

Contest corner: win a FareCard!

LAST ISSUE'S FARECARD WINNER We had 1,499 correct entries in our last contest, and **D. Cosco** won the FareCard. The answer? Cupcakes were handed out to celebrate the Canada Line's first anniversary.

WIN A FREE FARECARD! It will be for 1, 2, or 3 zones, based on where the winner travels. Email thebuzzer@translink.ca with the answer to the question, your full name, daytime phone number, and where you got the *Buzzer* (include the route number if you got it on a bus). Make sure you include everything—entries missing any of this info will not be entered to win! One entry per person, please.



What year will the electronic fare card system be in place?
(Hint: it's in this issue!)

Enter by **Oct. 29 at 9am**; we'll draw a name from all correct entries! The winner will be notified by phone shortly after the draw.

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: Your personal information is collected, pursuant to section 26(c) of the Freedom of Information and Protection of Privacy Act, solely for the purpose of administering this contest; it will be destroyed upon the determination of a contest winner. Please direct questions regarding this collection to the Buzzer Editor at TransLink, 1600-4720 Kingsway, Burnaby, BC V5H 4N2, or thebuzzer@translink.ca.

BACK ISSUES

The *Buzzer* has been published since June 2, 1916! So in this section we mine our back issues for nuggets of transit history. Huzzah!

1961 The February 17, 1961 *Buzzer* included a list of books recommended by the Vancouver Public Library staff. Below are a few selections from the list. Maybe they are still available for borrowing!



- » *Out of the Burning*, the rehabilitation of a gifted boy leader of a lawless gang, by C. Joyeaux
- » *Growing Up Absurd*, an illuminating approach to today's complex society, by Paul Goodman
- » *Northern Lights*, a new collection of writing by Canadian authors
- » *The Far Sands*, an ingenious English mystery, by Andrew Garve
- » *Only in San Francisco*, unexpected facts about a fascinating city, by H. E. Ezell
- » *Do You Know This Voice?* by Evelyn Berckman

TRANSIT STAFF SPOTLIGHT

HandyDART booking agent turns routine call into a heroic act

The TransLink family always goes the extra mile for the customer, but sometimes our employees do very extraordinary things. If it wasn't for the actions of a HandyDART booking agent last month, a customer calling to cancel her ride could have lost her life.

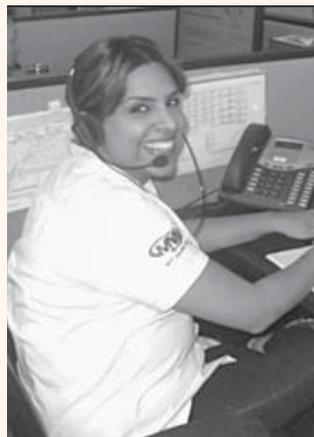
Nursing student **Satveer Berar** has been working as a booking agent for HandyDART for just over a year while completing her studies. On July 26, a woman called and wanted to cancel her HandyDART ride to a doctor's appointment due to illness. Satveer immediately noticed the caller was having difficulty breathing, and asked her to describe her symptoms.

The caller said she was experiencing chest pains and shortness of breath, which made Satveer realize this was potentially more serious than the caller realized. Thinking quickly, she offered to call an ambulance on behalf of the caller who politely declined. However, after some reassurance, Satveer talked the caller into letting her call an ambulance to come check on her. She then hastily called the BC Paramedics with the caller's address and symptoms.

Nine days later, the woman called HandyDART to express her sincere appreciation for Satveer's assistance on the day she called to cancel her ride. She explained that by the time the ambulance arrived at her house, she had suffered a heart attack. She was hospitalized for over a week. If it wasn't for Satveer's heroic act, the customer wasn't sure she'd still be here today.

The HandyDART call centre is located in Surrey and employs approximately 65 full-time and casual employees. On average, the call centre takes between 1700-1800 calls every day.

One of HandyDART's goals is to enhance the lives of the people they touch by helping them be independent. Satveer's actions are just one example of how HandyDART employees improve the lives of their customers every single day!



Satveer Berar

COMING EVENTS

- ✓ **The Baker's Market** returns Saturdays, 11am - 3pm starting Oct. 2. A farmers market for sweet & savoury baked goodies! 115-408 E. Kent Ave South, Vancouver. Info: bakersmarket.com.
- ✓ **Not So Strictly Ballroom**, Vancouver's Same-Sex Dance Organization will Fall Classes. Saturdays, Sept. 11 - Nov. 6. Legion Hall, 6th & Commercial (upstairs). Info: notsostrictlyballroom.ca
- ✓ **Swedish Canadian Rest Home Association Fleamarket**. Sat. Oct. 9 & 10, 9am - 2pm at the Swedish Canadian Manor Auditorium, 1812 Duthie Ave, Burnaby.
- ✓ **The BC Philatelic Society's Regional Stamp Show**. Oct. 15, 10am - 6pm & Sat Oct. 16, 10am - 4pm, Community Hall at the West Burnaby United Church, 6050 Sussex Ave (one block north of Metrotown Centre). Up to 70 exhibit frames, 12 dealer tables, special show covers, free admission, & free parking. Info: bcphilatelic.org or email Derren at verdraco@uniserve.com.
- ✓ **Retro Design & Antiques Fair**. 175 tables of fun, fabulous finds! Oct. 24, 10am - 3pm. Croatian Cultural Centre, Vancouver. Info: 21cpromotions.com
- ✓ **Scotiabank Dance Centre** hosts the **Goh Ballet Youth Company** Oct. 28 at 12 noon. Tickets available through ticketstonight.ca or visit thedancecentre.ca.
- ✓ **Peach Arch Hospital Auxiliary Society** hosts its Fall Fundraiser, **New to You Linens and Collectibles**. Oct. 29, 10am - 3pm & Oct. 30, 9am - 1pm. First United Church at Buena Vista & Centre St, White Rock.
- ✓ **Leigh Square Community Arts Village** presents two exhibitions that push the boundaries of art and feature new work by BC and Yukon members of the Surface Design Association with invited friends, and Wendy Browne, Sept. 23 - Nov. 7. Info: portcoquitlam.ca/arts.
- ✓ **The Delta Music Makers** concert band is looking for adult amateur musicians and low brass in particular. Practices are Tues. nights. Contact Curt Jantzen or Margaret Behenna at happypaddle@telus.net or visit deltamusicmakers.org.
- ✓ Learn public speaking and leadership skills through **Positive Thinkers Toastmasters**, a friendly supportive non-profit club. Meetings on Tuesdays at 7:30pm, BC Hydro Building, 333 Dunsmuir, Vancouver. Info: 604-922-6295.

Send your community events to
thebuzzer@translink.ca



Printed on recycled paper. Vol. 94 No. 8, ISSN 0714-1688.



Win a free FareCard!

THE BUZZER

Published by TransLink • Friday, October 8, 2010



© Mouki Butt

Name our future electronic fare card!

Also in this issue...

- » TransLink's Transportation Fairs!
- » United Way needs your help

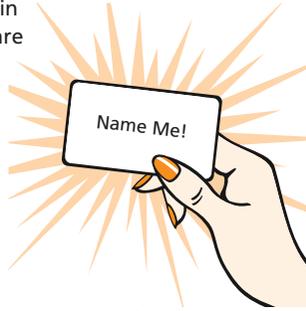
Visit the Buzzer blog at buzzer.translink.ca

Name our future electronic fare card!

TransLink is putting the future in your hands with an electronic fare card for our transit system. The card won't be in place until 2013, but tomorrow's fare card needs a name today!

From October 12 to November 8, send us your names for our new electronic fare card. Capture the innovation of the card and the spirit and beauty of our region!

The big prize is an iPad—and in 2013, you'll also get a new electronic fare card loaded with a year of free transit!



How to Enter

Starting October 12, you can enter the contest in three ways:

- » online at translink.calcontest
- » by SMS text (text "CONTEST", your name, and your idea to 77777. Data rates apply.)
- » by mail (write to TransLink, 1600-4720 Kingsway, Burnaby BC, V5H 4N2. Entries must be postmarked between October 12 and November 8.)

Full contest details available at translink.ca.

What is an electronic fare card?

An electronic fare card is a reusable plastic card, similar to a credit or bank card, with a microchip that is unique to each card.

Preload the card with a fare product or cash. Access the transit system with your card by activating a fare gate or tapping a card reader on buses.

Many other cities use electronic fare cards. Hong Kong's is called the Octopus card, San Francisco has the Clipper card, and Atlanta has the Breeze card.

When will the system and fare cards be implemented?

The system is expected to be operational in early 2013, when electronic fare cards will replace existing fare media. TransLink will have a transition period to prepare customers for the change to the fare system.

Why is TransLink investing in electronic fare cards?

The new card will help TransLink improve our system through data collection. It will allow better planning of routes and services and also increase efficiency, effectiveness and security. The card also offers benefits like registration and balance protection, plus a range of ways to pay to reload your card.

How will payment work?

Electronic fare cards will replace all of TransLink's current fare media. The cards can be preloaded with the same products you use now—including FareSavers, U-Pass and monthly FareCards. Contactless credit cards are being considered as a payment option for visitors or occasional transit users. Cash will be accepted at fare card vending machines.

Cards may be purchased and loaded at machines and preloaded cards will be available at retail locations around Metro Vancouver. They can be reloaded over the phone and online for convenience.

Will any construction or replacement of existing systems be required for this project?

Starting in spring 2011, SkyTrain stations will undergo construction to get ready for the fare gates that go along with the electronic fare card system. Our existing ticket machines will also require replacement, depending on the supplier chosen to deliver the product and services. We will be working hard to ensure customers won't experience delays during construction, and to ensure the system is easy to use and functioning in 2013!

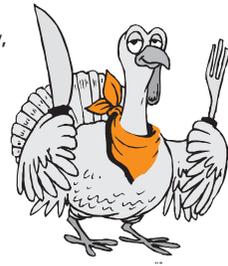
For more information about the electronic fare card project and contest, including complete contest rules, visit translink.ca.

Thanksgiving transit service

All transit service will run on a Sunday/Holiday schedule for Thanksgiving, Monday, October 11.

Remember, on a holiday, you only need a single-zone fare to travel in all zones all day.

As well, on a Sunday or holiday, those with an adult FareCard, West Coast Express 28-Day Pass, or Annual Employer Transit Pass can take five children or one adult and four children on transit with them for free.



Explore your region's transportation system

TransLink is hosting three transportation fairs in October.

Come and discover your transportation system, and learn more about what's in store for the future! With responsibility for transit, roads, bridges, cycling and more, we have a lot to talk about! We'll also be asking for your feedback on some of our upcoming initiatives.

At each of the family-friendly events you can check out our buses, meet, learn about being TravelSmart, plus children can take part in games and a colouring contest in the kids' activities centre.

Have an idea for our electronic fare card naming contest? Enter at the Fair to win—check out the fare card article in this Buzzer for more details on prizes!

The Fairs will be open from 10 a.m. to 3 p.m. at the following dates and locations. We hope to see you there!

Sat Oct. 16 Creekside Community Centre, Olympic Village, Vancouver

Sun Oct. 17 Executive Plaza Hotel, Coquitlam

Sat Oct. 23 Chuck Bailey Recreation Centre, Surrey



Bring the kids to the Transportation Fair!

Support the United Way

October is the month for the United Way's annual fundraising campaign!

Hop on over to uwlm.ca/give and you can donate to the organization. In 2009, the United Way supported 160 agencies delivering over 500 programs to help seniors stay independent, to help children develop skills for school, and to help kids stay healthy and happy.



Bus Stop Hop showcases accessible transit!

On August 21, the BC Paraplegic Association's Peer Program hosted its Annual Bus Stop Hop. The Hop is an Amazing Race-styled event that takes place on accessible transportation. Participants search for clues, read maps, and solve problems, all while watching the clock!

Each team consists of four participants: two individuals with mobility impairments and two able-bodied individuals. This year's winning team was Gale Force. Congratulations to team members Dave Symington, Terry Leblanc, and Sioban Messinger!

For information on how to participate next year, visit bcpara.org.



Help shape rapid transit in the Surrey area

Come and have your say at our Surrey Rapid Transit Study Public Consultation events.

TransLink and the Province of B.C. have initiated the Surrey Rapid Transit Study to assess a range of alternatives for future service that meet the region's growing population. The study is in its early stages, and the events will present a tentative list of selected alternatives determined by preliminary analysis. Join us at a workshop or online to learn about the study and the alternatives, and let us know if we are on the right track before we begin more detailed work.

Be part of the Plan

Thursday, October 14
6 p.m. – 9 p.m.
Langley Hampton Inn
Rooms A, B & C
19500 Langley Bypass, Surrey

Monday, October 18
6 p.m. – 9 p.m.
SFU Surrey
Rooms 5140 & 5100
13450 102 Avenue, Surrey

Tuesday, October 19
1:30 p.m. – 4:30 p.m.
Surrey Sport & Leisure Complex
Rooms MP1 & MP2
16555 Fraser Highway, Surrey

Monday, October 25
6 p.m. – 9 p.m.
Newton Seniors Centre
Auditorium
13775 70 Avenue, Surrey

Online Webinar: October 19, 7 – 8 p.m., bepartoftheplan.ca