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**SUBJECT: All Door Boarding**

This report is being provided to the Victoria Regional Transit Commission for **INFORMATION**.

**BACKGROUND**

At the April 16, 2013 meeting, the Victoria Transit Commission requested further information on all door boarding. All door boarding permits passengers with proof of payment (monthly pass, transfer, etc.) to enter a transit vehicle through any door. The existing practice within the Victoria Regional Transit System is to enter and pay or show proof of payment via the front door and then disembark via the back door. All door boarding is not widely used in North America.

Based on information reviewed from other transit systems, all door boarding generally appears to work best in locations which offer fare paid zones. Fare paid zones can only be entered with proof of purchase of a valid fare product. Alternatively, express services that start or finish in locations where there is a very high proportion of user take up of prepaid passes, such as U-PASS have shown some success in gaining positive feedback from riders. The benefit has largely been documented in terms of public perception towards transit as opposed to savings in running times.

The most benefit from all door boarding is seen on busy, congested busses with a high frequency of service, high boarding numbers at specific stops and long dwell times (the time a bus must wait at a stop). All door boarding only sees true timing advantages when the length of time that it takes to board all of the passengers through the front door is greater than the actual interval between trips.

All door boarding is in place on the 99B Line operating along Broadway within the Translink network. Passengers without proof of payment are requested to enter and pay at the front door. These routes are often served by articulated buses which offer three doors from which to enter and exit. The time between trips on these services is approximately 2 to 3 minutes during peak hours and as such it would take longer to board than the space between headways.

**DISCUSSION**

The most congested routes within the Victoria area are generally allocated high capacity vehicles (i.e., Double Deckers) where practical. The use of an all door boarding policy on a two door Double Decker is likely to come with some significant constraints. While such a policy has the possibility to eliminate the bottleneck at the front of the Double Decker it is likely that the bottleneck would be moved only marginally to the on board stairwell, with people from both doors required to converge at this point to access the majority of seating upstairs. Any advantage to dwell time may well be lost at this point.

There is no evidence to suggest that any stops within the Victoria Regional Transit System experience regular and significant dwell time issues or that buses are being forced to queue for extended periods while waiting to access stops as a result of long dwell times. Boardings along key corridors such as Douglas are generally dispersed amongst numerous stops.

In the context of the Victoria Regional Transit Service Area, the University of Victoria would be the most likely candidate for consideration of all door boarding due to the high percentage of transit pass holders. Fare paid only zones could be built at key terminuses and exchanges such as Swartz Bay. This would require infrastructure investment in the form of ticketing machines or agents.

### **Additional Transit Priority Measures**

BC Transit is currently investigating the possibility of transit priority measures on three corridors within Victoria. The perceived advantages on a route and trip level basis are likely to be more significant from transit priority improvement than those provided by all door boarding.

### **Fare Evasion / Enforcement**

Fare evasion is one of the key concerns raised around all door boarding. Under the existing system passengers are not issued with any form of proof of payment unless asking for a transfer. As such, all cash fares would be required to enter through the front door. Cash fares account for approximately 25% of total passenger revenue. Pass holders could enter through the back door assuming the technology was able to distinguish between a boarding and disembarking passenger. Victoria Transit Operations does not have dedicated fare inspectors and as such there would be no means in which to verify proof of payment.

### **RECOMMENDATION**

It is recommended that the Victoria Regional Transit Commission receive this report for **INFORMATION**.



Manuel Achadinha  
President and Chief Executive Officer