

SkyTrain Flight Plan

The commuter's guide
to rapid transit



Hon. Grace M. McCarthy
Minister Responsible



Welcome aboard SkyTrain

Step aboard SkyTrain and enter an advanced new age in transit service for British Columbia.

SkyTrain transforms the task of ‘people-moving’ into a science—with time-saving features right down the line. Automated trains, a self-serve ticket system and ultramodern stations get you where you’re going—fast!

Aboard SkyTrain, you’ll glide along a special guideway—both elevated and underground—for a ride that’s comfortable, safe and convenient.

This guide is designed to help you get the most from your newest transit service. For specific questions, check the Rapid Reference Index which follows.

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The high road to commuter convenience

SkyTrain is 22 kilometres of track linking the three Greater Vancouver communities of Vancouver, Burnaby and New Westminster—with 15 stations conveniently located along the way.

It’s an Automatic Train Control Centre—carefully directing the movement of trains, constantly checking the speed, direction and location of all trains on the line.

It’s a system that can carry 10,000 people every hour in four-car trains running at 2 minute intervals. And, as we move into the future, SkyTrain has the potential to transport 30,000 people hourly in six-car trains, running as often as 60 seconds apart!

But most of all, SkyTrain is people. People committed to making your trip safe, comfortable and hassle-free.

SkyTrain take off times

SCHEDULE OF FIRST AND LAST TRAINS				
STATION	MONDAY TO FRIDAY		SATURDAY	
	First Train	Last Train	First Train	Last Train
Westbound				
New Westminster	5:20 AM	11:45 PM	6:20 AM	11:45 PM
22nd Street	5:23 AM	11:48 PM	6:23 AM	11:48 PM
Edmonds	5:26 AM	11:51 PM	6:26 AM	11:51 PM
Royal Oak	5:29 AM	11:54 PM	6:29 AM	11:54 PM
Metrotown	5:30 AM	11:55 PM	6:30 AM	11:55 PM
Patterson	5:31 AM	11:56 PM	6:31 AM	11:56 PM
Joyce	5:33 AM	11:58 PM	6:33 AM	11:58 PM
29th Avenue	5:35 AM	12:00 AM	6:35 AM	12:00 AM
Nanaimo	5:36 AM	12:01 AM	6:36 AM	12:01 AM
Broadway	5:39 AM	12:04 AM	6:39 AM	12:04 AM
Main Street	5:42 AM	12:07 AM	6:42 AM	12:07 AM
Stadium	5:44 AM	12:09 AM	6:44 AM	12:09 AM
Granville	5:45 AM	12:10 AM	6:45 AM	12:10 AM
Burrard	5:46 AM	12:11 AM	6:46 AM	12:11 AM
Waterfront	5:47 AM	12:12 AM	6:47 AM	12:12 AM
Eastbound				
Waterfront	5:50 AM	12:15 AM	6:50 AM	12:15 AM
Burrard	5:51 AM	12:16 AM	6:51 AM	12:16 AM
Granville	5:52 AM	12:17 AM	6:52 AM	12:17 AM
Stadium	5:53 AM	12:18 AM	6:53 AM	12:18 AM
Main Street	5:55 AM	12:20 AM	6:55 AM	12:20 AM
Broadway	5:58 AM	12:23 AM	6:58 AM	12:23 AM
Nanaimo	6:01 AM	12:26 AM	7:01 AM	12:26 AM
29th Avenue	6:02 AM	12:27 AM	7:02 AM	12:27 AM
Joyce	6:04 AM	12:29 AM	7:04 AM	12:29 AM
Patterson	6:06 AM	12:31 AM	7:06 AM	12:31 AM
Metrotown	6:07 AM	12:32 AM	7:07 AM	12:32 AM
Royal Oak	6:08 AM	12:33 AM	7:08 AM	12:33 AM
Edmonds	6:11 AM	12:36 AM	7:11 AM	12:36 AM
22nd Street	6:14 AM	12:39 AM	7:14 AM	12:39 AM
New Westminster	6:17 AM	12:42 AM	7:17 AM	12:42 AM

Please note that timetables are subject to change.



The SkyTrain route

FREQUENCY OF SERVICE		
TIME PERIOD	MONDAY TO FRIDAY	SATURDAY
First train to 7:00 AM	Every 5 minutes	Every 5 minutes
7:00 AM to 9:00 AM	Every 4 minutes	Every 5 minutes
9:00 AM to 3:30 PM	Every 5 minutes	Every 5 minutes
3:30 PM to 6:15 PM	Every 4 minutes	Every 5 minutes
6:15 PM to 9:15 PM	Every 5 minutes	Every 5 minutes
9:15 PM to last train	Every 7½ minutes	Every 7½ minutes
Initially, SkyTrain will provide only limited service on Sundays.		

Please note that timetables are subject to change.

TIME MATRIX (Station to Station Time in Minutes)	
Waterfront	1
Burrard	2
Granville	3
Stadium	4
Main Street	5
Broadway	6
Nanaimo	7
29th Avenue	8
Joyce	9
Patterson	10
Metrotown	11
Royal Oak	12
Edmonds	13
22nd Street	14
New Westminster	15

Above and beyond – SkyTrain and the integrated transit system

To facilitate the smooth introduction of Rapid Transit to your total transit service, changes to bus routes will be made in two stages:

- With the opening of full SkyTrain service on January 3, 1986, only a limited number of bus routes will change. For the most part, these changes will be the extension of existing bus routes to SkyTrain stations.
- More extensive changes to bus routes will be made in March 1986, when commuters have become familiar with SkyTrain. “Feeder” buses will then connect to any of the 15 SkyTrain stations. From there, you’ll continue your trip via SkyTrain to downtown Vancouver or beyond, via SeaBus, to North Vancouver.

For a complete listing of bus route changes effective January 3, 1986, pick up “The SkyTrain Connection—Bus/Rapid Transit Integration Phase One”, available at public libraries, city and municipal halls, information centres, community centres, chambers of commerce, the Visitors’ Bureau, BC Transit Lost Property, BC Transit Administration Offices, SeaBus terminals and Burrard Station Information Centre.

A detailed brochure outlining bus route changes in Phase Two will be available in late February at these same locations.

A down to earth fare system

You might be surprised to learn that taking off via SkyTrain costs no more than commuting by bus or SeaBus—that's because our new Rapid Transit service is an integral part of the Vancouver Regional Transit System. If you start your trip on a bus, you can pay your fare in the regular manner and use your transfer to ride SkyTrain. But since your trip on SkyTrain could take you across a zone boundary, it's important to become familiar with the fare zone system.

The Vancouver Regional Transit System is divided into three fare zones. During peak periods, fares correspond to the number of zone boundaries crossed. In off-peak times, riders can travel across any zone boundaries for the single fare.

		One Zone	Two Zones	Three Zones
Peak Fares	Adult	\$ 1.00	\$ 1.35	\$ 1.75
	Concession	\$.50	\$.70	\$.90
Off-Peak Fares	Adult	\$ 1.00	\$ 1.00	\$ 1.00
	Concession	\$.50	\$.50	\$.50
FareCard	Adult	\$40.00	\$54.00	\$70.00
	Concession	\$22.00	\$22.00	\$22.00
FareSaver (10 Tickets)	Adult	\$ 9.00	\$12.00	\$16.00
DayPass (Weekdays and Saturdays)	Adult	\$ 2.25	\$ 2.25	\$ 2.25
	Concession	\$ 1.15	\$ 1.15	\$ 1.15
(Sundays and Holidays)*	Adult	\$ 2.00	\$ 2.00	\$ 2.00
	Concession	\$ 1.00	\$ 1.00	\$ 1.00

Peak Fares are paid before 9:30 a.m. and between 3:00 and 6:30 p.m., Monday through Friday.

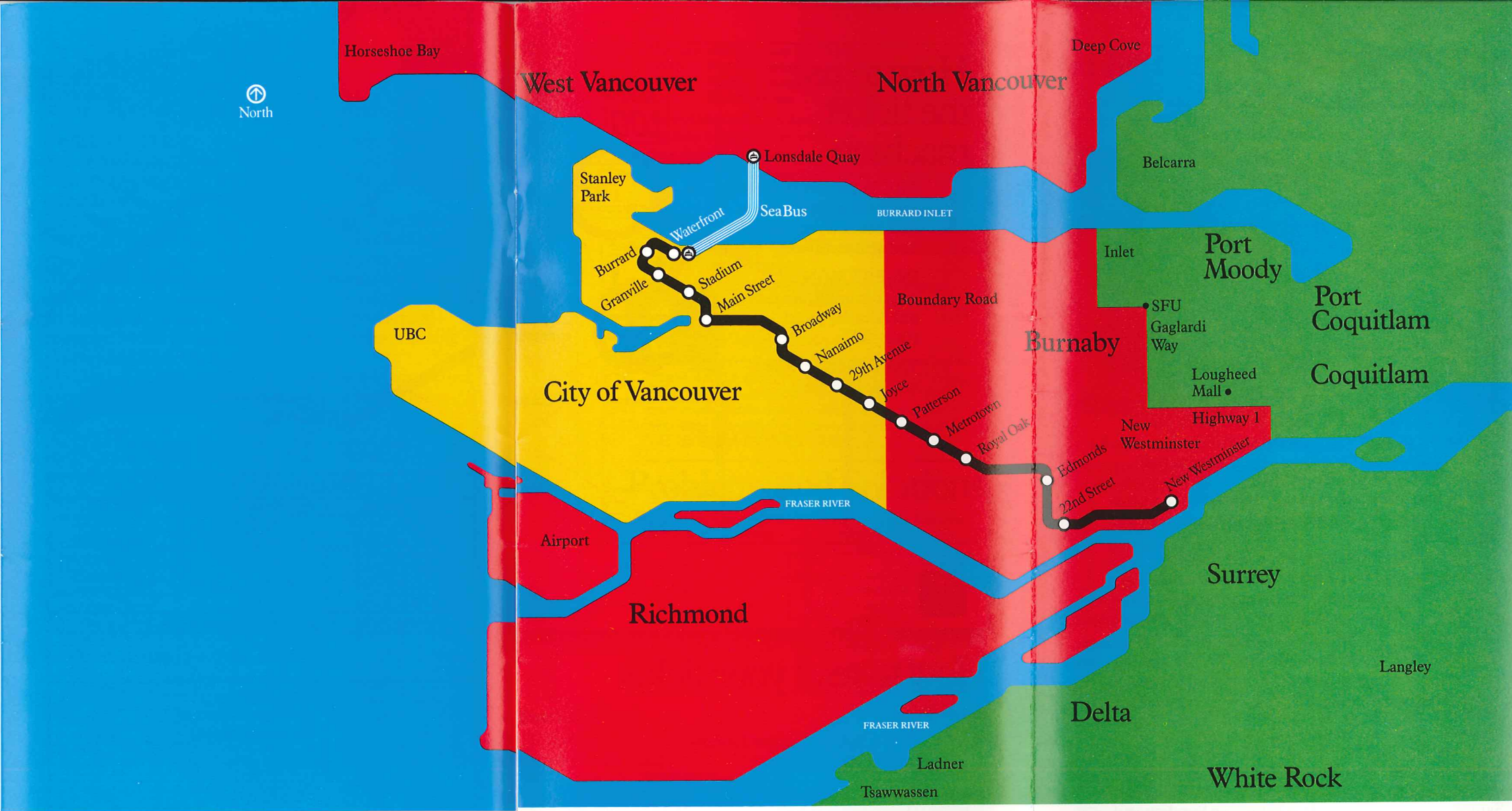
Off-Peak Fares apply between 9:30 a.m. and 3:00 p.m. and after 6:30 p.m., Monday through Friday, and all day Saturday, Sunday and Holidays.*

Concession Fares apply to Senior Citizens, Students to Grade 12 with valid GoCards, and children (5 to 11 inclusive). Children under 5 ride free when accompanied by an adult.

Fare Receipt/Transfers are issued only at the time a fare is paid. They are valid for 90 minutes and for use in a single direction of travel.

DayPasses are sold after 9:30 a.m. on weekdays or anytime on Saturdays, Sundays and Holidays.* They allow unlimited riding on the day purchased.

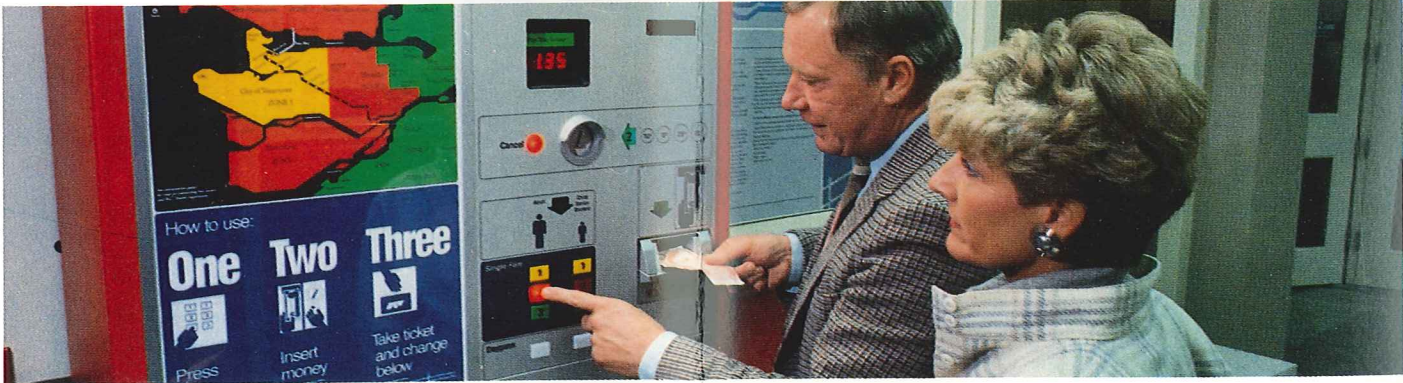
*Due to servicing and maintenance requirements, SkyTrain provides only limited service on Sundays.



Self-serve tickets—The fastest route to rapid transit

If you start your trip from a SkyTrain station (or SeaBus terminal), paying fares is quick and easy. New self-serve ticket machines are located at each of the 15 SkyTrain stations. These machines accept coins, as well as \$1, \$2 and \$5 bills and can return change.

Just check the map on the ticket machine to see if your trip will take you across a zone boundary, then press the appropriate fare button and the machine will show you the correct fare.



4 ways to pay— The choice is yours!

Riders have four fare-payment options when riding SkyTrain and beyond.

FareCards

These monthly passes are good on all Vancouver regional transit routes, including SkyTrain and SeaBus—if you take more than 40 trips monthly, you'll save with a FareCard—and it's transferable to other family members or friends. There are 5 types of FareCard...all available from the Royal Bank, VTC/CBO outlets, 7-Eleven stores and many other locations.

FareSavers

These handy, economical tickets are offered in books of 10 for the price of 9—a saving of up to 10%. Available for travel in one, two or three zones, FareSavers are sold through VTC/CBO outlets, 7-Eleven stores, Woodward's, Eaton's, and many credit unions, smoke shops and convenience stores. You can buy FareCards at most of these same locations.

Please note: If you start your trip by SkyTrain, FareSavers must be stamped by the ticket machine to be validated. Once validated, they become a transfer for buses or SeaBus. If you start your trip by bus and use a FareSaver, deposit it in the fare box and ask for a transfer if making a connection on the way to your destination.

DayPasses

Sold after 9:30 a.m. on weekdays or anytime on Saturdays, Sundays and Holidays*, DayPasses allow unlimited riding on the day purchased. Convenient and economical, they're available from ticket machines on weekdays and Saturdays, and from bus drivers only on Sundays and Holidays.

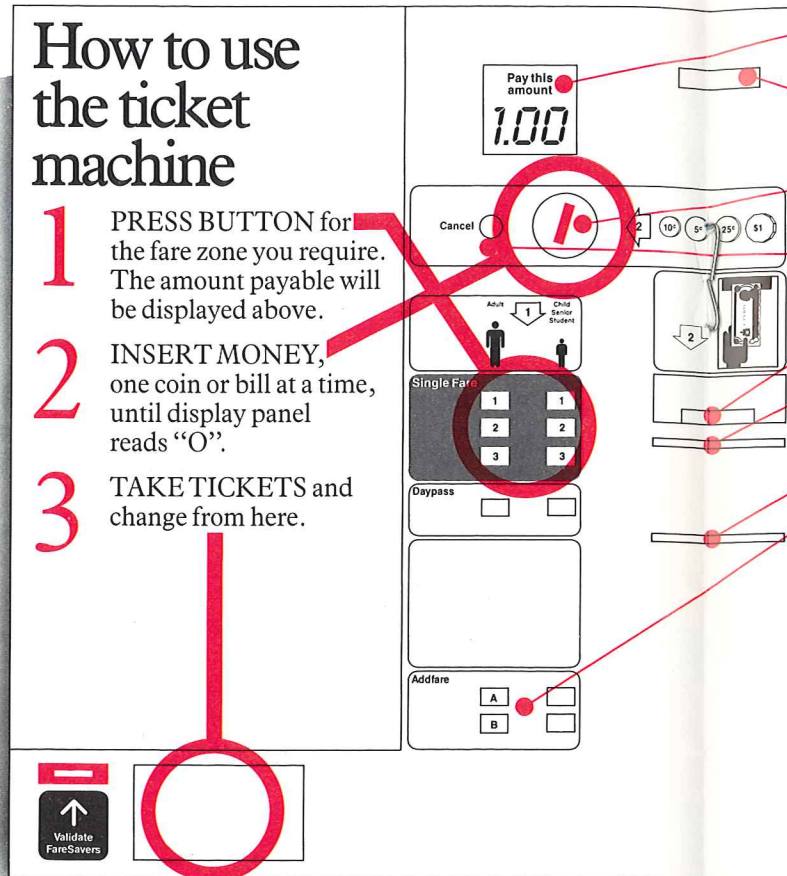
Single tickets

Available from ticket machines, these serve as both fare receipt and transfer. However, if paying cash fare on a bus, remember that you need the exact coin fare and require a transfer if making a connection on the way to your destination.

*Due to servicing and maintenance requirements, SkyTrain provides only limited service on Sundays.

How to use the ticket machine

- 1** PRESS BUTTON for the fare zone you require. The amount payable will be displayed above.
- 2** INSERT MONEY, one coin or bill at a time, until display panel reads "O".
- 3** TAKE TICKETS and change from here.



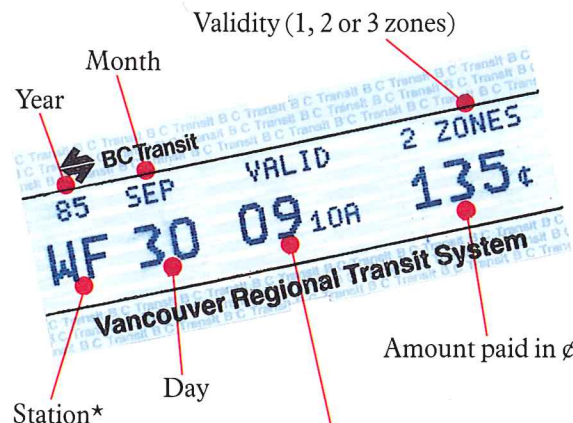
- Machine status display. If it shows:
Green **Pay this amount** according to instructions.
Orange **Sorry no change** pay exact fare only.
Red **Not in service** please use another machine.
- Shows **Coins only** if banknote acceptor is out of service. Machine will then accept coins only.
- Coin slot for 5¢, 10¢ and 25¢ coins only. Pennies and 50¢ pieces, plus any bent coins, will be returned in the ticket dispenser.
- Cancel** button will return money inserted. Also use to reject damaged coins.
- Banknote slot for \$1, \$2 and \$5 bills only. Insert as shown, head upwards and forward.
- Return slot for banknotes that are wrongly inserted, badly soiled or worn. Insert the note correctly or try another note.
- Return slot for notes when you cancel.
- Addfare** selection buttons—for adults with FareCard or FareSavers in peak hours only. Press button "A" to buy an Addfare for one additional zone, or button "B" for two more zones. Retain Addfare with your FareCard or FareSaver for inspection. Valid until time shown. **NOT VALID FOR A RETURN TRIP.**

Problems and Solutions

Machine "Not in Service." Please use another machine. Do not ride without paying fare.	Coins returned. Use coins that are not bent or badly worn.
Notes not accepted. Use coins in place of banknotes.	Notes returned. Use only clean, undamaged Canadian notes.
No change. If machine runs out of change, please pay exact fare in coins and/or notes.	Refunds. See detailed information on page 12 of this brochure.

How to read your ticket

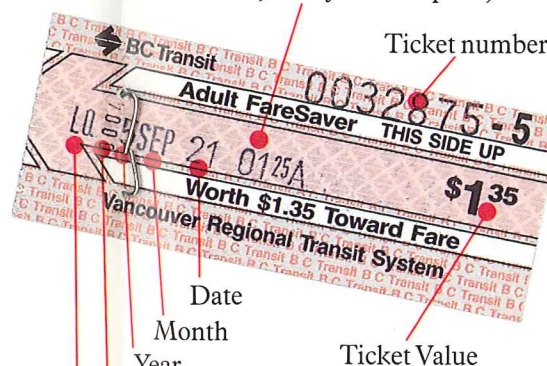
Single Ticket



Valid to this time as a transfer for a trip in one direction. Not valid for return travel. (Symbol "A" = a.m.; No Symbol = p.m.)

FareSaver Validation

Valid to this time as a transfer for a trip in one direction. Not valid for return travel. (Symbol "A" = a.m.; No Symbol = p.m.)



Station issued*

Station Code

- *LQ = Lonsdale Quay
- WF = Waterfront
- BU = Burrard
- GV = Granville
- ST = Stadium
- MN = Main Street
- BW = Broadway
- NA = Nanaimo
- TN = 29th Avenue
- JY = Joyce
- PT = Patterson
- MT = Metrotown
- RO = Royal Oak
- ED = Edmonds
- TS = 22nd Street
- NW = New Westminster

The Fare Paid Zone

Fare Paid Zones include all SkyTrain cars and platforms, buses, SeaBus and other clearly marked areas.



Once you've entered a Fare Paid Zone, you may be requested to produce one of the following as proof of payment:

- ☐ FareCard
- ☐ FareSaver Ticket (validated)
- ☐ Bus Transfer
- ☐ Single Ticket
- ☐ DayPass
- ☐ Special Transit Passes

If you can't produce proof of payment, you'll be subject to penalties and/or prosecution under BC Transit Regulations and Section 351 of the Criminal Code of Canada.

If you're not certain of the correct fare, consult the Information Panels located at the entrance to each station, or ask a uniformed Rapid Transit Attendant for assistance.

Refunds

While the new ticket machines have proven highly reliable, there is still the possibility of a malfunction. Should you not obtain a refund after pressing the "cancel" button, please buy another ticket and apply for a refund:

Write BC Transit at
1500 - 1200 West 73rd Avenue,
Vancouver, B.C. V6P 6G5.

When applying, give the machine location, date and time. The machine will be audited and if you are entitled to a refund, it will be mailed to you in 5 to 7 days. (Refunds are not given if you have overpaid when the ticket machine displays "Sorry No Change.")

Now boarding ...SkyTrain

Getting cleared for take off

- ☐ At most of the 15 SkyTrain stations, the platform is set between two sets of tracks—each serving a different direction. At some stations, trains run through the centre with loading platforms on either side. Direction signs are posted to help you choose the right platform.
- ☐ Elevators, escalators and stairs provide easy access to station platforms.
- ☐ Travellers with special needs, please note: Granville Station does *not* have an elevator as yet—details on shuttle transport and alternate stations can be found in the transit brochure “The SkyTrain Companion—Travel tips for commuters with special needs”.
- ☐ During the evenings, elevators at most stations are locked for your security. To activate, simply use the intercom built into the elevator call button. Personnel at the Control Centre will unlock the door by remote control.
- ☐ Information panels with SkyTrain route maps are placed in all stations. Electronic destination signs above each platform assist you in boarding the right train.
- ☐ An Information Telephone at each station entrance connects you directly with Transit Information.
- ☐ Remember: Trains arrive very quickly and quietly. For your safety, always stay well behind the brilliant yellow line on station platforms and hold small children by the hand until the train comes to a complete stop.
- ☐ To enter a SkyTrain car, simply push the button located at the middle of the door. Once activated, doors remain open for 5-20 seconds. Like elevator doors, they open briefly several times if obstructed—but they *must* be completely closed before the train can move. So please, board quickly—blocking the door will delay the train’s departure.

En route

- ☐ Aboard SkyTrain, you’ll hear each station announced as you approach it. The train stops automatically at the platform.
- ☐ To exit, press the button on the pole near the door at any time and the doors will open when SkyTrain touches down at the next station.
- ☐ Please bear in mind that activation of the track intrusion sensor or emergency train stop button could cause the train to stop very sharply at any time. Hold on to handrails or poles and hold small children by the hand at all times when riding SkyTrain.

SkyTrain—Safety and security above all

Safety and security were uppermost in the design criteria for all SkyTrain stations and trains.

- ☐ Platforms and escalators are designed for passenger security with high visibility from station interiors and exterior streets.
- ☐ Corridors are designed with few alcoves, and all stations and cars are well illuminated.
- ☐ Station platforms and entrances, elevators, escalators and corridors are monitored by closed circuit television.
- ☐ A brilliant yellow line runs the entire length of each station platform.



For your protection, stay well behind this yellow line until the train comes to a complete stop.

- ☐ Should something accidentally fall onto the rails, a track intrusion sensor automatically stops trains in the area. *Caution:* Never enter the guideway to remove an object that has fallen onto or near the rails. Contact the Control Centre via the Platform Emergency Telephone—located inside the Emergency Cabinet.
- ☐ Should someone fall onto the guideway, press the emergency train stop button—located inside the Emergency Cabinet. Trains in the area will come to a stop. Immediately contact the Control Centre via the red telephone.
- ☐ In the event of a power failure, emergency power supplies keep all computers, communications and security devices operating.
- ☐ Extensive fire safety devices throughout the SkyTrain line provide one of the most advanced transit fire prevention systems available anywhere.

Automatic Train Control—Moving SkyTrain along... Smartly

The speed, convenience and enhanced security and safety features offered on SkyTrain are all made possible by several computer systems including the Automatic Train Control System.

Currently in use on more than 20 rapid transit systems world-wide, these computers organize the movement of trains while highly-skilled operators control the overall system, watching every train and SkyTrain platform on video display monitors.

Automatic Train Control allows personnel to circulate on trains and stations, provide passengers with information and help in case of an emergency.

For a lot of reasons, it’s the smart way to move people—rapidly and safely.



Rapid Transit Attendants—They’re here to help

Our SkyTrain system may be automated but it’s far from being “unmanned”. In fact, SkyTrain has more personnel on the cars and in the stations than any other system of its kind.

Rapid Transit Attendants (RTA’s) are uniformed staff, equipped with two-way radios for immediate contact with the Control Centre.

They ride SkyTrain right along with you, patrolling all stations and cars both day and night.

They’re specially trained to assist you with transit information, deal with emergencies or give first aid if necessary.

Get to know your RTA’s. They’re here to help.



Telephones

The SkyTrain system is equipped with four types of telephones:

- 1 **PLATFORM EMERGENCY TELEPHONES**—located inside the Emergency Cabinet on station platforms—these red telephones provide direct connection to the Control Centre for use in emergencies only.
- 2 **INFORMATION TELEPHONES**—located at all station entrances—these white telephones offer direct access to Transit Information for schedules, services and connections.
- 3 **PUBLIC PAY PHONES**—are available at all station entrances.
- 4 **VEHICLE EMERGENCY TELEPHONES**—inside every SkyTrain car—provide two-way radio contact with the Control Centre for passenger aid or emergency medical assistance.

Please note: BC Transit regulations apply severe penalties for the misuse of emergency telephones or other emergency equipment.



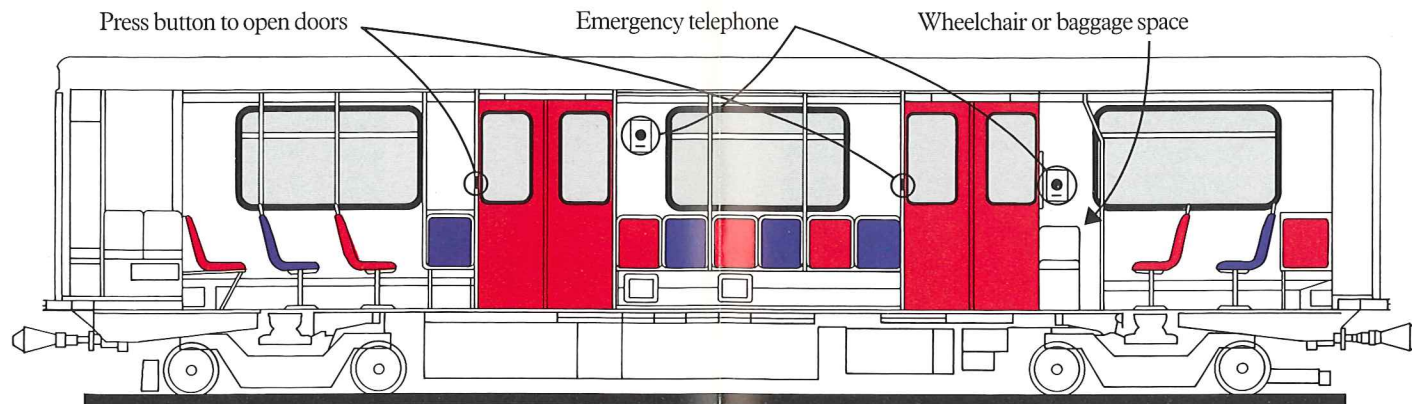
In the unlikely case of an emergency

Stay on the train under all circumstances when it is not in a station. Remember that Rapid Transit Attendants are trained to help, and that information will be given over the public-address system if any delay or other problem occurs. In case of fire, passengers can break the plastic seal on the inner door of a stationary car and make their way into the next one.

Commuters with special needs

- ☐ People with hearing, vision or mobility impairments.
- ☐ Mothers travelling with small children.
- ☐ Elderly people.
- ☐ People with temporary mobility impairments.

We should all be aware that travellers with special needs are using the SkyTrain system daily. Rapid Transit Attendants are trained to help them with their special travel needs. Please make available the wheelchair space and seats designated for elderly people, disabled people and passengers with seeing-eye dogs.



For detailed information on HandyDART, shuttle services, handicapped washrooms, wheelchair regulations and Areas of Refuge for travellers with special needs, pick up the brochure "The SkyTrain Companion—Travel tips for commuters with special needs" at your local special interest group.



Let's make the trip an elevating experience

- ☐ Please don't litter stations or trains, or bring food or drink onto platforms or SkyTrain cars.
- ☐ Use ashtrays at station entrances as all stations and trains are designated non-smoking areas.
- ☐ Let passengers exit before you board. Unlike a bus, both doors on each car are used for entry and exit.
- ☐ Stow parcels and bags safely. Large bags, pets, bicycles and any articles that could be a hazard to other passengers are not allowed on board.
- ☐ Don't block doorways or lean on the doors while the train is moving.
- ☐ Hold on to handrails or poles and hold small children by the hand at all times when riding SkyTrain.
- ☐ Please turn off radios and tape decks or wear headphones when on board so that everyone can enjoy the ride.

Transit Information

- ☐ On board—ask your Rapid Transit Attendant.
- ☐ In the station—consult the Information Panels located at each station entrance. If you require further assistance, call Transit Information via the Information Telephone. (At Burrard Station, visit the Information Centre—opening January 1986.)
- ☐ From other locations—phone 324-3211.

Lost and Found

If you leave something behind while riding SkyTrain or beyond, drop into our Lost Property Office at 611 West Hastings Street, or phone 682-7887, Monday to Friday from 9:30 a.m. to 5:00 p.m.

Keeping us on track

If you'd like to register a complaint, call us at 324-8466. We're all proud of our new system, so information leading to the conviction of vandals is always welcome. Call 263-8411 anytime. At the very least, you'll know you've helped to maintain the high standards of comfort and safety found on SkyTrain. You might also be eligible for a \$100 reward.

Retail stores

A variety of retail shops—planned for many SkyTrain stations—add a touch of extra convenience to your travel plans.

Waterfront Station	— The Exchange.
Burrard Station	— A variety of stores and restaurants are nearby via direct passage to Bentall Centre.
Granville Station	— The Exchange, Flowers by Umberto, Sheffield and Sons. Plus shops and services nearby via direct passage to The Bay and Pacific Centre.
Stadium Station	— The Exchange, Stadium Smoke Shoppe.
Main Street Station	— The Exchange.
Broadway Station	— The Exchange, Vancouver Ticket Centre, Broadway Smoke Shop.

Souvenirs

Special souvenir tokens—sold in sets of 5 and each valid for \$1 toward your fare—will be available at Burrard Station Information Centre and all FareCard and FareSaver outlets in early 1986.

The British Columbia Parkway—a natural for the SkyTrain guideway

Fast, efficient Rapid Transit above, lush green promenade below. That's the B.C. Parkway—a unique 50 acre linear park running the entire length of the SkyTrain guideway.

Set to open officially in early 1986, the Parkway will open up new avenues of leisure and recreation for local residents, SkyTrain riders and visitors to Expo 86 alike. Just some of the special features planned include:

- ☐ The 7-Eleven Bicycle Trail and The John Molson Way jogging path.
- ☐ The International Mile of Flags.

- ☐ Heritage plazas for cultural events reflecting the diversity of our cultural mosaic.
- ☐ Theme gardens and special floral displays.
- ☐ Adventure playgrounds including a park for 'special' children.
- ☐ Ultimately, a link to Stanley Park and Kitsilano waterfront walks.

The British Columbia Parkway—a legacy to be enjoyed by ours and future generations—is being made possible through private contributions. To find out how you or your group can join in the Greening of the Parkway write:

British Columbia Parkway
P.O. Box 49297
1055 Dunsmuir Street
Vancouver, B.C. V7X 1P6
or call: 683-8401

