



Alex

Occupation: Nurse

Lives in: New Westminster

Travel habits: Drives to Surrey from New Westminster every day. Works and travels at different times of the day. Regularly visits their partner in East Vancouver.

Do nothing 2030	Point charges				Distance-based charges		
	Downtown Vancouver	Burrard Peninsula	Crossings	Hot-spots	One zone	Two zone	Multi-zone
<p>Alex's commute times between New Westminster and Surrey got a little better during peak hours since the new Pattullo Bridge opened - it seems like there are fewer crashes. But the bottlenecks getting to and from the bridge seem to get worse every year - it can take anywhere from 20 to 40 minutes depending on the traffic. Getting to work from their partner's place is becoming so unpredictable that they are spending less time together. And Alex hates the noise the heavy traffic makes outside their apartment when they're on nightshift and trying to sleep.</p>	<p>Alex drives downtown maybe twice a year to go shopping or to a soccer game (go Whitecaps!). They don't do it often enough to notice a difference and the cost is small compared to everything else they spend on those trips.</p>	<p>Alex works shifts, so if the charge is only applied at peak hours, they only really notice the charge when they have to commute in the peak. Also, the traffic seems to flow better, the journey is maybe a few minutes shorter, but most importantly, it almost always takes the same time - no more unpredictable journey times because of line-ups.</p> <p>It's another cost though on top of all the others. Alex can afford it but wonders if there should be some kind of a discount for some of their colleagues on lower incomes.</p> <p>It's a little easier to sleep in daytime with less traffic on the main road.</p>	<p>Alex works shifts, so if the charge is only applied during peak hours, they only notice the charge when they have to commute at that time. The traffic seems to flow better, the journey is maybe a few minutes shorter, but most importantly it almost always takes the same time - no more unpredictable journey times because of line-ups.</p> <p>It's another cost though on top of all the others. Alex can afford it but wonders if there should be some kind of a discount for some of their colleagues with lower incomes.</p> <p>It's a little easier to sleep in daytime with less traffic on the main road.</p>	<p>New West and central Surrey are hotspots. Alex can avoid them but ends up driving further. Pay a small amount for a shorter journey without any real congestion or try to avoid it and spend longer getting stuck in traffic? If the charge is only applied in peak hours, this only affects Alex when they have to commute during peak hours.</p>	<p>There is less congestion, so that feels worth the small price per kilometre, but Alex is less happy about paying in places where there never was any congestion to begin with. It's great that the money is going to transit and that everyone is contributing. If the charge is only applied in peak hours, this only affects Alex when driving to work, their partner's place, or elsewhere at peak times. Alex takes the SkyTrain and bus to their partners place more often, particularly when making that journey in the peak hours.</p>	<p>There is a lot less congestion so that feels worth the small price per kilometre. And it's cheaper in areas that weren't that congested before, which seems reasonable. It's great that the money is going to transit and that everyone is contributing. If the charge is only applied at peak hours, this only affects Alex when driving to work, their partner's place, or elsewhere at peak times. Alex takes the SkyTrain and bus to their partners place more often, particularly when making that journey in the peak hours.</p>	<p>New West is a hot-spot, so is central Surrey. Alex can avoid the areas with higher charges but ends up driving further. There is a lot less congestion so that feels worth the small price per kilometre. And it's cheaper in areas that weren't that congested before, which seems reasonable. It's great that the money is going to transit and that everyone is contributing. If the charge is only applied in peak hours, this only affects Alex when driving to work, their partner's place, or elsewhere at peak times. Alex takes the SkyTrain and bus to their partners place more often, particularly when making that journey in the peak hours.</p>



Analyn

Occupation: Teacher

Lives in: Downtown Vancouver

Travel habits: Does not own a car. Uses transit to get to work, but sometimes walks or cycles. She occasionally uses car share to visit friends on the weekend.

Do nothing 2030	Point charges				Distance-based charges		
	Downtown Vancouver	Burrard Peninsula	Crossings	Hot-spots	One zone	Two zone	Multi-zone
<p>Despite significant investments in transit, Analyn's bus journeys are becoming less reliable due to increased congestion on the roads – she gets frustrated when the bus gets stuck in traffic. Sometimes it's quicker to walk, even though part of her journey is along a main road and the traffic is noisy.</p>	<p>Analyn has noticed that her bus journey is quicker – it almost always comes on time now. Walking and cycling downtown is also more pleasant due to fewer vehicles on the roads and less traffic noise.</p> <p>If the charge was only applied at peak times, it would work better for Analyn as she usually only drives on the weekends. But her family in the Fraser Valley thinks twice before coming to visit now. They think the charge means they can't drive downtown anymore, even though she tells them it's not that expensive – and it may even be free on evenings and weekends.</p>	<p>Because of where the charge points are located, traffic congestion across the Burrard Peninsula has improved, but congestion specifically downtown has only improved a bit. Analyn has noticed that her bus journeys are a little more reliable and notices a small difference when walking and cycling downtown.</p> <p>If the charge was only applied at peak times, it would work better for Analyn as she usually only drives on the weekend. But her family in the Fraser Valley thinks twice before coming to visit now. They think the charge means they can't drive into Vancouver anymore, even though she tells them it's not that expensive – and it may even be free on evenings and weekends.</p>	<p>Because of where the charge points are located, traffic congestion across the Burrard Peninsula has improved, but congestion specifically downtown has only improved a bit. Analyn has noticed that her bus journeys are a little more reliable and notices a small difference when walking and cycling downtown.</p> <p>If the charge was only applied at peak times, it would work better for Analyn as she usually only drives on the weekend. But her family in the Fraser Valley thinks twice before coming to visit now. They think the charge means they can't drive into Vancouver anymore, even though she tells them it's not that expensive – and it may even be free on evenings and weekends.</p>	<p>Analyn has really noticed that her bus journey is quicker – it almost always comes on time now. Also, walking and cycling downtown is more pleasant due to fewer vehicles on the roads and less traffic noise.</p> <p>If the charge was only applied at peak times, it would work better for Analyn as she usually only drives on the weekends. But her family in the Fraser Valley thinks twice before coming to visit now. They think the charge means they can't drive into Vancouver anymore, however many times she tells them it's not that expensive – and free on evenings and weekends.</p>	<p>Analyn has noticed that her bus seems a little quicker – it almost always comes on time now. Also walking and cycling downtown is more pleasant due to fewer vehicles on the roads and less traffic noise.</p> <p>If the charge was only applied at peak times, it would work better for Analyn as she usually only drives on the weekends. But her family in the Fraser Valley thinks twice before coming to visit now. They think the charge means they can't drive into Vancouver anymore, however many times she tells them it's not that expensive – and free on evenings and weekends.</p>	<p>Analyn has really noticed that her bus journey is quicker – it almost always comes on time now. Also walking and cycling downtown is more pleasant due to fewer vehicles on the roads and less traffic noise.</p> <p>If the charge was only applied at peak times, it would work better for Analyn as she usually only drives on the weekends. But her family in the Fraser Valley thinks twice before coming to visit now. They think the charge means they can't drive into Vancouver anymore, however many times she tells them it's not that expensive – and free on evenings and weekends.</p>	<p>Analyn has really noticed that her bus journey is quicker – it almost always comes on time now. Also walking and cycling downtown is more pleasant due to fewer vehicles on the roads and less traffic noise.</p> <p>If the charge was only applied at peak times, it would work better for Analyn as she usually only drives on the weekends. But her family in the Fraser Valley thinks twice before coming to visit now. They think the charge means they can't drive into Vancouver anymore, however many times she tells them it's not that expensive – and free on evenings and weekends.</p>



Charles

Occupation: Trades person

Lives in: South Surrey

Travel habits: Spends his days driving across the region for work. His income depends on being able to reach his customers on time. Charles is responsible for picking up his grandkids from preschool two days a week.

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	Downtown Vancouver	Burrard Peninsula	Crossings	Hot-spots	One zone	Two zone	Multi-zone
<p>Charles is finding he is spending more and more of his day stuck in traffic. He uses apps to try to identify the quickest routes between jobs, but travel times vary widely from day to day. He gets complaints from his customers that he isn't there on time but what can he do? If he takes fewer jobs to keep up, he will either lose money or have to increase his rates. He already had to increase some rates to cover increasing fuel costs because he spends so much time stuck in traffic.</p> <p>Worse than all this, he was late to pick up his grandkids last week - he felt terrible and had to get other family members to cover for him.</p>	<p>Charles doesn't get many jobs downtown. He would always plan carefully if he had to go there to avoid travelling during rush hour. It doesn't seem to have had a big impact on traffic in other parts of the region - Charles suspects it may have made some of his trips less reliable because people are avoiding driving through downtown.</p>	<p>Charles does a lot of work north of the Fraser. He finds he is planning his trips over the bridges more carefully. If the charges were only applied during peak hours, this would be easier for Charles and he would be charged less if he drives outside of rush hour, unlike the old tolls which charged the same all day.</p> <p>Charles finds he is saving time every day - maybe not always enough to fit in another job. He is almost always on time to get to his customers and he doesn't feel so stressed anymore. He's always on time to pick up his grandkids.</p> <p>Charles is considering passing the financial cost of these charges on to his customers - if the charges were only applied during peak hours and/or there was a daily cap, the extra fee per job would be very little.</p> <p>Charles and other people driving around Metro Vancouver as part of their job would need a simple way to keep track of the charges.</p>	<p>Charles does a lot of work north of the Fraser. He finds he is planning his trips over the bridges more carefully. If the charges were only applied during peak hours, this would be easier for Charles and he would get a lower cost if he drives outside the peak, unlike the old tolls which charged the same all day.</p> <p>Charles finds he is saving more time every day and is always on time. Sometimes he can save enough time to fit in another job but more often it's to spend more time with his grandkids.</p> <p>Charles is considering passing the financial cost of these charges on to his customers - if the charges were only applied in peak hours and/or there was a daily cap, the extra fee per job would be very little.</p> <p>Charles and other people driving around Metro Vancouver as part of their job would need a simple way to keep track of the charges.</p>	<p>Charles thinks planning trips to take account of the hot spots is quite a challenge since he is driving around the region all day - someone should invent an app or something!</p> <p>Charles would find it easier if charges were only applied during peak hours. He could also pay less if he drives outside of rush hour.</p> <p>Charles also finds he is saving more time every day and is always on time. Sometimes he can save enough time to fit in another job but more often it's to spend more time with his grandkids.</p> <p>Charles is considering passing the financial cost of these charges on to his customers - if the charges were only applied in peak hours and/or there was a daily cap, the extra fee per job would be very little.</p> <p>Charles and other people driving around Metro Vancouver as part of their job would need a simple way to keep track of the charges.</p>	<p>Charles notices there is a lot less congestion so that feels worth the small price per kilometre, but he is less happy paying in places where there never was any congestion to begin with. It's great that the money is going to transit and that everyone is contributing. He can't use transit, but if other people do it eases the traffic a little bit for people like him.</p> <p>A daily cap on the costs or a charge only at peak times would help make costs more predictable.</p> <p>Charles finds he is saving time every day - maybe not always enough to make more trips but he doesn't feel so stressed anymore and is almost always on time to pick up his grandkids.</p> <p>Charles is considering passing the financial cost of these charges on to his customers - the extra fee per job would be very little.</p> <p>Charles and other people driving around Metro Vancouver as part of their job would need a simple way to keep track of the charges.</p>	<p>Charles notices there is a lot less congestion so that feels worth the small price per kilometre. And it's cheaper in areas that weren't congested before which seems reasonable. It's great that the money is going to transit and that everyone is contributing. He can't use transit, but if other people do it eases the traffic a little bit for people like him.</p> <p>He plans his trips so that he doesn't have to drive into the Burrard Peninsula so often. A daily cap on the costs or a charge only at peak times would help him to keep costs more predictable.</p> <p>Charles finds he is saving time every day - maybe not always enough to make more trips but he doesn't feel so stressed anymore and is almost always on time to pick up his grandkids. Charles is considering passing the financial cost of these charges on to his customers - the extra fee per job would be very little.</p> <p>Charles and other people driving around Metro Vancouver as part of their job would need a simple way to keep track of the charges.</p>	<p>Charles thinks planning trips to take account of the hot spots is quite a challenge since he is driving around the region all day - someone should invent an app or something!</p> <p>Charles notices there is a lot less congestion so that feels worth the small price per kilometre. And it's cheaper in areas that weren't that congested before which seems reasonable. It's great that the money is going to transit and that everyone is contributing. He can't use transit, but if other people do it eases the traffic a little bit for people like him.</p> <p>A daily cap on the costs or a charge only at peak times would help make costs more predictable.</p> <p>Charles finds he is saving more time every day - sometimes enough to fit in another job but more often it's to spend more time with his grandkids. Charles is considering passing the financial cost of these charges on to his customers - the extra fee per job would be very little.</p> <p>Charles and other people driving around Metro Vancouver as part of their job would need a simple way to keep track of the charges.</p>



Emily

Occupation: Consultant

Lives in: Maple Ridge

Travel habits: Commutes daily between Maple Ridge and downtown. Sometimes she commutes by car, sometimes she uses a park and ride and transit. Her children require daily pick up and drop off at daycare and school.

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Emily's trips in the car to and from downtown used to be her favorite part of the day – a time to relax and be on her own between her busy home and work life. But the traffic is getting to be so unpredictable that it's become a big source of stress – will she make it to work in time for important meetings? And will she make it home in time to pick up her kids – evenings are the worst, it takes over an hour on a good day up to 2 hours if the traffic is bad. The train is great when it fits in with her schedule – but it's not often that it does.	Emily was skeptical of the charge before it was introduced but she does think it's made getting in and out of downtown better, and travel times on the highway towards downtown are a little more reliable. The cost isn't as bad as she feared. She is trying to find more ways to park and ride and use the train more often. Emily knows she is lucky to have a job where she can sometimes work from home.	Emily was skeptical of the charge before it was introduced but she does think it's made getting to and from work quicker and more reliable. The cost isn't as bad as she feared. She is trying to find more ways to park and ride and use the train more often. Emily knows she is lucky to have a job where she can sometimes work from home.	Emily was skeptical of the charge before it was introduced but she does think it's made getting to and from work quicker and more reliable. The cost isn't as bad as she feared. But you have to use at least one bridge to get to most places from Maple Ridge – it could work better for Emily if she paid for one bridge and then the second bridge was free. She is trying to find more ways to park and ride and use the train. Emily knows she is lucky to have a job that allows her to work from home at times.	Emily was skeptical of the charge before it was introduced but she does think it's made getting to and from work quicker and more reliable. The cost isn't as bad as she feared. She is trying to find more ways to park and ride and use the train. Emily knows she is lucky to have a job that allows her to work from home at times.	Emily was skeptical of the charge before it was introduced but she does think it's made getting to and from work quicker and more reliable. The cost isn't as bad as she feared. Emily is less happy about paying in places where there was never any congestion to begin with. A cap would help keep the costs down and might feel fairer. She is trying to find more ways to park and ride and use the train. Emily knows she is lucky to have a job that allows her to work from home at times.	Emily was skeptical of the charge before it was introduced but she does think it's made getting to and from work quicker and more reliable. The cost isn't as bad as she feared. She is less happy about paying in places where there never was any congestion to begin with but at least it's cheaper in those areas. A cap would help keep the costs down and might feel fairer. She is trying to find more ways to park and ride and use the train. Emily knows she is lucky to have a job that allows her to work from home at times.	Emily was skeptical of the charge before it was introduced but she does think it's made getting to and from work quicker and more reliable. The cost isn't as bad as she feared. She is less happy about paying in places where there never was any congestion to begin with but at least it's cheaper in those areas. A cap would help keep the costs down and might feel fairer. She is trying to find more ways to park and ride and use the train. Emily knows she is lucky to have a job that allows her to work from home at times.



Meena

Occupation: Student

Lives in: Burnaby

Travel habits: Commutes daily to UBC using a combination of transit, bike, and walking. She uses her car on weekends to run errands and visit friends and family.

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	Downtown Vancouver	Burrard Peninsula	Crossings	Hot-spots	One zone	Two zone	Multi-zone
<p>Meena's bus journey is better since they added more service, but it seems like it's taking longer than before. The bus gets caught in the traffic.</p> <p>Some nights her aunt would pick her up in her car, but she is less keen to do that since the traffic got so bad – she says she can't afford to waste money on gas sitting in traffic.</p>	<p>Meena has one course a week at UBC downtown and the bus journey there is much better now. Getting to the main UBC campus is still as big a hassle as before.</p> <p>If the charge was only applied at peak times, it would work better for Meena as she usually only drives on the weekends.</p>	<p>Meena's bus journeys have become faster and more reliable. Her aunt has started picking her up again. She says that it's much easier to drive around than before. And she doesn't have to pay anything when driving from Burnaby to UBC!</p> <p>If the charge was only applied at peak times, it would work better for Meena as she usually only drives on the weekends.</p>	<p>Meena's bus journeys have become much faster and more reliable. Her aunt has started picking her up again. She says that it's now much easier to drive around. And she doesn't have to pay anything when driving from Burnaby to UBC!</p> <p>If the charge was only applied at peak times, it would work better for Meena as she usually only drives on the weekends.</p>	<p>Meena's bus journeys have become faster and more reliable. Her aunt doesn't pick her up though because she thinks it costs too much.</p> <p>If the charge was only applied at peak times, it would work better for Meena as she usually only drives on the weekends.</p>	<p>Meena's bus journeys have become much faster and more reliable. Her aunt doesn't pick her up though because she thinks it costs too much.</p> <p>If the charge was only applied at peak times, it would work better for Meena as she usually only drives on the weekends.</p>	<p>Meena's bus journeys have become much faster and more reliable. Her aunt doesn't pick her up though because she thinks it costs too much.</p> <p>If the charge was only applied at peak times, it would work better for Meena as she usually only drives on the weekends.</p>	<p>Meena's bus journeys have become much faster and more reliable. Her aunt doesn't pick her up though because she thinks it costs too much.</p> <p>If the charge was only applied at peak times, it would work better for Meena as she usually only drives on the weekends.</p>



Paul

Occupation: Sales

Lives in: North Shore

Travel habits: Drives daily between the North Shore and downtown. He travels frequently during the day to meet with clients. Paul is the primary care-giver for his mother and regularly takes her to medical appointments.

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	Downtown Vancouver	Burrard Peninsula	Crossings	Hot-spots	One zone	Two zone	Multi-zone
<p>Paul doesn't enjoy sitting in traffic at the Lions Gate Bridge every day, but what choice does he have? He needs his car for client meetings. But it takes 25 minutes on a good day – double that on a bad day, and there seem to be more and more bad days.</p> <p>The new B-line buses are great, especially when they have their own lanes, but if the traffic's really bad, sometimes they even get stuck. He finds the SeaBus is a faster option once in a while when it works for his schedule.</p> <p>His mother's appointments at VGH are becoming more frequent. It's becoming harder to organize them so he doesn't drive her there in peak traffic. She lives close to Highway 1 and the doctor says the noise and pollution might be making her condition worse.</p>	<p>Paul likes the new decongestion charge, it makes his trips to work and the hospital much easier and more predictable.</p> <p>He was worried about the cost but it turned out to be pretty affordable and the benefit is worth it to him most days. It gets expensive if he has to drive in and out of downtown a few times a day. A peak-only charge or a daily cap would make this less costly for Paul.</p> <p>He has tried the B-line bus and the Seabus a couple of times and they were both pretty fast. Getting around the North Shore seems as bad as ever though.</p>	<p>Paul likes the new decongestion charge, it makes his trips to work and the hospital much easier and more predictable.</p> <p>He was worried about the cost but it turned out to be pretty affordable and the benefit is worth it to him. He has tried the B-line bus and the Seabus a couple of times and it was pretty fast.</p> <p>Even without a cost to drive on the North Shore, getting around seems to have improved.</p> <p>They say traffic on Highway 1 has reduced and Paul's hoping that will ease his mother's respiratory problems.</p>	<p>Paul likes the new decongestion charge, it makes his trips to work and the hospital much easier and more predictable.</p> <p>He was worried about the cost but it turned out to be pretty affordable and the benefit is worth it to him. He has tried the B-line bus and the Seabus a couple of times and it was pretty fast.</p> <p>Even without a cost to drive on the North Shore, getting around seems to have gotten improved.</p> <p>They say traffic on Highway 1 has reduced and Paul's hoping that will ease his mother's respiratory problem.</p>	<p>Paul likes the new decongestion charge, it makes his trips to work and the hospital much easier and more predictable.</p> <p>He was worried about the cost but it turned out to be pretty affordable and the benefit is worth it to him. He has tried the B-line bus and the Seabus a couple of times and it was pretty fast.</p> <p>As there are hot spot charges on the North Shore, getting around has improved, although it costs more.</p> <p>They say traffic on Highway 1 has reduced a lot and Paul's s hoping that will ease his mother's respiratory problems.</p>	<p>Paul likes the new decongestion charge, it makes his trips to work and the hospital much easier and more predictable. Although he has tried the B-line bus a couple of times and it was pretty fast, as is the Seabus.</p> <p>He is less happy about paying in places where there never was any congestion to begin with. A cap would help keep the costs down and a peak charge might feel fairer.</p> <p>Getting around on the North Shore has gotten easier. They say traffic on Highway 1 has reduced a lot and Paul's hoping that will ease his mother's respiratory problems.</p>	<p>Paul likes the new decongestion charge, it makes his trips to work and to and from the hospital much easier and more predictable. Although he has tried the B-line bus a couple of times and it was pretty fast, as is the Seabus.</p> <p>He likes that it's cheaper in areas that weren't that congested before which seems reasonable. A peak-only charge might make that seem even more reasonable.</p> <p>Getting around on the North Shore has gotten easier. They say traffic on Highway 1 has reduced a lot and Paul's hoping that will ease his mother's respiratory problems.</p>	<p>Paul likes the new decongestion charge, it makes his trips to work and to and from the hospital much easier and more predictable. Although he has tried the B-line bus a couple of times and it was pretty fast, as is the Seabus.</p> <p>He likes that it's cheaper in areas that weren't that congested before which seems reasonable. A peak-only charge might make that seem even more reasonable.</p> <p>Getting around on the North Shore has gotten easier. They say traffic on Highway 1 has reduced a lot and Paul's hoping that will ease his mother's respiratory problems.</p>



Rose

Occupation: Retired

Lives in: Richmond

Travel habits: Drives mostly within Richmond for social activities and shopping. She regularly visits family in Langley and Tsawwassen.

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	Downtown Vancouver	Burrard Peninsula	Crossings	Hot-spots	One zone	Two zone	Multi-zone
<p>Rose is so glad she doesn't have to drive during peak hours anymore – the traffic is so much worse than when she used to drive to her job downtown every day.</p> <p>She'd love to help out more with her grandchildren's childcare, but the traffic makes it hard to get to her son's house in Langley before he leaves for work.</p> <p>Rose is worried about getting around in Metro Vancouver in the future if she has to stop driving. Transit is much more accessible than it used to be but she finds it hard to walk long distances. Hopefully those self-driving cars they keep promising will be here soon.</p>	<p>Rose hardly ever drives downtown anymore so isn't really affected by the charge. They say it's getting harder to park anywhere near the Canada Line but the bus to the station is more frequent now.</p>	<p>Rose always used to get to her family in Langley through New West and over the Port Mann Bridge. She's been getting more creative and found a few different routes to get to Langley where she doesn't have to pay. Judging by the traffic she's not the only one – but it keeps moving pretty well.</p>	<p>It seems there's no way to get out of Richmond without paying! How can that be fair? Either make us pay to go north OR south, but not both! If you've paid to cross one bridge you certainly shouldn't have to pay for the next one! If the charge was only applied at peak times, this could impact Rose's childcare commitments in Langley, but wouldn't affect many of her other trips.</p> <p>A discount or exemption for people with restricted mobility would benefit Rose.</p>	<p>Rose downloaded an app that helps you plan journeys to avoid hot spots or at least the times when the hot spot charges are higher. She loves it and shows it to all her friends who complain the charges are too complicated, but not all of them are as tech-savvy as she is.</p> <p>A discount or exemption for people with restricted mobility would benefit Rose.</p>	<p>Rose finds that she drives even less than before in an attempt to keep costs down. This costs her more than any of the point charge systems because most of her trips are local. She might consider getting rid of her car which could restrict her mobility by quite a lot. A discount or exemption for people with restricted mobility would benefit Rose.</p> <p>If the charge was only applied at peak times, it would still apply to her trips to Langley to help with her grandchildren's childcare, but wouldn't affect many of her other trips.</p>	<p>Rose finds that she drives even less than before in an attempt to keep costs down. This costs her more than any of the point charge systems because most of her trips are local. She might consider getting rid of her car which could restrict her mobility by quite a lot. A discount or exemption for people with restricted mobility would benefit Rose.</p> <p>If the charge was only applied at peak times, it would still apply to her trips to Langley to help with her grandchildren's childcare, but wouldn't affect many of her other trips.</p>	<p>Rose downloaded an app that helps you plan your journey to avoid the hotspots or at least the times when the hotspot charges are higher. She loves it and shows it to all her friends who complain it's too complicated, but not all of them as tech-savvy as she is.</p> <p>A discount or exemption for people with restricted mobility would benefit Rose.</p>