

Contest Corner – Win a Monthly Pass!

LAST ISSUE'S FARECARD WINNER We had **855** correct entries in our last contest and **Peter Salisbury** won the FareCard!

The answer? *The services changes began on September 7.*

WIN A FREE Monthly Pass on your Compass Card!

Email thebuzzer@translink.ca with the subject line "Contest" and tell us your answer to the question below, your full name, your phone number and where you got the Buzzer (include your bus route number). Make sure to include everything – **entries missing info are not entered to win!** Only **one** entry per person, please. You must be 19 years of age to enter. Employees of TransLink, its subsidiaries and contractors are not eligible

When do the Winter Service Changes begin?

(Hint: It's in this issue!)

Enter by **Friday, March 18, 2016 at 9 am Pacific Standard Time**. We'll randomly draw a name from all correct entries. Chances of winning depend on the number of correct entries received. The winner will be notified by phone shortly after the draw. Winner must correctly answer a skill-testing question. See buzzer.translink.ca/contest for full contest terms and conditions.

PRIVACY POLICY We use your personal info only for the contest, and we delete all entries after we pick a winner. Here's the long version: The personal information collected, used and disclosed is necessary for the administration of the Contest and is in accordance with provisions of Part 3 of the Freedom of Information and Protection of Privacy Act (British Columbia). Please refer to translink.ca/privacy-policy or contact the TransLink Privacy Officer at privacy@translink.ca for further information.

TRANSIT NETWORK CONSULTATION

The Transit Network Consultation survey closed on November 6 and we received a record number of responses — more than 12,000 customers participated by filling out the survey!

Public feedback on 85 routes is being analyzed and will help inform our decisions as we look for opportunities to address concerns and plan for the future.

We thank everyone who took the time to review the proposed changes and provide their feedback.

TransLink will be doing more consultations on projects throughout the coming year – be sure to check our website often to see other opportunities to have your say.

You can also provide your feedback at any time by calling Customer Relations at 604.953.3040 or at feedback.translink.ca.



Winter pedestrian safety tips from Transit Police

During these winter months remember these safety tips:

- » Try to make eye contact with drivers - never assume that a driver has seen you.
- » Wear reflective gear or lights to make it easier for drivers to see you in wet weather, at dusk and at night.
- » Cross at designated crosswalks and follow pedestrian traffic lights.
- » Don't use electronic devices while crossing a road, and if wearing headphones, consider lowering the volume or wearing only one earbud.

Visit Transit Police headquarters to receive your own Transit Police reflective slap-on wristband!

Front Desk hours: 8am-4pm Mon-Fri excluding holidays. Follow the signs from Sapperton SkyTrain station.

BACK ISSUES

The Buzzer is 99 years old this year! In this section, we mine old issues for some historical tidbits and fun stuff. Enjoy!

In the December, 1977 issue of the Buzzer, B.C. Hydro Transportation sent seasons greetings to all customers and thanked them for riding transit with this very merry wreathed bus operator!

Best of the Season

B.C. Hydro Transportation would like to wish all its riders a very happy holiday season and good health and happiness in the new year. We are proud of our bus service and want to take this opportunity to tell you how very much we value your continued patronage.



CONNECT WITH TRANSLINK

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Info line	604.953.3333
Twitter updates	@translink
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Next Bus SMS	Text your stop number to 33333 for bus times
Buzzer blog	buzzer.translink.ca
Buzzer email	thebuzzer@translink.ca

Questions about
Compass



askcompass.ca

COMING EVENTS

- ✓ **Bright Nights in Stanley Park.** 'Tis' the season for the Bright Nights Train! Head down to Stanley Park to take in three million twinkling lights as the train travels past breathtaking displays and live performers. The train runs from Nov 26 to Jan 2 (closed Dec 25). For more information visit vancouver.ca/parks-recreation-culture/bright-nights-train.aspx.
- ✓ **Enchanted Nights at Bloedel.** Bring your imagination and explore the whimsical wonders inside the Bloedel Conservatory from Dec 4 to Jan 3. Walk through a miniature world of artisan fairy and sprite villages and take in the magical lights, holiday music, and live entertainment amongst the dome's tropical plants and exotic birds. More details at vancouver.ca/parks-recreation-culture/enchanted-nights-at-bloedel.aspx.
- ✓ **Festival of Trees.** Once again the Four Seasons Hotel Vancouver has transformed their lobby into a forest of decorated trees to raise funds for BC Children's Hospital. From Nov 13 to Jan 5, come down and check out trees brilliantly decorated by local businesses and organizations. Learn more at bcchf.ca/events/event-calendar/festival-of-trees/Vancouver.
- ✓ **Robson Square Ice Skating.** Time to get your skate on! On Dec 1, the Robson Square Ice Rink reopens for the season. The rink will be open through the Christmas holidays, including Christmas Day and New Year's Day. Skating is free with your own skates and rentals are available for a fee. Check out all the details at robsonsquare.com.
- ✓ **Very Vintage Christmas.** Are you ready for a retro Christmas at the Surrey Museum? On Dec 19, join in the family festivities and listen to Bing Crosby and Elvis Presley croon your favourite Christmas songs while you play holiday games and make vintage style decorations. You can snap a picture with Santa too! See more at surrey.ca/culture-recreation/14137.aspx.
- ✓ **NYE Vancouver.** New Year's Eve Vancouver is downtown Vancouver's only waterfront celebration to ring in 2016! The event features free musical entertainment, sponsor exhibitions, food trucks, live on-site broadcasts, and a midnight countdown with spectacular fireworks over Coal Harbour. Festivities on Dec 31 kick off at 6 pm. Head to nyevan.com for all the details.
- ✓ **The Polar Bear Swim.** On Jan 1, welcome in the New Year with an icy dip in English Bay! The Vancouver Polar Bear Swim Club is one of the largest and oldest Polar Bear Clubs and annually sees thousands of swimmers take to the water to celebrate the first day of the year. Join in for a swim or stay warm and just watch! More info at vancouver.ca/parks-recreation-culture/polar-bear-swim.aspx.
- ✓ **Family Day Outdoor Treasure Hunt.** On Feb 6, experience an outdoor treasure hunt like no other at Surrey's Hawthorne Park! Treasure hunters will Geocache to specific Global Positioning System (GPS) coordinates and then attempt to find the cache (container) hidden at that location. Later, visit the Partners in Parks booth for prizes and refreshments! Registration required. More details at surrey.ca/culture-recreation/12726.aspx?startDate=Nov-19-2015.

Send your community events to translink.ca/buzzerevents



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Win a free Monthly Pass!

THE BUZZER

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Winter Service Changes start January 4

ALSO IN THIS ISSUE...

- » A special two-week holiday schedule
- » Transit Network Consultation wrap-up
- » An update from Compass... and more!

Visit the Buzzer blog at buzzer.translink.ca



2015 Winter Service Changes & Special Holiday Schedules

Four times a year (April, June, September and December), TransLink updates its transit service schedules to reflect seasonal changes in customer demand and to optimize service.

This year we're getting into the holiday spirit by rolling out our holiday service schedules and winter service changes. These seasonal changes include:

- » **A two-week holiday schedule** – December 21, 2015 to January 3, 2016;
- » **Christmas, Boxing Day** and **New Year's Eve** schedules; and
- » **Winter service changes** – starting January 4, 2016.

This list is accurate as of our publishing date! Please check translink.ca/servicechanges or contact Customer Information at 604.953.3333 or @translink on Twitter for corrections or further assistance.

Special Holiday Schedule – December 21, 2015 to January 3, 2016

(Excluding Christmas and Boxing Day)

Service is adjusted to provide more consistent service frequency during the weekday AM peak.

- » 22 KNIGHT/MACDONALD (TEMPORARY)
- » 25 BRENTWOOD STN/UBC (TEMPORARY)
- » 135 SFU/BURRARD STN (TEMPORARY)
- » 144 SFU/METROTOWN STN (TEMPORARY)

Service is reduced to every 5 minutes.

- » 99 COMMERCIAL-BROADWAY/UBC (B-LINE) (TEMPORARY)

Service is reduced to every 10 minutes.

- » 49 METROTOWN STN/DUNBAR LOOP/UBC – peak service is every 8 minutes (TEMPORARY)
- » 84 UBC/VCC STATION (TEMPORARY)
- » 410 22ND ST STN/QUEENSBOROUGH/RAILWAY (TEMPORARY)

Service is reduced to every 12 minutes.

- » 145 SFU/PRODUCTION STN (TEMPORARY)

Service is reduced to every 15 minutes in the weekday peak.

- » 33 29 AVE STN/ UBC (TEMPORARY)

Service is reduced to every 15 minutes.

- » 43 JOYCE STN/UBC (TEMPORARY)
- » 143 COQUITLAM STN/SFU (TEMPORARY)

Service is reduced to every 20 minutes.

- » 480 UBC/BRIDGEPORT STN (TEMPORARY)

Remove two AM peak trips.

- » 351 CRESCENT BEACH/BRIDGEPORT STN (TEMPORARY)

The following buses will not travel between Phibbs Exchange and Capilano University:

- » 28 JOYCE STATION/PHIBBS EXCHANGE/CAPILANO UNIVERSITY
- » 130 METROTOWN STATION/HASTINGS/PHIBBS EXCHANGE/CAPILANO UNIVERSITY
- » If you're travelling between Phibbs Exchange and Capilano University, take the 239 PARK ROYAL/LONSDALE QUAY/PHIBBS EXCHANGE/CAPILANO UNIVERSITY.

The 125 Patterson/BCIT will not be in service

- » If you're travelling to BCIT, catch the 130 METROTOWN STATION/HASTINGS/PHIBBS EXCHANGE/KOOTENAY LOOP at Metrotown Station.
- » For travel between Metrotown and Patterson stations, just hop on the SkyTrain.

Christmas and Boxing Day Service Schedules – December 25 & 26, 2015

Christmas and Boxing Day will run on a **Sunday/holiday service schedule**. Some routes modified to provide more frequent service.

New Year's Eve/Day Service Schedules – December 31, 2015 to January 01, 2016

On **New Year's Eve** there will be **free service after 5:00 pm** until 5:00 am on January 1 – with increased service and extended hours. Don't forget to check out our recently enhanced **NightBus** services!

New Year's Day will operate on a regular **Sunday/holiday schedule**.

For more detail on these service changes, please visit translink.ca/servicechanges.

Winter Service Changes – January 4, 2016

North Shore residents travelling in the Capilano Road area between Edgemont and Montroyal boulevards can welcome back bus service along their regular route. The temporary 222 route will be discontinued.

Busses returning to regular service along Capilano Road include:

232 Grouse Mountain/Phibbs Exchange (TEMPORARY)

- » A temporary detour on Ridgewood Drive remains to accommodate water main construction along Edgemont Boulevard until spring 2016.

236 Grouse Mountain/Pemberton Heights/Lonsdale Quay (PERMANENT)

- » Service returns to Capilano Road

247 Upper Capilano/Vancouver (PERMANENT)

- » Service returns to Capilano Road

222 Montroyal/Edgemont discontinued (Capilano Road Shuttle) (PERMANENT)

- » Community Shuttle is discontinued and 232, 236 and 247 bus service returns to Capilano Road.

Check your route before you go - visit translink.ca/tripplanner to prepare for schedule changes.

BECOME A PART OF OUR TRANSIT TEAM!

Interested in becoming a transit operator?

We are looking for full-time and part-time bus and Community Shuttle operators.

Visit our careers page at www.translink.ca and apply to a current posting.

Farewell FareCards, Hello Compass.

As of January 1st, if you want a Monthly Pass, you'll need a Compass Card. Switching from a paper FareCard to a Compass Monthly Pass offers better benefits for the same price – here's how:



1. Load your Compass Card

almost anywhere at any time. No more running to a FareDealer for next month's pass. **With a Compass Monthly Pass, you can load your card online** or by phone starting the 16th of every month or at Compass Vending Machines starting the 20th of each month.

2. Take advantage of balance protection and AutoLoad. With card

registration, your balance is protected if your card is lost or stolen. Sign up for AutoLoad and take advantage of automatic top-ups or pass renewals, so you never have to worry about forgetting to load your card.

December is the last month you can use paper monthly FareCard on the system. Get your Compass Card at the following locations:

- » **At Compass Vending Machines at all SkyTrain and West Coast Express stations, and BC Ferries Tsawwassen and Horseshoe Bay terminals**
- » **At Compass Vending Machines located at 18 London Drugs stores**
- » **Online at compasscard.ca or by calling 604.398.2042**
- » **All FareDealers**
- » **In person at the Compass Customer Service Centre at Stadium-Chinatown Station or the West Coast Express Office at Waterfront Station**

When you pick up your Compass Card and start tapping, just remember that all customers, including Monthly Pass holders, **must tap in and tap out** when exiting SkyTrain, SeaBus and West Coast Express to ensure you're charged the correct fare.

Check out all the ways you can learn more about Compass and get tapping:

Order cards: compasscard.ca or 604.398.2042 or toll-free at 1-888-207-4055

View our Compass 101 video playlist: youtube.com/translink

Check out translink.ca/monthlypass for more information on Monthly Passes.

Have questions? Ask away at askcompass.ca!