

Bus Transfer Policies

Information compiled January 14, 2005

The Question: A Washington State Transit Insurance Pool member (WSTIP) is considering implementing a bus transfer system. Their definition of a bus transfer is that it allows the patron to ride more than one bus (make a transfer), but pay only once. The first operator gives the patron a transfer slip. The transfer slip is given to the second operator to the next destination.

Their questions are:

Do you allow bus transfers?

Do you have a sample policy regarding the use of transfers?

Do you have a training outline for teaching operators about transfers?

Do you have sample transfer slips available?

Who would be the appropriate contact person if we need more information?

If you have a written policy, please ask your human resources director to upload the policy into the "transit policies" section of the WSTIP website under your agency name.

Ben Franklin Transit says ... Yes, BFT allows transfers. BFT's policy (posted on the back of the transfer slip) reads as follows: This transfer is issued free and permits the passenger to whom issued to ride any local service route in any direction for a maximum of 1 1/2 hours from the time of issuance. The transfer may not be used for a return trip on the same route. Transfers are free and issued only at the time of cash fare payment or use of a ten-ride ticket. Transfers are not issued on transfers. In addition, BFT Operators can sell to customers a "full" transfer slip for \$1.50 which is good for an all day pass. Our training outline is included in the section of the BFT Coach Operator Training Manual under "The Fare." Yes, we have sample transfer slips available. Our transfer slips come in a variety of different colors and letters (A through Z) and are changed out with a different color and letter everyday. Contact Jim Thaelke at 509 734-5144 or jthaelke@bft.org for more information.

Clallam Transit says ... Clallam Transit does not use a bus transfer system.

Grays Harbor Transit says ... Yes we offer Transfers. In the transit policies section of the website, you will find a sample transfer and our policy for them on the back of one of our bus schedules. Operators are trained on the use of transfers during their initial training. If you have further questions, contact Mark Carlin at mark_ghtransit@comcast.net.

Grant Transit says ... Yes we have transfers. It is a continuation of a trip one way. The return trip would require payment. We have printed transfers by the day of the week and the driver signs

and dates them. I would be the contact person. I will have to look for the policy. This is internal. I could probably scan a transfer slip then E-mail it. Contact Terry Fields for more information at tfields@pfp.org. Grant Transit's policy is posted in the transit policy section of the website.

Jefferson Transit says ... Yes, we allow bus transfers? We just changed our fare structure to omit transfers effective 1/30/05. We don't have a policy regarding the use of transfers? We do not have a training outline. We have some sample transfer slips left and could get it to who needs it if requested. For more information contact Curtis Stacey at 360/385-3020 x104 or cstacey@jeffersontransit.com and about the new fare structure and policy issues, contact Dave Turissini at 360/385-3020 x107 or dturissini@jeffersontransit.com.

Intercity Transit says ... We allow limited the use of Pierce Transit transfers on our express routes. The largest part of our service utilizes a daily pass instead of a transfer. We do train Operators on the value (if any) transfers have on our express fares to Pierce County. Dennis Bloom, our Planning Manager, has authority over IT's fare structure and would be the best person to contact should there be questions.

Island Transit says ... This is one problem that we do not worry about here at Island Transit. We are fare free so it does not matter how many times they want to transfer.

Link Transit says ... we don't have bus transfers any longer. Now, we have day passes. You can get a day pass from the driver for double the transit fare. Apparently our policy is being revised (constantly I think) so we don't have anything current to share.

Mason Transit says ... Mason Transit is a county-wide fare free system, so bus transfers are not an issue, nor do we have a policy. We only require fares for persons traveling out of Mason County or coming in to Mason County from other connecting systems. Mason Transit, like all other transits, requires persons to purchase a Mason Transit bus pass and/or pay the appropriate fare when boarding – in other words, if a person has an Intercity or Kitsap Transit bus pass, they still need to obtain one from Mason Transit to ride our system.

Pullman Transit says ... Pullman Transit allows transfers, but they are done on the honor system. One driver calls another and that is it. No slips, no policy, on outline. nothing.

Skagit Transit says ... We have a prepaid fare card system and when a customer uses their card they can request a transfer at that time. The transfer is good for 90 min. and can be used for unlimited transfers during this time. Just a heads up, all our transfers are generated directly from our machine on the buses. With that said, here are the answers to your questions. I have cc'ed our HR person, Wendy Scholtz (wscholtz@skat.org) and my Operations Supervisor, Dennis Digges (ddigges@skat.org) as well.

Answers:

- 1) Yes we do allow bus transfers
- 2) We have a procedure on how they are issued and accepted.

- 3) We have our Supervisor who is in charge of our "Coin Card" system do the training for new drivers.
- 4) We can provide a copy of the one's our machine prints out.
- 5) Our Operations Supervisor, Dennis Digges.

Spokane Transit says ... Yes, we do allow bus transfers. I have a copy of our transfer policy and a sample of our transfers (with information about one of our suppliers for the transfers). Both are posted in the transit policies section of the website. Our training outline covers the policy itself. However, the 30 minute policy is sometimes problematic due to connections. Our trainer emphasizes the intent of the policy and operators routinely measure the validity & timing of issuing the expiration time of the transfer in order to provide the best service to customers. The best contact person for this policy is Andrew Overhauser (509 325-6053).

Twin Transit says ... We do have a transfer system. It works as follows: Daily passes are purchased on the bus from the driver, and are good for all day travel on Twin Transit buses. Daily passes are printed on colored paper, with a numeral designating the day of the month. Colors are rotated randomly on a monthly basis (e.g. March passes are green, April passes are yellow, etc.) Drivers pick up a pack of daily passes at the beginning of their shift, and can get more from the office throughout the day if they run out.

Sample policy: We do not have a written policy concerning use of daily passes. We do have a short set of instructions included in the new driver orientation and training, which reads as follows: "Do not leave daily passes out where customers can get to them, take daily passes with you when you leave the bus, daily passes are sold by the driver, daily passes will be inspected by the driver when presented for fare."

We do have sample daily passes available. I have scanned a pass for January 17th and attached it as an example. Pass for [January 17th](#).

Valley Transit says ... We do allow transfers. Our transfer policy can be accessed on line at www.valleytransit.com. Look under "VT Info" and scroll down to "Transfers." Our training is done mostly "on-the-job" and we currently do not have a written outline. Attached is a sample transfer slip which includes instructions on how to use the transfer slip. For more information contact Rick White at rick@valleytransit.com