

Prince George Transit System

Fare Change

September 1, 2019

1. Will customers be able to exchange their old tickets prior to September 1, 2019?

Customers can exchange whole sheets of Student/Senior (green) tickets and pay the \$4.50 difference to receive a sheet of new tickets at City Hall until October 31, 2019. Customers with Adult (pink) tickets can continue to use their tickets as normal.

2. 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 Adult tickets after August 31, 2019, they will be accepted as if they were the new transit tickets – one ticket for one ride or two tickets for a DayPASS. Customers with remaining Student/Senior tickets will be able to use them and pay a top-up to a full fare – one ticket and \$0.50 for one ride or two tickets and \$1.00 for a DayPASS. Green Student/Senior tickets will be accepted on the bus until October 31, 2019.

3. 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 exchange it with a new DayPASS. The scratch DayPASS will be accepted onboard until October 31, 2019.

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 September 1, 2019 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:

- Five dollars cash (exact change required)
- Two Tickets
- One Ticket and \$2.50 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 cost effective alternative to cash — it will cost only \$5 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 \$2.50 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 \$2.50 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. 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.

13. Can a customer use the DayPASS on handyDART?

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