

Contest corner: win a FareCard!

LAST ISSUE'S FARECARD WINNER We had lots of eligible entries in our last contest, and **Hanif Patel** of Surrey won! The answer? The 214 Blueridge/Phibbs Exchange will replace Community Shuttle buses!



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 below, 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.

How old is the Buzzer? (Hint: it's in this issue!)

Enter by **Mon Mar 1 at 9am**; we'll draw a name from all eligible entries if more than one is right. See who won in the **Mar 12** issue!

PRIVACY POLICY Your personal information is being 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 any questions regarding this collection to the Buzzer Editor at TransLink, 1600-4720 Kingsway, Burnaby, BC V5H 4N2, or thebuzzer@translink.ca.

BACK ISSUES

Back Issues is a section that mines past issues of *The Buzzer* for nuggets of transit history. Huzzah!

1967 Check out this letter from a 1967 *Buzzer*... and make sure to keep your transistor radio and your purse under control!



The Buzzer logo in 1967

Dear Sirs:

I certainly wish it was possible for B.C. Hydro to do something about these blaring transistor tradios on buses. I think I'm reasonably tolerant but so many of these radio enthusiasts—and they're not all teenagers—get carried away to the point where their noise is downright inconsiderate. There is so much emphasis on "rights" and "freedom" these days that sometimes I think it's too one-sided.

It seems to me that transistors on buses should be tuned out, the same as cigaret smoking is banned, out of consideration to other people. What is the difference?

While I'm writing I would like to say something about women's handbags, too. They swing them around like weapons and any time you're liable to get a dig in the shoulder or a cuff on the ear. The Buzzer carried an item on ice skates in this respect and I think it's time to insert one now about women's purses.

Sincerely yours, (Mrs.) H.I. Scott

TransLink Fun Facts!

- » We have bike lockers at 25 SkyTrain stations and five Park & Rides and bus loops.
- » West Coast Express is a Monday to Friday commuter rail service operating during peak morning and evening periods between downtown Vancouver and Mission.
- » SkyTrain is automated – there is no driver and has been operating since 1986.
- » The Transit Police, established in 2004, has 169 officers.
- » SeaBus is our 395-passenger ferry service that links the north shore (North Vancouver) to downtown Vancouver. SeaBus has been sailing since 1977.
- » The Buzzer publication is 93 years old!
- » Our service area covers approximately 1,500 square kilometres.
- » There are 278 of SkyTrain cars, 1,300+ buses and 8,772 bus stops in the Greater Vancouver area.
- » Our entire transit system is wheelchair/scooter accessible.
- » We carry 800,000 passengers every day.
- » During the Games, we expect ridership to increase by as much as 30 per cent.
- » SkyTrain's Canada Line, linking Vancouver to Richmond and the airport, opened in August of 2009.
- » Pets, like dogs, rabbits and birds, are allowed on transit if they are in a pet carry case which must sit on the lap of the carrier!
- » The TransLink family of companies consist of AirCare, West Coast Express, SkyTrain, Canada Line, HandyDART, Transit Police, Coast Mountain Bus Company and TransLink itself. We employ 6,000+ people.
- » Our integrated system includes buses, SeaBus, SkyTrain and West Coast Express as well as HandyDART.
- » TransLink is responsible for 2,100+ kilometers of major road network as well as the Golden Ears, Knight Street, Pattullo and Westham Island Bridges.

FREE OLYMPIC EVENTS

EXPERIENCE THE CULTURE OF THE CANADIAN PAVILIONS!

- ✓ **Canada & Manitoba Pavilions** at the LiveCity Downtown site.
 - ✓ **Canada's Northern House** (Nunavut, Northwest Territories and Yukon) at Hastings & Seymour.
 - ✓ **Atlantic Canada House** at Granville Island.
 - ✓ **Quebec House** at Concord Pacific site, next to Hockey House.
 - ✓ **Ontario Pavilion** located next to Hockey House and Quebec House.
 - ✓ **Saskatchewan Pavilion** between Science World and BC Place Stadium.
 - ✓ **Alberta House** at the corner of Robson and Beatty.
 - ✓ **BC Pavilion** located in the Art Gallery at Georgia and Howe.
 - ✓ **2010 Aboriginal Pavilion** at Georgia and Hamilton.
- A FEW MORE OF THE MANY OTHER FREE FUN HOT SPOTS TO HIT!**
- ✓ **French Quarter** at Granville Island. Celebrate Canada's French heritage at the pub/bistro and concert stage.
 - ✓ **Heineken House** (Holland) near the O-Zone in Richmond has a hall that can host thousands in an atmosphere of celebration.
 - ✓ **LiveCity Downtown** at Georgia and Beatty and **LiveCity Yaletown** in David Lam Park will have large outdoor screens and lots of entertainment!
 - ✓ **Surrey 2010 Celebration Zone** in Holland Park promises fun for the whole family. The RCMP Musical Ride will perform daily!
 - ✓ **ValleyFest** at Lynn Valley Village Square will feature stuff for the kids, like 3 on 3 ball hockey, live entertainment and a big screen.
 - ✓ **West Vancouver Spirit Square** at the Community Centre on Marine Drive will feature a scale model of the International Space Station!
 - ✓ **WhistlerLive!** Experience the Games in the heart of Whistler Village.
 - ✓ **WinterFest at Lonsdale Quay** will include kid's face painting, ball room and animated play area, street performances and more! Take the SeaBus from downtown!
 - ✓ **Russian Tall Ship** in Burrard Inlet accessible at North Vancouver's Burrard Dry Dock.
 - ✓ **Ziptrek Vancouver** is offering free zipline rides over the downtown core! Start at the law courts at Robson Square, and you'll zip 170 metres across Robson Street.
 - ✓ **More free event information** at www.citycaucus.com/2010freevenues

Send your community events to
thebuzzer@translink.ca



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BUZZER

THE

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Also in this issue...

- » Travel survival kit & other useful info
- » Some of the many free Olympic events

Visit the Buzzer blog at buzzer.translink.ca

Your Olympic travel survival kit!

Here's some handy tips to help you travel during the Olympic period—especially if you're a first time rider!

» **KNOW BEFORE YOU GO!** Plan your transit journey online at tripplanning.translink.ca. Check out the latest traffic conditions at translink.ca or twitter.com/translink or at buzzer.translink.ca. Leave extra time for your trip if you'll be out during a busy period—and do hit the bathroom before you hit the system!

» **GET YOUR GEAR TOGETHER!** Make sure you have items that might make your transit trip easier. Dress warmly (layers are good); carry an umbrella; bring your maps and event tickets; wear comfy shoes; have your transit fare ready. A book or smartphone can help pass the time on board or in line.

» **DROP YOUR SEPARATION ANXIETY!** If you're travelling with a group, make a plan in case you get separated on transit. If someone gets off at the wrong station, plan to get off at the next one and regroup. Or find a transit employee to help you reconnect with your party.

» **GET INFORMATION ON THE GO!** Text your bus stop number to 33333, and you'll get a text showing the next five bus arrival times. Get our iPhone app at the App Store (search for TransLink) and find nearby bus stops and next bus times. Call our customer information line for help at 604-953-3333. Plan trips on your phone's web browser at tripplanning.translink.ca, and find real-time traffic updates at twitter.com/translink.

» **KNOW ABOUT BIKES ON TRANSIT.** Bikes are allowed on buses, HandyDART, SeaBus, and West Coast Express—but sadly, the extraordinary crowd levels mean **bikes will not be allowed on SkyTrain (includes Canada Line) from February 8 to March 3.** You can still park your bike and hop onto SkyTrain. See translink.ca for more information.

» **TRANSIT HOSTS CAN HELP!** If you need help on the system, knowledgeable Transit Hosts in blue jackets are at many stations and bus exchanges. Ask them for help!

A bit about fares

All the information you desire on fares and passes can be found at translink.ca -- visit the Fares and Passes section! But here's a little overview too.

You can buy a variety of fare options for our transit system, all of which are valid on any bus, SeaBus, or SkyTrain. (There's a six-week Olympic pass too!)

There are three fare zones in Metro Vancouver, and the number of zones you travel through in a trip determines how much you pay for your fare.

You can transfer between bus, SkyTrain and SeaBus with the same ticket, as long as you remain within the zone(s) that you paid for, and remain within the time limit given by the ticket.

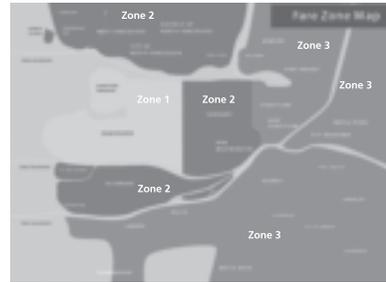
But special fares are required if you want to ride West Coast Express (WCE), our commuter train service running to Mission, B.C. You can buy those fares at ticket machines at WCE stations.

During the Games, we're encouraging you to buy fares in advance at **FareDealers** (stores authorized to sell transit tickets) to help improve boarding times during this busy period. You can also buy fares on buses, or at ticket machines at SeaBus or SkyTrain stations.

Remember: you must carry proof of payment (a valid ticket or pass) when aboard a transit vehicle or within any station area designated as a Fare Paid Zone.

Fare enforcement is conducted by Transit Police officers and Transit Security members. Anyone who fails to produce proof of payment will be asked to leave the vehicle and risks a fine of \$173!

GAMES-TIME PASSES! Your **Olympic or Paralympic event ticket** is valid on the entire TransLink network (including WCE and HandyDART) until 4 a.m. the next morning. **VANOC Accredited Workforce accreditation passes** are also valid transit fares from January 12 to March 24, 2010.



The Fare Zone map of Metro Vancouver



Look for the FareDealer logo in store windows!

Check out the Buzzer blog!

Visit the Buzzer blog at buzzer.translink.ca for the latest transit news, especially during the Olympic period!

We'll have stories about how our staff is handling the Olympic challenge, plus more trivia and handy tips on getting around.



Useful contact information

In case you need a little help while you're out and about!

Emergency (Police/Fire/Ambulance) 911	24/7	Lost Property – West Vancouver Blue Buses (221 Lloyd Ave, North Van) 604-985-7777	Mon-Fri 8:30am-6pm Wknd 10am-2pm
Transit Police (non-emergency) 604-515-8300	24/7	HandyDART trip reservations 604-575-6600	Mon-Fri 8:30-6pm Wknd 8:30am-4:30pm
Olympic travel information www.travelsmart2010.ca		Tourism Vancouver Downtown Vancouver & 2010 venues	Daily 10am-6pm
TransLink website www.translink.ca	24/7	BC Ferries 1-888-BC FERRY	Mon-Fri 7am-8am
Customer Information 604-953-3333	Daily 5:30am-1:30am	Taxis All (SMS/Text) #TAXI (#8294) Yellow 604-681-1111 Vancouver 604-871-1111 Richmond 604-272-1111 Black Top/Checker 604-731-1111	
Customer Relations 604-953-3040	Mon-Sat 8am-8pm	VANOC/2010 Information 778-328-2010	Feb 4-28: 7am-7pm
West Coast Express Customer Service 604-488-8906	Daily 6:30am-8pm	Airport General Inquiries 604-207-7077	24/7
Lost Property – SkyTrain, CMBC (Stadium Station) 604-682-7887	Daily 8:30am-5pm	Airport Lost and Found 604-276-6104	Daily 9:30am-5:30pm
Lost Property – West Coast Express (Waterfront Station) 604-488-8906	Mon-Fri 6:30am-8pm Wknd 12pm-2pm		

TransLink's role in Olympic transportation

For the Games, TransLink is responsible for the following areas:

1. Providing public transit in Metro Vancouver for spectators and the Olympic workforce while continuing to serve existing customers;
2. Leading regional initiatives to encourage travel alternatives to single-occupancy vehicles; and
3. Co-leading the Transportation Management Centre (TMC) with VANOC. The TMC connects the operation centres of the regional transportation partners to help ensure smooth travel during the Games.
4. Transit queue management outside stations.

VANOC is responsible for transportation to Whistler and Cypress, as well as all athlete, officials, VIP, media and sponsor transport. And B.C. Transit is taking care of travel in Whistler.

Stay alert for pickpockets!

Professional pickpockets tend to flock to the Olympics and other major world events, so you may want to keep a close eye on your stuff during the Games.

"We don't want people to be paranoid," said **Sgt. Mark Applejohn** with the Transit Police. "But we're coming from the angle that to be forewarned is to be forearmed."

Pickpockets tend to work in partnerships, with one person distracting you while another goes through your purse or pockets. One may take your wallet and pass it to another before you've noticed. They may also cut the straps of a purse or cut open the bottom of your bag.

Sgt. Applejohn suggests that you report any pickpocketing incidents to the Transit Police at 604-515-8300.

