

Frequently Asked Questions

Google Transit Pilot

- **Where can I find Google Transit?** Visit our website: click on your community (pilots ongoing in Victoria and Whistler), then click on the 'Trip Planner' tab.
- **How far in advance can I plan my trip?** Schedules change throughout the year. Please refer to the BC Transit website to determine the effective date of the current schedule. When a new schedule is available, BC Transit will endeavour to have the updated schedule information up as soon as possible.
- **Will it show that if the bus stop is accessible or not?** Currently, this feature is not available on Google Transit. However, BC Transit's fleet is 100% accessible.
- **What can I enter as a starting point or destination?** You may be able to enter information other than a street address, such as a business name, landmark or postal code. With your GPS-enabled smartphone, it can use your current location to determine your starting point.
- **Can I enter a bus stop ID on Google Maps?** No. Currently bus stop ID's cannot be used for trip planning.
- **Will Google Transit let me know if there's an accident, detours or trip cancellations due to bad weather?** No. Customers are advised to visit the BC Transit website for the most up-to-date information on route detours or cancellations. You'll find them under 'Customer Alerts' in your community webpage.
- **How many transit systems use Google Transit?** Currently, there are 448 transit systems worldwide that are on Google Transit. Systems in Canada include Calgary Transit, Edmonton Transit System, TransLink, Fredericton Transit, Metro Transit in Halifax, GO Transit in Toronto, the Toronto Transit Commission, Hamilton Street Railway, York Region Transit, OC Transpo in Ottawa, Société de transport de Montréal, Réseau de transport de Longueuil, and Société de transport de Laval.
- **How can I find out more about how to use this tool?** Google has created a video to help you navigate Google Transit, step-by-step, [here](#).
- **How can I get this tool onto my smartphone?** Google Transit is available on selected mobile devices through Google Maps for mobile. You must download an application for your phone. Go to [Google Maps for Mobiles](#) to see if your phone is supported by Google Maps.

- **How much did this cost?** Google Transit is a free program, however, it requires BC Transit staff time to upload transit information on the site, and to verify information for quality assurance.
- **I found something incorrect on Google Transit. Who should I tell?** To ensure the most up-to-date information is displayed, we encourage you to email your findings to transitinfo@bctransit.com.
- **I entered my daily commute and my regular route isn't listed as one of the options. Why?** Google Transit lists at least three options to travel in order of relevance and convenience. If you think your regular route should be listed in a higher priority sequence, please let us know.
- **How much data had to be gathered for each system?** Setting up this online tool involved gathering detailed information – ensuring accuracy of data, identifying the geographical coordinates of all bus stops and synchronizing them with the trips BC Transit currently provides. BC Transit staff will continually oversee quality assurance and data validation as new routes are added or schedules are changed.
- **Why did BC Transit take so long to get an online trip planner?** Before we introduce a new tool to our customers, BC Transit ensures that we have enough support to maintain these tools, and to ensure information is kept accurate and up-to-date. We want make sure that we are able to successfully introduce new tools so that our customers can comfortably rely on our services.
- **When will the rest of BC Transit systems be on Google Maps?** After this pilot project, we'll be better able to assess what BC Transit needs to get all BC Transit systems online. We want make sure that we are able to successfully introduce new tools, and keep them updated so that our customers can comfortably rely on our services.
- **What is Google Maps?** Transit on Google Maps is a public transportation planning tool that combines the latest BC Transit data with the power of Google Maps. It integrates transit stops, routes and schedules to make trip planning quick and easy for everyone. It is a free service that allows users to plan trips through by car, by foot and now, by transit. Google Maps is compatible with screen readers for the visually impaired. The Transit feature on Google Maps is available on selected mobile devices through [Google Maps for mobile](#). Public transportation information is also included in [Google Earth](#). Currently, 448 transit systems worldwide use Google Transit including TransLink, Calgary Transit, Edmonton Transit System, Metro Transit in Halifax and GO Transit in Toronto.
- **How popular is Google Maps?** It's no question that the brand Google is recognized worldwide. Millions of people visit their sites daily. One of these most popular tools, Google Maps, covers 72 cities in 12 countries, is available in 12 different languages, and is compatible with screen readers for the visually impaired.

- **When did Google Transit start?** Google was born in 1996. Since then, they've added a number of free tools such as Gmail, Orkut, Picasa and Google Transit on Google Maps. Google Transit began in 2005. It was only recently that Google launched [Transit in Google Maps for Mobile](#).