



Fare Review Report

Fraser Valley Regional District

May 2025



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1.1 Overview

BC Transit has prepared this Fare Review Report for the Fraser Valley Regional District (FVRD) to support the optimization of fare structures and revenues across the Hope, Agassiz-Harrison, and Fraser Valley Express (FVX) transit systems. This review aligns with BC Transit's Fare Strategy, which aims to balance revenue generation, ridership growth and retention, and affordability, while ensuring consistency with BC Transit's Fare guidelines. A key goal is to explore opportunities for fare alignment across the Fraser Valley systems, while also preparing for future advancements through Phase Two of the Electronic Fare Collection System (Umo), which will introduce open-loop payment, allowing debit and credit card tap payments.

In the Agassiz-Harrison and Hope transit systems, BC Transit recommends the introduction of the DayPASS-on-Board fare product for cash-paying riders, along with the activation of automatic fare capping for Umo users. This would allow riders to receive a DayPASS automatically after tapping twice in a day, making daily travel more affordable and convenient. To implement this change, it is proposed that the 90-minute transfer policy, the pre-purchased digital DayPASS, and the 10-ride digital pass be discontinued, streamlining the fare product offering and encouraging use of Umo.

For the Fraser Valley Express, BC Transit recommends expanding eligibility for the concession monthly pass to include post-secondary students, further supporting affordability for those most in need.

This report outlines updated fare pricing options for both the Agassiz-Harrison/Hope and FVX systems, assessing their alignment with BC Transit's Fare Strategy and forecasting potential impacts on revenue and ridership. It also reflects local context and considerations, such as the current transfer policies, the shift toward fare capping and DayPASS-on-Board, preparations for open-loop payment, and existing supportive programs including free rides for children 12 and under and the discounted BC Bus Pass for low-income seniors.

Developed in collaboration with FVRD staff, this report reflects shared regional and provincial priorities. It presents recommendations that provide a clear, coordinated, and sustainable direction for fare policy across the Fraser Valley's transit systems.

Please note that all financial estimates in this report are based on budgeted figures and observed outcomes in other communities. Any changes to the Annual Operating Agreement (AOA), ridership levels, or financial assumptions may affect the results presented.

A glossary of transit terms can be found in Appendix A.

2.1 BC Transit Fare Strategy

Since its introduction, BC Transit's Fare Strategy has guided decision making in transit systems towards improving the net yield of fare revenues. That is, the revenue collected after the costs of revenue collection are deducted. The fare strategy was developed through collaboration with local government partners and accounts for both local considerations and BC Transit corporate priorities. To improve the net yield of fare revenues, fare structure decisions are made considering the following four key objectives:

1. The fare structure is attractive to customers and encourages ridership.
2. The fare structure is marketable and is easy to produce and sell.
3. The fare structure has low costs of operation and debt service.
4. The fare structure is secure.

With these objectives in mind, any changes to the fare structure should be made with the intent of simplification. This is to make it easier for customers to comprehend and purchase the correct fare and is easier and less costly to administer. To help accomplish these objectives, BC Transit developed the fare structure guidelines found in **Table 1** below. For reference, the adult cash fare is the base from which other fares are calculated.

Table 1 BC Transit Fare Structure Guidelines

Fare Product	Audience	BC Transit Fare Guideline
Single-Ride	All	Base
10-Rides	All	9 Times Base Fare
Adult 30-Day Pass	All	20 to 30 Times Base Fare
Discounted 30-Day Pass	Senior/ Student/ College Student	Adult 30-Day Pass less 15%
Semester Pass (4 Month)	Student	4 times discounted monthly pass less 20%
No Fare Transfers, No Zones		

The BC Transit Fare Strategy has been used to guide fare reviews in several BC Transit systems to increase revenue from ridership. While outcomes are unique to each transit system, the results observed in systems that have implemented aligned fare structures indicate the positive benefits that can be anticipated when making similar changes.

3.1 Fare Collection Technology

BC Transit launched phase one of its digital fare payment platform 'Umo' in the Agassiz-Harrison and Hope and Fraser Valley Express (FVX) Transit Systems in January 2024, to enable transit customers to pay for and access their fares in an account-based environment using their mobile phones or reloadable Umo cards for contactless payments. This new technology has the following benefits:

1. Improved user experience
2. Decreased need for physical fare products.
3. Increased revenue security
4. Improved data on fares and travel behaviours
5. Increased ability for BC Transit to support fare programs in regional transit systems.

Through the digital fare payment technology, monthly passes and tickets products can be purchased directly and effortlessly from the online store or reloaded at vendor locations. In **Figure 1** below, revenue by product type is displayed with rider's payment method, highlighting that while single ride cash is still predominantly utilized as fare payment in both the Agassiz-Harrison and Hope and Fraser Valley Express Systems, Umo is beginning to see greater adoption in longer term pass products over a single ride or DayPASS product.

It should be noted that in October 2024, all legacy pre-purchased paper products (DayPASS, tickets, monthly passes) were phased out from vendor point of sale to streamline fare product sales and are only available with Umo card or the Umo mobility app. Cash is still accepted on board for single ride fares and remains the most popular payment method. Additionally, the convenience of purchasing a monthly pass via Umo, and the flexibility in buying a 30-day pass that can begin at any time during a month has led to an increase in 30-Day Pass sales.

Figure 1 Revenue by Product Type Agassiz-Harrison & Hope Transit System (Oct-Dec 2024)

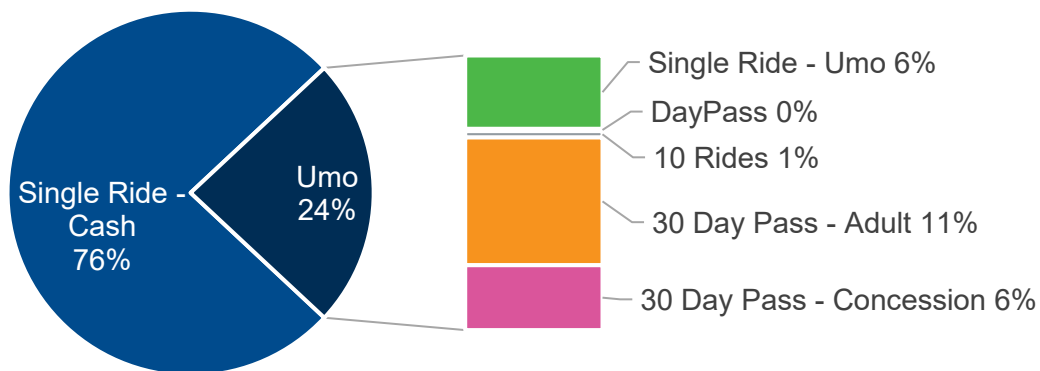
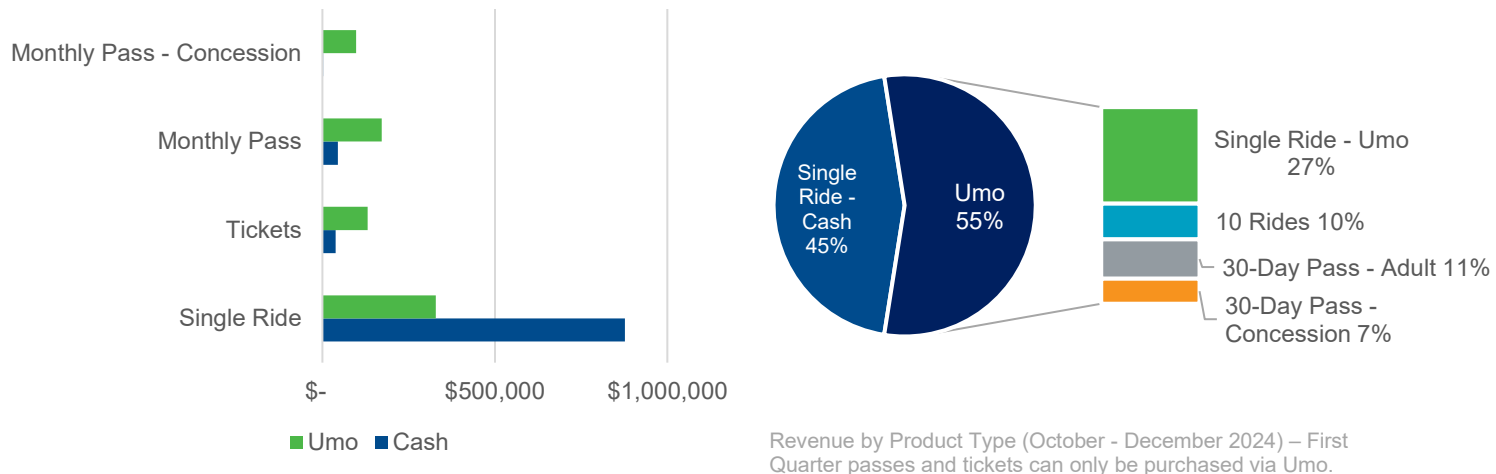


Figure 2 Transit Revenue by Product Type Fraser Valley Express



2024 Annual Revenues by Product Type and Payment Method

Phase 2 of the Electronic Fare Collection System project will enable fare payment with debit or credit card for a single ride or DayPASS, anticipating launch in Summer 2025.

4.1 DayPASS-On-Board and Fare Capping

As a part of its fare guidelines, BC Transit recommends the removal of transfers on account of issues that stem from the subjective nature of their use. This subjectivity creates the potential for fare evasion by users who attempt to use an expired or invalid transfer as a valid fare. In escalated circumstances, this can lead to conflict between customers and operators. Currently, the Agassiz-Harrison and Hope Transit System allows for travel within 90 minutes of trip departure on the next connecting bus within or between Agassiz-Harrison or Hope without incurring an additional fare, however the transfer does not include travel in the Chilliwack Transit System, or vice versa. The Fraser Valley Express does not accept transfers, which is in line with BC Transit's policy.

DayPASS-On-Board

To replace transfers in Agassiz-Harrison and Hope, BC Transit proposes the implementation of the DayPASS-on-Board program for cash users. Under this model, passengers pay twice the base fare in cash and receive a dated paper DayPASS from the operator, granting unlimited travel for the remainder of the calendar day by presenting the DayPASS to the operator when boarding. This change simplifies fare payment, enhances system efficiency, and eliminates transfer-related disputes.



Fare Capping to enable Automatic DayPASS

To further streamline fare payment, BC Transit recommends implementing fare capping through Umo, which ensures passengers using Umo stored value or Open-Loop payments never pay more than the equivalent of two single fares per day. Instead of requiring riders to pre-purchase a DayPASS, which generated less than \$800 in the previous year, the system automatically tracks payments and provides unlimited travel once the fare cap is reached. This model improves affordability and encourages transit use.

To enable fare capping, the following changes are required in the Agassiz-Harrison and Hope System:

- Elimination of transfers to simplify fare structures and reduce fare disputes.
- Discontinuation of 10-Ride, and DayPASS pre-purchased products, as fare capping replaces the need for upfront fare product purchases and simplifies the rider experience.

Anticipated Benefits

The DayPASS-on-Board program is currently in place in over 11 BC Transit systems. In systems that have implemented the DayPASS-on-Board, it has proven effective in reducing transfer-related conflicts with operators to the point of being non-existent. Additionally, transit ridership has been observed to increase in two ways. First, users of the DayPASS-on-Board are more inclined to take additional transit trips in a calendar day given the added convenience of the product. Second, there has been a marked increase in the purchase and use of monthly pass products in systems after the introduction of the DayPASS-on-Board program that also correlates to increased transit ridership. The final observable impact of the DayPASS-on-Board is an increase in revenue as a result of the removal of transit users' ability to use fraudulent or expired transfers. Systems implementing the DayPASS-on-Board program with higher use of fraudulent transfers exhibit larger impacts to revenue and ridership.

5.1 Current Conventional Fare Structure, History and Performance

Agassiz-Harrison and Hope

The current conventional fare structure for Hope and Agassiz-Harrison, as outlined in **Table 2**, has been in effect for eight years, since September 2017, when the Hope to Agassiz route was launched. As a part of the September 2017 fare change, the two-zone system was removed, audiences for cash and ticket products became universal, the monthly pass rate decreased from \$55 to \$44, and the DayPASS product was introduced, which could be pre-purchased at vendor locations along with Tickets and Monthly Passes.

Table 2 Current Fares, Hope & Agassiz-Harrison Transit System

Fare Product	Riders	Current Fares
Cash / Umo Stored Value*	All	\$2.50
Tickets / 10-Rides	All	\$22.50
DayPASS	All	\$5.00
30-Day Pass	Adult	\$44.00
	Student/Senior	\$35.00

*Children aged 12 or under ride free

When referring to the BC Transit Fare Guidelines, the Hope and Agassiz-Harrison transit system's fare structure could be better aligned by addressing the following:

- The price of the adult 30-Day pass is below the recommended 20 to 30 times the base cash fare (currently 17.6 times)
- The discount provided on the conventional senior and student 30-Day passes is more than the recommended 15% off the adult 30-Day pass (20% discount currently).
- The system allows the use of transfers, while the Guidelines recommend implementing the DayPASS-On-Board system as an alternative.

Accordingly, recommendations on potential new fare structures will consider the discrepancies outlined above in order to simplify the fare structure with the intent of increasing revenue and ridership in the Hope and Agassiz-Harrison transit system.

Fraser Valley Express

The current conventional fare structure for Fraser Valley Express, outlined in **Table 3**, has been in effect for ten years since the service launched in 2015. It is a 65-kilometre express service with stops in Chilliwack (3), Abbotsford (2), Langley (1), and Burnaby (1). Transfers and DayPASS are not issued or valid on this route.

Table 3 Current Fares, Fraser Valley Express

Fare Product	Audience	Current Fares
Cash / Umo Stored Value*	All	\$5
Tickets / 10-Rides	All	\$45
30-Day Pass	Adult	\$100
	Student/Senior	\$85

*Children aged 12 or under ride free

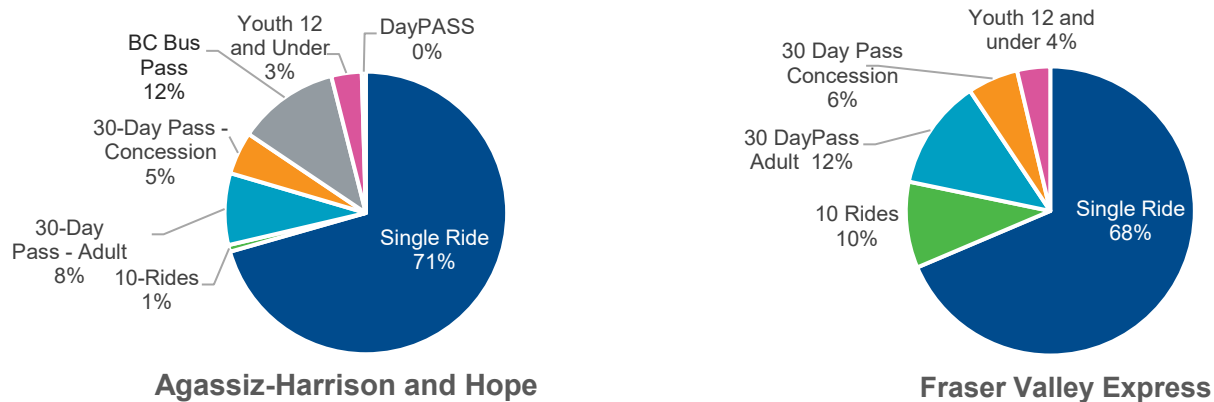
When referring to the BC Transit Fare Guidelines, the Fraser Valley Express’s fare structure is aligned.

- The price of the adult monthly pass is within the recommended 20 to 30 times the base cash fare (currently 20 times)
- The discount provided on the conventional senior and student monthly passes is the recommended 15% off the adult monthly pass.
- The route does not accept transfers which is aligned with BC Transit’s policy.

Performance

Figure 3 illustrates the revenue sources by product type for the Agassiz-Harrison, Hope, and Fraser Valley Express transit services in 2024. While single-ride fares remain the most popular, the introduction of the Umo fare payment system has likely contributed to a shift in behavior—making it easier for riders to purchase 30-day passes and resulting in increased pass revenue.

Figure 3 Proportion of Revenue by Product Type per Transit System 2024



Sources: Hubble (revenue, actual data)

Generally speaking, cash fares make up a smaller portion of total ridership as compared to total revenue, with the opposite being true of monthly and semester passes. This is directly tied to the average fare per ride as riders move from cash fares (where each ride costs \$2.50 in Agassiz-Harrison and Hope, and \$5 on the Fraser Valley Express) to prepaid products like monthly passes that offer unlimited rides for a set price, thus lowering the fare per ride and promoting ridership. As more riders transition from single ride fares to prepaid options, overall ridership is expected to grow.

Table highlights key performance statistics for the Agassiz-Harrison, Hope, and FVX transit systems for the calendar year 2024.

Table 4 Conventional Key Performance Measures 2024

Measure	Agassiz-Harrison	Hope	FVX
Ridership	42,900	12,281	426,730
Ridership Growth (5-year Compound Annual Growth Rate)	-2%	-1%	+10%
Revenue*	\$128,981	\$20,582	\$1,757,438
Revenue Growth (5-year Compound Annual Growth Rate)	+4%	+5%	+12%
Revenue From Fare Sources**	\$107,034	\$19,826	\$1,692,410
Fare Revenue from Pre-paid Sources	14%	43%	28%
Cost Recovery	16%	3%	46%

*Includes BCBP revenues and Youth 12&Under Funding

**Revenue from fare sources represents the revenue that can be influenced by the changes discussed in this report and do not include BCBP revenues or Youth 12& Under Funding

Ridership – Trend analysis of **annual** ridership in the Agassiz-Harrison and Hope transit systems shows ridership has fluctuated over the last 5 years and has gotten remarkably close to returning to pre-pandemic highs despite a 124-day strike in 2023. The FVX has grown its ridership considerably since its launch ten years ago and has 10% more ridership than pre-pandemic levels.

Revenue – Revenue in Agassiz-Harrison, Hope, and the FVX each have increased over the past five years (between 4-12%), with 2024 setting an all-time high, generating a cumulation of \$1.9M, with 95% coming from fare sources. The FVX performed exceptionally well, contributing to one of the highest cost recovery rates in the BC Transit systems in 2024.

Figures 4 and 5 present an analysis of the Fraser Valley Express and the Agassiz-Harrison and Hope Transit System's financial performance over the past six years, along with projections for the next three years. While revenues have reached historic highs, even surpassing pre-pandemic levels, the systems are also experiencing record-breaking expenses due to rising operational costs.

Operating cost recovery (the ratio of revenues to total operating costs), illustrates how effectively a system covers its expenses without relying on taxation or provincial funding. Although revenue performance has been strong, expenses are growing at a faster rate, placing increased financial strain on the systems. Higher cost recovery is typically desirable to reduce reliance on subsidies, though decisions around targets and strategies remain at the discretion of local governments.

One opportunity to enhance cost recovery in the Agassiz-Harrison and Hope system is the implementation of DayPASS-on-Board fare options, which have demonstrated positive impacts on both revenue and ridership in other transit systems.

Figure 4 Agassiz-Harrison Cost Recovery

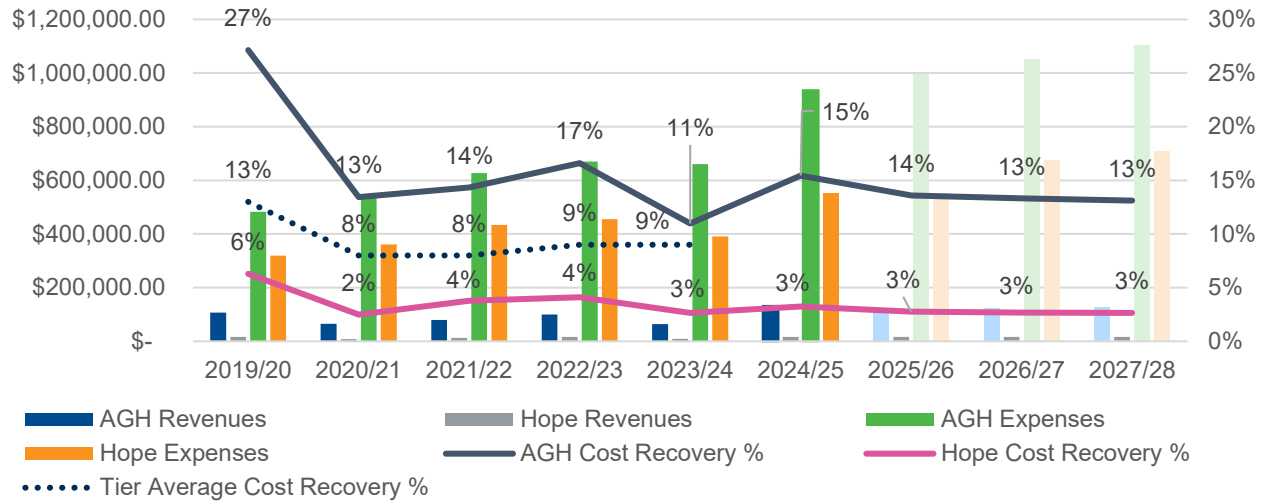
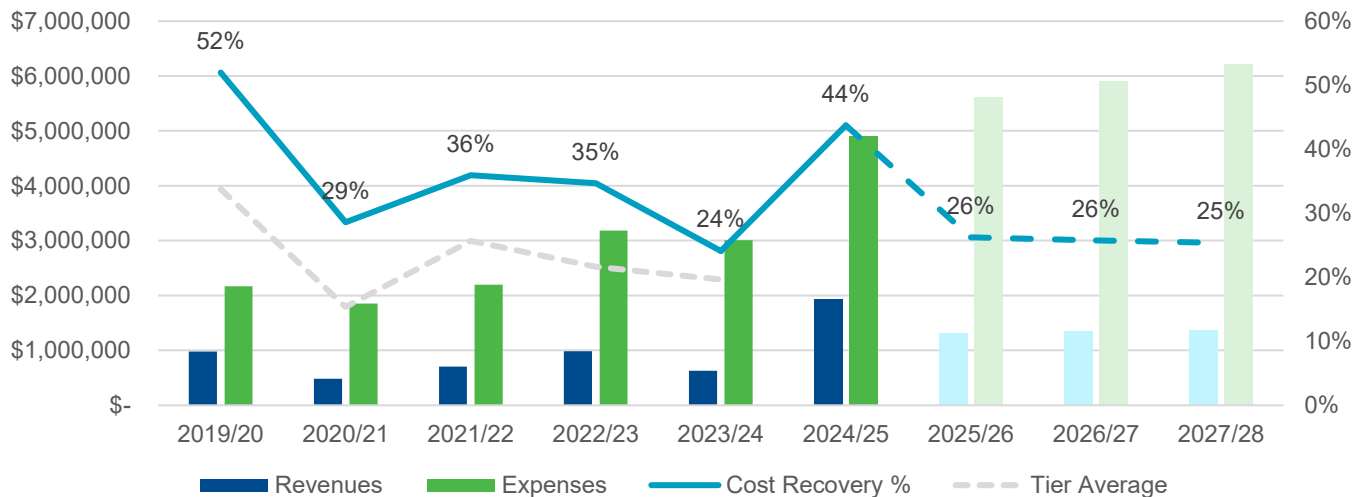


Figure 5 Fraser Valley Express Cost Recovery



Sources: Hubble (revenue, actual data) and 3 Year Budgets (estimated revenue and expenses)

Looking ahead, operating costs are expected to continue rising due to inflationary pressures and increasing service demands. Without additional revenue streams, the ability to sustain and expand transit services will be limited. To maintain financial sustainability and meet growing community needs, it will be essential to explore revenue-generating measures such as fare adjustments and service innovations.

6.1 Fare-Related Considerations

Along with BC Transit's priorities, the following considerations specific to the Hope and Agassiz-Harrison transit system warrant acknowledgement as a part of the fare review process.

Current Transfer Policy and DayPASS-on-Board for Agassiz-Harrison and Hope

As of January 2024, a new electronic DayPASS was introduced through Umo, allowing unlimited travel across the Chilliwack, Agassiz-Harrison, and Hope transit systems for a single day. This initiative builds on past efforts to align transfer policies across the three systems.

Historically, the transfer policy has evolved as follows:

- 2000–2017: Free transfers were offered from Agassiz-Harrison to Chilliwack, while a top-up fare was required for the reverse direction
- 2017–2024: A one-way, two-hour transfer window was implemented between the three systems for a single fare. A DayPASS product was created for unlimited travel in Agassiz-Harrison and Hope routes in a single day.
- Since January 2024: A 90-minute transfer window is now available within the Agassiz-Harrison and Hope systems only. The DayPASS product changed to allow unlimited travel between Agassiz-Harrison, Hope, as well as Chilliwack in a single day.

Initial uptake of the DayPASS has been limited. In all of 2024, less than 100 people purchased a DayPASS for use between the systems, for a total of 187 times. Umo data indicates that a transfer was used within the Agassiz-Harrison and Hope system by 181 people through Umo, whereas a larger number of people paid for additional trips outside of the transfer window. Data confirms that removing the transfer policy will have minimal effect on amount paid per day for most people, however it may encourage additional ridership on transit for the casual rider. For context, total ridership in the Agassiz-Harrison and Hope Transit System in 2024 exceeded 55,000 rides.

The Fraser Valley Express (FVX) does not offer a transfer policy and has never had a DayPASS product. Since it is a regional route, there are different travel behaviors and as such, Fare Capping or DayPASS on board are not recommended for the FVX.

Preparing for Open-Loop

As part of Umo Phase 2, open-loop payment technology will be introduced, allowing riders to pay their fare by tapping a debit or credit card. In systems where fare capping has been approved, the technology will automatically apply daily caps after a rider's second tap in a day, making travel more seamless and cost-effective. To support this transition, fare structures are being reviewed to ensure they are simple and compatible with the new system. The Agassiz-Harrison and Hope transit system has already streamlined its fare structures in the last fare review, positioning it well

for the adoption of open-loop payments once the technology is deployed. The final changes required will be the discontinuation of the pre-purchased DayPASS and other exhaustible products, such as the 10-ride product.

Supportive Transit Programs

To ensure that transit is accessible to all, a range of supportive programs have been implemented to assist individuals facing financial or mobility challenges. The following initiatives, available in the Agassiz-Harrison and Hope Transit System and across British Columbia, are designed to help those in need access essential services and stay connected to their communities. These programs aim to make public transit more inclusive and equitable. Please note, these programs are shared for your awareness, and no changes will be made as part of this fare review.

Get on Board Program - Free Transit for Youth 12 and Under

The Get on Board program was introduced in 2022 across the province and allows children aged 12 and under to ride conventional and handyDART buses for free. The program is designed to make public transit more accessible to young people, encouraging them to use the system independently and confidently. Eligibility includes:

- **Children aged 6 to 12:** Can ride unaccompanied without requiring a fare product or ID.
- **Children aged 5 and under:** Must be accompanied by someone 12 years or older and must board and depart at the same stop as their guardian.

This initiative is funded by the BC Ministry of Transportation and Transit, generating 3% of fare revenue for Agassiz-Harrison and Hope Transit System, and 4% for the Fraser Valley Express in 2024, with the goal of not only increasing ridership but also fostering a sense of independence and familiarity with public transit among youth. By making transit free for children, the program aims to instill lifelong habits of sustainable transportation use.

BC Bus Pass

The BC Bus Pass Program provides unlimited transit access to low-income seniors (\$45/year) and individuals on disability assistance (free). Designed to ensure affordable and accessible transportation, it helps participants stay connected to their communities. Registration is available online, by phone, email, mail, or fax. The program is funded by the BC Ministry of Social Development and Poverty Reduction, is available across all BC transit systems, and has generated 12% of fare revenue for the Agassiz-Harrison and Hope system in 2024.

7.1 Proposed Fare Options

Agassiz-Harrison and Hope

BC Transit is considering several fare adjustment options for implementation between 2025 and 2028. These changes aim to align fares with inflation and service costs while maintaining affordability for riders. Key changes across the options identified in **Table 5** include:

- **Single Ride Fares:**
 - The four options presented show fares increasing by 25 cents (if at all), varying by the speed in which to raise single ride fares.
 - Transfers are to be removed, with riders traveling with a single ride fare are encouraged to use the new DayPASS-on-Board or automatic DayPASS via fare capping through Umo.
 - The current fare structure has remained unchanged since 2017.
 - Staff from Chilliwack, Abbotsford, Mission, and the Fraser Valley met to review options across the systems and have recommended Option 2, Option 3 or 4 as aligned across the Central Fraser Valley, Chilliwack, and Agassiz-Harrison and Hope systems by 2027/28.
- **DayPASS:**
 - The traditional pre-purchased DayPASS product will be replaced by DayPASS-on-Board for cash users.
 - Fare Capping will be introduced, automatically generating a DayPASS when a rider pays twice the single fare using Umo.
- **10-Ride Product:** This product is discontinued in all options to simplify fare structures and allow for the use of fare capping technology.
- **30-Day Passes:**
 - Adult passes will increase from \$44 to \$55–\$59 by 2027/28.
 - High School Student and Senior passes will be combined and increase from \$35 to \$45 – \$49 by 2027/28.

Observations from other systems that have implemented DayPASS-on-Board show increases in cash and monthly pass revenues alongside a decline in ticket sales. The introduction of DayPASS-on-Board and fare capping in the Agassiz-Harrison and Hope Transit System is expected to encourage higher transit usage by making monthly passes more cost-effective compared to purchasing multiple single fares. While these changes are anticipated to have a positive impact on both revenue and ridership, the exact scale of the effect of the proposed non-price related changes is uncertain and not captured in the elasticity model's ridership loss projections outlined below.

Table 5 Proposed Fare Options – Agassiz Harrison and Hope.

Fare Products		Current Fares	Option 1			Option 2**			Option 3**			Option 4**		
			25/26	26/27	27/28	25/26	26/27	27/28	25/26	26/27	27/28	25/26	26/27	27/28
Single Ride	All	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.75	\$2.75	\$2.50	\$2.50	\$2.75	\$2.75	\$2.75	\$2.75
DayPASS*	All	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.50	\$5.50	\$5.00	\$5.00	\$5.50	\$5.50	\$5.50	\$5.50
10-Rides	All	\$22.50	Discontinued											
30-Day Pass	Adult	\$44	\$50	\$52	\$55	\$55	\$59	\$59	\$50	\$50	\$59	\$57	\$57	\$59
	Student/Senior	\$35	\$40	\$42	\$45	\$42	\$49	\$49	\$43	\$43	\$49	\$47	\$47	\$49

*DayPASS-on-Board and Fare Capping to generate automatic DayPASS.

**Option 2, 3, and 4 are in alignment with options presented for neighbouring systems Chilliwack & Central Fraser Valley by 2027/28.

Ridership in 2024 was estimated to be 55,181. Revenue from fare sources was \$126,860. The estimated quantitative impacts the proposed fare structures would have on annual budgeted revenue and ridership can be found in **Table 6** below.

Table 6 Estimated Qualitative Impacts

	Option 1			Option 2**			Option 3**			Option 4**		
	25/26	26/27	27/28	25/26	26/27	27/28	25/26	26/27	27/28	25/26	26/27	27/28
Forecasted Impact on Revenue	+\$22,333 (17%)	+\$760 (1%)	+\$1,125 (1%)	+\$23,625 (19%)	\$11,973 (8%)	0 (0%)	+\$22,834 (18%)	0 (0%)	+\$12,784 (8%)	+\$33,893 (27%)	0 (0%)	+\$734 (0%)
Forecasted Impact on # of Rides	-1,918 (-4%)	-117 (-0%)	-166 (-0%)	-2,143 (-5%)	-926 (-2%)	0 (0%)	-2,021 (-5%)	0 (0%)	-1,042 (-2%)	-3,157 (-7%)	0 (0%)	-100 (-0%)

Fraser Valley Express

BC Transit is considering several fare adjustment options for implementation between 2025 and 2028. These changes aim to align fares with inflation and service costs while maintaining affordability for riders.

A consistent feature across all options identified in **Table 7** is the expansion of the 30-Day Concession Pass to include post-secondary students, enhancing accessibility for this demographic. Previously, the concession 30-day pass was available for seniors age 65+ and students aged 13-18. The fare options under consideration include the following scenarios:

- Option 1 proposes no fare changes over the three-year period.
- Option 2 maintains current fares in the first year, with a \$0.50 increase to single ride fares and a \$10 increase to monthly passes in the second year.
- Option 3 holds fares steady for the first two years, with the same increases—\$0.50 for single ride fares and \$10 for monthly passes—introduced in the third year.

Table 7 Proposed Fare Options – Fraser Valley Express

Fare Products		Current Fares	Option 1			Option 2			Option 3		
			25/26	26/27	27/28	25/26	26/27	27/28	25/26	26/27	27/28
Single Ride	All	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.50	\$5.50	\$5.00	\$5.00	\$5.50
10-Rides	All	\$45	\$45	\$45	\$45	\$45	\$49.5	\$49.5	\$45	\$45	\$49.5
30-Day Pass	Adult	\$100	\$100	\$100	\$100	\$100	\$110	\$110	\$100	\$100	\$110
	Student/ Senior/ College	\$85	\$85	\$85	\$85	\$85	\$95	\$95	\$85	\$85	\$95

The estimated quantitative impacts the proposed fare structures would have on annual budgeted revenue and ridership can be found in **Table 8** below. Ridership in 2024 was estimated to be 426,730. Revenue from fare sources was \$1,692,410.

Table 8 Estimated Quantitative Impacts - FVX

	Option 1			Option 2			Option 3		
	25/26	26/27	27/28	25/26	26/27	27/28	25/26	26/27	27/28
Forecasted Impact on Revenue	+\$19,727 (1%)	0 (0%)	0 (0%)	+\$19,727 (1%)	\$133,580 (8%)	0 (0%)	+\$19,727 (1%)	0 (0%)	\$133,580 (8%)
Forecasted Impact on # of Rides	+24,220 (17%)	0 (0%)	0 (0%)	+24,220 (17%)	-8,445 (-2%)	0 (0%)	+24,220 (17%)	0 (0%)	-8,445 (-2%)

8.1 Implementation

As with any notable change associated with transit service, BC Transit will provide a full-scale marketing and communications plan to inform the public on how their transit experience will change. This would include a mix of digital, print and radio advertising, media advisories, social media promotion and on-bus information as best suited for transit audiences in Hope and Agassiz-Harrison transit systems. In addition to this, BC Transit staff will collaborate with the local operating companies to ensure that all operations staff are aware of the changes to policies and practices involved with the introduction of the DayPASS-on-Board program.

9.1 Recommendations

It is recommended that the Fraser Valley Regional District:

1. Receive this report as information.
2. Approve Option 3 for Agassiz-Harrison and Hope for implementation October 1, 2025.
3. Approve Option 3 for Fraser Valley Express for implementation October 1, 2025.
4. Approve the phase-out of the existing DayPASS product and the current transfer policy, to be replaced with the implementation of DayPASS-on-Board and Fare Capping within the Agassiz-Harrison transit system.
5. Direct staff to work with BC Transit to implement the fare change.

Please note that fare changes should be scheduled for the 1st of a given month. BC Transit requires at least sixteen weeks' notice after Board's approval to implement any fare changes.

Appendix A: Glossary of Transit Terms

Adult fare: A regular fare must be paid by all passengers who do not qualify for a discount or cannot prove eligibility.

BC Bus Pass: Universal annual bus pass for low-income seniors and persons receiving disability assistance, providing unlimited access on any scheduled BC Transit bus.

Cash fare: A single ride cash fare allows one person to use transit. No change is given on the bus so exact fare must be used.

College student: Adult students in full-time attendance at a recognized post-secondary institution who are eligible to receive a discount monthly or semester pass.

Concession fare: Discount on cash fares and pre-paid products are applicable to seniors (aged 65+), students in full-time attendance to Grade 12 and full-time college students.

Conventional transit: Serves the general population in urban settings using mid-sized or large buses. The buses are accessible and low-floor and run on fixed routes and fixed schedules.

Cost recovery: Reflects annual total revenue divided by total operating costs. This ratio indicates the proportion of costs recovered from total revenue. A strong cost recovery is desirable, as it reduces the subsidy from the taxpayer. However, this is a municipal policy decision.

DayPASS: A DayPASS offers a discount for unlimited travel throughout the day. The DayPASS-on-Board program provides customers with a convenient way to purchase their DayPASS on the bus.

Fare Structure: The fares and products available to purchase and use transit and the policies associated with their use.

Monthly pass: For users taking transit regularly throughout the month, a monthly pass offers a discount for unlimited travel for 30 days.

Net yield: The total yield of fare revenues once the costs of revenue collection have been deducted. Improving the net yield of fare revenues is the goal of BC Transit's fare strategy.

Pre-paid fare: Fare products that provide a discount for pre-purchase. This includes ticket, DayPASS, monthly and semester pass fares.

Semester pass: A 120-day discounted transit pass for students, valid from the first day of use and available for purchase at any time.

Student: A person in full-time attendance in school to Grade 12.

Ticket: Each ticket allows one person to use transit. When purchasing a package of ten tickets, a user will receive a discount. Using tickets has the advantage of not requiring exact change to be used on the bus.

Total revenue: Includes passenger and advertising revenue and excludes property tax.

Transfer: A complimentary pass for cash or ticket users needing multiple buses to complete a trip, valid for the next connecting bus but not for return travel.

Youth 12 and Under: Individuals 12 years old or younger, who can ride the bus for free.