

# Do You Ride the Bus?

## Important Changes are Happening with Town of Yarmouth Transit Fares

Our new ticket options begin on Monday February 24th and we want to answer any questions our riders may have. That's why we've put together this easy list of Frequently Asked Questions.

### Q: What's Changing? What do I need to know?

A: Starting February 24th, we will stop selling the following fares and passes:

|                               |                    |
|-------------------------------|--------------------|
| <b>Daily Unlimited Ticket</b> | \$3.00 per ticket  |
| <b>7 Day Unlimited Ticket</b> | \$15.00 per ticket |
| <b>365 Day Unlimited Pass</b> | \$500.00 per pass  |

If you have daily unlimited tickets, 7-day unlimited tickets, or 365-day passes they can be used on the bus and still purchased at local retailers until there is no more availability.

Starting February 24th, we will begin selling the following fares and passes:

|                        |                              |
|------------------------|------------------------------|
| <b>One Fare Ticket</b> | \$1.50 per ticket            |
| <b>Monthly Pass</b>    | \$50.00 per pass             |
| <b>Cash Fare</b>       | \$2.00 exact change per ride |

Children under 2 years of age ride the bus for free. **All prices include HST.**

### Q: Why are you changing the transit fare options from daily unlimited to a one fare ticket?

A: The automated ticket reader used on the bus has difficulty reading the daily or seven (7) day bus tickets. This sometimes delays the bus and affects the schedule. Moving to a manual ticketing system will eliminate these delays.

### Q: How many times can I ride the transit bus when I purchase a one fare ticket?

A: The one fare ticket provides you with one ride on the bus. When you exit the bus, your fare trip has ended. To get back on the bus, you must provide a new one fare ticket, show a valid monthly pass, or provide exact cash fare (\$2.00) to ride the bus.

### Q: If I still have some daily unlimited passes, can I use them on the bus? How long do I have to use them?

A: Yes, you can still use your daily unlimited passes on the bus this year (2020) as the automated ticket reader will still be on the bus. Once we have determined that most of the daily unlimited passes have been used, we will remove the ticket reader from the bus. If you still have daily unlimited tickets after the ticket reader has been removed you can contact Town Hall to swap out your daily pass for two one fare tickets (no refunds will be provided).

### Q: Is there any difference in how I would use the new monthly transit pass on the transit bus?

A: Yes, there is a difference. The new monthly transit pass is still an unlimited pass but will only be valid for use when the bus is in service during the calendar month you purchased the pass for. The monthly pass is valid to use from the first transit bus service day in that month to the last transit bus service day of that same month. You can purchase a monthly pass in advance for each month if you wish.

**Example:** if you buy a monthly pass for October 2020, the first day you can use the pass is Friday, October 1st and the last day you can use it is Saturday, October 31st.

### Q: Where can I purchase the new transit one fare tickets and monthly passes from?

A: You can purchase as many one fare tickets as you'd like at Town Hall or from the list of retail locations below. You can purchase monthly passes at Town Hall during business hours (8:30 am to 4:30 pm).

- PharmaSave, 333 Main St.
- City Drug Store, 369 Main St.
- Yarmouth South Red & White, 107 Main St.
- NSCC Burrigge Campus, 372 Pleasant St.
- Canadian Tire, 120 Starr's Rd.
- Mariners Centre, 45 Jody Shelley Dr.
- Lawton's Drugs, 76 Starr's Road (Yarmouth Mall)
- The Gift Shop, Yarmouth Regional Hospital, 60 Vancouver St.

