



STATUS
Council Approved
CAO Approved:

TITLE: York Region Transit Fare Policy	NO.: 1 Approval Date: Last Updated:
--	--

POLICY STATEMENT:

York Region Transit (YRT) operates its transit services in accordance with a comprehensive set of fare related policies.

APPLICATION:

This document applies to all YRT conventional bus services, including TTC contracted services operating north of Steeles Avenue and Brampton Transit services operating within York Region, to YRT Mobility Plus services and to Viva bus rapid transit services.

PURPOSE:

The purpose of this policy is to formalize and document all YRT fare related policies. Actual fare rates will be reviewed separately as part of the annual business plan and budget process.

DESCRIPTION:

1. Fare Payment Process

a. Pay Fare on Boarding

With conventional bus and Mobility Plus service, passengers pay upon boarding. On conventional buses, cash and unvalidated tickets are deposited into the farebox. Passes, validated tickets and transfers are presented to the driver for visual acceptance. On Mobility Plus buses, the correct adult cash fare or an unvalidated adult ticket must be deposited into the farebox or a valid pass presented to the driver for visual acceptance and recording. On Mobility Plus accessible vans and sedans that do not have a farebox, the correct adult cash fare or an unvalidated adult ticket is collected and a valid adult pass is visually accepted and recorded by the driver.

b. Pay Fare before Boarding

When taking the Viva service, passengers are required to pay their fare prior to boarding a Viva vehicle and to present proof of having made that payment on demand to a roving enforcement officer. Prior to boarding a Viva vehicle, pre-purchased and unvalidated tickets must be validated in vivaNow validator located at each Viva station and at designated YRT

and TTC bus terminals. A ticket that was properly validated and is still within the Transfer Time Validity Window ('TTVW') or a valid monthly pass or GTA weekly pass is accepted as Proof-of-Payment by enforcement officers.

c. Fare Payment Options

i. Cash

Cash is accepted for fare payment in the farebox on conventional buses and Mobility Plus vehicles and is accepted to purchase validated single journey tickets and fare supplements at oneRide and multiRide fare machines. Exact change is required except at multiRide fare machines which will provide change. The cash fare for all passenger fare classifications is the same as the adult cash fare.

ii. Credit and Debit Cards

Credit cards are accepted for payment at oneRide and multiRide machines and at the YRT Customer Service Centre. Debit cards are accepted for payment at multiRide machines and at the YRT Customer Service Centre.

iii. Transfers

A transfer that was issued by a YRT or Brampton Transit driver or was issued by a TTC driver operating under contract in York Region, or a YRT ticket that was validated by a VivaNow ticket validator or a validated single journey ticket that was issued by a oneRide or multiRide machine, in each instance before the expiry of the TTVW, constitutes an acceptable fare payment when presented to a conventional or Mobility Plus driver or an acceptable proof of fare payment when presented to an enforcement officer.

iv. Validated Single Ride Ticket

A validated ticket which is good for immediate travel may be purchased at oneRide machines using coins in exact change or using credit cards. Intended to be the equivalent of a passenger paying a cash fare in a conventional bus farebox, oneRide-issued tickets are available for all passenger fare classifications at the cash fare price.

v. Multiple Ride Ticket Booklets

Unvalidated tickets available in the different passenger fare classifications may be purchased only in sets of 10 tickets from multiRide fare machines, using coins, banknotes and debit or credit cards. Booklets of 10 tickets in each passenger fare classification are also available from the YRT Customer Service Centre and from third party ticket agencies at a price that is discounted from the single ride ticket rate.

vi. Period Passes (Monthly Pass & GTA Weekly Pass)

YRT passes, that are available in the different passenger classifications and that are acceptable for unlimited travel for a calendar month, may be purchased from multiRide fare machines using coins, banknotes, debit or credit cards and from third party ticket agencies at a price that is discounted from the corresponding multiple ride ticket rate. The GTA Weekly Pass can be purchased throughout the GTA and is valid for travel on TTC, Mississauga Transit, Brampton Transit and YRT's conventional buses and Mobility Plus and Viva bus rapid transit services. The GTA weekly pass is valid for unlimited travel on YRT in a single fare zone. A fare supplement is required for travel on the YRT Express Bus services and

when traveling on YRT across the zone boundary. All passes are to be presented to conventional and Mobility Plus drivers on boarding and to enforcement officers on demand while riding Viva. YRT adult monthly passes and GTA weekly passes are transferable between passengers, but can only be used by one passenger at any one time.

vii. Zone Upgrade Fare Supplements

Passengers can purchase a Zone Upgrade fare supplement from both oneRide and multiRide machines. A fare supplement is also required when travelling on the YRT Express Bus services using an adult, student or senior ticket or YRT monthly pass or using a GTA weekly pass.

viii. Ride-to-GO Fare Supplement

While YRT and GO Transit do not have an agreement to honour each other's transfers, there is a special discount 'Ride to GO' fare available for YRT passengers to ride YRT to or from a GO rail station when taking a connecting GO rail service. YRT passengers must present the YRT driver with proof of paying a 'valid GO fare' to be able to travel on YRT for this discounted fare which requires depositing 50 cents into the farebox or requires purchasing a valid Ride-to-GO fare supplement from a oneRide or multiRide machine prior to boarding Viva or YRT.

For travel inbound to the GO rail station, a 'valid GO fare' would be a valid GO pass (with proper ID) for travel originating at that station or a multi-ride GO ticket for travel originating at that station with adequate validation room (defined as having at least one unused ride left). For travel outbound from the GO rail station, a valid GO fare would be a valid GO pass (with proper ID) for travel terminating at that station or a ticket for travel on GO termination at that station that was recently cancelled or validated such that the passenger proves that they were on the most recent GO rail service that arrived at the station.

2. Fares

a. Passenger Fare Classifications

YRT passenger fare classifications include:

- Adult (includes students attending college and university),
- Student (full-time secondary school student with valid student I.D card),
- Senior (age 65 and over with proof of age on request),
- Child (elementary school age or under).

Children under 2 years ride free. All Mobility Plus service passengers are currently deemed to be part of the adult passenger fare classification.

b. Fare Table

The fares that YRT charges its passengers are specified in a fare table, which is reviewed as part of YRT's annual business planning budgeting cycle, and if revisions are required, is submitted to Regional Council for approval. YRT practice has been to seek approval for fare adjustments effective January 1 of each year.

c. Flat Fare

YRT has one common fare for all passengers in the same passenger fare classification riding on all YRT services including conventional buses and Mobility Plus and Viva bus rapid transit services. The fare is the same for journeys of different distances within the same fare zone.

d. Fare Payment Zones

YRT has divided the Region into three fare payment zones:

- South Zone (1) – the service area extending from the southern border of the Region (Steeles Ave) to 100 metres north of the two kilometre-wide east/west zone boundary at Bloomington Road.
- Central Zone (2) – the service area extending 100 metres south of the two kilometre-wide east/west zone boundary at Old Colony Road/Estate Garden Drive to Ravenshoe Road, which is the southern boundary of the Town of Georgina, and
- North Zone (3) – the service area in the Town of Georgina extending north from Ravenshoe Road to Lake Simcoe.

For further clarity, the boundary between South Zone (1) and Central Zone (2) is a two kilometre-wide east/west band marked by a central zone sign 100 metres north of Bloomington Road and a south zone sign 100 metres south of Old Colony Road/Estate Garden Drive. A northbound journey originating south of the south zone marker and terminating north of Bloomington Road or a southbound journey originating north of the north zone marker and terminating south of Old Colony Road is deemed to be a two-zone journey.

For a two-zone journey, passengers must pay or possess proof of payment of having paid a two-zone fare or must pay or possess proof of payment of a fare zone supplement in addition to the one zone fare.

e. Premium Services

YRT operates premium Express Bus services on the 407ETR for which a higher fare is charged and for which all passenger fare classifications pay the same fare.

f. Discounted Fares**i. Fare Classification**

YRT offers a discount from the cash fare and from the adult ticket fare to full-time high school students (with valid identification), to seniors (with valid identification) and to children for the pre-purchase of tickets in books of ten. Children under two years ride free. YRT does not currently offer a fare discount for post-secondary students. Mobility Plus passengers must pay the adult fare.

ii. Pre-purchase

To encourage the pre-purchase of tickets and passes and to encourage increased ridership through lower fares, a price discount from the cash fare is provided on the pre-purchase of 10-ride tickets and a larger discount from the cash fare on the pre-purchase of monthly passes.

iii. Volume purchase

YRT is conducting a one-year pilot of its RideSaver program which allows participating businesses to receive a 15% discount off the price of a regular adult monthly pass on the condition that participants commit to purchase a minimum of 15 transit passes per month for a one year period. Participants may charge their employees any price for the pass that is equal to or less than the price paid to YRT. The results of the pilot program will be presented to Regional Council in the fall of 2007.

iv. York Region employee

York Region employees can purchase up to 40 adult tickets per month for personal use at a 50% discount from the regular adult ticket price.

v. School Board purchase

YRT provides the York Region School Boards with a price discount for the purchase of student passes by the School Boards. This agreement minimizes the requirement for the use of yellow school buses by school boards where public transit is available and accessible to students.

g. Free Travel on Conventional Transit Services (YRT/Viva)**i. Emergency Services Workers**

YRT offers free travel to emergency service workers (police officer, fire fighter and paramedic) in uniform and while travelling to and from work or while on duty.

ii. YRT Staff / Contractor Property Passes

YRT offers free travel to any of its staff carrying a valid YRT photo ID in addition to their Corporate issued security pass, while on duty.

iii. Persons with Visual Impairments

YRT offers free travel to any client of the Canadian National Institute for the Blind (“CNIB”) or any other approved agency dealing with visual impairment with appropriate identification.

iv. Travel Training for Persons with Disabilities

YRT provides free passes to approved organizations for the purpose of training persons with disabilities to use public transit. Participants are taught how to use public transit safely and independently. Interested organizations can apply to this program and will be accepted only for use for training persons with disabilities to use transit independently.

v. Special Dates/Times

YRT offers free travel to certain passengers on certain dates and at certain times including:

- *August- Warriors Day* - YRT offers free travel to veterans and their families with appropriate identification, including uniforms, medals and service papers.
- *November 11* - YRT offers free travel to veterans and their families with appropriate identification, including uniforms, medals and service papers.
- *December 31* - YRT offers free travel to anyone after 7:00 p.m. on New Years Eve.

vi. Special Events

Free tickets/passes are occasionally provided to participants at special events requiring travel on YRT/Viva. Marketing opportunities are considered as part of this approval. These tickets and passes can be used for the approved event purposes only.

vii. Prizes

YRT occasionally provides a limited number of free tickets or passes to organizations as a prize for fundraising events or where a ridership marketing development opportunity is deemed to exist. These requests are approved by the Manager, Marketing and Customer Service and/or the General Manager of Transit.

viii. Marketing - Ridership Development

YRT periodically offers free or concessionary travel to conventional service target market groups with a view to encouraging ridership trial and development as a part of the marketing program. A follow-up review of program effectiveness is conducted.

3. Transfers**a. Between YRT Services**

The time printed on YRT transfers is the expiry time of the Transfer Time Validity Window ('TTVW'), which is an established length of time from the moment a passenger pays the fare on boarding the initial bus or makes the initial fare payment at the oneRide machine or the VivaNow validator. YRT has established the TTVW to be 120 minutes. Prior to the expiry of the TTVW, YRT transfers are valid for travel in any direction on YRT, Viva, and TTC and Brampton vehicles operating in York Region. YRT drivers manually update the time set on transfers every fifteen minutes. Validated tickets, which are issued by oneRide and multiRide machines and which function essentially like transfers, have the TTVW expiry time prominently printed on the tickets at the time of purchase. Pre-purchased tickets that have been validated at a vivaNow machine also function essentially like a transfer with the TTVW expiry time prominently printed at the time of validation.

Conventional bus drivers will issue a one-zone transfer upon request unless the passenger pays the second zone supplement or deposits a two-zone ticket, in which event the driver will issue a two zone transfer. Tickets purchased for two-zone travel prominently indicate the two zone transfer validity.

To make a second transfer by boarding a third YRT conventional bus prior to the expiry of the TTVW, the passenger is required to retain the original transfer to present to the driver on boarding the third bus. Passengers transferring to Viva service must retain the transfer and display it to the enforcement officer on demand. The time printed on the transfer/ticket must be later than the time of inspection.

b. Between YRT and TTC Contracted Services

In contrast with YRT practice, TTC drivers set the time on their transfers to be the start time of their northbound or southbound route or when the northbound bus crosses Steeles Avenue,

rather than the expiry time of the TTVW. YRT drivers and enforcement officers must calculate whether the transfer is still valid by adding on the established TTVW time to the time on the transfer.

c. Between YRT and Brampton Transit Services

In instances where BT and YRT operate a common route and a common schedule, BT drivers will accept YRT or BT passes and will issue a YRT transfer for fare payment either by cash or by BT or YRT ticket. YRT drivers will accept BT and YRT passes and will issue a YRT transfer for fare payment by cash, BT or YRT ticket or valid BT transfer. BT follows the same policy as TTC when issuing transfers, setting the transfer time to the beginning of the trip and not adjusting it throughout the trip.

4. Enforcement

a. Transit Bylaw

Transit Bylaw No. R-1415-2005-028 provides the legal framework for fare payment and passenger conduct on YRT public transit vehicles.

b. Grace Period

YRT provides a grace period of 60 days, during which ticket stock issued subject to the previous period's fare table will be accepted as valid fare media. After 60 days any old ticket stock may be exchanged at YRT's Customer Service Centre or the Roving Ticket Exchange Bus for current tickets with the payment of the applicable fare premium

c. Challenge but Concede

Drivers are expected to refuse entry to any passenger that declines to pay the correct fare; however, should the passenger insist on boarding, drivers are expected to concede so as not to provoke a confrontation. In the event that a passenger becomes unruly, drivers are to call for assistance.

d. Refusal of Passage

Drivers and enforcement officers will not require a passenger to leave the bus if there is any concern for the safety of the passenger; for example, when traveling late at night or in inclement weather.

e. Penalties – Warnings, Citations & Summons

At the discretion of the enforcement officer, passengers violating the Transit Bylaw may be issued a warning, a citation or a summons. All incidents are maintained in a database and may be used to ascertain repeat offenders.

5. Fare Media Design Modification Process

The current design specification for the fare media including tickets, passes and transfers represents a very carefully determined design compromise that balances the often conflicting requirements of the various equipment and consumable suppliers. YRT has determined that

even the most minor changes to this specification including graphics and colour must be approved in advance by at least all of the following individuals:

- YRT Manager, Finance and Administration
- YRT Manager, Operations
- YRT Manager, Marketing and Customer Service, and
- YRT Manager, Transit Management Systems

6. Refunds & Exchanges

YRT allows pro-rata refunds of monthly passes only on compassionate grounds or in the event that a passenger moves out of the Region. A \$5.00 per day reduction will be applied to the refund starting from the first day of the month. An additional \$10.00 administration fee will also be deducted from the refund total. Refunds are available at the YRT Customer Service Centre at 50 High Tech Rd.

YRT does not allow refunds of tickets, but allows the exchange of tickets from an earlier fare period for tickets from the current fare period, when the customer pays the difference between the earlier and current ticket prices. Tickets can be exchanged the YRT Customer Service Centre at 50 High Tech Rd. and the York Region Administration offices in Newmarket.

RESPONSIBILITIES:

REFERENCE:

“Review of Fare Policies at York Region Transit” – July 14, 2006

CONTACT:

Mary-Lou Johnston, Manager, Customer Service & Marketing

<u>APPROVAL INFORMATION</u>
CAO Approval Date:
Committee:
Council Approval:
Clause:
Minute No.
Report No:
Page:
Date: