

This list has been compiled by the VSB SWIS Program

TRANSPORTATION SERVICES

Service or Service Provider	Service or Benefit Description	Who is this for?	How to Apply or How to Access	Website, Phone or other Contact Options
<p>TransLink Transportation Authority</p>	<p>New TransLink Public Transportation Procedures due to social distancing: <i>(all sections cited are detailed at https://new.translink.ca/rider-guide/coronavirus-precautions)</i></p> <ul style="list-style-type: none"> • Bus and HandyDART fares are not being collected until further notice (<i>HandyDART Fares</i> section) • Buses can only be entered through their rear door (<i>Suspended Bus Fares & Rear Door Boarding</i> section) • Far fewer passengers are allowed at the same time on any given bus. Many seats are marked to be left vacant. (See <i>Seating Limits on Buses</i> section) • There have been only a few changes in bus/train schedules (see <i>Transit Service Reductions</i> section for details on the minor changes) • Wheelchair customers no longer have assistance from drivers (see <i>Temporary Procedures for Wheelchair Passengers</i> section) • Customer service centres at Stadium-Chinatown and Waterfront stations are closed (see <i>Compass & Customer Service Centre Closures</i> section for alternative phone and chat hours) 			<p>For phone numbers or chat links for any given subject go to the relevant section at: https://new.translink.ca/rider-guide/coronavirus-precautions</p>
	<ul style="list-style-type: none"> • Compass Card refunds • Provides refunds or credits for unused days in March and maybe April, too 	<p>Compass Card users who stopped commuting due to repercussions of COVID-19</p>	<p>Refund requesters should put a stop to AutoPay until they are commuting again, then apply for refund at online.</p>	<p>Explain what day you stopped commuting in the Message box of this web form: https://www.compasscard.ca/ContactUs</p>
	<ul style="list-style-type: none"> • Parking Refunds • Provides refunds or credits for monthly parking passes that are unused due to COVID-19 issues 	<p>Parking pass holders who have ceased using their parking spaces due to COVID-19</p>	<p>There are various procedures for applying for refunds. View the options on their website.</p>	<p><i>Parking Refunds</i> section of: https://new.translink.ca/rider-guide/coronavirus-precautions</p>

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Vehicle and Driver Licence Issues at the Insurance Corp of British Columbia (ICBC)	<ul style="list-style-type: none"> • Autoplan Payment Deferrals • Defer payment for up to 90 days with no penalty 	ICBC Autoplan customers who are suffering financially due to COVID-19 issues	Apply using form at: https://onlinebusiness.icbc.com/eforms/dotcom/jsp/ACG398.jsp at least 1 day before your next payment is due	More details at <i>Autoplan payment plans</i> section of: https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx
	<ul style="list-style-type: none"> • New Temporary BC Driver Licence (BCDL) Procedures • May provide <i>*interim*</i> driver's licence that expires 90 days from the date of issue 	Drivers needing to renew, reinstate or replace licences that are expiring within 6 weeks (or have not expired for more than 3 years)	More details at <i>British Columbia Driver Licences (BCDL)</i> section of: https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx	Call 1-800-950-1498 or 250-978-8300
	<ul style="list-style-type: none"> • COVID-19 Vehicle Inspection Certificate of Approval decal expiry extension • Extends time allowed for safety inspection to May 31, 2020 	All vehicles that have a Certificate of Approval which expires March 31 or April 30, 2020	Apply using form at: https://onlinebusiness.icbc.com/eforms/dotcom/jsp/ACG398.jsp at least 1 day before your next payment is due	More details at: https://www.cvse.ca/vehicle_inspections/PDF/Vehicle_Inspection_Extension-COVID-19.pdf

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Vehicle and Driver Licence Issues at the Insurance Corp of British Columbia (ICBC)	<p>New Licensing Office Procedures due to social distancing: <i>(all sections cited are detailed at https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx)</i></p> <ul style="list-style-type: none">• Driver Licensing and Claim Centre Offices are only open to visitors for urgent transactions• All Road Tests are postponed (<i>Road Tests</i> section)• Class 5-8 (Passenger/Motorcycle) Knowledge Tests are postponed except for new English-speaking BC residents (<i>Knowledge Tests</i> section)• All Enhanced Driver Licenses (EDL) and Enhanced ID Cards (EIC) appointments are suspended (<i>Enhanced Driver Licences (EDL)</i> section)• Driver Records can only be acquired or address-changed online (<i>Driver Licensing Online and phone services</i> section)• For crash injury claims, pre-authorized treatment period is extended until at least May 1st or 12 weeks from the date of the crash (<i>Care after a Crash</i> section)			<p>For phone contact, check relevant sections in web page below to find the best number to use: https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx</p>