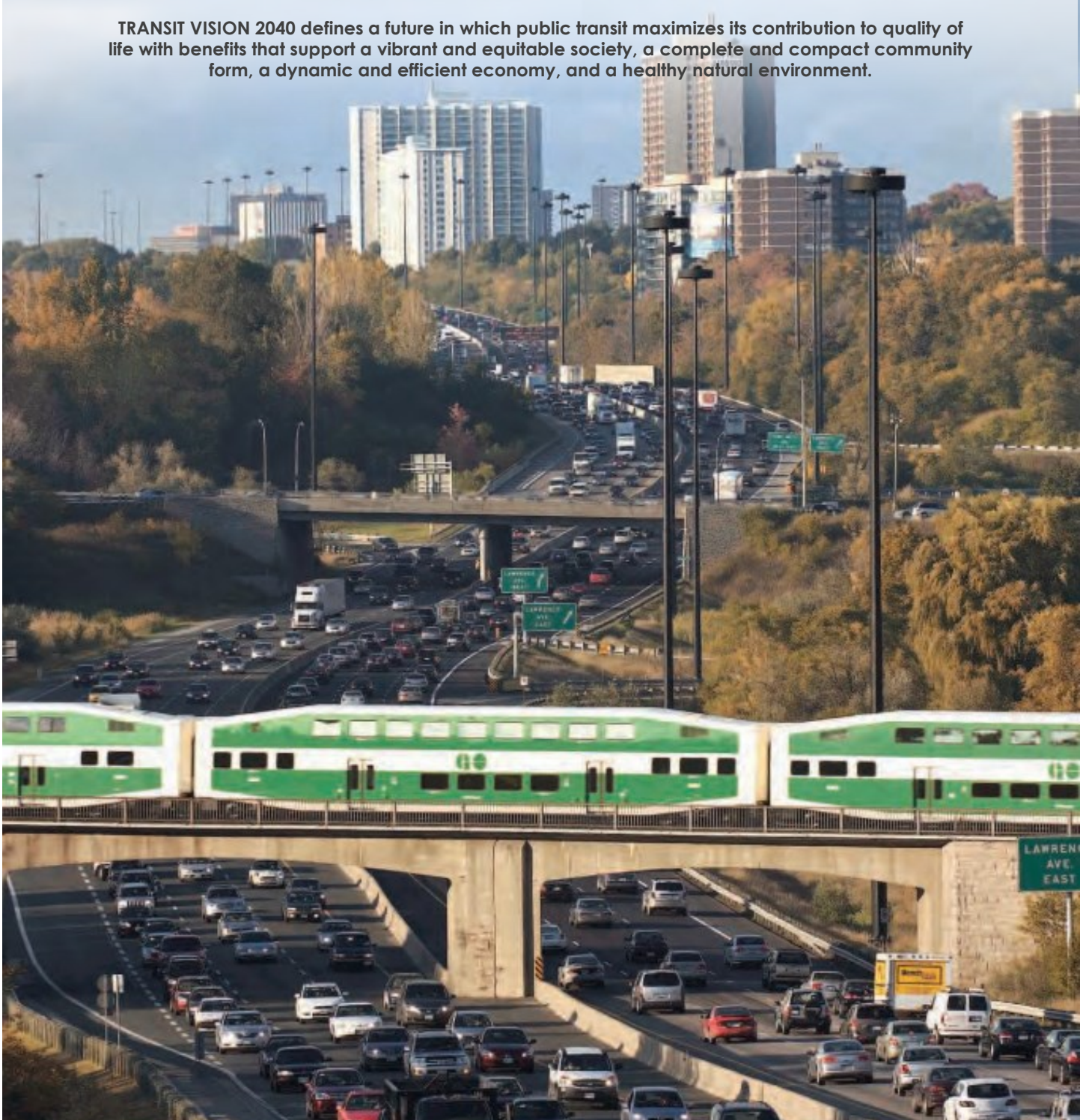


TRANSIT VISION 2040 — FROM VISION TO ACTION

TRANSIT VISION 2040 defines a future in which public transit maximizes its contribution to quality of life with benefits that support a vibrant and equitable society, a complete and compact community form, a dynamic and efficient economy, and a healthy natural environment.



THEME 2: REVOLUTIONIZING SERVICE

STRATEGIC
DIRECTION

2.6

Ensure seamless coordination of operations and governance at all levels

REVOLUTIONIZING SERVICE

Strategic Direction 2.6:

Ensure seamless coordination of operations and governance at all levels

Most larger urban communities of any size suffer from disconnects between public transit services in adjacent municipalities, between public transit systems and private intercity passenger carriers, between conventional and specialized services, and between transit and related municipal services such as traffic operations. Unattractive or unnecessary transfers, differing service hours, incompatible fare systems and functional duplication are common issues. Within municipalities, there may be competing objectives or poor coordination, such as in maintenance priorities or traffic operations and relative priority of transit versus automobile traffic. It will be essential to resolve these issues, which contribute directly to rider disillusionment and impaired efficiency, in order to serve travel within and among urban regions in a cost-effective and customer-focused manner.

Transit systems in neighbouring communities should work to **coordinate fares, schedules and information** to make regional travel more convenient and affordable.



Information for cross-boundary trips involving a transfer between transit systems should be **conveniently available** on transit services' websites and in print at transfer locations. **Specialized transit services** should be organized to ensure that cross-boundary transfers between transit systems are convenient.

PERFORMANCE INDICATORS AND TARGETS

Indicator 1: Coordination of Transit Schedules

Schedule Coordination Targets:

By 2020, adjacent transit system **routes and schedules will be fully integrated** with one another. Transfers between adjacent transit systems will involve **wait times of no longer than 15 minutes**. Adjacent transit systems will work together to ensure that routes serve community needs and that transit services are not duplicated.

Indicator 2: Coordination of Fares

Fare Coordination Targets:

By 2020, adjacent transit system **fares will be fully coordinated**. This will allow passengers to make transfers between transit systems at no extra cost, or at a discount. Weekly or monthly regional transit passes will be offered to allow for **seamless travel between neighbouring communities**.

Indicator 3: Coordination of Information

Information Coordination Targets:

By 2020, **transit passenger information and trip planning tools will facilitate travel between multiple transit systems**. For example, transit systems can partner in the creation of online trip planning tools, and cross-boundary transfer information can be posted at transfer locations.

Indicator 4: Coordination of Specialized Transit Services

Specialized Service Coordination Targets:

By 2020, **specialized transit systems will be organized to ensure that cross-boundary transfers between transit systems are convenient**. Transfer information will be readily available, and schedules and fares will be coordinated.

INITIATIVES AND BEST PRACTICES

Coordinating fares makes regional travel by transit more affordable. Transit systems can partner to create common regional passes, or to provide reduced rates with the purchase of an adjacent transit system pass.

Greater Toronto and Hamilton Area (GTHA), Ontario



The GTHA's 10 transit systems serve a population of over 6 million people, projected to grow to 8.6 million over the next two decades. The Government of Ontario, GO Transit and nine transit systems in the GTHA as well as Ottawa have partnered to produce **PRESTO**, an **electronic fare card** that allows riders to transfer seamlessly across the region's transit systems.

With the tap of a card, the system calculates trip fare and deducts it from the card's balance. Fare calculations use discounts that make PRESTO more affordable than buying single trip, weekly or monthly transit passes.

Durham Region Transit (DRT) has additionally partnered with GO Transit to make travel within Durham Region affordable and convenient, allowing transit riders to board certain GO buses with a pre-paid DRT ticket. A **Co-Fare program** is also in place allowing passengers to transfer between DRT local routes and regional GO routes at reduced fares.

Quebec

Many transit systems in the province of Quebec are introducing **OPUS**, a **smart card** that can contain a number of different types of passes such as monthly passes, weekly passes, and sets of ten one-way trips. A single OPUS card can be charged with up to four different types of transit fares, including fares for multiple participating transit systems in the province.

To use the card, transit riders hold it above the fare box the bus or on a turnstile at a métro station. The appropriate amount is then deducted from the card; if it holds multiple types of transit fares, one fare type automatically outrides the others.



Integrated Routes and Schedules can work to reduce long transfer times associated with regional trips.

Edmonton, Alberta

In the Edmonton area, transit systems have undertaken innovative **partnership arrangements to better serve outlying communities** such as Spruce Grove, Fort Saskatchewan and Nampa. A peak route service travels through the neighbourhoods of each small community and then into Edmonton. Edmonton Transit System (ETS) provides the full transit service including buses, maintenance, operators, responses to customer concerns related to schedules and operations, cash fare collection, trip planners, brochures, and transit planning services. Routes, schedules and fares are fully integrated with ETS services in Edmonton.



Coordinating information reduces inconvenience and barrier to regional travel.

Ottawa, Ontario and Gatineau, Quebec

Ottawa's OC Transpo and Gatineau's STO have integrated their fare systems as well as routes and schedules. A **Joint STO and OC Transpo Travel Planner** is available as an online tool, covering all transit stops in each region. STO and OC Transpo became the first transit systems in Canada to develop a shared travel planner in 2008, following the requests of many customers using the original OC Transpo planner that was launched in 2004.



COORDINATION CHECKLIST

- Do neighbouring municipalities or transit systems hold regular meetings to ensure coordination of transit schedules, routes and fares?
- Are transit riders able to travel throughout the region seamlessly, without long wait times between transfers?
- Are transit fares among neighbouring transit systems integrated, allowing transfers to be made between systems for free or at a discounted fare?
- Are transit riders able to easily plan trips that involve the use of multiple transit systems, through mechanisms such as integrated trip planning tools?

This guide is one in a series designed to assist CUTA members with implementation of *Transit Vision 2040* strategic directions for which they are in a leadership role. It incorporates performance indicators used in annual reporting at a national level to track progress towards 2040 targets. While CUTA is taking the lead for ten of these 27 strategic directions, the remaining 17 fall within the responsibility of other stakeholders, and these guides have been developed in order to provide support to CUTA members and encourage progress toward the *Vision*. The guides summarize the goals and objectives of each strategic direction, propose performance indicators and targets, illustrate best practices from transit systems across the country and provide a checklist to assist members in reviewing their progress.