

Glossary of Fare Review Terminology

FARE SYSTEM

Fare System: The overarching system that determines how transit fares are structured, priced, administered, and gathered.

Fare: Tariff charged per ride. The authorized amount (whether cash, ticket, pass or valid transfer) paid for a ride on a transit vehicle.

Farebox: An electronic fare collection machine that is used by customers to deposit cash fares. On TransLink's system, fareboxes are located at the front of all buses.

Fare Structure: The framework that determines how fares are set.

Distance-based Pricing: A type of fare structure in which fares vary based on the amount of distance travelled. Distance can be measured by the exact length of the journey (measured distance) or approximated by zones or number of stops.

Zone-based Structure: A type of fare structure in which fares vary based on distance as approximated by 'zones'. Fares increase based on number of zones traversed.

Flat Fare Structure: A type of fare structure in which fares do not vary based on distance travelled. All trips, regardless of length are priced the same.

Time of Day Pricing: A way to vary fares that accounts for the level of demand for transit at different times of day.

Fare Products/Passes: Different fare product options are offered to appeal to different user groups with a variety of transit needs. In TransLink's system, all products and passes are loaded onto the user's Compass Card. Commonly offered fare products are based on periods of time, such as a daily or monthly pass.

Fare Programs: Specialized fare offerings, often tailored to distinct user groups, that usually include specific eligibility criteria and enrollment.

Regular Fare: The price charged to one adult for one transit ride. On TransLink's system, this definition excludes AddFares, express service charges, and concession fares.

Concession Fare: A discounted fare rate that applies to specific groups on TransLink's system, including children aged 5 to 13 years old, youth aged 14 to 18 with valid identification, and seniors aged 65 years old and greater.

Price Capping: A fare payment feature that caps the total amount spent on fares at a pre-determined limit while allowing continued usage of the system.

Transfer: A transfer allows a rider to use multiple transit services to complete a trip on a single fare. Transfers can be based on time, direction travelled, or type of service. On TransLink's system, a rider can transfer onto as

many services as needed for 90 minutes from the time a single fare is purchased at the first tap in. Sometimes referred to as **connections**.

Peak Period: The period where the greatest level of demand for transit is experienced and service is provided. Peak periods typically coincide with rush hour. On TransLink's system, peak hours are the hours from the start of transit service in the morning until 09:30 – and from 15:00 until 18:30 Monday to Friday.

Off-Peak Period: Non-peak or non-rush hours. On TransLink's system off-peak hours are from 09:30 until 15:00 and from 18:30 until the last bus weekdays and all day Saturday, Sunday and holidays. The current fare system classifies off-peak hours as those after 18:30 from Monday to Friday and all day Saturday, Sunday and Statutory Holidays.

User Pay Principle: a pricing approach in which the consumer pays for the cost of a good or service according to how much of the good or service they consume.

Ability to Pay Principle: a pricing approach in which the consumer pays for the cost of a good or service relative to an amount they are able to pay. Ability is often determined by level of income. In such a scenario, those with least ability will pay less than the full cost of the good or service they consume, and those with most ability will pay more than the full cost.

FINANCES

Cost Recovery Ratio: The share of total transit operating costs that are paid for by revenue from transit related revenues including advertising and fares. See Farebox Recovery.

Farebox Recovery: The share of total transit operating costs that are paid for by revenue from fares. See Cost Recovery Ratio.

Operating and Maintenance Costs (O&M Costs): The costs of operating and maintaining the transit system on an ongoing basis. Includes salaries, wages, materials, supplies and equipment to maintain equipment and buildings, operate vehicles, rent equipment and facilities and settle claims.

Capital Costs: The costs associated with building or acquiring long-term assets of a transit system such as property, buildings, vehicles, etc.

Fixed Cost: An indirect cost that remains relatively constant, irrespective of the level of operational activity.

Variable Cost: A cost that varies in relation to the level of operational activity.

Passenger Boarding: A passenger boarding refers to each time a transit user enters the transit system, regardless of whether he/she is transferring from another mode on the system.

Revenue Service is the operation of a transit vehicle during the period which passengers can board and ride on the vehicle. Revenue service includes the carriage of passengers who do not pay a cash fare for a specific trip as well as those who do pay a cash fare; the meaning of the phrase does not relate specifically to the collection of revenue.

Revenue Hours: Revenue hours represent the time that transit vehicles are in revenue service, from the time they leave the trip start terminus to the time they arrive at the trip end terminus, and exclude recovery (layover) time at terminuses and deadheading times (i.e. time used by vehicles to travel from a depot to a service start point and to return to the depot from a service end point).

Revenue Kilometres: Revenue kilometres represent the distance travelled by transit vehicles while in revenue service, from the time they leave the trip start to the time they arrive at the trip end, and exclude deadheading distance (i.e. distance travelled by vehicles from a depot to a service start point and to return to the depot from a service end point).

Revenue Passenger: A revenue passenger refers to a transit user that is starting a transit trip and not transferring from another transit vehicle.

GENERAL

Transportation Demand Management (TDM): The application of strategies and policies to reduce travel demand, to redistribute this demand in space or in time or to shift this demand to non-SOV modes, such as walking, cycling, transit and Ridesharing.

Fare Elasticity: The extent to which ridership responds to fare increases or decreases.

Capacity: The amount of space that can carry passengers on a transit vehicle. Available space not occupied by passengers is called **unused capacity**.

Service Area: The square kilometres of the agency's operating area. TransLink's service area is 1,800 square kilometres.

Mode: Refers to method of transportation. Examples include walking, cycling, transit and driving. Transit mode may also be disaggregated further, for example, train, bus, single occupant vehicle, and rideshare.

Multimodal: Those activities that involve more than one mode of transportation, including transportation connections, choices, cooperation and coordination of various modes.

Transit agency: A public or private entity responsible for administering and managing transit activities and services.

Transit Operator: An employee of a transit operating company who operates a public transit vehicle according to a set schedule. Duties may include fare collection and a customer service component.

Commuter: A person who travels regularly between home and work or school.

Smart Card: A small, plastic card with an imbedded computer chip on which fare value and products can be stored. Usually altered by a fare collection machine removing some or all of the stored value as each trip is taken. TransLink's smart card is called **Compass**.

Efficiency: Maximizing output with minimum waste.

Effectiveness: Producing an optimal outcome that successfully achieves predetermined goals.

TRANSLINK-SPECIFIC

HandyDART: HandyDART is a shared custom transit service for people who cannot use conventional transit services.

SkyTrain: SkyTrain is the oldest and longest fully automated, driverless, rapid transit systems in the world. Operated by BCRTC, SkyTrain is comprised of Expo and Millennium SkyTrain lines that connect downtown Vancouver with the cities of Burnaby, New Westminster and Surrey. SkyTrain also includes the Canada Line which opened in August of 2009, connecting Vancouver International Airport and Richmond to downtown Vancouver.

West Coast Express (WCE): WCE is a wholly-owned operating company of BCRTC that operates commuter trains from Mission City in the Fraser Valley to downtown Vancouver.

Regional Growth Strategy: Metro Vancouver's long-term, regional land-use plan. Adopted in 2011, the current version is *Metro Vancouver 2040: Shaping our Future*. It was unanimously adopted by 21 municipalities, TransLink and adjacent regional districts and contains strategies to advance five goals that strengthen urban development, the regional economy, the environment and climate change, housing and community amenities, and integrating land use and transportation. Under the SCBCTA Act, the purpose of TransLink is to provide a regional transportation system that supports Metro Vancouver's Regional Growth Strategy.

Regional Transportation Strategy: The Strategic Framework that sets out the vision, goals, principles, strategies and key initiatives to help guide transportation decisions in Metro Vancouver over the next 30 years. The approved strategic framework sets out an approach for accommodating the one million more people expected to live in the region by 2045 and the resulting growth in demand on the transportation system. It brings together our strategies on investing in system expansion, managing demand and coordinating land use, to ensure transportation decisions are made that are affordable and help us live healthy lives, in communities with prosperous businesses, safe streets, clean air and thriving natural environments.

BC Bus Pass: The BC Bus Pass Program provides a subsidized annual transit pass from the Province of British Columbia to low-income seniors and low-income persons receiving disability assistance.

U-Pass BC Program: A provincial program which provides a discounted transit pass to eligible students at participating, publicly-funded, post-secondary schools. The program is provided in partnership with the Province of British Columbia, TransLink, and participated schools and associations.

YVR AddFare: A \$5 charge applied to fares purchased at Sea Island Canada Line stations for eastbound travel off Sea Island.