



SUBJECT: Transit Rates and Fees Update

TO: Committee of the Whole

FROM: Transit Department

Report Number: TR-01-19

Wards Affected: All

File Numbers:

Date to Committee: April 1, 2019

Date to Council: April 23, 2019

Recommendation:

Approve the recommended changes to the 2019 rates and fees for the Transit Department as outlined in transit department report TR-01-19; and

Amend pages 18 and 19 of Schedule A of rates and fees by-law #51-2018 with Appendix B of transit department report TR-01-19.

Purpose:

This report outlines the changes recommended to the 2019 Rates & Fees for Transit as it relates to harmonizing fares across the GTHA and implementing initiatives moved by Council as part of the 2019 budget.

A City that Moves

- Increased Transportation Flows and Connectivity

Background and Discussion:

Burlington Transit uses cash, PRESTO card and paper fare products.

The PRESTO card can be purchased at the Downtown Terminal, all Shoppers Drug Mart locations in Burlington and online at prestocard.ca.

Paper products currently include tickets and student paper passes. Student paper passes are sold to school boards to provide to their students free of charge. In 2019, tickets will be discontinued and Burlington Transit will assist customers' transition to the

PRESTO card through an outreach program. The outreach program started March 6, 2019.

Changes to the Rates and Fees for Burlington Transit

There are three areas of changes for the rates and fees including changes based on 2019 budget discussion, changes based on a review with other agencies, and changes providing a solution for businesses who purchase tickets for their customers/visitors.

As part of the city's 2019 operating budget, Council approved a motion that will:

- Provide free transit for adults 65 years of age and older between 9 a.m. and 2:30 p.m. on weekdays starting in June 3, 2019 as a pilot until December 31, 2020
- Provide free monthly passes on PRESTO for Burlington residents who qualify for the Subsidized Passes for Low Income Transit ([SPLIT](#)) program

Approval of this motion has impacted the Rates & Fees previously approved by Council for 2019.

Also, Burlington Transit has been working with Metrolinx and other transit agencies to review concessions across the Greater Toronto and Hamilton Area (GTHA). The review has determined transit agencies should use the following five concessions:

- Preschool (5 and under)
- Child (6-12)
- Youth (13-19)
- Adult (20-64)
- Senior (65 and older)

Currently 2019 rates and fees were discontinuing the child concession by merging child and youth concession. Given the review with other agencies, rates and fees will change to maintain five concessions.

Currently, not-for-profit businesses within Burlington purchase tickets to provide them to their customers or visitors free of charge. With the elimination of tickets, Burlington Transit will introduce a single ride voucher program. This program will have the business sign a contract with Burlington Transit and be authorized to give out vouchers. These vouchers will not be used for resale.

School boards currently purchase discounted paper passes for their students. This will continue with a name change from student passes to youth passes. A new program will be added for school boards to purchase single ride vouchers at a price comparable with the discounted pass rate.

Table 1 illustrates the recommended changes to the 2019 Rates & Fees for Transit in the cash and paper fare products and pricing category. This table shows the 2018 approved base rate, the approved 2019 base rate, the revised 2019 base rate, and a description of the changes made to that fare product.

Table 1: CASH/PAPER FARE PRODUCTS & PRICING (Effective May 1, 2019)

Description	2018 Base Rate	2019 Base Rate	Revised 2019 Base Rate	Changes	Rationale
Youth Cash Fare (13-19 years of age)	\$3.50	\$3.50	\$3.50	Change age range back to 13-19	Changing to be consistent with GTHA transit agencies concession categories.
Student Fare - 10 Ticket Purchase	\$19.00	\$19.00	\$19.00	Change naming back to student	Keeping student tickets until December 31, 2019; Naming change not required.
Child Cash Fare (6-12 years of age)	\$3.50	discontinue	\$3.50	Add in age range (6-12) - do not discontinue	Changing to be consistent with GTHA transit agencies concession categories.
Child (6-12 years of age) - 10 Ticket Purchase	\$18.50	discontinue	\$19.00	Keep Child ticket - raise price to \$19	Keeping child tickets until December 31, 2019; Raising price to be consistent with senior and student ticket prices.
Preschool (5 years old and under – must be accompanied by a parent/guardian)	No Charge	No Charge	No Charge	Change name	Changing name to be consistent with GTHA transit agencies concession categories.
Business & Not For Profit (Single Ride Voucher and contract based)			\$2.00	New Item	This voucher program would be for eligible businesses and Not For Profits that provide tickets to their clients for free. This program will be contract based and will begin September 2, 2019.
Youth Bulk Purchase Discount (Single Ride Voucher and contract based)			\$1.50	New Item	This voucher program would be eligible to school boards that provide tickets to students for free. This program will be contract based and will begin September 2, 2019.

Table 2 illustrates the recommended changes to the 2019 Rates & Fees for Transit in the PRESTO fare products and pricing category. This table shows the 2018 approved base rate, the approved 2019 base rate, the revised 2019 base rate, and a description of the changes made to that fare product.

Table 2: PRESTO FARE PRODUCTS & PRICING (Effective May 1, 2019)

Description	2018 Base Rate	2019 Base Rate	Revised 2019 Base Rate	Changes	Rationale
Youth Single Ride (Loyalty: with 100% discount for 39th)	\$1.85	\$1.90	\$1.90	Change loyalty to 39th	After the 39th trip, the cost that month would equal a monthly pass.
Youth Bulk Purchase Discount (Monthly Period Pass and contract based)	\$52.00	\$55.00	\$55.00	Move back to paper product category	This product is only available as a paper pass. This program will be contract based.
Child Single Ride (Loyalty: with 100% discount for 21st)	\$1.85	discontinue	\$1.90	Do not discontinue - raise price to \$1.90. Loyalty at 21st	After the 21st trip, the cost that month would equal a monthly pass.
Summer Monthly Pass (Per Month - Available July and August only on PRESTO for Youth & Child)	\$25.00	\$25.00	\$25.00	Change to Summer Monthly Pass for Youth and Child	This will make the pass available to riders between the age of 6 and 19, not only Youth (13-19).
SPLIT Program Monthly Pass	50% of the cost of a monthly pass		No Charge	Approved as part of the 2019 operating budget	New item based on Council direction.

Table 3 illustrates the recommended changes to the 2019 Rates & Fees for Transit in the miscellaneous fees category. This table shows the 2018 approved base rate, the approved 2019 base rate, the revised 2019 base rate, and a description of the changes made to that fare product.

Table 3: MISCELLANEOUS FEES (Effective May 1, 2019)

Description	2018 Base Rate	2019 Base Rate	Revised 2019 Base Rate	Changes	Rationale
Conventional Charter Rate (per hour – min. 3 hour)	\$125.00	\$130.00	\$130.00	Change naming to Conventional Charter Rate	Changing to be consistent with service portfolio name.
Specialized Charter Rate (per hour)	\$125.00	\$130.00	\$130.00	Change naming to Specialized Charter Rate	Changing to be consistent with service portfolio name.
Seniors Free between 9:00am and 2:30pm Weekdays (Pilot June 3, 2019 to Dec. 31, 2020)	As per 2018 fare products and pricing		No Charge	Approved as part of the 2019 operating budget	New item from Council Direction.

Appendix A shows the original Rates & Fees for Transit and Appendix B shows the revised Rates & Fees for Transit.

Strategy/process

Burlington Transit has been working with Metrolinx and other transit agencies to provide customers with consistent concessions throughout the GTHA through a Fare Integration study.

Burlington Transit has taken customer feedback on the use of tickets to develop the single voucher program and plan an outreach program to help customers transition to the PRESTO card.

Burlington Transit is working towards a 70 percent adoption rate by January 2021 of the PRESTO card. Discontinuing tickets is part of the adoption rate program along with PRESTO card outreach and marketing programs.

These items are part of marketing and communications program for increased ridership and customer satisfaction.

Options considered

Not applicable

Financial Matters:

Free off-peak weekday seniors will impact Burlington Transit's conventional revenue by approximately \$145,800 and specialized revenue by approximately \$90,000 for the pilot program June 3, 2019 to December 31, 2020. The free SPLIT passes will be at a cost to Burlington Transit of approximately \$108,200 annually (depending on eligible participants and passes bought that year).

Source of Funding

Funding sources include Provincial Gas Tax and Halton Region for 50 percent of the SPLIT program currently.

Public Engagement Matters:

Burlington Transit will be holding drop-in sessions to educate customers, and potential customers, on the PRESTO card and to help customers transition from tickets to the PRESTO card.

Burlington Transit will communicate these changes through the Burlington Transit website and Twitter account.

Conclusion:

Burlington Transit has raised several fares to help fund the 2019 service initiatives and future growth while including lower child passes and a discounted voucher system to help increase ridership.

Respectfully submitted,

Sue Connor

Director of Transit

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Appendices: (if none delete section)

- a. Original 2019 Rates & Fees – Transit Department
- b. Revised 2019 Rates & Fees – Transit Department

Report Approval:

All reports are reviewed and/or approved by Department Director, Director of Finance and Director of Legal. Final approval is by the City Manager.