

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
BYLAW NUMBER 75-2011

**A bylaw to amend the South Coast British Columbia Transportation Authority
2011 Tariff Bylaw Number 74-2011**

WHEREAS, pursuant to the *South Coast British Columbia Transportation Authority Act* (the Act), the Authority may, by by-law, assess user fees on persons using the regional transportation system (as defined in the Act) in the transportation service region (as defined in the Act);

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. This By-law may be cited as the "South Coast British Columbia Transportation Authority Bylaw Number 75-2011."
2. The South Coast British Columbia Transportation Authority 2011 Tariff Bylaw Number 74-2011 is amended as follows:
 - a. The Transit Tariff document attached to this Bylaw replaces the entire Transit Tariff document attached to the South Coast British Columbia Transportation Authority 2011 Tariff Bylaw Number 74-2011.
3. This Bylaw comes into force and takes effect on January 1, 2012.

READ A FIRST, SECOND AND THIRD TIME this 7th day of December, 2011.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 7th day of December, 2011.

Original signed by Chair Olewiler

Nancy Olewiler, Chair

Original signed by Gigi Chen-Kuo

Gigi Chen-Kuo, General Counsel and Corporate Secretary

**SOUTH COAST BRITISH COLUMBIA
TRANSPORTATION
AUTHORITY**

(TRANSLINK)

TRANSIT TARIFF

Effective January 1, 2012

This Tariff is available for public inspection at:

1. TransLink Head Office, 1600 – 4720 Kingsway, Burnaby
Transit Police Office, 307 Columbia Street, New Westminster
2. The following Coast Mountain Bus Company Ltd. offices:
 - Head Office, 13401 - 108th Avenue, Surrey
 - Vancouver Transit Centre, 9149 Hudson Street, Vancouver
 - Burnaby Transit Centre, 3750 Kitchener Street, Burnaby
 - North Vancouver Transit Centre, 536 East 3rd Street, North Vancouver
 - Surrey Transit Centre, 7740 132nd Street, Surrey
 - Port Coquitlam Transit Centre, 2061 Kingsway, Port Coquitlam
 - SeaBus Administration Office, 2 Chesterfield Place, North Vancouver
3. West Vancouver Transit, 221 Lloyd Avenue, North Vancouver
4. British Columbia Rapid Transit Company Ltd., 6800 - 14th Avenue, Burnaby
5. West Coast Express Limited, 295 - 601 West Cordova Street, Vancouver
6. HandyDART Operator - MVT Canadian Bus Inc., 17535 – 55B Avenue, Surrey
7. TransLink Website: www.translink.ca

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PART A- DEFINITIONS

In this Tariff the following terms will have the following meanings:

Add-Fare	Additional fare amount as required by this Tariff.
Adult	Person who is not a Child, Student or Senior.
Adult Fare	Fare required to: <ul style="list-style-type: none"> (i) obtain the Adult Transfer required to travel on Conventional Transit for the applicable Hours and Zones, as set out in Appendix “2”; (ii) obtain an Adult WCE One-Way Ticket to travel on WCE Service, for the applicable Hours and Zones, as set out in Appendix “2”; (iii) pay the cash fare required to travel on HandyDART, for the applicable Zones, as set out in Appendix “2”; and (iv) travel between Canada Line Bridgeport and Templeton Stations, as set out in Appendix “2” as an Add-Fare, in addition to one of the fares described in paragraphs (i), (ii) or (iii) above.
Attendant	A person who is required to accompany and assist an Eligible HandyDART User in using HandyDART service or a HandyCard Holder in using Conventional Transit or WCE Service.
Bowen Island Transit Service	Transit service operated by or on behalf of TransLink on Bowen Island.
Business Day	Any day other than a Saturday, Sunday, or Statutory Holiday.
Child	Person who is 13 years of age or younger.
Conventional Transit	Transit service provided by or on behalf of TransLink in the Transportation Service Region, except WCE Service, HandyDART service, and Canada Line service between Bridgeport and Templeton Stations.
Eligible Employer Pass Holder	Person who: <ul style="list-style-type: none"> (i) is employed by an employer that has signed an Employer Pass Program Agreement with TransLink; and (ii) has completed TransLink’s enrolment process.
Eligible HandyDART User	Person who: <ul style="list-style-type: none"> (i) has a temporary or permanent physical or cognitive disability, confirmed by a medical practitioner, that is sufficiently severe that he or she is unable, without assistance, to use Conventional Transit; and (ii) has completed TransLink’s registration process.
Employee Pass Holder	Person who is: <ul style="list-style-type: none"> (i) an employee of TransLink or TransLink subsidiary; (ii) a spouse or dependant child of an employee described in subsection (i);

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- (iii) a retired, former full-time employee of TransLink or TransLink subsidiary who retired after 2 years of employment (or who, after 5 or more years of employment, ceased employment by reason of medically proven total disability);
 - (iv) a retired, former full-time employee of BC Transit who retired prior to April 1, 1999;
 - (v) a spouse of a person described in paragraph (iii) or (iv) above;
 - (vi) a full-time employee of a HandyDART Operating Company; or
 - (vii) an employee of an Operating Company that has been designated and approved by TransLink as eligible for Employee Passes;
- and has been issued an Employee Pass.

Fare Paid Zones All transit vehicles (including buses, SeaBuses, SkyTrain cars and WCE cars) and other transit property designated as “fare paid zones” from time to time by TransLink.

FareDealer TransLink-authorized vendor of FareCards, FareSavers, and DayPasses.

GoCard Identification card issued by TransLink which displays a Student’s photograph, name and school and validated, in the space provided, by an official of the school.

HandyCard Holder Resident of the Transportation Service Region who:

- (i) is a person with a permanent physical or cognitive disability, confirmed by a medical practitioner, which is sufficiently severe that he or she is unable, without assistance, to use Conventional Transit; and
- (ii) has completed TransLink’s registration process and been issued a HandyCard.

HandyDART Custom transit service, which provides Eligible HandyDART Users with accessible service from a pick-up location to a drop-off location, in accordance with the policies, procedures and guidelines of TransLink’s Custom Transit Policy & Procedure Manual.

Hours Regular Hours and Off-Peak Hours.

Mobility Device Wheelchair or scooter required by a passenger with a physical disability.

Off-Peak Hours Hours of service after 6:30 p.m. from Monday to Friday (excluding Statutory Holidays), and all day on Saturday, Sunday and Statutory Holidays.

Operating Company Company, including a subsidiary of TransLink, operating transit service on behalf of TransLink.

Proof of Payment TransLink fare media or personal identification designated as Proof of Payment in Appendix “2”.

Regular Hours Hours of service other than Off-Peak Hours.

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Senior	A person who is 65 years of age or older and holds: <ul style="list-style-type: none"> (i) a Gold Carecard issued by the Province of BC; (ii) a valid driver’s license, passport, birth certificate indicating date of birth; (iii) a Health and Welfare Canada Old Age Security Identification Card; or (iv) equivalent picture identification issued by any national, provincial or state government agency showing age or date of birth.
SkyTrain	Rail rapid transit service on the Expo Line, Millennium Line, and Canada Line.
Statutory Holidays	New Year’s Day, Good Friday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day.
Student	Person, other than a Child, who: <ul style="list-style-type: none"> (i) at the start of the school year is in grade 8, or is between the ages of 14 and 19 years (inclusive); (ii) regularly attends full-time classes at a public or private school up to and including Grade 12 in the Transportation Service Region or, for the purposes of WCE Service, in the Central Fraser Valley transit service area; and (iii) holds a valid GoCard or, for WCE service, other valid student identification.
TaxiSaver Coupons	Coupons that may be: <ul style="list-style-type: none"> (i) purchased by HandyCard Holders from TransLink at 50% of the face value of the coupons; and (ii) used by HandyCard Holders to pay their metered taxi fare, up to the face value of the coupons, when travelling on taxis operated by participating taxi companies in the Transportation Service Region.
Transit Employee	Employee of TransLink or an Operating Company, or an employee of an agent or contractor of TransLink or its subsidiary.
Transit Police	South Coast British Columbia Transportation Authority Police Service.
TransLink	South Coast British Columbia Transportation Authority.
TransLink POP	Proof of Payment issued by or on behalf of TransLink.
Transportation Service Region	All municipalities and rural areas located within the Greater Vancouver Regional District.
U-Pass BC Student	Person who: <ul style="list-style-type: none"> (i) is attending a post-secondary educational institution that has entered into a written agreement with TransLink to participate in the U-Pass BC program; and (ii) has been issued a valid student card and a valid U-Pass BC.
WCE	West Coast Express Limited, a subsidiary of TransLink.

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WCE Service Commuter transit service provided by WCE between Vancouver and Mission utilizing rail service or bus service known as “TrainBus.”

Zones Designated fare zones for Conventional Transit, WCE Service, and HandyDART service as shown in Appendix “1” of this Tariff.

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PART B - TERMS AND CONDITIONS

1. APPLICABILITY

- (a) The terms and conditions contained in this Tariff are applicable to transit services operated by or on behalf of TransLink within the Transportation Service Region and WCE Service in the City of Mission.

2. ENFORCEABILITY

- (a) This Tariff is authorized by and made pursuant to the *BC South Coast British Columbia Transportation Authority Act*.
- (b) Any Transit Employee may exercise all of the rights of TransLink under this Tariff and enforce all provisions of this Tariff.

3. SERVICE DELIVERY/NON-GUARANTEES

- (a) Transit services operated by or on or behalf of TransLink are under continuous review and subject to change. While efforts are made to advise the public of service revisions and schedule adjustments, TransLink does not undertake or guarantee that any transit service will be operated in accordance with published timetables and notices, or at all.
- (b) Further, TransLink does not undertake or guarantee that HandyDART service will be operated in accordance with scheduled reserved trips, or at all.
- (c) TransLink, its subsidiaries, and their Boards of Directors and employees, are not responsible for any loss, damage or inconvenience caused by any operating failure, transit service disruption or any lack of or delay in transit service.

4. REFUSAL OF TRANSPORTATION

- (a) TransLink reserves the right to refuse to carry in any transit vehicle, or cause to be removed from any transit vehicle, Fare Paid Zone or other transit property:
- (ii) any person who is sick, intoxicated, boisterous, disorderly or profane, or who for any other reason may be offensive or dangerous or pose a risk to others or their property;
 - (iii) any person who does not tender the required fare or does not possess and present a valid Proof of Payment;
 - (iv) any passenger with a Mobility Device that a Transit Employee considers unsafe;
 - (v) anything (including baggage) that, in the sole opinion of a Transit Employee, might cause inconvenience to others, soil or damage transit property, or represent a safety hazard; or
 - (vi) any person who does not comply with the terms and conditions of this Tariff.

5. REQUIREMENT TO PAY FARE AND POSSESS PROOF OF PAYMENT

- (a) Except as otherwise permitted by this Tariff, all persons (other than Transit Employees acting in the course of duty) boarding a transit vehicle or entering a Fare Paid Zone must:
- (i) pay an Adult Fare before boarding a transit vehicle or entering a Fare Paid Zone;

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- (ii) obtain valid Proof of Payment for an Adult Fare before boarding a transit vehicle or entering a Fare Paid Zone;
- (iii) possess valid Proof of Payment obtained pursuant to (ii) above for the entire duration of his or her journey; and
- (iv) present valid Proof of Payment obtained pursuant to (ii) above to any Transit Employee upon request.

Failure to do so may result in fines being levied pursuant to the *BC South Coast British Columbia Transportation Authority Act*.

- (b) Except as permitted by this Tariff, Proof of Payment is not transferable and must not be used by any person, unless it was purchased for use by such person at the required fare. Use of Proof of Payment by any person other than to whom it was issued or by whom it was purchased is considered fraudulent use of the Proof of Payment.
- (c) Any TransLink POP is the property of TransLink, may be cancelled by TransLink at any time, and must be surrendered to TransLink or a Transit Employee upon request.
- (d) Proof of Payment is invalid if mutilated, altered, taped, waxed, validated more than once, modified in any manner, or expired.
- (e) If a Transit Employee is of the opinion that Proof of Payment is being used fraudulently or improperly by any passenger, the passenger must immediately surrender the Proof of Payment to the Transit Employee upon request and pay an Adult Fare prior to continuing his or her journey. The passenger will not be entitled to any refund of payment or other compensation.

6. FARES OTHER THAN ADULT FARES

- (a) The persons described in Table “1” of Appendix “2” are entitled to use the forms of Proof of Payment described in such table, in accordance with the conditions and restrictions set out therein.
- (b) Any passenger paying a fare other than an Adult Fare, presenting Proof of Payment for a fare other than an Adult Fare, or presenting a non-transferable Proof of Payment, must present evidence of eligibility for, or entitlement to, such fare or Proof of Payment to a Transit Employee upon request. The evidence must be satisfactory to any Transit Employee who requests such evidence.
- (c) A Transit Employee is entitled to seize any TransLink POP if he or she is not satisfied as to the validity of the identification produced as proof of eligibility for any fare other than an Adult Fare, or as to the identity of the holder as being the person indicated on such identification. After seizure, an Adult Fare must be paid. Where such identification is issued by or on behalf of TransLink, such identification must be surrendered to the Transit Employee upon request.
- (d) TransLink reserves the right to withhold TransLink POP from any person who has not complied with the terms of this Tariff or has previously been required to surrender a TransLink POP.

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7. ADD-FARES

- (a) Passengers may upgrade any Proof of Payment for travel in additional fare zones or on additional transit service by paying, in advance, an Add-Fare equivalent to the difference in fares. An Add-Fare receipt may be obtained from a ticket vending machine, a transit bus operator, or WCE Office (for WCE Service) upon payment of the required Add-Fare amount. The original Proof of Payment and the Add-Fare receipt must be retained together as upgraded Proof of Payment.

8. EXEMPTIONS FROM PAYMENT/DISCOUNTS

- (a) The persons described in Table “2” of Appendix “2” are entitled to the exemptions described in such table, in accordance with the conditions and restrictions set out therein.
- (b) The TransLink Board of Directors may, from time to time, reduce the fares required to be paid by this Tariff on selected days and for a limited number of days to promote the introduction of new transit services, to encourage the use of specific transit services, or to facilitate travel for special or seasonal events without the necessity of amending this Tariff to reflect such temporary fare modification.
- (c) TransLink and its subsidiaries may, from time to time, provide Proof of Payment at no charge to specified persons or groups for promotional purposes, service recovery, fare replacement, or advertising.
- (d) TransLink may, upon request and subject to eligibility, provide up to 4 one-zone FareCards at no charge to educational institutions for use by an educator in providing instruction in the use of transit, as part of a special program to persons with mental disabilities and provide up to 4 FareCards as necessary to CNIB as part of their program to instruct persons with visual impairments in the use of transit. Any other use of such FareCards is not permitted.
- (e) TransLink will provide fare media at no charge, to participants in the BC SCRAP-IT Program in accordance with the agreement between TransLink and the federally and provincially funded BC Scrap-It Program Society.
- (f) TransLink may, upon request and subject to eligibility, provide Proof of Payment at no charge to Police Departments within the Transportation Service Region for use by undercover police officers while on duty. Requests should be directed to Transit Police.
- (g) TransLink has absolute discretion in making decisions regarding fare reductions, stored value card bonuses or provision of Proof of Payment at no charge, under this Tariff.
- (h) If TransLink chooses to offer stored value cards in relation to WCE Service, TransLink may add a bonus of up to 20% on the card for each dollar paid and loaded onto the card. The bonus value may be applied toward the purchase of WCE Bicycle Passes, WCE One-Way Tickets or WCE Return Tickets where a stored value card is used to make the purchase.

9. PURCHASE OF PROOF OF PAYMENT AND GO2CARDS

- (a) *Conventional Transit* - FareSavers, FareCards and DayPasses may only be purchased directly from TransLink, an Operating Company or a FareDealer.

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- (b) **WCE Service** - All WCE Service Proof of Payment, except quarterly bicycles passes, are available for purchase from WCE ticket vending machines and the WCE office. Quarterly bicycle passes are available for purchase from the WCE office and other locations designated by WCE from time to time.
- (c) **HandyDART** – Adult FareSavers, FareCards, and DayPasses may only be purchased directly from TransLink, an Operating Company or a FareDealer.
- (d) **TaxiSaver Coupons** – Each month, a HandyCard Holder is eligible to purchase TaxiSaver Coupons, with a face value of up to \$100, through the mail from:

Access Transit Office
13401 – 108th Avenue
Surrey, BC V3T 5T4

10. FARE PAYMENT ON VEHICLES AND AT STATIONS

- (a) **Bus Service** - Cash payment for Transfers on bus service must be paid using exact change in Canadian funds and deposited in fareboxes. Upon payment of the required fare, a Transfer will be dispensed and must be retained as Proof of Payment.
- (b) **SkyTrain and SeaBus** - Cash fares or debit/credit transactions for SkyTrain and SeaBus service must be paid in Canadian funds at ticket vending machines. Upon payment of the required fare, a Transfer will be dispensed and must be retained as Proof of Payment.
- (c) **WCE Service** - Cash fares or debit/credit transactions for WCE Service must be paid in Canadian funds at WCE ticket vending machines. Upon payment of the required fare, a WCE Ticket will be dispensed and must be retained as Proof of Payment.
- (d) **HandyDART Service** - Cash payment for fares on HandyDART service must be paid using exact change in Canadian funds and given to the driver.

11. FARESAVER VALIDATION

- (a) A FareSaver must be validated in the farebox when boarding a bus or in a ticket validation unit prior to boarding a SeaBus or SkyTrain or otherwise entering a Fare Paid Zone. A validated FareSaver must be retained as Proof of Payment.
- (b) If a HandyDART passenger intends to transfer to Conventional Transit, his or her FareSaver must be validated by the HandyDART driver upon boarding the HandyDART vehicle. A validated FareSaver must be retained as Proof of Payment while travelling on Conventional Transit.

12. INSUFFICIENT FARE

- (a) TransLink reserves the right, in its absolute discretion, to issue a fare deferral receipt in emergency or exceptional circumstances where a passenger is unable to tender all or part of the required fare, provided such passenger presents valid identification and signs the fare deferral

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receipt form agreeing to pay the amount owing to TransLink by the date specified. The fare deferral receipt is valid Proof of Payment for the remainder of the passenger’s journey.

- (b) Failure to remit the required fare in accordance with the fare deferral receipt or repeated requests for a fare deferral may result in refusal or suspension of transit service to the individual.

13. FARE DISPUTE

- (a) If a Transit Employee is not satisfied with the validity of a Proof of Payment or identification demonstrating eligibility for any fare other than an Adult Fare, passengers must pay an Adult Fare and obtain Proof Payment for an Adult Fare before continuing their journey. Such passengers may subsequently dispute the Transit Employee’s determination by writing to:

For WCE service:

West Coast Express
Suite 295 – 601 West Cordova Street
Vancouver BC
V6B 1G1

For all other fare disputes:

TransLink
1600 – 4720 Kingsway
Burnaby, BC
V5H 4N2

14. REFUND POLICY

- (a) No requests for refunds nor replacements for lost or damaged products, other than those described in this s. 14, will be considered or granted by TransLink.
- (b) TransLink’s Enterprise Revenue Department will consider, and in its absolute discretion may grant, requests for refunds for valid FareCards if:
 - (i) transit service is completely shut down for at least 3 consecutive Business Days (Monday to Friday) in any one month, in which event a prorated discount may be applied to the purchase of a FareCard for the next month upon presentation and surrender of the previous month’s FareCard;
 - (ii) a valid FareCard cannot be used due to illness, as substantiated in writing by a medical practitioner, in which event a prorated refund may be paid, by cheque, calculated from the date the FareCard is physically surrendered to TransLink or the post-marked date for a FareCard returned by mail; or
 - (iii) a FareCard is physically surrendered to TransLink for refund (or exchange) prior to the first day of the month for which the FareCard is valid.

The above provisions are not applicable to U-Pass BC Students.

- (c) TransLink’s Enterprise Revenue Department will consider, and in its absolute discretion may grant, requests for refunds for Ticket Vending Machine products if:
 - (i) the request is accompanied by a receipt from the TVM indicating the amount to refund; and
 - (ii) the request references the station, date and time of the incident and where possible, the number of the TVM machine where the situation occurred.
Refunds exceeding \$10 shall be made by cheque, in all other cases a FareSaver ticket shall be issued. Refunds will only be considered for transactions made within 60 calendar days of receipt of the request for a refund.

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- (d) WCE will consider, and in its absolute discretion may grant, requests for refunds for WCE One-Way Tickets, Return Tickets, Weekly Passes, or 28 Day Passes if:
- (i) an unscheduled cancellation of WCE Service occurs, in which event an extension or partial refund of the prepaid Proof of Payment may be granted upon presentation of the Proof of Payment rendered unusable by such cancellation;
 - (ii) a WCE pre-paid Proof of Payment cannot be used due to illness, as substantiated in writing by a medical practitioner, in which event an extension or partial refund may be granted;
 - (iii) a WCE pre-paid Proof of Payment cannot be used due to unforeseen circumstances such as job loss, change in job location, bereavement or other hardship circumstances as determined by WCE, in which event an extension or partial refund may be granted; or
 - (iv) a passenger, who wished to travel within additional zones, had to purchase an additional full Adult Fare from the ticket vending machine in order to travel the extra zone, in which event a prorated refund may be made on presentation of the pre-paid Proof of Payment and the full Adult Fare Proof of Payment.
- (e) TransLink will (through the Access Transit Office) refund expired TaxiSaver coupons at 50% of face value.

15. ACCESSIBILITY

- (a) Wheelchair accessible transit vehicles, including HandyDART vehicles, will accommodate Mobility Devices provided the following guidelines are met:
- (i) Mobility Devices:
 - must be safe and well maintained with functioning brakes;
 - must not carry any aerials, flagpoles or other projections which could injure others or interfere with the securement of the Mobility Device;
 - must have secure and suitably located compartments to which securement straps can be attached (passengers must ensure that securement straps do not cause damage to the Mobility Device);
 - must be secured only at designated locations on the transit vehicle;
 - for HandyDART service, must have escort handles if passengers require assistance to board HandyDART vehicles;
 - (ii) Wheelchair lifts:
 - Conventional Transit buses (including community shuttle) - combined weight of the Mobility Device and passenger must not exceed 205 kgs, and Mobility Device must be smaller than 61 cm wide x 122 cm long;
 - HandyDART – combined weight of the Mobility Device, passenger and HandyDART driver must not exceed 364 kgs, and Mobility Device must be smaller than 94 cm wide and 122 cm long;
 - (iii) passengers in electric Mobility Devices are responsible for controlling the movement of the Mobility Device to ensure safe loading and un-loading.

16. CARRIAGE OF SPECIFIC GOODS

- (a) *Animals* - TransLink has no obligation to carry any animals except assistance animals recognized by the BC *Guide Animal Act* which are assisting or being trained by an accredited animal training

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school. Small pets, including dogs, cats, rabbits and small fur bearing or feathered pets, may be permitted on Conventional Transit vehicles provided they are in hand held cages.

- (b) ***Bicycles and Other Personal Transportation Devices*** - Two wheeled bicycles, having a maximum length of 73 inches (185 cm), are permitted on Conventional Transit and WCE cars in accordance with this Tariff, any rules established by TransLink from time to time, and any posted signs. Bicycle trailers are not permitted. TransLink reserves the right to restrict the carriage of bicycles at any time, in its absolute discretion. No motorized bicycles or other personal transportation devices are permitted except as set out in this Tariff or in accordance with rules established by TransLink or posted signs.

Buses - Bicycles are permitted on exterior bike racks of buses at no additional charge. Passengers travelling with bicycles are required to load and unload the bicycles.

SeaBus - Bicycles are permitted on SeaBus at no additional charge. Passengers with bicycles must enter the SeaBus through the doorway closest the stern (rear) section.

WCE - WCE service may carry up to two bicycles per car, provided the charge set out in Appendix “2” is paid and Proof of Payment is retained.

SkyTrain - Bicycles are permitted in SkyTrain cars at no additional charge, and are limited to two bikes per car on Expo and Millennium lines and two bikes per train on Canada Line.

17. PRIVATE CHARTER SERVICE

- (a) Transit vehicles (with operator or driver) may be chartered at the absolute discretion of TransLink, provided that TransLink’s ability to provide public transit service will not be adversely affected or the transit vehicle is not otherwise required. TransLink reserves the right, in its absolute discretion, to refuse any request for charter service. TransLink will require a written agreement and may require pre-payment of fees and/or payment of a damage deposit prior to providing the charter service.
- (b) Minimum rates and charges for charter service are set out in Table “3” of Appendix “2”. TransLink reserves the right, in its absolute discretion, to charge a higher charter rate if limited availability of labour or transit vehicles increases TransLink’s cost to provide charter service. Charter rates will be calculated from the time the transit vehicle leaves its depot or garage until it is returned to the same depot or garage. Charter service cancelled by the charterer with fewer than 12 hours notice will be subject to the cancellation fee set out in Appendix “2”.
- (c) Despite the rates set out in Appendix “2”, where public institutions require charter service in excess of two consecutive weeks, charter rates will be calculated based on the actual cost of providing the charter service less any fare revenue accruing to TransLink for providing such charter service, as specified in the written charter agreement.

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APPENDIX “T”

FARE ZONES

Conventional Transit

Zone 1

City of Vancouver
University Endowment Lands

Zone 2

District of West Vancouver
District of North Vancouver
City of North Vancouver
City of Burnaby
Bus stops located on Barnet Highway at the Petro-Canada refinery
City of New Westminister
Common Fare Zone on North Road for bus stops located between Cottonwood Avenue and Highway #1
Annacis Island (common zone for trips as described below “*Suburban Zone Boundary (Zones 2 and 3)*”)
City of Richmond
Village of Lions Bay
Bowen Island

Zone 3

Corporation of Delta, except Annacis Island
City of Surrey
City of White Rock
City of Langley
Township of Langley
Village of Belcarra
Village of Anmore
Electoral Area "C" east of Indian Arm
City of Port Moody
City of Coquitlam
City of Port Coquitlam
District of Pitt Meadows
District of Maple Ridge

Common Fare Zones

Certain designated locations of fare zones along fare zone boundaries have been classified as common to each adjacent zone. Passengers are permitted travel to/from such designated common fare zone locations for a 1-Zone Fare.

Urban Zone Boundary (Zone 1 and Zone 2) - Passengers connecting between the following bus stops and destinations along the #28 bus route may travel for a 1-Zone fare.

Kootenay Loop	To Zone 1
Hastings at Boundary	To Burnaby/New Westminister in Zone 2
Boundary at Lougheed	to/from Zone 1, or to/from Burnaby/New Westminister in Zone 2
Kincaid at Smith:	to/from Burnaby/New Westminister in Zone 2

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Boundary and Vanness to/from Zone 2, by walking to/from Kingsway on Boundary Road;
 Joyce Station: all Zone 1 bus service and westbound SkyTrain service

Regular fares are applicable for any other connections

Suburban Zone Boundary (Zones 2 and 3) –

Passengers travelling between Annacis Island and either Fare Zone 2 or Fare Zone 3 are permitted to travel for a one-zone fare.

Passengers connecting from all bus stops on North Road between Cottonwood Avenue and the Highway #1 overpass (including the Lougheed Mall transit exchange) are permitted to travel into either Zone 2 or Zone 3 for a 1-Zone Fare.

Starting Point	Destination	Fare		
		Cash	FareSaver	FareCard
Lougheed Mall	Zone 3	1-Zone Fare	1-Zone FareSaver	1-Zone FareCard identified as Zone “3”
				1-Zone FareCard identified as Zone “2” plus \$1.25 Add-Fare
				1-Zone FareCard identified as Zone “1” plus \$2.50Add-Fare
	Zone 2	1-Zone Fare	1-Zone FareSaver	1-Zone FareCard identified as Zone “2”
				1-Zone FareCard identified as Zone “1” plus \$1.25 Add-Fare
				1-Zone FareCard identified as Zone “1” plus \$1.25 Add-Fare

Conventional Transit – Fare Zone Map



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HandyDART – Fare Zone Map



HandyDART

Zone 1

City of Vancouver
University Endowment Lands

Zone 2

District of North Vancouver
District of West Vancouver
City of North Vancouver

Zone 3

City of Burnaby

Zone 4

City of New Westminister (including Queensborough)
City of Coquitlam
City of Port Coquitlam
City of Port Moody
Village of Anmore
Village of Belcarra

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Zone 5

City of Richmond

Zone 6

North Surrey (north of Colebrook Road)

Zone 7

Corporation of Delta (Tsawwassen, Ladner, North Delta, Annacis Island)

Zone 8

City of Langley

Township of Langley

South Surrey (Colebrook Road and South)

City of White Rock

Zone 9

District of Pitt Meadows

District of Maple Ridge

Zone 10

(not shown on above map) Horseshoe Bay, Lion’s Bay (Bowen Island excluded)

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West Coast Express

- Zone 1 Vancouver station (Waterfront station)
- Zone 2 Burnaby [no station yet];
- Zone 3 Port Moody, Coquitlam and Port Coquitlam stations;
- Zone 4 Pitt Meadows, Maple Meadows and Port Haney stations;
- Zone 5 Mission station.

West Coast Express – Fare Zone Map



APPENDIX "2" – FARES AND PROOF OF PAYMENT

Table "1" – Cash Fares and Proof of Payment

Proof of Payment or Cash Fare	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Trans-fer-ability	Validity/Conditions			
					Conventional Transit (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations***
Conventional Transit (3 Zones)								
BC Transit Employee Pass*	An employee of BC Transit who displays a valid BC Transit employee pass	N/A		No	Valid for unlimited travel through all Zones	Not valid	Not valid	No Add-Fare required
BC Transit Government Bus Pass *	Eligible person, as determined by the Province of BC, who displays a valid Government Bus Pass	N/A		No	Valid for unlimited travel through all Zones	Eligible for WCE Concession fare	Not valid	No Add-Fare required
Canada Post Corporation Postal Carrier – Uniform*	Postal carrier employed by Canada Post Corporation, while in uniform	As determined by the agreement between Canada Post and TransLink		No	Valid for travel during the Hours and through the number of Zones specified in the agreement between Canada Post and TransLink	Not valid	Not valid	Add-Fare required***
CNIB ID Card*	Person with vision impairment who displays valid identification issued by the Canadian National Institute for the Blind (CNIB)	N/A		No	Valid for unlimited travel through all Zones		Not valid	No Add-Fare required
DayPass – Adult DayPass** (on specified date)	Purchaser who displays a valid Adult DayPass	All Zones – fare of \$9.00		No	Valid for unlimited travel through all Zones	\$2.50 credit toward WCE applicable fare	Valid for an Eligible HandyDART User	No Add-Fare required
DayPass – Concession DayPass** (on specified date)	Child, Student, Senior or HandyCard Holder who displays a valid Concession DayPass	All Zones – fare of \$7.00		No	Valid for unlimited travel through all Zones	\$1.75 credit toward WCE applicable fare	Not valid	No Add-Fare required
Employee Pass** (until revoked or expired)	Employee Pass Holder who displays a valid Employee Pass	N/A		No	Valid for unlimited travel through all Zones		Valid for an Eligible HandyDART User	No Add-Fare required

Proof of Payment or Cash Fare	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Trans-fer-ability	Validity/Conditions			
					Conventional Transit (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations***
Employer Pass** (calendar year)	Eligible Employer Pass Holder who displays a valid Employer Pass	1 Zone – \$846, 2 Zones - \$1,139, 3 Zones - \$1,561 per year	All Zones – \$846 per year	No	Valid for unlimited travel through the number of Zones paid for; on Sundays and Statutory Holidays only, also valid for (a) up to 2 Adults, Seniors or Students and (b) 0 to 4 Children	Valid for WCE if specified - \$2.50 toward WCE applicable fare if not specified	Not valid	No Add-Fare required
FareCard – Adult FareCard** (calendar month)	Purchaser who displays a valid Adult FareCard	1 Zone – \$81, 2 Zones - \$110, 3 Zones - \$151 per month	All Zones - \$81 per month	Yes	Valid for unlimited travel through the number of Zones paid for; on Sundays and Statutory Holidays only, also valid for (a) up to 2 Adults, Seniors or Students and (b) 0 to 4 Children	\$2.50 toward WCE applicable fare	For an Eligible HandyDART User, 1 Zone FareCard is valid in 1 or 2 HandyDART Zones; 2 Zone FareCard is valid in 3 HandyDART Zones; 3 Zone FareCard is valid in all HandyDART Zones	No Add-Fare required
FareCard – Concession FareCard** (calendar month)	Child, Student, Senior or HandyCard Holder with valid identification, who displays a valid Concession FareCard	All Zones - \$46.50 per month		Yes	Valid for unlimited travel through all Zones	\$1.75 toward WCE applicable fare	Not valid	No Add-Fare required

Proof of Payment or Cash Fare	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Trans-fer-ability	Validity/Conditions			
					Conventional Transit (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations***

FareCard - Enhanced Employer Program**	Employees of Employers who have entered into a written agreement with TransLink, committing to purchase monthly FareCards in bulk	25 – 3,000 FareCards , 15% discount; 3,000 – 5,000 FareCards, 20% discount; 5,000+ FareCards, 25% discount (max). Based on the Monthly FareCard rate.	Same features as Monthly FareCard	As determined by the agreement between the Employer and TransLink.	Same Features as Monthly FareCard			
FareSaver – Adult FareSaver** (90 min. from validation, except Bowen Island (110 min. from validation))	Purchaser who displays a valid Adult FareSaver that has been validated	1 Zone – 1 yellow ticket (book of 10, \$21), 2 Zones – 1 red ticket (book of 10, \$31.50), 3 Zones – 1 green ticket (book of 10, \$42) or 2 yellow tickets	All Zones – 1 yellow ticket (book of 10, \$21)	No	Valid for unlimited travel during the Hours and through the number of Zones paid for	\$2.50 toward WCE applicable fare	For an Eligible HandyDART User, 1 Zone FareSaver is valid in 1 or 2 HandyDART Zones; 2 Zone FareSaver is valid in 3 HandyDART Zones; 3 Zone FareSaver is valid in all HandyDART Zones	No Add-Fare required
FareSaver – Concession FareSaver** (90 min. from validation, except Bowen Island (110 min. for validation))	Child, Student, Senior or HandyCard Holder with valid identification, who displays a valid Concession FareSaver that has been validated	1 Zone – 1 brown ticket (book of 10, \$17), 2 Zones – 1 brown ticket + \$.75 Add-Fare, 3 Zones – 2 brown tickets or 1 brown ticket + \$1.75 Add-Fare	All Zones – 1 brown ticket (book of 10, \$17)	No	Valid for unlimited travel during the Hours and through the number of Zones paid for	\$1.75 toward WCE applicable fare	Not valid	No Add-Fare required
Fire Department Employee ID*	Employee of a fire department within the TransLink Transportation Service Region who displays valid employee identification	N/A		No	Valid for unlimited travel through all Zones	Not valid	Not valid	No Add-Fare required

Proof of Payment or Cash Fare	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Trans-fer-ability	Validity/Conditions			
					Conventional Transit (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations***

Group Travel Letter** (specified period)	Groups of 15 persons or more, travelling together who display a letter signed by TransLink's Controller, Enterprise Revenue	Payment of applicable fares, in accordance with fares for Adult Transfers and Concession Transfers	Payment of applicable fares, in accordance with fares for Adult Transfers and Concession Transfers	No	Valid for unlimited travel during the Hours and through the number of Zones paid for	Not valid	Not valid	Add-Fare required***
GradPass** (2 specified days between May 15 th and June 30 th)	Grade 12 students in the Transportation Service Region, who are graduating in that year, who display a valid GoCard and a valid GradPass	N/A		No	Valid for unlimited travel through all Zones for specified period		Not valid	No Add-Fare required
Government Bus Pass** (calendar year)	Eligible person, as determined by the Province of BC, who displays a valid Government Bus Pass	Purchased by the Province of BC from TransLink and sold directly to eligible persons by the Province, at a user cost determined by the Province		No	Valid for unlimited travel through all Zones	Eligible for WCE Concession fare	Not valid	No Add-Fare required
MultiPass** (specified dates)	Members of delegations with a specific business interest in transit matters, officials of other transit agencies, or a BC Scrap-It Program participant, all as approved by the Controller, Enterprise Revenue	N/A for officials of other transit agencies \$5.75 per pass (if > 500 passes purchased per day); \$4.75 per pass (if > 5,000 purchased per day) or by agreement between TransLink and the BC Scrap-It Program.		No	Valid for unlimited travel through all Zones	\$2.50 toward WCE applicable fare	Not Valid	No Add-Fare required
Police Officer or DFO Enforcement Officer ID*	Police Officer (including RCMP Officer) or Department of Fisheries and Oceans (DFO) Enforcement Officers, employed within the TransLink Transportation Service Region, who displays valid identification	N/A		No	Valid for unlimited travel through all Zones	Not valid	Not valid	No Add-Fare required

Proof of Payment or Cash Fare	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Trans-fer-ability	Validity/Conditions			
					Conventional Transit (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations***

Special Event Ticket** (specified period)	Purchaser	Payment of applicable fares, in accordance with fares for Adult Transfers and Concession Transfers	Payment of applicable fares, in accordance with fares for Adult Transfers and Concession Transfers	No	Valid for unlimited travel during the Hours and through the number of Zones paid for		Not valid	Add-Fare required***
Transfer – Adult Transfer** (90 min.)	Purchaser who displays a valid Adult Transfer	1 Zone \$2.50, 2 Zones \$3.75, 3 Zones \$5.00	All Zones \$2.50	No	Valid for unlimited travel during the Hours and through the number of Zones paid for, other than on Bowen Island	\$2.50 credit toward WCE applicable fare	For an Eligible HandyDART User, 1 Zone Transfer is valid in 1 or 2 HandyDART Zones; 2 Zone Transfer is valid in 3 HandyDART Zones; 3 Zone Transfer is valid in all HandyDART Zones	Add-Fare required***
Transfer – Concession Transfer** (90 min.)	Child, Student, Senior or HandyCard Holder who displays a valid Concession Transfer	1 Zone \$1.75, 2 Zones \$2.50, 3 Zones \$3.50	All Zones \$1.75	No	Valid for unlimited travel during the Hours and through the number of Zones paid for, other than on Bowen Island	\$1.75 toward WCE applicable fare	Not valid	Add-Fare required***
U-Pass BC** (calendar months)	Student of an eligible educational institution who displays a valid student card and a valid U-Pass BC	As determined by the agreement between the post-secondary educational institution, their student society, and TransLink		No	Valid for unlimited travel through all Zones	Valid toward purchase of a WCE 28 Day U-Pass or \$2.50 toward WCE applicable fare	Valid for an Eligible HandyDART User	No Add-Fare required
War Amputee Pass** (calendar year)	Member of War Amputees Association who displays a valid War Amputee Pass	N/A		No	Valid for unlimited travel through all Zones		Not valid	No Add-Fare required

Proof of Payment or Cash Fare	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Trans-fer-ability	Validity/Conditions			
					Conventional Transit (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations***

HandyDART Service (10 Zones)							
Cash fare on HandyDART (one-way trip)	Eligible HandyDART User	1 Zone - \$2.50, 2 Zones - \$2.50, 3 Zones - \$3.75, 4 or more Zones - \$5.00	No	Not valid	Not valid	Valid for travel through the number of Zones paid for	N/A
West Coast Express (WCE) Service (5 Zones)							
Bicycle Pass** (specified period)	WCE passenger who possesses valid proof of payment and travels with a Bicycle and displays a valid Bicycle Pass	1 day - \$1, 1 week - \$5, 28 days - \$17	No	N/A	Allows WCE passenger to travel with a Bicycle	Not valid	N/A
Valley Max Transfer, Monthly Pass or U-Pass – Adult*	Person who displays a valid transfer, monthly pass or U-pass issued by Valley Max	N/A	No	Not valid	\$1.75 credit toward WCE applicable fare	Not valid	Add-Fare required***
Valley Max Transfer, Monthly Pass or U-Pass – Concession*	Person who displays a valid transfer, monthly pass or U pass issued by Valley Max	N/A	No	Not valid	\$1.50 credit toward WCE applicable fare	Not valid	Add-Fare required***
WCE 28 Day Pass – Adult WCE 28 Day Pass** (28 consecutive days)	Purchaser who displays a valid Adult 28 Day Pass	1 or 2 Zones - \$134.75, 3 Zones - \$178.75, 4 Zones - \$217, 5 Zones - \$298.50	No	Valid for unlimited travel through the number of Zones paid for; on Sundays and Statutory Holidays only, also valid for (a) up to 2 Adults, Seniors or Students and (b) 0 to 4 Children		Valid for an Eligible HandyDART User	No Add-Fare required
WCE 28 Day Pass – Concession WCE 28 Day Pass** (28 consecutive days)	Child, Student, Senior or HandyCard Holder who displays a valid Concession 28 Day Pass	1 or 2 Zones - \$82.75, 3 Zones - \$110.75, 4 Zones - \$137, 5 Zones - \$193	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid	No Add-Fare required
WCE 28 Day U-Pass ** (28 consecutive days)	Student of an eligible educational institution who displays a valid student card, a valid U-Pass BC and a WCE 28 Day U-Pass	All Zones - \$94 per month.	No	Valid for unlimited travel through all Zones		Valid for an Eligible HandyDART User	No Add-Fare required
WCE Employer Pass** (calendar month)	Eligible Employer Pass Holder who displays a valid WCE Employer Pass	1 or 2 Zones - \$122, 3 Zones - \$164, 4 Zones - \$200, 5 Zones - \$275 per month	No	Valid for unlimited travel through the number of Zones paid for; on Sundays and Statutory Holidays only, also valid for (a) up to 2 Adults, Seniors or Students and (b) 0 to 4 Children		Not valid	No Add-Fare required

Proof of Payment or Cash Fare	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Trans-fer-ability	Validity/Conditions			
					Conventional Transit (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations***

WCE One-Way Ticket – Adult WCE One-Way Ticket** (3 hours)	Purchaser who displays a valid Adult WCE One-Way Ticket	1 or 2 Zones - \$5, 3 Zones - \$6.75, 4 Zones - \$8.25, 5 Zones - \$11.25	No	Valid for unlimited travel through all Zones during the hours paid for	Valid for unlimited travel in one direction through the number of Zones paid for	Valid for an Eligible HandyDART User	Add-Fare required***
WCE One-Way Ticket – Concession WCE One-Way Ticket** (3 hours)	Child, Student, Senior or HandyCard Holder who displays a valid Concession WCE One-Way Ticket	1 or 2 Zones - \$3, 3 Zones - \$4, 4 Zones - \$5, 5 Zones - \$7	No	Valid for unlimited travel through all Zones during the hours paid for	Valid for unlimited travel in one direction through the number of Zones paid for	Not valid	Add-Fare required***
WCE Return Ticket – Adult WCE Return Ticket** (until midnight)	Purchaser who displays a valid Adult WCE Return Ticket	1 or 2 Zones - \$9.50, 3 Zones - \$12.50, 4 Zones - \$15.50, 5 Zones - \$21	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Valid for an Eligible HandyDART User	No Add-Fare required
WCE Return Ticket – Concession WCE Return Ticket** (until midnight)	Child, Student, Senior or HandyCard Holder who displays a valid Concession WCE Return Ticket	1 or 2 Zones - \$5.75, 3 Zones - \$7.50, 4 Zones - \$9.50, 5 Zones - \$13.25	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid	No Add-Fare required
WCE Weekly Pass – Adult WCE Weekly Pass** (7 consecutive days)	Purchaser who displays a valid Adult WCE Weekly Pass	1 or 2 Zones - \$42.25, 3 Zones - \$58, 4 Zones - \$70.50, 5 Zones - \$97.50	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Valid for an Eligible HandyDART User	No Add-Fare required
WCE Weekly Pass – Concession WCE Weekly Pass** (7 consecutive days)	Child, Student, Senior or HandyCard Holder who displays a valid Concession WCE Weekly Pass*	1 or 2 Zones - \$28.25, 3 Zones - \$38.25, 4 Zones - \$47.25, 5 Zones - \$65.75	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid	No Add-Fare required

* indicates Proof of Payment (POP)

** indicates TransLink POP

*** Canada Line YVR Add-Fare is a short term fare premium over the applicable fare in the amount of \$2.50 each way, which will be collected as a return fare premium of \$5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station.

Table "2" – Exemptions

Eligible Person	Conditions	Exemption			
		Conventional Transit	West Coast Express	HandyDART	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations
Any person	None	Exempt from fare payment while travelling between Canada Line stations located on Sea Island	Not exempt from fare payment		N/A
Attendant	Only one Attendant is eligible for the exemption	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyDART user	Exempt from Add-Fare, when accompanying a HandyCard Holder
Child under 5 years of age	Child must be accompanied by a passenger possessing Proof of Payment	Exempt from fare payment, if accompanied by a passenger possessing Proof of Payment who is travelling with fewer than 5 Children under the age of 5		Exempt from fare payment, if accompanied by a passenger possessing Proof of Payment who is travelling with fewer than 3 Children under the age of 5	Exempt from Add-Fare
Child or Student who displays a valid GoCard during International Walk to School Week	Exemption only during International Walk to School Week	Exempt from fare payment	Exempt from fare payment		Exempt from Add-Fare
Ordinary and Life Members of Royal Canadian Legion, Army, Navy and Air Force Veterans and Korean Veterans Association displaying valid membership card	Exemption only on Remembrance Day, November 11 th	Exempt from fare payment	Exempt from fare payment		Exempt from Add-Fare
Uniformed members of the Armed Forces, Coast Guard	Exemption only on Remembrance Day, November 11 th	Exempt from fare payment	Exempt from fare payment		Exempt from Add-Fare

Table "3" – Private Charters

Rates, Charges and Cancellation Fees	
<p><i>Conventional Bus, Community Shuttle and HandyDART Vehicle</i> (includes operator or driver)</p>	<p>\$62.50 per ½ hour or part Minimum charge of \$125.00 Bridge and road tolls, special licence fees and other out-of-pocket expenses extra</p>
<p>Cancellation Fee</p>	<p>\$125.00</p>
<p>WCE train</p>	<p>To be determined by WCE on a case-by-case basis</p>