# Campbell River Transit



## **Welcome Aboard**

Your local transit system runs seven days a week. Buses serve the City of Campbell River and Strathcona Regional District (Area D) along the Island Highway between Ocean Grove and Oyster River.

**Fixed-route service** – scheduled service to major destinations and residential areas. Low-floor buses make it easy for everyone to get on and off the bus. **handyDART** – door-to-door, shared service for people who are unable to take the fixed-route service.

### **About Your Transit System**

Funding for your local transit system is cost shared between the City of Campbell River and BC Transit. Decisions on fares, routes and service levels are made by the city council based on public feedback and information provided by BC Transit. Buses are operated by Keolis Canada.

Operating costs are met by a combination of farebox revenues and joint local government and provincial funding.

### Contact

Address

Customer Information 250-287-7433

Umo Customer Service 877·380·8181 (toll-free)

7 am - 7 pm, Mon. - Fri. 8 am - 4 pm, Sat. and Sun.

Lost and Found 250·287·7433 handyDART 250·286·3278 Web bctransit.com

1235 Evergreen Road Campbell River, BC V9W 3S2

If you have comments about service in general or suggestions for improvements, contact:
City of Campbell River, 301 St. Ann's Road,
Campbell River, BC V9W 4C7

### **Holiday Service**

Service is not available on the following holidays:

- New Year's Day
   National Day for Truth
- Family Day
- and Reconciliation

  Thanksgiving Day
- Good Friday
- Thanksgiving Day
- Victoria Day
- Remembrance Day
- B.C. Day
- Christmas Day
- Labour Day

To Oyster River

Boxing Day

Service level on Canada Day is provided as a special modified event service. Check online at bctransit.com for special event service. Subject to change.

## Fares and Passes Outlets

Umo Umo fares and passes are available for purchase.

401 11th Avenue

- Community Centre Umo
   London Drugs Umo
   14
- London Drugs Umo
   Municipal Hall Umo
   1400 Dogwood Street
   301 St Ann's Road
- Sportsplex Umo
   Strathcona Gardens Umo
   1800 Alder Street
   225 S Dogwood Street
- Recreation Complex

   Principal's office in each school
- (physical Student Pass only)
   North Island College Umo 1685 S Dogwood Street campus (College Student Pass only)

Paper tickets and passes only available at select retail vendors. Electronic tickets and passes available via Umo and at Umo vendors. Subject to change. For an updated list of vendor locations, visit bctransit.com

## **Paying Your Fare**

### Go with Umo

It's your choice how to use Umo app or card. Buy passes or load cash through the app, online at ca.umopass.com, Umo's customer service line at 877·380·8181, or at a vendor location.

#### **Cash Fare**

Cash is still accepted on board. Please have the exact fare ready before you board the bus.

### Cash Balance

Cash Balance is a new fare product for riders using a Umo payment method. A rider's Umo app or reloadable card can be loaded with a set dollar amount to be drawn from as additional trips are taken.

A Cash Balance can be loaded from \$5.00 and up. An electronic DayPASS will be applied to a Umo app or card after payment on the second Cash Balance trip of the day.

### **DayPASS**

A DayPASS is valid for unlimited travel within the local transit system the day of purchase.

- An electronic DayPASS will be applied to a Umo appor card after payment on the second trip of the day.
- A paper DayPASS can be purchased from the driver with cash or two tickets.

### Government of BC Bus Pass Program

The BC Bus Pass Program is offered by the Ministry of Social Development and Poverty Reduction. The annual bus pass is valid for the eligible rider on any fixed-route transit service. The pass is non-transferable.

For information on criteria for eligibility, visit www.gov.bc.ca/buspassprogram or call 1.866.866.0800.

### How to Ride

### **Bike Racks**

Most bikes can be accommodated on BC Transit buses when their wheels fit properly in the bike rack. If you are considering travelling by bike and transit, instructions are posted on the bike racks.

Before your bus arrives, make sure that saddlebags, antennas, helmets, child carriers or any other item that could interfere with the driver's vision are removed from the bike. Electric bikes are only allowed on the bike rack when they weigh less than 25kg (55 lbs.), and the battery (lithium only) is removed from the bike and brought on board the bus with the customer.

Bike racks on community buses can only be used during daylight hours. Bikes block the headlights at night. Visit *Rider Info* at bctransit.com for an instructional video.

## Fare Free Transit for Children 12 and Under

Children aged 6 to 12 ride conventional and handyDART buses for free, without requiring a fare product or identification.

Children 5 and under will need to be accompanied by an attendant 12 years or older to ride for free. Children must board and depart at the same stop as the attendant.

#### Pets on Board

Only small fur-bearing and feathered pets contained in secure, clean, hand-held cages are permitted on the bus. Cages (hard or soft shell) must be small enough to fit on the owner's lap. Customers must hold on to their cages at all times. If there is room, the customers may place and hold the cage beside them on the floor. The cage should not block the aisle or restrict other customers.

### Fares

Subject to change

Fare products are being updated to support electronic payment options including the Umo Mobility app and reloadable Umo card. Cash and paper tickets and passes will continue to be accepted on board. Umo is currently not applicable to handyDART.

### Local Fares

Children 12 and under Free \$ 2.00 Single Ride (Available on-board) DayPASS (Available on-board) 4.00\* Tickets (10) 18.00 Monthly Pass; 30-Day Pass 55.00/35.00\* Monthly Dual Pass; 30-Day Dual Pass\* 60.00/40.00<sup>\*</sup> Semester Pass\*\* 115.00\*\* Dual Semester Pass\*\*\* 130.00\*\*

- An electronic DayPASS will be applied to a Umo app or card after payment on the second trip of the day. A paper DayPASS can be purchased from the driver with cash or two tickets.
   Concession fare valid for youth aged 13-18, persons 65 and over,
- and full-time students at North Island College with ID.
- Semester Pass is sold at selected vendors only. See the Fares and Passes Outlet page or visit botransit.com for more information.
- Dual Pass is accepted by both the Comox Valley and Campbell River transit systems. Sold at selected vendors only. See the Fares and Passes Outlet page or visit bctransit.com for more information.

### handyDART

Single, one-way
Tickets (5)
Attendant



# Transit Info 250·287·7433 bctransit.com

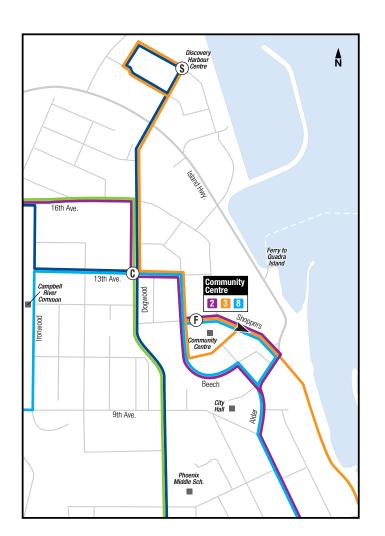
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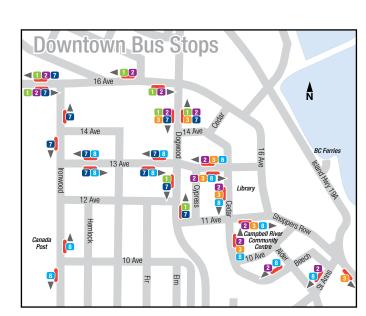
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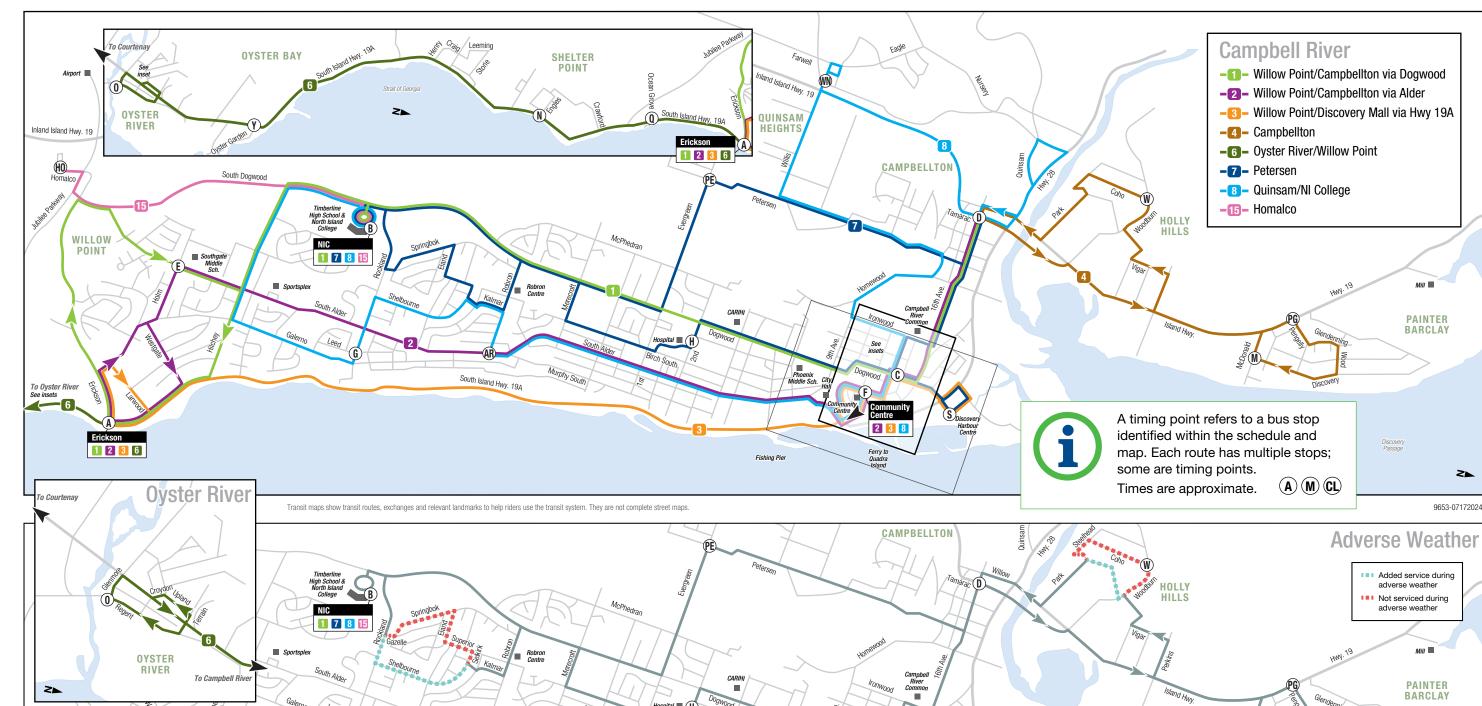
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## **Guide Dogs and Service Dogs**

BC Transit welcomes guide and service dogs on our buses for persons with disabilities in accordance to the Guide Dog and Service Dog Act (GDSDA) and the BC Human Rights Code. You will not be asked to provide GDSDA certification; however, when coming on board with a guide dog or service dog, the dog must be on leash or wearing a harness and not occupy a seat. Emotional Support or Therapy dogs are not covered under the GDSDA, therefore, they are not permitted on BC Transit vehicles. Guide and/or service dogs are expected to be non-disruptive and nonaggressive while on board the vehicle.

## Safety

### The Bus is a Safe Place

Transit drivers can contact local police, ambulance and other emergency services. Transit drivers are also trained to assist a child or adult in need. Tell the driver if you are concerned about your safety.

BC Transit's safety and security practices uphold the British Columbia Transit Act and the B.C. Motor Vehicle Act.

### Be Safe and Be Seen

Sometimes it is difficult for transit drivers to see you at bus stops, especially along unlit roads. Wear light coloured clothing, wear a reflective strip, and use a flashlight or use the light from your mobile phone to signal the driver that you are at the stop.

### Request-a-Stop

Customers who feel that their personal safety is at risk can ask their driver to stop between regular bus stops. Ask your transit driver at least one bus stop ahead of where you wish to get off. You will be let off at a safe location closest to your request. Please contact your local transit office for details and any time restrictions.

## Accessibility

### **Courtesy Seating**

BC Transit serves everyone on a first-to-board basis. Courtesy seating is the front accessible area of the bus and is especially vital to:

- · customers who use scooters, wheelchairs, pediatric strollers or other mobility aids
- · customers with a disability or mobility issue
- · customers with baby strollers

Your mobility aid must not exceed 2 feet by 4 feet (61 cm by 122 cm). If your mobility aid is larger, please contact your local transit office for an assessment.

Mobility aids include scooters, wheelchairs, baby strollers and pediatric strollers.

## **Baby Strollers**

- · should be collapsible
- must be kept clear of the aisles
- must be positioned in an unoccupied wheelchair location with the brakes set
- must be held on to at all times

When wheelchair positions are occupied or required by another customer or if the bus is not a low floor bus. please store your folded stroller between seats. Hold on to your child at all times.

## handyDART

handyDART is a door-to-door, shared transit service for people unable to take fixed-route transit. handyDART service is available within Campbell River from Painter Barclay to the north and to Oyster River to the south including Quinsam Heights and Holly Hills.

Customers must first register. Registration is free.

Hours of operation:

Monday to Friday: 7:30 a.m. - 6:00 p.m.

Saturday: 9:00 a.m. - 7:30 p.m. Sundays & Holidays: No Service

Office hours: Monday to Friday: 8:00 a.m. - 4:00 p.m.

## Booking a Trip:

You can book subscription trips for regular appointments and programs, or one-time trips, such as shopping or social visits. If your plans change, phone as soon as possible so we can schedule a trip for someone else.

When booking trips outside of normal office hours, please book 48 hours in advance.

Call 250-286-3278 for more information or visit bctransit.com, under Campbell River, handyDART.

## handyDART Fares

Single, one-way	\$ 2.00
Tickets (5)	10.00
Attendant	free

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**6 Oyster River** 

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Sunday

Transfer at Oyster River for connection to/from Courtenay and

Customers using wheelchairs or scooters, registered

travel with an attendant. Please let your transit operator

know if the person travelling with you is your attendant.

Attendants travel free and must board and exit at the

same stop as the customer requiring assistance and

The accessible features on a bus can only be safely

wheelchairs and scooters may board and exit from

the bus only at accessible bus stops. To check if a

stop is accessible, call 250·287·7433.

used at designated bus stops. Customers using

help to load and secure mobility aids on the bus.

Your driver will ensure that the securements are

handyDART customers or CNIB pass holders may

Comox. Additional fare applies unless using a Dual Pass. Contact Comox Valley Transit at 250·339·5453 for schedule information.

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2 Campbellton

**Use the online Transit Trip Planner** 

2 Willow Point

To help plan your trip visit bctransit.com

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16th and Inland Hwy 19	Discovery Harbour Centre	Campbell River Hospital	College and Timberline	Petersen and Evergreen	16th and Inland Hwy 19	or continuo
6:58	7:07	7:15	7:29	7:35	7:43	-
8:10	8:19	8:27	8:41	8:47	8:55	4
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11:40	11:49	11:57	12:11	12:17	12:25	4
		Sa	turday			
9:17	9:26	9:34	9:48	9:54	10:02	
10:30	10:39	10:47	11:01	11:07	11:15	4
11:40	11:49	11:57	12:11	12:17	12:25	4
		Sı	unday			
9:20	9:29	9:37	9:51	9:57	10:05	
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7 Pet	tersen				PM Lo	ор
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3 Dis	cover	y Mall	3 W	<b>Villow</b> via I	Point
		Monday t	to Friday		,
A	F	<u>(S)</u>	F	F	A
Erickson and S. Island Hwy 19A	Community Centre: Cedar and 11th		Community Centre: Cedar and 11th	Community Centre: Cedar and 11th	Erickson and S. Island Hwy 19A
p P S	Community Centre: Cec and 11th	ery e	Community Centre: Cec and 11th	im: 1# Ce	g pg 8d gg
icks Isla My 1	Commun Centre: C and 11th	Discovery Harbour Centre	omn entro	omu entre	icks Isla Ny 1
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11:00	11:15	11:22	11:27	11:30	11:43
12:00	12:15	12:22	12:27	12:30	12:43
1:00	1:15	1:22	1:27	1:30	1:43
2:30	2:45	2:52	2:57	3:00	3:13
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12:00	12:15	12:22	12:27	12:30	12:43
2:30	2:45	2:52	2:57	3:00	3:13
3:30	3:45	3:52	3:57	4:00	4:13
4:30	4:45	4:52	4:57	5:00	5:13

## Be Safe. Hold On. When the bus is in motion, hold on and keep your children

and parcels secure. If you are unsteady,

take the first available seat. Be a Partner in Safety.

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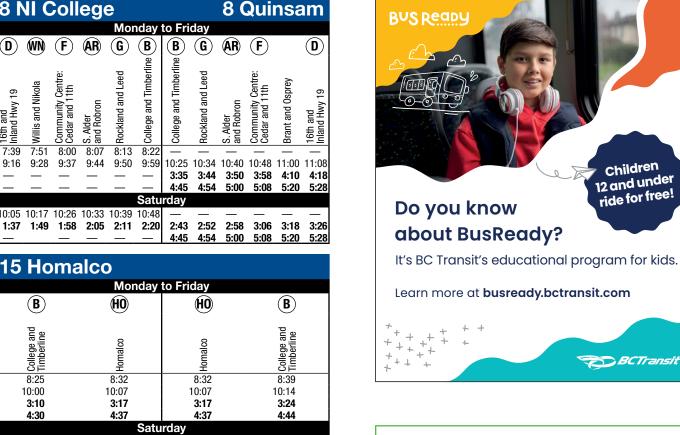
12 and under

ride for free!

**BCTransit** 

## **Safety Tips**

- Customers may board only at designated bus stops. Please do not put your safety at risk trying to board a bus that is in mid-traffic. While in traffic, your transit driver cannot safely let you on or off the bus.
- If you have difficulty boarding, please tell your transit driver that you need time to get to the
- Always use handrails and stanchions.



## **Courtesy Counts!**

Thank you for being courteous and respectful of your driver and fellow passengers.

- When the bus is full, please move to the back of the bus to accommodate as many passengers as possible.
- Do not stand in the doorways. This is for your safety and so customers can quickly enter and exit the bus.
- Seats are for customers, not bags, feet or wet umbrellas. Place and hold your bag on your lap or on the floor where it will not obstruct the aisles or other customers.
- Be mindful of your belongings as you walk through the bus – you may be accidentally bumping into other customers as you pass.
- Please keep your cell phone conversations at a reasonable sound level.

7 Pet	ersen				AM Lo	ор
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