



SERVICE NOTICE

To All Customers:

In 2022 Kings Transit will be transitioning away from Bus Operators selling fare media while on route. Meaning at a currently undetermined date in 2022, Bus Operators will no longer sell fare media.

Monthly Passes and Tickets are what qualifies as fare media, for the sake of this communication.

These changes are being made to streamline the customer experience, by not taking additional time from the Operators to sell the fare media. Our Operators are professional drivers and will be focusing on the task of operating the vehicles in order to have you arrive at your destination in a safe manner.

We do understand this could affect how some of our customers receive their passes and tickets and how those customers may have concerns over this adjustment to policy. To note we do have business partners that currently sell KTA fare media and that will continue. As well, an additional strategy is being developed in cooperation with our partners to ensure there is no disruption to our loyal customers or the availability of the monthly passes or tickets.

Please bear with us as we attempt to modernize the system one piece at a time.

Regards,

A handwritten signature in black ink, appearing to be 'M. Stacey'.

General Manager
Kings Transit Authority
12-21-21
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Questions or comments can be sent to: customerservice@kingstransit.ns.ca, or called in by phone at 902.678.7310