April 27, 2016

All Lower Mainland Elected Officials:

Transit Fare Review - Public Engagement

TransLink will soon announce details to the public around a transit fare policy review, which includes a four-phased stakeholder and public engagement process over the next 18-24 months. We will report out on what we heard at the end of each phase.

The engagement work in this first phase will provide opportunities for stakeholders, transit users and the general public to identify issues associated with the current fare structure and fare products, and to identify the objectives that are important to them for the future fare system. This information will be used to create a long list of options for consideration in Phase 2.

Phase 1 begins on May 18, 2016 with three regional stakeholder forums:

Date	Location	Time
Wed, May 18, 2016	Wosk Centre for Dialogue Rm 420	Registration: 9:45 am
	580 W Hastings St, Vancouver,	Workshop: 10 am – 12 pm
Wed, May 18, 2016	Ballroom, Executive Plaza Hotel	Registration: 5:45 pm
	405 North Road, Coquitlam	Workshop: 6 pm – 8 pm
Thurs, May 19, 2016	Chuck Bailey Recreation Centre	Registration: 1:45 pm
	13458 107A Ave, Surrey	Workshop: 2 pm – 4 pm

In addition to inviting a broad range of stakeholders to these forums, we will work with your staff to include members of any relevant citizen advisory committees serving your communities.

Between May 24 and June 30, an online survey and targeted in-person events will be launched across the region to gather feedback from transit users and the general public. These engagement opportunities will be promoted through a variety of online and printed media.

TransLink will engage your staff throughout the course of this review through the Regional Transportation Advisory Committee (RTAC) as well as through a smaller dedicated Partner Advisory Committee established specifically for this project.

We will also arrange an elected officials forum prior to the next phase of the consultation, to share with you what we heard from the public, and to solicit your thoughts and feedback.

The purpose of this review is to consider changes to the fare structure, products and programs that will provide a better customer experience and grow ridership in support of our ambitious regional targets.

This initiative will be the most comprehensive review of transit fare policy undertaken in Metro Vancouver in over 30 years. Our region continues to experience significant growth and development, which has led to fundamental changes in the way people move throughout the region. Though the transit system has expanded in an effort to meet changing and growing demand, the fundamentals of the fare system have remained relatively unchanged in that time.

The key components of our fare system today include: a spatial structure based on zones, a time-based transfer, discounts for evenings and weekends, discounts for some bulk purchases (e.g. monthly pass), and discounts for some users (e.g. children, students, seniors).

In the past, the kinds of improvements we could make to the fare system were limited by the ability of customers and operators to calculate the correct fares in their heads. However, the introduction of the Compass Card offers an unprecedented opportunity to reimagine the way we determine transit fares. We hope you will support us in these efforts.

Once this program is made public, I encourage you and your constituents to visit the project webpage on our website at www.translink.ca/farereview to read more information, subscribe to project updates, and participate in the online surveys and events.

Should you have any questions, please contact Mark Erdman, Manager Stakeholder Engagement, at 778-375-7667 or by email at mark.erdman@translink.ca.

Sincerely,

Tim Savoie
Vice President, Transportation Planning & Policy