

Campbell River Transit Fare Change



April 1, 2020

1. Will customers be able to exchange their old tickets prior to April 1, 2020?

Beginning April 1, 2020, customers can exchange whole sheets of Student/Senior (purple) tickets and pay the \$2.25 difference to receive a sheet of new tickets at City Hall. Customers with Adult/College (orange) tickets can also exchange full sheets at City Hall (fare price is not changing).

2. What happens if customers try to use Adult/College (orange) or Student/Senior (purple) tickets after April 1, 2020?

Customers should use all their tickets by April 1, 2020. Full sheets of tickets will be able to be exchanged at City Hall.

3. If a customer has the scratch version of the DayPASS, can they still use it after April 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 April 30, 2020.

4. 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.

5. After April 1, 2020 where can the public purchase a DayPASS?

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

6. 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)

7. 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.

8. 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.

9. Is the new DayPASS transferable between individuals?

The DayPASS remains non-transferable between individuals.

10. When does the DayPASS expire?

At the end of the service day it was issued.

11. 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.

12. What if a customer asks for a transfer?

The driver is to inform the customer that transfers have been replaced by DayPASSes for \$4.00. Operators can provide a DayPASS to customers expecting a transfer until April 15, 2020.

13. Can a customer use the DayPASS on handyDART?

No. Registered handyDART users have the option of using cash or tickets.

