

## **TransLink statement: Bus to rail transfer still possible with Compass Card**

**August 14, 2014**

There have been a number of recent media reports about the ability of the upcoming Compass Card to support bus to rail transfers for cash fares paid when a customer starts a trip on a bus.

It is important to put this into context as we do have a solution to address this.

The easiest way to travel across the system will be to use a Compass Card. When you use a Compass Card, you will be able to transfer between all transit modes, including bus and rail easily, as well as enjoy the many other additional benefits of Compass, including a discount of up to 14 per cent over cash fares.

To be clear, you'll be able to transfer from bus to rail with the Compass Card or a Compass ticket. It is only customers who purchase fares on buses with cash who will not be able to use those transfers to transfer to rail—approximately 6,000 customers per day out of our 1.2 million daily rides.

TransLink took the time to seek and listen to advice from peers in other agencies that have launched systems similar to ours and several operational options were explored. We are not unique in our approach. Many other transit systems around the world who we consulted with, including London and Paris, also don't allow cash bus to rail transfers.

We determined that converting bus fareboxes to issue passes that would access the fare gates would cost about \$25 million, is not a cost-effective solution, and would take a long time to implement. In focus groups, our customers told us they would prefer we not spend the money on replacing the fareboxes and instead focus on significant rider education in advance of the change being made in order to give customers plenty of time to get a Compass Card (that will facilitate the transfer to the rail system). In addition, there will be an extended transition period for our customers.

We are committed to ensuring a successful integration for our customers. Our focus between now and late fall 2013 is on addressing functionality and performance to ensure that the system is suitable for use. We have a robust education and awareness program planned to ensure a successful transition for our customers.

As is the case with many significant, complex and innovative Information Technology (IT) projects such as Compass, the technology will be introduced in phases. The great



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thing about Compass is that the technology has built-in flexibility and scalability which will allow us to eventually add additional customer-friendly features to continue to enhance the customer experience.

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