

Learn about Compass on HandyDART





You can now use Compass on HandyDART

Get ready to enjoy an improved transit experience with Compass Card, the reloadable farecard that works everywhere on transit in Metro Vancouver and soon on HandyDART.

With Compass, you'll have access to discounted fares, DayPasses, Monthly Passes, and more. You'll also get to enjoy the convenience of Tap to Pay with contactless credit cards on HandyDART.

One card. Many benefits.



Easy-to-Use

Compass makes it easier to pay with a tap of your card. Your attendant or HandyDART driver can help you tap if you need assistance.



Flexible

Access HandyDART, bus, SeaBus, SkyTrain, and West Coast Express with a single card.



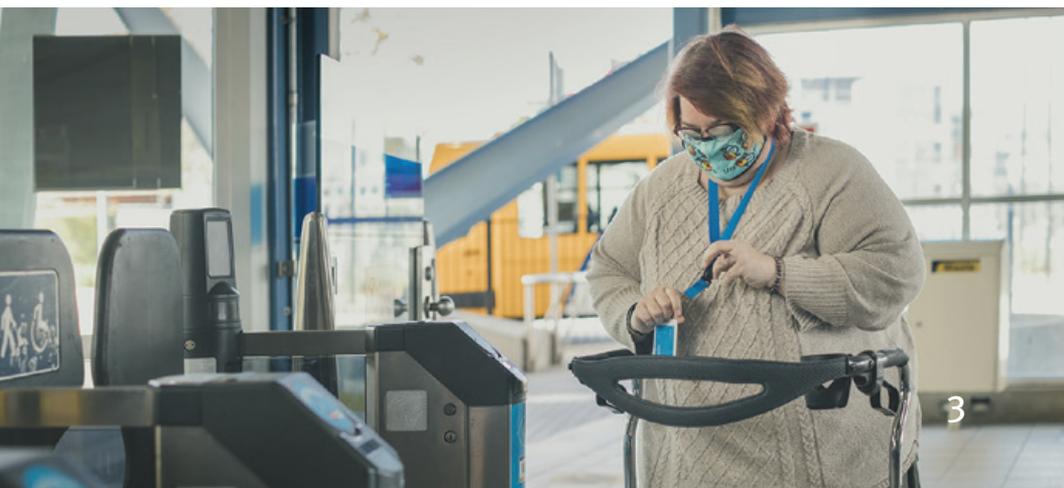
Convenient

Never worry about your balance or renewing a Monthly Pass with the AutoLoad feature.



Safe and Secure

Register your card to protect your balance if your card is lost or stolen.







Let's get started!

There are four steps to get set up. Make sure you complete each step to get the most out of your Compass Card.

We're here to help

Call **Compass Customer Service** at **604.398.2042** if you need help at any point
7 days a week | 6:30 a.m. to 11:30 p.m.
excluding holidays

Visit us in-person at the **TransLink Customer Service Centre** at Waterfront Station
Monday-Friday | 9 a.m. to 5 p.m.
excluding holidays

Visit translink.ca/handydart to learn more

Step 1

Purchase a refundable Compass Card

When you get a Compass Card, you'll pay a \$6 refundable deposit. Refer to page 22 if you have a HandyCard, BC Bus Pass, CNIB Pass, or U-Pass BC.

Which Compass Card should I get?



Are you aged 13 to 18 or 65 and over? Get the **orange Concession** Compass Card



Are you aged 19 to 64?
Get the **blue Adult** Compass Card

What is the \$6 deposit?

When your balance is low, the deposit gives you the security of making a trip as long as you have \$0.01 (one cent) on our card when you start your journey. Your card will dip into a negative balance and you will need to top-up with Stored Value before starting your next trip. You can get your \$6 deposit back by returning your card to the TransLink Customer Service Centre at Waterfront Station.

Where can I purchase a Compass Card?

Choose the option that works best for you:



From home:

By calling **604.398.2042**

Online at **compasscard.ca**

In-person:

Visit the **TransLink Customer Service Centre** at Waterfront Station.

Compass Retailers

At all London Drugs and 7-Eleven locations and many others, including select Shoppers Drug Mart, Save-On-Foods, Safeway, and Circle K locations.

For a complete list, visit **translink.ca/retailers**.

At a Compass Vending Machine (CVM)*

Located at all SkyTrain, SeaBus, and West Coast Express stations, and 18 London Drugs locations.

*Concession cards are not available at CVMs. They can be purchased at Compass Retailers, online, or by phone.





Step 2

Register your Compass Card

You will be asked for your name, address, phone number, and to provide a security question.

Why?



Manage Your Account

Securely store payment information for future purchases and access your transaction history.



Balance Protection

If your Compass Card is lost or stolen, any product on your card is protected. Once reported lost or stolen, your balance is frozen and can be transferred to a new card or refunded upon request.

How?

Call Compass Customer Service **604.398.2042**

Online at **compasscard.ca**

In-person at the **TransLink Customer Service Centre**
at Waterfront Station

Step 3

Set up AutoLoad and/or Add Stored Value

Why set up AutoLoad?

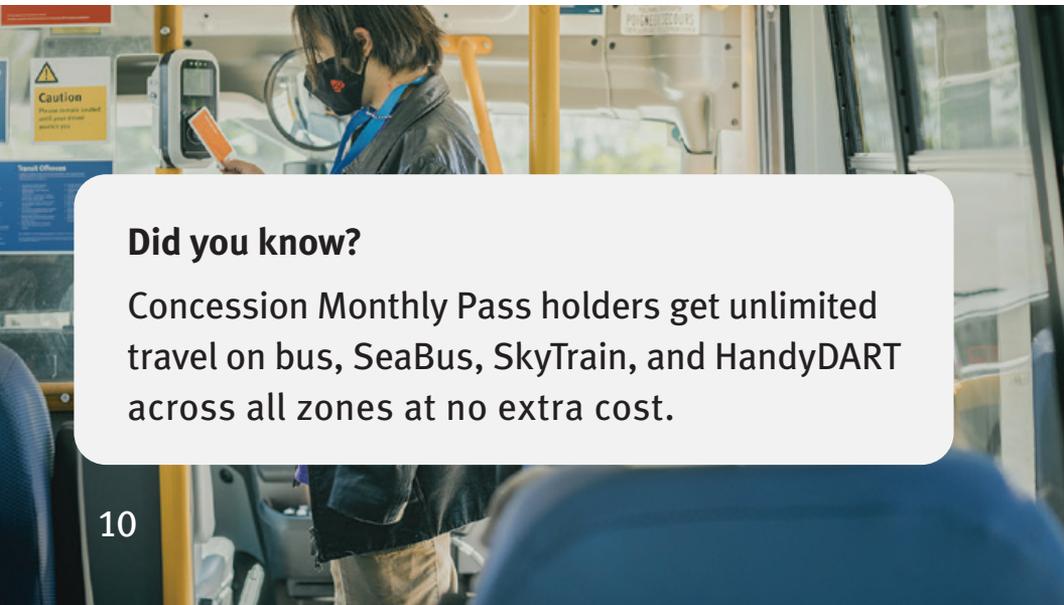
Never worry about your balance running low or rushing to buy next month's pass. With AutoLoad, you can set automatic top-ups when your Stored Value balance drops below \$5 or automatic Monthly Pass renewals.

How?

Call Compass Customer Service **604.398.2042**

Online at **compasscard.ca**

In-person at the **TransLink Customer Service Centre** at Waterfront Station



Did you know?

Concession Monthly Pass holders get unlimited travel on bus, SeaBus, SkyTrain, and HandyDART across all zones at no extra cost.

Compass Fare Products

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



Stored Value

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



Passes

Monthly Passes, DayPasses, and West Coast Express Return Passes can be loaded onto a Compass Card. Compass Monthly Passes are valid for the entire calendar month.



Multiple Products

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



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

Step 4

Call us to link your Compass Card and HandyDART account

Linking your Compass Card with your HandyDART account allows our customer service team to better serve you and ensures accurate billing.

How?

Please have your Compass Card ready and call Access Transit Customer Care at **604.953.3680**.

**Monday-Friday | 8 a.m. to 4 p.m.
excluding holidays**





Using Compass on HandyDART

Book your HandyDART trip as you normally would and make sure to always bring your Compass Card.

When boarding a HandyDART vehicle, only a tap-in is required. You do not need to tap out to end a HandyDART trip.

Your attendant or HandyDART driver can always help if you require assistance tapping.



How to tap on HandyDART and buses:



Remove your Compass Card from your wallet or get your lanyard ready.



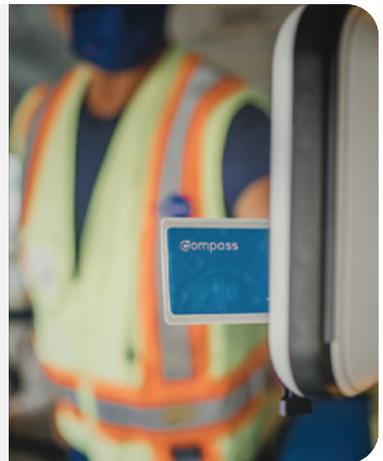
Hold your Compass Card flat against the card reader until you hear a beep and see a check mark to proceed.



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

Avoid charging the wrong card!

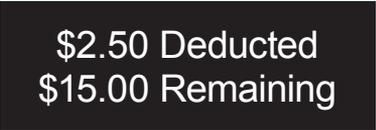
Do not tap your wallet, as the card reader may accidentally charge a credit card instead of your Compass Card.



Understanding Different Tap Messages

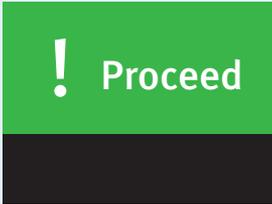
Compass products generate different display messages when you tap in or tap out: valid transaction, low balance warning, and invalid transaction.

Valid Transaction

<p>ADULT</p>  <p>Proceed</p>	 <p>\$2.50 Deducted \$15.00 Remaining</p> <p>Stored Value</p>
<p>CONCESSION</p>  <p>Proceed</p>	 <p>Expires 02 Jan 25</p> <p>Pass</p>

Low Balance Warning

ADULT



\$2.50 Deducted
\$2.00 Remaining
Low Balance

Stored Value

Invalid Transaction

CONCESSION



Tap Card Again

Card not read

Call Customer
Service

PROGRAM CARD



Issue with card

You Owe \$1.25

Insufficient fare



When a taxi picks you up for a HandyDART Trip

Present your Compass Card and the taxi driver will note the last four digits of your card. You will not need to tap your Compass Card.

The cost of the trip is the same as a HandyDART vehicle and will be deducted from your account.

Your card balance will be updated the next day when you tap your Compass Card on a card reader (on HandyDART, bus, fare gate, or Compass Vending Machine).

You can still pay your fare with cash or credit card. Credit card payments will be charged the same as a 1-Zone Adult cash fare.



Please call Access Transit Customer Care at **604.953.3680** if you have questions about HandyDART trips delivered by taxis.

**Monday-Friday | 8 a.m. to 4 p.m.
excluding holidays**

HandyDART Fares



Adult Fares

Age	Fare Type	Cost
19-64 (Adult)	1-Zone Cash	\$3.10
	1-Zone Stored Value on Compass Card	\$2.50
	1-Zone Monthly Pass on Compass Card	\$102.55



Concession Fares

Age	Fare Type	Cost
13-18 and 65+ (Concession)	1-Zone Cash	\$2.05
	1-Zone Stored Value on Compass Card	\$2.05
	Monthly Pass on Compass Cards	\$58.60 (allows travel through all zones)

For simplicity, additional fare types, such as DayPasses, are not shown

Learn more about transit fares
at translink.ca/fares



Customers 12 and Under

HandyDART customers aged 12 and under will not need to pay to use the service as part of the Province's Get on Board program.

Tap to Pay with Contactless Debit and Credit Cards

Tap to Pay with contactless debit and credit cards will be charged the same as a 1-Zone Adult cash fare on HandyDART and bus.

If you have a HandyCard, BC Bus Pass, CNIB Pass, or U-Pass BC

If you have a HandyCard and are 19 to 64 years of age

If you use both HandyDART and conventional transit, you will need to get two regular Compass Cards to get the lowest fare. Use an orange Concession card on conventional transit and a blue Adult card for HandyDART trips. If you transfer, always tap your blue Adult card throughout your journey to get the lowest fare.

BC Bus Pass is not accepted on HandyDART

Please use your BC Bus Pass on bus, SeaBus, and SkyTrain and get a regular Compass Card based on your age for use on HandyDART trips.

CNIB Card is not accepted on HandyDART

Please use your CNIB pass on bus, SeaBus, SkyTrain, and West Coast Express and get a regular Compass Card based on your age for use on HandyDART trips.

U-Pass BC is accepted on HandyDART with no extra charge

Lost or Stolen Cards

Please call Compass Customer Service at 604.398.2042 to report your card as lost or stolen. Purchase a new Compass Card at a retailer or contact us to have one mailed to you. A \$6 deposit will apply.

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

Privacy and Compass Card and Ticket Terms and Conditions of Use

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

Compass Customer Service

Phone

604.398.2042 (local) | 1.888.207.4055 (toll-free)

7 days a week | 6:30 a.m. to 11:30 p.m.

In-Person

**TransLink Customer Service Centre at
Waterfront Station**

**Monday-Friday | 9 a.m. to 5 p.m.
excluding holidays**

Access Transit Customer Care

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