

Port Alberni Transit Fare Change



June 1, 2020: Frequently Asked Questions

- 1. Why is the fare change being implemented now?**

These fare changes were approved by the local government and set to be implemented April 1, 2020. Due to the safety measures implemented to respond to COVID-19, we delayed implementation until June 1, 2020.
- 2. Will customers be able to exchange their old tickets prior to June 1, 2020?**

Beginning June 1, 2020, customers can exchange whole sheets of Student/Senior (blue) tickets and pay the \$4.50 difference to receive a sheet of new tickets at City Hall. Customers with Adult (green) tickets can also exchange full sheets at City Hall for an additional \$2.25.
- 3. What happens if customers try to use Adult (green) or Student/Senior (blue) tickets after June 1, 2020?**

Customers should use all their tickets by June 1, 2020. Full sheets of tickets will be able to be exchanged at City Hall.
- 4. If a customer has the scratch version of the DayPASS, can they still use it after June 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.
- 5. 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.
- 6. After June 1, 2020 where can the public purchase a DayPASS?**

The DayPASS can only be purchased onboard using cash or transit tickets.
- 7. 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 two dollars cash (exact change required)
- 8. 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 \$3.60 to ride transit all day.
- 9. 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 \$2.00 cash fare or single transit ticket.
- 10. Is the new DayPASS transferable between individuals?**

The DayPASS remains non-transferable between individuals.
- 11. When does the DayPASS expire?**

At the end of the service day it was issued.
- 12. What if a customer forgets to buy a DayPASS when they board the bus? Can they add another \$2.00 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.
- 13. Can you still request a transfer after June 1, 2020?**

No, transfers will no longer be available after June 1, 2020.
- 14. Is the DayPASS valid with the Family Travel Program?**

Yes, an adult customer can bring up to four children (12 years and under) on board for free when using a monthly pass, semester pass, BC Bus Pass or DayPASS.
- 15. Can a customer use the DayPASS on handyDART?**

No. Registered handyDART users must use cash (\$2.00 per ride).
- 16. Where can customers purchase other fare products such as tickets or passes?**

Visit bctransit.com/fares for the most up-to-date vendor information.

