Learn about Compass
Load. Tap. Ride.

Get ready to enjoy a whole new transit experience with Compass – the reloadable fare card that works everywhere on transit in Metro Vancouver. Compass is convenient, easy-to-use, safe and secure. Now you can load fare products onto one card and tap your way across the system.
One Card. Many Benefits.

Convenient
Enjoy the convenience of loading fare products from almost anywhere, anytime:
• online
• by phone
• at Compass Vending Machines
• at the Compass Customer Service Centre (located at Stadium–Chinatown SkyTrain Station)
• at the West Coast Express Office

Easy to Use
Simply tap in when you start your journey and tap out when exiting or transferring. Remember, there’s no need to tap out when exiting a bus. The system calculates the fare zones you’ve travelled and charges you the correct fare.

Safe and Secure
With card registration comes balance protection, which safeguards the value on your card.

Flexible
Use your card or ticket to travel across the entire system and enjoy seamless transfers across all modes of transit.

We encourage you to register your Compass Card at compasscard.ca or by calling 604.398.2042.
Compass Cards

Adult (blue) and Concession* (orange) Compass Cards are reloadable, so you can use one card for all your travel needs.

What is the $6 deposit?

When you get a Compass Card, you’ll pay a $6 refundable deposit. You can get your $6 deposit back by returning your card to the Compass Customer Service Centre at Stadium–Chinatown SkyTrain Station or at the West Coast Express Office. The deposit allows the card to go into a negative balance as long as you have $0.01 on your card when you start your journey, or $4.50 if travelling on West Coast Express. When your balance is low, or you need to travel extra zones, you have the security of making that one trip. You’ll need to top-up your card with Stored Value before starting your next trip.

*Concession fares apply to seniors 65 years and older and Youth 14 to 18 years with valid photo identification proving age, and children 5 to 13 years, or as otherwise permitted under the Transit Tariff.
Compass Fare Products

Products can be loaded onto a Compass Card, separately or in combination:

Stored Value
It’s just like having cash on your card. Paying with Stored Value gives you the same rate as FareSavers.

Passes
Monthly Passes, DayPasses and West Coast Express Return Passes can be loaded onto a Compass Card. Compass Monthly Passes are valid for the entire calendar month (e.g. December 1-31).

Note: Eligible students can load their U-Pass BC onto their Compass Card at upassbc.translink.ca. West Coast Express U-Pass add-on must be done by phone or at a walk-in location.

Multiple Products
When you have more than one product on your Compass Card, the system activates a pass first (starting with a Monthly Pass, followed by a DayPass) and then dips into Stored Value.

Note: It’s best to load a DayPass only if you intend to use it the next time you travel. If you want to travel using Stored Value and a DayPass is present, the system will activate your DayPass first.
Compass Tickets

Available from Compass Vending Machines, Compass Tickets can be purchased for single trips, DayPasses or West Coast Express Return Passes. When purchasing a Compass Ticket, you can also request a receipt.

Please take note of the time you tap in, so you can calculate the transfer window (see section on ‘Transfer Time’ for details). **Compass Tickets are not reloadable and are only valid on the day of purchase.** For schools and agencies, bulk ticket sales will be available through TransLink.

All Compass Cards and Compass Tickets **must be tapped.** Please see section on “How Compass Works”.

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*Compass logo*
Get your Compass Card today!

Choose one of these convenient options:

**Compass Retailers**
For the complete list, visit [translink.ca/retailers](http://translink.ca/retailers)

**At a Compass Vending Machine***
Located at SkyTrain, SeaBus, West Coast Express stations, BC Ferries Tsawwassen and Horseshoe Bay terminals and 18 London Drugs locations.

**Online at compasscard.ca**

**By calling 604.398.2042**

*Note: Concession cards are not available at Compass Vending Machines. They can be purchased at Compass Retailers, online or by phone.

**Load your Compass Card**
Once you have your card, load it online at compasscard.ca, at a Compass Vending Machine or by phone at 604.398.2042.
Compass Vending Machines
Purchase your Compass Card

1. Select “New Compass Card” from the options below

2. Choose the fare product that’s right for you

3. Select a payment option
   Insert cash or select another payment option. If you’re paying by debit or credit, follow the instructions on the pin pad screen.

4. Select a receipt option and your Compass Card will be dispensed at the bottom of the Compass Vending Machine. Now you’re ready to travel!
Thank you
Your Compass Card has been successfully loaded

Product loaded
Please collect your receipt below
How Compass Works

Simply tap in when you start your journey and tap when exiting or transferring. Remember, there’s no need to tap out when exiting a bus. The system calculates the fare zones you’ve travelled and charges you the correct fare.

When travelling on Stored Value or a Monthly Pass, make sure you tap in and tap out when exiting rail and SeaBus stations. When you tap in, the system reserves a three-zone fare. When you tap out, it calculates the correct fare and credits the difference back onto your card. Be sure to tap in and tap out, so you’re charged the correct fare.

How to Tap

Remove the card from your wallet to avoid interference.

Hold it flat against the card reader until you hear a beep and see a check mark to proceed.

When you tap out, the card reader will indicate the fare deducted and the remaining balance, or date the pass expires.*

*This information will appear on your first tap upon boarding a bus.
Where to Tap

On buses
Tap in at the card readers located near the bus doors when boarding. Please note all buses are tap in only. You are not required to tap out when exiting buses.

SkyTrain and SeaBus
Tap in and out at the fare gates when entering and exiting.

West Coast Express†
Tap in and out at the validators when entering and exiting.

† West Coast Express customers must tap their Compass Cards as they pass all fare gates and rail validators. The only exception is the concourse validators at Waterfront Station in the morning.
Understanding Different Tap Messages

Compass products generate different display messages when you tap in or tap out: valid transaction, low balance warning and invalid transaction.

*Note: a white circle indicates a concession product and a yellow circle indicates a program product.*

![Valid Transaction Diagram]

**Valid Transaction**

**ADULT**

- Green checkmark: Proceed
- $2.50 Deducted
- $15.00 Remaining
- Stored Value

**CONCESSION**

- Green checkmark: Proceed
- Expires 01 Jan 25
- Pass

**PROGRAM CARD**

- Green checkmark: Proceed
- *Card Updated*
- Card action has occurred
Low Balance Warning

ADULT

$2.50 Deducted
$2.00 Remaining
Low Balance

Preserved Value

CONCESSION

Expires 01 Jan 18
Low Balance

Pass

Invalid Transaction

ADULT

Card Already
Tapped

CONCESSION

Tap Card Again
Card not read

Call Customer
Service
Card deactivated
Other reason

PROGRAM CARD

You Owe $1.25
Insufficient fare
Transfer Time

You can transfer for up to 90 minutes across all modes using Stored Value or with a Compass Ticket (120 minutes for West Coast Express fares and 180 minutes for customers travelling to Bowen Island). Please take note of the time you tap as it marks the start of your 90-minute transfer window.
Lost or Stolen Cards

Please call Compass Customer Service at 604.398.2042 to report your card as lost or stolen and purchase a new Compass Card. A $6 deposit will apply.

If your Compass Card was registered, then good news: your balance is protected. Your balance will be “frozen” and we’ll transfer it to your new card.

Privacy and Compass Card and Ticket Terms and Conditions of Use

Your Compass Card only stores the product and value on the card, its serial number, and the travel and financial transaction history and information from recent activity. No personal information is stored on the card. TransLink is committed to ensuring that your privacy and personal information are protected. For more information, and to view our Compass Card Privacy Statement, the Compass Card Terms and Conditions of Use or Compass Ticket Terms and Conditions of Use or all other documents visit translink.ca/compasscard.
Compass Customer Service

Phone:
604.398.2042 | 1.888.207.4055
6:30 a.m. to 11:30 p.m., 7 days a week

In person:
Compass Customer Service Centre
At Stadium–Chinatown SkyTrain Station
Mon.–Fri. 7:30 a.m. to 5 p.m. excluding holidays

West Coast Express Office
Waterfront Station, Suite 295
Mon.–Fri. 6:45 a.m. to 6 p.m. excluding holidays