

# Cowichan Valley Regional Transit

# Fare Change



## July 1, 2020 Frequently Asked Questions

**1. If a customer has the scratch version of the DayPASS, can they still use it after July 1, 2020?**

The driver will inform the customer that their pass is expired and exchange it with a new DayPASS. The scratch DayPASS will be accepted onboard until July 31, 2020.

**2. 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.

**3. After July 1, 2020 where can the public purchase a DayPASS?**

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

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

Customers can pay for a DayPASS in three ways:

- \$4.50 cash (exact change required)
- Two Tickets
- One Ticket and \$2.25 cash (exact change required)

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

By pre-purchasing a sheet of ten transit tickets customers can purchase a DayPASS onboard. Using tickets is a cost effective alternative to cash — it will cost only \$4.50 to ride transit all day.

**6. 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 \$2.25 cash fare or single transit ticket.

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

The DayPASS remains non-transferable between individuals.

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

At the end of the service day it was issued.

**9. What if a customer forgets to buy a DayPASS when they board the bus? Can they add another \$2.25 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.

**10. What if a customer asks for a transfer?**

The driver is to inform the customer that transfers have been replaced by DayPASSes for \$4.50. Operators can provide a DayPASS to customers expecting a transfer until July 31, 2020.

**11. Can a customer use the DayPASS on handyDART or the Commuter?**

No. handyDart registered users have the option of using cash or tickets on custom services. The DayPASS fare is not eligible on the Commuter service.

