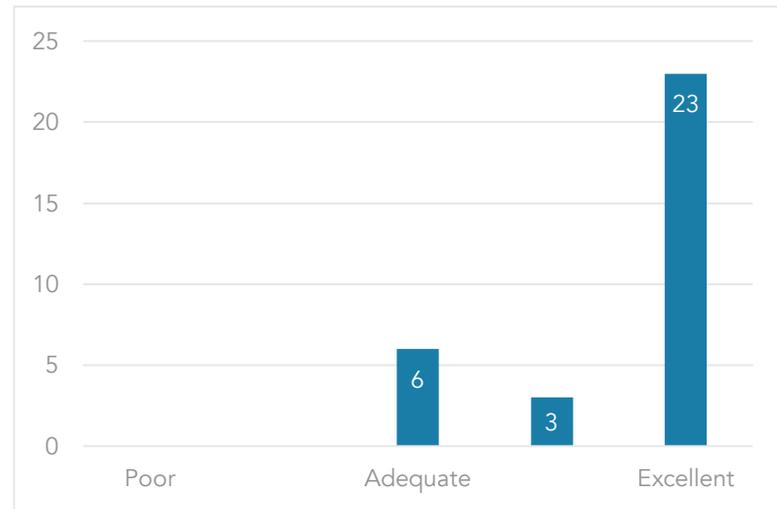
1. How clear was the information provided today?

Overall, participants thought the information provided was clearly explained and aided by clear visuals, informative TransLink staff and well-structured exercises. One participant thought the options were too narrow for discussion while another indicated a desire for the options to be narrowed further.



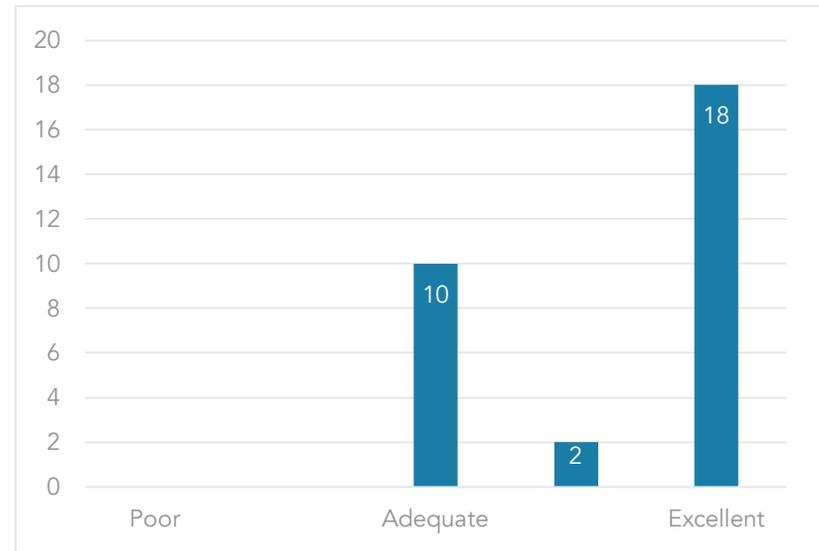
2. How useful were the exercises and discussions?

Participants indicated that the exercises and discussions were useful, well-facilitated and the format of the small group discussions were conducive to generating good ideas and questions.



3. How clear/transparent is our process?

Most participants were satisfied with the process and thought the process was clear and provided sufficient information. However, some participants expressed concern over how public input would influence final decision-making. Some also thought there was not enough choice in the questions asked, leading to a feeling that results have been pre-determined.



4. Overall, how worthwhile do you feel it was to attend this forum?

Most participants were appreciative of the opportunity to provide their input. Participants expressed a strong desire for their input to be meaningfully heard.

