

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
BYLAW NUMBER 102-2015

A bylaw to amend the South Coast British Columbia Transportation Authority
2013 Tariff Bylaw Number 87-2013

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 102-2015.”
2. The South Coast British Columbia Transportation Authority 2013 Tariff Bylaw Number 87-2013 is amended as follows:
 - (a) The Transit Tariff document attached to this Bylaw as Appendix 1 hereto replaces the entire Transit Tariff document attached to the South Coast British Columbia Transportation Authority 2013 Tariff Bylaw Number 87-2013.
3. This Bylaw comes into force and takes effect on October 5, 2015.

READ A FIRST, SECOND AND THIRD TIME this 30th day of July, 2015.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 30th day of July, 2015.

Original signed by

Barry Forbes, Vice Chair

Gigi Chen-Kuo, General Counsel and Corporate Secretary

**SOUTH COAST BRITISH COLUMBIA
TRANSPORTATION
AUTHORITY**

(TRANSLINK)

TRANSIT TARIFF

Effective October 5, 2015

This Tariff is available for public inspection at:

1. TransLink Head Office, 400 - 287 Nelson's Court, New Westminster
Transit Police Office, 300 - 287 Nelson's Court, New Westminster
2. The following Coast Mountain Bus Company Ltd. offices:
 - Head Office, 700-287 Nelson's Court, New Westminster
 - 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

GENERAL

All persons using TransLink's transit system must comply with either Section 1 (Traditional Fare Media) or Section 2 (Compass Fare Media) of this Tariff. This includes, but is not limited to, the requirement to pay sufficient fare and possess valid fare media / proof of payment at all times while in a fare paid zone as more specifically set out in Section 1 or Section 2 of this Tariff, as applicable. Any individual failing to comply with the terms and conditions contained in this Tariff may be subject to fines or any other measures or consequences available to TransLink.

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SECTION 1: TRADITIONAL FARE MEDIA

Section 1 of this Tariff (Traditional Fare Media) applies only to the use of Traditional Fare Media, further details of which are set out in Appendix “2”. The use of electronic fare media issued by or on behalf of TransLink as part of the Compass program is governed by, and subject to, Section 2 (Compass Fare Media) of this Tariff.

PART A - Definitions

In this Section 1 (Traditional Fare Media), the following terms will have the following meanings:

Adult	Person who is not a Child, Student or Senior.
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.
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	Conventional Bus and Conventional SkyTrain and SeaBus transit service provided by or on behalf of TransLink in the Transportation Service Region.
Conventional Bus	Transit service provided by or on behalf of TransLink in the Transportation Service Region on transit buses, except SeaBus service, SkyTrain service, WCE Service and HandyDART service.
Conventional SkyTrain and SeaBus	Transit service provided by or on behalf of TransLink in the Transportation Service Region on SkyTrain and Seabus, except Conventional Bus service, WCE Service, HandyDART service and Canada Line service between Bridgeport and Templeton Stations.
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 or a board member of TransLink or a TransLink subsidiary, or a member of the Mayors’ Council on Regional Transportation;

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- (ii) a spouse or dependant child of an employee described in paragraph (i);
- (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 on Traditional Fare Media as set out in Appendix “2”.

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 Traditional Fare Media.
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: <ul style="list-style-type: none"> (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 on Traditional Fare Media.
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.

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Operating Company	A company, including a subsidiary of TransLink, operating transit service on behalf of TransLink.
Regular Hours	Hours of service other than Off-Peak Hours.
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, Family 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 described in paragraph (i) 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.
Traditional Add-Fare	Additional fare amount as required by Appendix “2” of this Tariff.
Traditional 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) pay the cash fare required to travel on HandyDART, for the

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- (iii) applicable Zones, as set out in Appendix “2”; and travel between Canada Line Bridgeport and Templeton Stations, as set out in Appendix “2” as a Traditional Add-Fare, in addition to one of the fares described in paragraphs (i) or (ii) above.

Traditional Fare Media	All forms of paper and/or magnetic stripe fare media issued by or on behalf of TransLink, or accepted by TransLink as Traditional Proof of Payment, including, but not limited to, FareSavers, FareCards, Transfers, and all other paper and/or magnetic stripe fare media set out in Appendix “2”, and specifically excluding any electronic fare media issued by or on behalf of TransLink as part of the Compass program.
Traditional Proof of Payment	Traditional Fare Media and personal identification designated as Proof of Payment in Appendix “2”.
Transfer Time	The time from validation within which passengers may transfer to another transit vehicle without paying additional fare, excluding any applicable Traditional Add-Fare which shall remain payable.
Transit Employee	Employee of TransLink or its subsidiaries, 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 Traditional POP	Traditional 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.
WCE	West Coast Express Limited, a subsidiary of TransLink.
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.

Any capitalized fare products referenced in this Section 1, that are not defined above, will have the meanings set out in Appendix “2”.

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SECTION 1: TRADITIONAL FARE MEDIA
PART B - Terms & Conditions

1. APPLICABILITY

- (a) The terms and conditions contained in this Tariff, including this Section 1, are applicable to transit services operated by or on behalf of TransLink within the Transportation Service Region and WCE Service in the District 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 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:
- (i) 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;
 - (ii) any person who does not tender the required fare as set out in Appendix “2” or does not possess and present a valid Traditional Proof of Payment;
 - (iii) any passenger with a Mobility Device that a Transit Employee considers unsafe;
 - (iv) 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
 - (v) any person who does not comply with the terms and conditions of this Tariff.

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5. REQUIREMENT TO PAY FARE AND POSSESS TRADITIONAL 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 a Traditional Adult Fare as set out in Appendix “2” prior to boarding a transit vehicle or entering a Fare Paid Zone;
 - (ii) obtain valid Traditional Proof of Payment for a Traditional Adult Fare as set out in Appendix “2” before boarding a transit vehicle or entering a Fare Paid Zone;
 - (iii) possess valid Traditional Proof of Payment obtained pursuant to (ii) above for the entire duration of his or her journey; and
 - (iv) present valid Traditional Proof of Payment obtained pursuant to (ii) above to any Transit Employee upon request.

Failure to do so may result in fines being levied and/or other consequences imposed pursuant to the *BC South Coast British Columbia Transportation Authority Act*.

- (b) Passengers using Traditional Fare Media to travel on Conventional Transit will have the Transfer Time as set out in Appendix “2”.
- (c) Except as permitted by this Tariff, Traditional 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 as set out in Appendix “2”. Use of Traditional Proof of Payment by any person other than to whom it was issued or by whom it was purchased is fraudulent use of Traditional Proof of Payment. Traditional Fare Media is not valid and may not be used for WCE Service, but may provide a credit as set out in Appendix “2” toward valid fare on Compass Fare Media for WCE Service, as set out in Section 2: Compass Fare Media and Appendix “3”.
- (d) Any TransLink Traditional 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.
- (e) Traditional Proof of Payment is invalid if mutilated, altered, taped, waxed, validated more than once, modified in any manner, or expired.
- (f) If a Transit Employee is of the opinion that Traditional Proof of Payment is being used fraudulently or improperly by any passenger, in addition to any other rights and remedies available to TransLink, the passenger must immediately surrender the Traditional Proof of Payment to the Transit Employee upon request and pay a Traditional Adult Fare as set out in Appendix “2” prior to continuing his or her journey. The passenger will not be entitled to any refund of payment or other compensation.
- (g) In addition to any other rights and remedies available to TransLink, if a Transit Employee is not satisfied with the validity of a Traditional Proof of Payment or identification demonstrating eligibility for any fare as set out in Appendix “2” other than a Traditional Adult Fare, passengers must:

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- (i) pay a Traditional Adult Fare as set out in Appendix “2”, or a Compass Adult Fare (as defined in Section 2 of this Tariff, and set out in Appendix “3”), as the case may be; and
- (ii) obtain Traditional Proof of Payment for a Traditional Adult Fare as set out in Appendix “2”, or Compass Proof of Payment (as defined in Section 2 of this Tariff) for a Compass Adult Fare (as defined in Section 2 of this Tariff, and set out in Appendix “3”), as the case may be,

before continuing their journey.

6. FARES OTHER THAN TRADITIONAL ADULT FARES

- (a) The persons described in Table “1” of Appendix “2” are entitled to use the forms of Traditional 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 a Traditional Adult Fare as set out in Appendix “2”, presenting Traditional Proof of Payment for a fare other than a Traditional Adult Fare as set out in Appendix “2”, or presenting a non-transferable Traditional Proof of Payment, must present evidence of eligibility for, or entitlement to, such fare or Traditional Proof of Payment to a Transit Employee upon request. The evidence must be satisfactory to any Transit Employee who requests such evidence and must be picture identification issued by any national, provincial or state government agency showing age or date of birth.
- (c) In addition to any other rights and remedies available to TransLink, a Transit Employee is entitled to seize any TransLink Traditional POP if he or she is not satisfied as to the validity of the identification produced as proof of eligibility for any fare as set out in Appendix “2” other than a Traditional Adult Fare, or as to the identity of the holder as being the person indicated on such identification. After seizure, a Traditional Adult Fare as set out in Appendix “2” 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 Traditional POP from any person who has not complied with the terms of this Tariff or has previously been required to surrender any TransLink Traditional POP and/or any Compass Fare Media (as defined in Section 2 of this Tariff).

7. TRADITIONAL ADD-FARES

- (a) Passengers may upgrade any Traditional Proof of Payment for travel in additional fare Zones or on additional transit service (excluding WCE Service) by paying, in advance, a Traditional Add-Fare equivalent to the difference in fares as set out in Appendix “2”. A Traditional Add-Fare receipt may be obtained from a ticket vending machine or a transit bus operator for Conventional Transit or HandyDART service upon payment of the required Traditional Add-Fare amount. The original Traditional Proof of Payment and the Traditional Add-Fare receipt must be retained together as upgraded Traditional Proof of Payment. For upgrades of Traditional Proof of Payment for WCE Services, passengers may obtain a credit as set out in Appendix “2” toward Compass Proof of Payment for WCE Service, as set out in Appendix “3”, at a WCE Office or at the Customer Service Centre located at Stadium-Chinatown SkyTrain Station.

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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, as set out in Appendix “2”, 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 Traditional Proof of Payment at no charge:
 - (i) for promotional purposes, service recovery, fare replacement, or advertising; and/or
 - (ii) to specified persons, groups or categories of persons authorized by the TransLink Board of Directors.
- (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. Any other use of such FareCards is not permitted.
- (e) TransLink will provide TransLink Traditional POP as set out in Appendix “2” 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 TransLink Traditional POP 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 Traditional Fare Media under this Tariff, including, but not limited to, fare reductions or provision of TransLink Traditional POP at no charge.

9. PURCHASE OF TRADITIONAL PROOF OF PAYMENT

- (a) **Conventional Transit** – FareSavers, FareCards and DayPasses may only be purchased directly from TransLink, an Operating Company or a FareDealer.
- (b) **WCE Service** –Traditional Proof of Payment is no longer available or valid proof of payment for WCE Service. Please see Section 2: Compass Fare Media and Appendix “3” of the Tariff for Compass Proof of Payment information relating to WCE Service.
- (c) **HandyDART** – Adult FareSavers, FareCards, and DayPasses may only be purchased directly from TransLink, an Operating Company or a FareDealer.

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- (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
400 - 287 Nelson's Court,
New Westminster, BC V3L 0E7

10. FARE PAYMENT ON VEHICLES AND AT STATIONS

- (a) **Bus Service** - Cash payment for Transfers on Conventional Bus service must be paid using exact change in Canadian funds and deposited in fareboxes. Upon payment of the required fare as set out in Appendix "2", a Transfer will be dispensed and must be retained as Traditional Proof of Payment.
- (b) **SkyTrain and SeaBus** - Cash fares or debit/credit transactions for Conventional SkyTrain and SeaBus service must be paid in Canadian funds at ticket vending machines. Upon payment of the required fare as set out in Appendix "2", a Transfer will be dispensed and must be retained as Traditional Proof of Payment.
- (c) **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 Traditional 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 Traditional 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 as set out in Appendix "2", provided such passenger presents valid identification and signs the fare deferral receipt form agreeing to pay the amount owing to TransLink by the date specified. The fare deferral receipt is valid Traditional Proof of Payment for the remainder of the passenger's journey.
- (b) Failure to remit the required fare as set out in Appendix "2", 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. REFUND POLICY

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- (a) No requests for refunds nor replacements for lost or damaged Traditional Fare Media, other than those described in this section 13, will be considered or granted by TransLink.
- (b) TransLink’s Compass Operations 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 holders of program passes, as set out in Appendix “2”.

- (c) TransLink’s Compass Operations Department will consider, and in its absolute discretion may grant, requests for refunds for failed transactions at a ticket vending machine if:
- (i) the request is accompanied by a receipt from the ticket vending machine 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 ticket vending 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.

- (d) TransLink will (through the Access Transit Office) refund expired TaxiSaver coupons at 50% of face value.

14. 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;

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- 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; and
- (iii) passengers in electric Mobility Devices are responsible for controlling the movement of the Mobility Device to ensure safe loading and un-loading.

15. 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 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 a SeaBus at no additional charge. Passengers with bicycles must enter the SeaBus through the doorway closest the stern (rear) section.

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.

16. 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.

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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 Table “3” of Appendix “2”.

- (c) Despite the rates set out in Table “3” of 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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SECTION 2: COMPASS FARE MEDIA

Section 2 of this Tariff (Compass Fare Media) applies only to the use of Compass Fare Media, further details of which are set out in Appendix “3”. The use of Traditional Fare Media is governed by, and subject to, Section 1 (Traditional Fare Media) of this Tariff.

PART A - Definitions

In this Section 2 (Compass Fare Media), the following terms will have the following meanings:

Add-Fare Machine	A Compass vending machine located within Fare Paid Zones for the sale of Exit Tickets by or on behalf of TransLink.
Adult	Person who is not a Child, Student or Senior.
Attendant	A person who is required to accompany and assist 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.
Card Reader	A card and ticket reader, Fare Gate, mobile validator, bus or rail station validator or any other mechanism implemented by TransLink from time to time, used by passengers to Tap In and/or Tap Out.
Child	Person who is 13 years of age or younger.
Compass Add-Fare	Additional fare amount as required by Appendix “3” of this Tariff.
Compass Adult Fare	Fare required to: <ul style="list-style-type: none"> (i) obtain the Compass Adult fare required to travel on Conventional Transit for the applicable Hours and Zones, as set out in Appendix “3”; (ii) obtain an Adult WCE One-Way Fare to travel on WCE Service, for the applicable Hours and Zones, as set out in Appendix “3”; and (iii) travel between Canada Line Bridgeport and Templeton Stations, as set out in Appendix “3” as a Compass Add-Fare, in addition to one of the fares described in paragraphs (i) or (ii) above.
Compass Bus Transfer	A single use transfer issued to passengers paying by cash for travel on a transit bus for Conventional Bus service. This single use transfer will allow a passenger to transfer between Conventional Buses within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus, WCE Service or HandyDART service.

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Compass Card	A long-term use, reusable electronic farecard for transit use in TransLink’s Transportation Service Region and which is subject to the Compass Card Terms and Conditions of Use.
Compass Card Terms and Conditions of Use	The Compass Card Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at www.translink.ca .
Compass Fare Media	Compass Tickets, Compass Cards, Compass Bus Transfers and any other Compass fare media issued by or on behalf of TransLink.
Compass Proof of Payment	Verifiable Compass Fare Media designated as proof of payment in Appendix “3” and personal identification as required in Appendix “3”.
Compass Retailer	TransLink-authorized vendor of Compass Cards.
Compass Ticket	A single or limited use electronic ticket for transit use in TransLink’s Transportation Service Region and which is subject to the Compass Ticket Terms and Conditions of Use.
Compass Ticket Terms and Conditions of Use	The Compass Ticket Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at www.translink.ca .
Compass Vending Machine	A Compass vending machine located outside Fare Paid Zones for the sale of: <ul style="list-style-type: none"> (i) Compass Tickets, Compass Cards or other Compass fare media; and/or (ii) Compass fare products which may be loaded or issued on Compass Fare Media, by or on behalf of TransLink.
Conventional Transit	Conventional Bus and Conventional SkyTrain and SeaBus transit service provided by or on behalf of TransLink in the Transportation Service Region.
Conventional Bus	Transit service provided by or on behalf of TransLink in the Transportation Service Region on transit buses, except SeaBus service, SkyTrain service, WCE Service and HandyDART service.
Conventional SkyTrain and SeaBus	SkyTrain and SeaBus transit service provided by or on behalf of TransLink in the Transportation Service Region, except Conventional Bus service, WCE Service, HandyDART service and Canada Line service between Bridgeport and Templeton Stations.
Eligible HandyDART User	Person who: <ul style="list-style-type: none"> (i) has a temporary or permanent physical or cognitive disability,

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- 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 and been issued a HandyCard as provided in Section 1 of this Tariff.

Employee Pass Holder

Person who is:

- (i) an employee or a board member of TransLink or a TransLink subsidiary, or a member of the Mayors’ Council on Regional Transportation;
- (ii) a spouse or dependant child of an employee described in paragraph (i);
- (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 on a Compass Card as set out in Appendix “3”.

Excursion Fare

A fare equivalent to a Single Fare (Adult) or Single Fare (Concession), as applicable, based on the applicable Hours at the Stored Value Rate, as set out in Appendix “3”.

Exit Ticket

A Compass Ticket purchased from an Add-Fare Machine that will allow a passenger to proceed through a Fare Gate to exit a Fare Paid Zone upon payment of the fare for such Exit Ticket as set out in Appendix “3”.

Fare Gate

A physical fare gate located at the entry and exit points of a Fare Paid Zone.

Fare Paid Zones

All transit vehicles (including buses, SeaBuses, SkyTrain cars and WCE cars), all areas within Fare Gates, regardless of whether such Fare Gates are open or closed, and any other transit property designated as “fare paid zones” from time to time by TransLink but excluding all HandyDART vehicles.

HandyCard Holder

Person who has been issued a HandyCard on Traditional Fare Media as set out in Section 1 of this Tariff.

HandyDART

Custom transit service as set out in Section 1 of this Tariff, 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.

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In-System Time	The time from Tap In as set out in Appendix “3” within which passengers may complete their journey and Tap Out without paying additional fare, excluding any applicable Compass Add-Fare which shall remain payable, provided that any Tap In for the last part of the journey must occur prior to the expiry of the Transfer Time.
Maximum Fare	<p>If using Stored Value, the maximum fare will be the Compass Adult Fare or Single Fare (Concession) payable for travel:</p> <ul style="list-style-type: none"> (i) on Conventional Bus, for travel during Regular Hours and Off-Peak Hours for Conventional Bus; (ii) on Conventional SkyTrain and SeaBus and WCE Service, for one Zone during Off-Peak Hours for Conventional SkyTrain and SeaBus and WCE Service; and (iii) on Conventional SkyTrain and SeaBus and WCE Service, the maximum number of Zones during Regular Hours, based on the Stored Value rate for Conventional SkyTrain and SeaBus and WCE Service, <p>as set out in Appendix “3”.</p> <p>If using a Period Pass, and travelling outside the Zone(s) within which such Period Pass is valid, the maximum fare will be the applicable Compass Add-Fare, based on the cash rate, as set out in Appendix “3”.</p>
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	A company, including a subsidiary of TransLink, operating transit service on behalf of TransLink.
Period Pass	The electronic equivalent of a pass based on a calendar period (including DayPasses and Monthly Passes), and loaded on a Compass Card.
Registered Users	Passengers who have acquired a Compass Card and successfully registered such Compass Card with TransLink on TransLink’s website at www.translink.ca , all in accordance with the Compass Card Terms and Conditions of Use.
Regular Hours	Hours of service other than Off-Peak Hours.
Senior	<p>A person who is 65 years of age or older and holds:</p> <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; <p>or</p>

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- (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, Family Day, Good Friday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day.
Stored Value	The electronic equivalent of cash stored on a Compass Card, excluding the deposit payable at the time a Compass Card is acquired in accordance with the Compass Card Terms and Conditions of Use.
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; and (iii) holds a valid GoCard.
Tap In	The presentation and recognition of Compass Fare Media, loaded or issued with a fare as set out in Appendix “3”, at a Card Reader as a valid form of fare payment to commence a single transit trip and for entry into a Fare Paid Zone.
Tap Out	The presentation and recognition of Compass Fare Media, loaded or issued with a fare as set out in Appendix “3”, at a Card Reader as a valid form of fare payment to complete a single transit trip and to exit a Fare Paid Zone.
Traditional Fare Media	All forms of paper and/or magnetic stripe fare media issued by or on behalf of TransLink including, but not limited to, FareSavers, FareCards, Transfers and all other paper and/or magnetic stripe fare media accepted by TransLink for transit use as set out in Section 1 and Appendix “2” of this Tariff, and specifically excluding any Compass Fare Media.
Transfer Time	The time from Tap In as set out in Appendix “3” within which passengers may transfer to another transit vehicle without paying additional fare, excluding any applicable Compass Add-Fare which shall remain payable.
Transit Employee	Employee of TransLink or its subsidiaries, 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.
Transportation Service Region	All municipalities and rural areas located within the Greater Vancouver Regional District.

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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; (ii) has been issued a valid student card from such post-secondary educational institution, and displays valid government issued photo identification; and (iii) has obtained a Compass Card and loaded such Compass Card with the benefits available to the holder of a U-Pass BC.
Verifiable Compass Fare Media	Compass Fare Media loaded or issued with the required fare for the applicable Hours and Zones, as set out in Appendix “3” and Tapped In.
WCE	West Coast Express Limited, a subsidiary of TransLink.
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 and WCE Service as shown in Appendix “1” of this Tariff.

Any capitalized fare products referenced in this Section 2, that are not defined above, will have the meanings set out in Appendix “3”.

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SECTION 2: COMPASS FARE MEDIA
PART B - Terms & Conditions

1. COMPASS CARD TERMS AND CONDITIONS OF USE & COMPASS TICKET TERMS AND CONDITIONS OF USE

- (a) The use of Compass Fare Media is governed by this Tariff together with the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use. Any inconsistencies between this Tariff and the Compass Card Terms and Conditions of Use or the Compass Ticket Terms and Conditions of Use shall be resolved in favour of this Tariff.

2. APPLICABILITY

- (a) The terms and conditions contained in this Tariff, including this Section 2, are applicable to transit services operated by or on behalf of TransLink within the Transportation Service Region and WCE Service in the District of Mission.

3. 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.

4. SERVICE DELIVERY/NON-GUARANTEE

- (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) 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.

5. 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:
- (i) 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;
 - (ii) any person who does not tender the required fare as set out in Appendix “3” or does not possess and present valid Compass Proof of Payment;
 - (iii) any person who, in the sole discretion of TransLink, uses or fails to use a Fare Gate in any manner other than as permitted by this Tariff, the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use including, but

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not limited to, proceeding over or under a Fare Gate, forcing a Fare Gate open or closed, holding a Fare Gate open for more than one passenger to proceed through a Fare Gate at one time based on one Tap In (with the exception of children under five years of age as permitted by subsection 6(i) of this Section 2, Part B), or vandalizing, damaging or in any way marking a Fare Gate;

- (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.

6. REQUIREMENT TO PAY FARE AND POSSESS COMPASS 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 a Compass Adult Fare as set out in Appendix “3” prior to boarding a transit vehicle or entering a Fare Paid Zone;
- (ii) Tap In the Compass Fare Media loaded or issued with the required fare for the applicable Hours and Zones as set out in Appendix “3” when entering a Fare Paid Zone;
- (iii) Tap Out the Compass Fare Media loaded or issued with such Verifiable Compass Fare Media when exiting a Fare Paid Zone;
- (iv) possess Verifiable Compass Fare Media for the entire duration of his or her journey; and
- (v) present Verifiable Compass Fare Media to any Transit Employee upon request.

Failure to do so may result in fines being levied and/or other consequences imposed pursuant to the *BC South Coast British Columbia Transportation Authority Act* and a Maximum Fare being deducted from a Compass Card, if applicable.

- (b) For passengers using a Compass Card with Stored Value for travel on Conventional Transit, the minimum Stored Value for entry into a Fare Paid Zone is \$0.01. For passengers using a Compass Card with Stored Value for travel on WCE Service, the minimum Stored Value for entry into a Fare Paid Zone is \$4.50. No minimum Stored Value is required for entry for passengers using a valid Period Pass for travel on either Conventional Transit or WCE Service.
- (c) Passengers using Compass Fare Media for travel on Conventional Bus must Tap In when boarding a Conventional Bus vehicle but are not required to Tap Out when departing the Conventional Bus vehicle.
- (d) Subject to Section 6(c) above, passengers who Tap In but fail to Tap Out, or Tap Out but fail to Tap In, will be charged a Maximum Fare in accordance with subsection 6(a) of this Section 2, Part B.
- (e) Passengers using Compass Fare Media to travel on Conventional Transit and WCE Service will have the Transfer Time and In-System Time as set out in Appendix “3”. Passengers who transfer to another vehicle and Tap In after expiry of the Transfer Time will be charged the applicable fare as set out in Appendix “3” as if the passenger is beginning a new journey. Passengers who complete their journey and Tap Out (except on Conventional Bus) after expiry of the In-System Time will be charged an additional fare equal to Maximum Fare.

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- (f) Passengers with Compass Cards or Compass Tickets may travel at no cost between Canada Line stations located on Sea Island. Passengers without Compass Cards seeking to travel at no cost between Canada Line stations located on Sea Island must first obtain a zero-value Sea Island Compass Ticket from a Compass Vending Machine. A zero-value Sea Island Compass Ticket will not allow entry to or exit from TransLink’s transit system outside of the Canada Line stations located on Sea Island.
- (g) Passengers using a Compass Card with Stored Value for travel who unintentionally enter a Fare Paid Zone and Tap In using Stored Value at a SkyTrain station, at a SeaBus terminal or at a WCE Station to begin a new journey, can reverse the transaction if:
- (i) on Conventional SkyTrain and SeaBus, the passenger Taps Out to exit the Fare Paid Zone at the same SkyTrain or at the same SeaBus station if such Tap Out occurs within 21 minutes after Tap In at the SkyTrain Station or Seabus terminal;
 - (ii) on WCE, the passenger Taps Out to exit the Fare Paid Zone at the same WCE Station within 60 minutes after Tap In at the WCE Station.

Passengers cannot reverse a transaction resulting from an unintentional Tap In on a bus. If the Tap Out on Conventional SkyTrain and SeaBus or WCE Service occurs within the applicable In-System Time as set out in Appendix “3” but later than the time periods set out in this Section 6(g) above, the passenger will be charged an Excursion Fare.

- (h) Except as permitted by this Tariff, Compass 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 as set out in Appendix “3”. Use of Compass Proof of Payment by any person other than to whom it was issued or by whom it was purchased is fraudulent use of Compass Proof of Payment.
- (i) Except as permitted by this Tariff, multiple passengers are not permitted to travel on a single Compass Card and all persons proceeding past a Card Reader into a Fare Paid Zone must Tap In. No more than one person is permitted to proceed through a Fare Gate at any one time based on the Tap In of Compass Fare Media loaded or issued with valid fare as set out in Appendix “3”, provided that Attendants and children under five years of age, as set out in Table “2” (Exemptions) of Appendix “3” are not required to Tap In and may proceed through a Fare Gate together with and at the same time as a HandyCard Holder or accompanying adult, as applicable, who has Tapped In and possesses sufficient Compass Proof of Payment.
- (j) Compass Fare Media is invalid if mutilated, altered, taped, waxed or modified in any manner, or expired.
- (k) If a Transit Employee is of the opinion that Compass Proof of Payment is being used fraudulently or improperly by any passenger, in addition to any other rights and remedies available to TransLink, the passenger must immediately surrender the Compass Proof of Payment to the Transit Employee upon request and pay a Compass Adult Fare as set out in Appendix “3” prior to continuing his or her journey. The passenger will not be entitled to any refund of payment or other compensation with respect to the specific transit trip during which the passenger was required to pay a Compass Adult Fare as set out in this subsection 6(k).

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- (l) In addition to any other rights and remedies available to TransLink, if a Transit Employee is not satisfied with the validity of Compass Proof of Payment or identification demonstrating eligibility for any fare as set out in Appendix “3” other than a Compass Adult Fare, passengers must:
- (i) pay a Compass Adult Fare as set out in Appendix “3”, or a Traditional Adult Fare (as defined in Section 1 of this Tariff, and set out in Appendix “2”), as the case may be; and
 - (ii) obtain Compass Proof of Payment for a Compass Adult Fare as set out in Appendix “3”, or Traditional Proof of Payment (as defined in Section 1 of this Tariff) for a Traditional Adult Fare (as defined in Section 1 of this Tariff, and set out in Appendix “2”), as the case may be,

before continuing their journey.

- (m) Compass Fare Media is the property of TransLink. Any Compass Fare Media, or any fare product loaded or stored thereon as set out in Appendix “3”, may be cancelled by TransLink at any time and must be surrendered to TransLink or a Transit Employee upon request.

7. FARES OTHER THAN COMPASS ADULT FARES

- (a) The persons described in Table “1” of Appendix “3” are entitled to use the forms of Compass 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 a Compass Adult Fare as set out in Appendix “3”, presenting Compass Proof of Payment for a fare other than a Compass Adult Fare as set out in Appendix “3”, or presenting a non-transferable Compass Proof of Payment, must present evidence of eligibility for, or entitlement to, such fare or Compass Proof of Payment to a Transit Employee upon request. The evidence must be satisfactory to any Transit Employee who requests such evidence and must be picture identification issued by any national, provincial or state government agency showing age or date of birth.
- (c) In addition to any other rights and remedies available to TransLink, a Transit Employee is entitled to seize any Compass Fare Media if he or she is not satisfied as to the validity of the identification produced as proof of eligibility for any fare set out in Appendix “3” other than a Compass Adult Fare, or as to the identity of the holder as being the person indicated on such identification. After seizure, a Compass Adult Fare as set out in Appendix “3” must be paid. With respect to any GoCard identification issued by or on behalf of TransLink, such identification must be surrendered to TransLink or a Transit Employee upon request.
- (d) TransLink reserves the right to withhold Compass Fare Media from any person who has not complied with the terms of this Tariff or has previously been required to surrender any Compass Fare Media and/or any TransLink Traditional POP (as defined in Section 1 of this Tariff).

8. COMPASS ADD-FARES

- (a) A passenger must upgrade any Compass Proof of Payment for travel in additional fare Zones or for an additional transit service beyond that for which the passenger has already paid by paying, in advance of entering a Zone or use of additional transit service for which the passenger has not

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paid the applicable fare, a Compass Add-Fare equivalent to the difference in fares as set out in Appendix “3”. Compass Proof of Payment may be upgraded with Compass Add-Fare as follows:

- (i) **Compass Card** - passengers may purchase Compass Add-Fare by loading a Compass Card with Stored Value at Compass Vending Machines located at the entrance to SkyTrain stations, WCE Stations and Seabus stations. For passengers travelling on a valid Period Pass who require Compass Add-Fare, the Compass Add-Fare will be charged to the passenger’s Compass Card Stored Value at the applicable cash fare rates set out in Appendix “3”;
 - (ii) **Compass Ticket** - passengers may purchase Compass Add-Fare by upgrading an existing Compass Ticket at Compass Vending Machines located at the entrance to SkyTrain stations, WCE Stations and Seabus stations, with upgrades to zero-value Sea Island Compass Tickets requiring, in addition to any other fare required by Appendix “3”, the Compass Add-Fare required to travel outside the Canada Line stations located on Sea Island; or
 - (iii) **Compass Bus Transfer** – Compass Bus Transfers are not valid for travel on Conventional SkyTrain and SeaBus, WCE Service or HandyDART service, and therefore are not eligible for upgrading with Compass Add-Fare. Passengers must purchase other forms of Compass Fare Media loaded or issued with a fare as set out in Appendix “3” for any travel in additional fare Zones or for an additional transit service.
- (b) Passengers must retain upgraded Compass Proof of Payment while in a Fare Paid Zone.
- (c) If a passenger, who has Tapped In upon entry into a Fare Paid Zone using Compass Fare Media loaded or issued with the required fare, loses the Compass Proof of Payment prior to Tapping Out and exiting a Fare Paid Zone, or in the case of travel on Conventional Bus, prior to exiting the Fare Paid Zone, the passenger must:
- (i) if travelling on Conventional SkyTrain and SeaBus or WCE Service, immediately purchase an Exit Ticket and retain the Exit Ticket as Compass Proof of Payment for the duration of the passenger’s journey while in a Fare Paid Zone; and
 - (ii) if travelling on Conventional Bus, immediately purchase and Tap In a new Compass Bus Transfer and retain the Compass Bus Transfer as Compass Proof of Payment for the duration of the passenger’s journey while in a Fare Paid Zone.

Exit Tickets are available for purchase at Add-Fare Machines located within SkyTrain and SeaBus stations. Availability of Exit Tickets or any other form of Compass Fare Media do not in any manner exempt passengers from being required to possess Compass Proof of Payment at all times while in a Fare Paid Zone and a valid Exit Ticket or other form of Verifiable Compass Fare Media must be in the possession of the passenger to constitute valid Compass Proof of Payment.

9. EXEMPTIONS FROM PAYMENT/DISCOUNTS

- (a) The persons described in Table “2” (Exemptions) of Appendix “3” are entitled to the exemptions described in such table, in accordance with the conditions and restrictions set out therein.

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- (b) The TransLink Board of Directors may, from time to time, reduce the fares as set out in Appendix “3” 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 Compass Fare Media loaded or issued with a fare as set out in Appendix “3” at no charge:
 - (i) for promotional purposes, service recovery, fare replacement, or advertising; and/or
 - (ii) to specified persons or categories of persons as authorized by resolution of the TransLink Board of Directors from time to time.
- (d) TransLink will provide Compass Fare Media loaded or issued with a Monthly Pass as set out in Appendix “3” 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.
- (e) TransLink may, upon request and subject to eligibility, provide Compass Fare Media loaded or issued with a fare as set out in Appendix “3” 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.
- (f) TransLink has absolute discretion in making decisions regarding fare reductions, or provision of Compass Fare Media, including those products loaded or issued with a fare as set out in Appendix “3”, at no charge, under this Tariff.

10. PURCHASE OF COMPASS PROOF OF PAYMENT

- (a) **Conventional Transit** - Compass Fare Media and fares set out in Appendix “3” for travel on Conventional Transit may only be purchased directly from TransLink, an Operating Company or a Compass Retailer as set out in the Compass Card Terms and Conditions of Use and Compass Ticket Terms and Conditions of Use, as applicable. Period Passes for use on Conventional Transit are not available at Compass Vending Machines located at WCE stations.
- (b) **WCE Service** - Compass Fare Media and fares set out in Appendix “3” for travel on WCE Service may only be purchased directly from TransLink, an Operating Company or a Compass Retailer as set out in the Compass Card Terms and Conditions of Use and Compass Ticket Terms and Conditions of Use, as applicable. Compass Tickets for WCE Service are only available at Compass Vending Machines located at WCE stations and Waterfront Station.

11. FARE PAYMENT AT TIME OF TRAVEL

- (a) Passengers who have not previously obtained adequate Compass Fare Media loaded or issued with sufficient fare as set out in Appendix “3” must pay their fare at the time of travel as follows:
 - (i) **Conventional Bus Service** - Cash payment for Conventional Bus service must be paid using exact change in Canadian funds and deposited in fareboxes. Upon payment of the

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required fare as set out in Appendix “3”, a Compass Bus Transfer will be dispensed and must be retained as Compass Proof of Payment. This single use transfer will allow a passenger to transfer between Conventional Buses within the Transfer Time, but is not valid for travel on a Conventional SkyTrain and SeaBus service or WCE Service.

- (ii) **Conventional SkyTrain and SeaBus** - Cash fares or debit/credit transactions for Conventional SkyTrain and SeaBus service must be paid in Canadian funds at Compass Vending Machines. A passenger must purchase a Compass Ticket or load a Compass Card with the required fare as set out in Appendix “3” and retain such Compass Ticket or Compass Card as Compass Proof of Payment.
- (iii) **WCE Service** - Cash fares or debit/credit transactions for WCE Service must be paid in Canadian funds at Compass Vending Machines located at WCE stations or Waterfront Station. A passenger must purchase a Compass Ticket or load a Compass Card with the required fare as set out in Appendix “3” and retain such Compass Ticket or Compass Card as Compass Proof of Payment.

12. BULK COMPASS TICKETS

- (a) A person may order by phone or by mail to TransLink, a minimum of 50 Compass Tickets at the applicable Stored Value rate as set out in Appendix “3”. Prepayment is required for all bulk orders. All Compass Tickets purchased in bulk at the Stored Value rate will have a set expiry date of no more than 254 days from the date of issuance.

13. STORED VALUE - INITIAL SYSTEM CHARGE

- (a) For passengers using a Compass Card with Stored Value for travel on Conventional Transit, a Maximum Fare will be deducted upon Tap In.
- (b) For passengers using a Compass Card with Stored Value for travel on WCE Service, the amount deducted upon Tap In will be:
 - (i) in the a.m., the fare as set out in Appendix “3” between the originating WCE station and Waterfront Station; and
 - (ii) in the p.m., the fare as set out in Appendix “3” between the originating WCE station and Mission Station.
- (c) For travel on Conventional SkyTrain and SeaBus and WCE Service, Compass Cards will be credited upon Tap Out for any difference between the amount initially deducted from Stored Value upon Tap In and the actual fare payable based on the Zones travelled, as set out in Appendix “3”, provided that failure to Tap Out will result in the Maximum Fare being deducted from the Compass Card in accordance with subsection 6(a) of this Section 2, Part B.

14. REGISTRATION

- (a) A Registered User who reports his or her Compass Card lost or stolen is eligible for Compass Card deactivation and transfer of all fare products loaded or issued on such registered Compass Card, at the time of reporting such Compass Card lost or stolen, subject to and in accordance with

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the Compass Card Terms and Conditions of Use. An individual who does not register a Compass Card with TransLink or a Registered User who does not report his or her Compass Card as lost or stolen bears all risk for loss or theft of such unregistered Compass Card, including all fare products loaded or issued on such Compass Card. Additional details respecting the benefits associated with registration, and the registration process, are set out in the Compass Card Terms and Conditions of Use.

15. REFUND POLICY

- (a) **Compass Card deposit** – Subject to the Compass Card Terms and Conditions of Use, the deposit paid in accordance with the Compass Card Terms and Conditions of Use at the time a Compass Card is acquired, less any amounts owed to TransLink for transit fare as set out in Appendix “3”, is refundable upon surrender of the cardholder’s Compass Card to TransLink.
- (b) **Stored Value** - Subject to the Compass Card Terms and Conditions of Use, a Registered User may, within a two year period from the date on which the Compass Card was last Tapped In or Tapped Out, obtain a refund of Stored Value on a registered Compass Card.
- (c) **Period Passes** - Subject to the Compass Card Terms and Conditions of Use, a Registered User may, within 60 days of the date of purchase, obtain a refund of a Period Pass on a registered Compass Card provided travel has not been initiated on the Period Pass by Tap In or Tap Out of the Compass Card holding the Period Pass and the Period Pass has not otherwise been used by the Registered User.
- (d) **Program passes** - Subject to the Compass Card Terms and Conditions of Use, an individual may obtain a refund of a program pass as set out in Appendix “3”, if permitted under the terms of the applicable program, by contacting the program administrator.
- (e) **Compass Tickets** - Compass Tickets are not refundable. Compass Tickets purchased in bulk pursuant to subsection 12(a) of this Section 2, Part B may be replaced at the request of the initial purchaser in accordance with the Compass Ticket Terms and Conditions of Use.
- (f) **Compass Vending Machine malfunctions** - When a Compass Vending Machine issues a receipt indicating that an amount to be refunded was not returned, a product was not dispensed, or another malfunction occurred, a refund will be issued in accordance with the Compass Card Terms and Conditions of Use or the Compass Ticket Terms and Conditions of Use, as applicable.
- (g) **General** -
 - (i) Details respecting refunds, the process for obtaining a refund, and the manner in which refunds will be paid, are set out in the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, which are posted on TransLink’s website at www.translink.ca.
 - (ii) No requests for refunds or replacements for lost or damaged Compass Fare Media and/or any fare loaded or issued thereon, other than those described in the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, will be considered or granted by TransLink.

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- (iii) TransLink reserves the right to restrict the number of refunds for Stored Value or Period Passes granted to an individual in a calendar year.
- (iv) Notwithstanding the above, TransLink will consider, and in its absolute discretion may grant, requests for partial or complete refunds and/or adjustments or replacements for otherwise valid Compass Tickets, Period Passes or Stored Value that cannot be used due to:
 - (A) transit service being completely shut down for at least for 3 consecutive Business Days (Monday to Friday) in any one month, in which event Stored Value may be granted equivalent to two Stored Value trips of the same Zone purchased, per day or a replacement Compass Ticket if applicable;
 - (B) illness, as substantiated in writing by a medical practitioner, in which event a prorated refund may be paid for passes based on a Period Pass based on the number of days remaining in the month, or a refund of the balance in the case of Stored Value; or
 - (C) death, upon request from the estate of a deceased person substantiated by a death certificate, in which event a prorated refund may be paid for monthly passes on a Compass Card based on the number of days remaining in the month, a full refund may be paid for unused DayPass(es) and/or a refund of the balance may be paid in the case of Stored Value.

The above provisions are not applicable to holders of program passes on Compass Cards, as set out in Appendix “3”.

16. ACCESSIBILITY

- (a) Wheelchair accessible transit 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;
 - (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; and
 - (iii) passengers in electric Mobility Devices are responsible for controlling the movement of the Mobility Device to ensure safe loading and un-loading.

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17. 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 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 a SeaBus at no additional charge. Passengers with bicycles must enter the SeaBus through the doorway closest the stern (rear) section.

WCE - Bicycles are permitted in WCE cars at no additional charge, and are limited to two bikes per car.

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.

18. 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 "3". 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 Table "3" of Appendix "3".
- (c) Despite the rates set out in Table "3" of Appendix "3", 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 “1”

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 Westminster
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 to or from the #28 bus route between Boundary & Hastings and Boundary & Vanness may travel for a 1-Zone Fare.

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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 \$2.75 Add-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 “3” plus \$1.25 Add-Fare

Passengers beginning their journey from Braid Station bus stops are permitted to travel into either Zone 2 or Zone 3 for a 1-Zone Fare.

Starting Point	Destination	Fare		
		Cash	FareSaver	FareCard
Braid Station	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 \$2.75 Add-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 “3” plus \$1.25 Add-Fare

Conventional Transit – Fare Zone Map



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)

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

