

Kamloops Transit System

Fare Change

September 1, 2019

**1. What happens if customers try to use Adult (pink) or Student/Senior (green) tickets after August 31, 2019?**

Customers should use all their tickets by August 31, 2019. If the customer still has a few remaining after August 31, 2019, the tickets will be accepted as if they were the new transit tickets – one ticket for one ride or two tickets for a DayPASS.

**2. If a customer has the scratch version of the DayPASS, can they still use it after September 1, 2019?**

The driver will inform the customer that their pass is expired and advise to purchase a new DayPASS as soon as possible. The scratch DayPASS will be accepted onboard until October 31, 2019.

**3. How will the DayPASS be validated by the customer?**

The DayPASS remains a visually validated pass. Customers are required to present the DayPASS to the transit driver with date clearly displayed when boarding a bus.

**4. After September 1, 2019 where can the public purchase a DayPASS?**

The DayPASS can only be purchased onboard using cash or transit tickets.

**5. What are the options to purchase a DayPASS?**

Customers can pay for a DayPASS in three ways:

- Four dollars cash (exact change required)
- Two Tickets
- One Ticket and \$2 cash (exact change required)

**6. Can customers pre-purchase a DayPASS?**

By pre-purchasing a sheet of ten transit tickets customers can purchase a DayPASS onboard. Using tickets is cost effective alternative to cash — it will cost only \$4 to ride transit all day.

**7. Do customers have to buy a DayPASS when boarding the bus?**

Customers do not have to buy a DayPASS when they board the bus, however it is the most cost effective way to travel using the bus if they are making more than a single trip on the same day. If they are taking a single trip, which only requires one boarding, they can pay with a \$2 cash fare or single Transit Ticket.

**8. Is the new DayPASS transferable between individuals?**

The DayPASS remains non-transferable between individuals.

**19. When does the DayPASS expire?**

At the end of the service day it was issued.

**10. What if a customer forgets to buy a DayPASS when they board the bus? Can they add another \$2 or a ticket and receive a DayPASS?**

A DayPASS cannot be added to an already purchased single ticket. Customers must decide whether they're purchasing a DayPASS or a single ticket at the time of boarding. Customers must pay for their DayPASS at the time of boarding.

**11. Is the DayPASS valid with the Family Travel Program?**

Yes, an adult customer, who has purchased their own fare, can bring up to four children (12 years and under) on board for free.

Please note: the Family Travel Program is only available on weekends.

**12. Can a customer use the DayPASS on handyDART?**

No. Registered handyDART users will use the standard handyDART tickets.