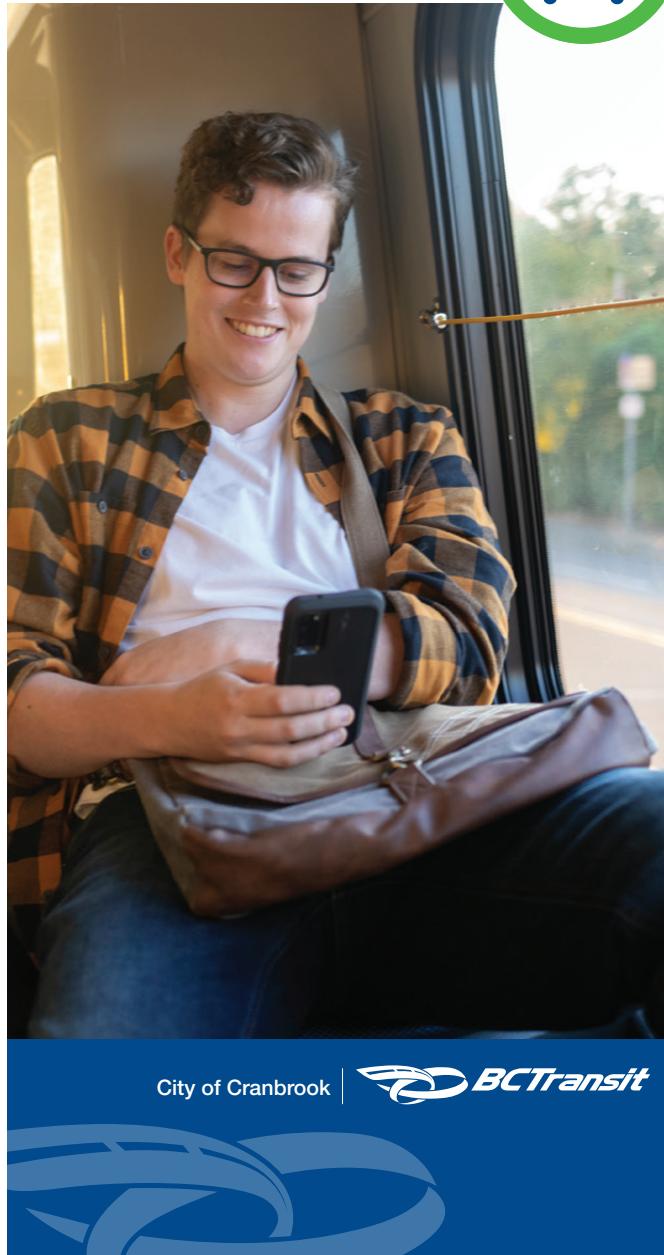


Cranbrook Transit

RIDER'S GUIDE

Effective December 1, 2024

Updated December 2025



City of Cranbrook | 

Post-Secondary Students

U-PASS gives all COTR students unlimited access on all Cranbrook Transit routes. The semester fee is mandatory for all full-time students. For more information, students should consult their student society office or visit www.cotr.bc.ca/student-services/

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.

Student Semester Pass

This pass is available to full-time Middle and High School students with valid ID. A Semester Pass is for a four month period: September-December, January-April, or May-August.

Student may be asked to show I.D. when boarding.

Riding the Bus

Priority Seating

Although BC Transit serves everyone on a first-to-board basis, priority seating is considered to be the front accessible area of the bus. Priority seating meets the needs of all transit customers, and is especially vital to:

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

Please be courteous and offer your seat.

Choose Your Payment Method and Go with Umo



Umo Customer Service Toll-Free
877-380-8181
bctransit.com/umo

Welcome Aboard

Funding for Cranbrook Transit is cost shared between the City of Cranbrook and BC Transit. Decisions on fares, routes and service levels are made by the City Council based on information and planning provided by BC Transit. Buses are operated by Keolis Canada.

About Your Transit System

Cranbrook Transit offers two kinds of service:

- fixed-route service to major destinations
- handyDART service for people unable to access fixed-route service

Contact

Transit Information 1-855-417-4636
Umo Customer Service 877-380-8181 (toll-free)
8 a.m. - 8 p.m., Mon-Fri (MST)
9 a.m. - 5 p.m., Sat-Sun (MST)

Lost & Found 1-855-417-4636
handyDART 1-855-417-4636

The Cranbrook office is open by appointment only, please call: 1-855-417-4636

Cranbrook Office Keolis Canada
708 Industrial Road 2
Cranbrook, BC V1C 4C8

Comments?

If you have suggestions or comments, contact the City of Cranbrook, #40 - 10th Avenue South, Cranbrook, BC V1C 2M8. Ph: 250-426-4211

Lost & Found 1-855-417-4636

If you find something on the bus, give it to the transit driver. Articles are kept for up to 14 days.

Holiday Service

Bus service does not operate on the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- B.C. Day
- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

Baby Strollers

As a parent or guardian you must hold on to the stroller at all times. Position the stroller with the brakes set. Keep your stroller clear of the aisles. The aisle is the width of the distance between the normal seats, not the width of the accessible area.

Strollers should be collapsible. When wheelchair positions are occupied or required by another passenger using a wheelchair or scooter, you may fold the stroller and move to another available seat, storing the stroller between the seats.

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.

Accessible Transit

All buses for the fixed-route service have low-floor buses. Low-floor buses have no entry steps and are equipped with a ramp. A 'kneeling' feature further lowers the entry level for passengers who have mobility difficulties. Call 1-855-417-4636 to arrange a demonstration of the bus.

Attendants

Customers using wheelchairs or scooters, registered handyDART customers or CNIB passholders may travel with an attendant. Please let your transit driver 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 help to load and secure mobility aids on the bus. Your driver will need to ensure that the secures are properly fastened.

Paying Your Fare

Go with Umo

It's your choice how to use Umo app or card. Buy passes or load a Cash Balance 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.

Umo 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.

DayPASS

A pre-purchased DayPASS is valid for one day of unlimited travel within the Cranbrook transit system. Pre-purchase a DayPASS through the app, online at ca.umopass.com, Umo's customer service line at 877-380-8181, or at a vendor location.

Transfer

A transfer allows for travel on the next connecting bus within 90 minutes of trip departure without incurring an additional fare.

- If paying with cash, please request a paper transfer from the bus driver at the time of payment and submit the transfer to your next driver upon boarding your second bus.
- An electronic transfer will be automatically applied to your Umo payment method. Please tap or scan your original Umo payment method on your second bus to continue to travel without incurring an additional charge.

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 aged 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.

Local Fares

subject to change

Cash and paper tickets and passes will continue to be accepted on board. Umo is currently not applicable to handyDART.

Fares

	Adult	Concession*
Children 12 and under	Free	
Single Ride**	\$ 2.25	\$ 2.00
DayPASS***	3.75	3.25
10 Rides	20.00	17.00
30-Day Pass	50.00	35.00

Student Semester Pass (4 months)

For Middle and High School students only. 112.00

*Concession fare valid for youth aged 13-18 and persons 65 and over with valid ID.

**Includes one local transfer within 90 minutes. If paying with cash, request a paper transfer from the driver at the start of your very first trip.

***A DayPASS can be pre-purchased for unlimited travel in a single day within the Cranbrook Transit System.

Umo Fares and Passes Outlets

* Student Semester Pass available

Leisure Services Desk, Western Financial Place*
1777 2nd Street N.

City Hall*
40 – 10th Avenue South

Subject to change. For an updated list of vendor locations, visit bctransit.com.

BE PART OF THE SOLUTION...

REUSE YOUR RIDER'S GUIDE.

Transit Info 1-855-417-4636

bctransit.com

13024

handyDART

handyDART is convenient, door-to-door, accessible transportation for people unable to access the fixed-route transit.

handyDART Tickets and Taxi Savers can be purchased on the handyDART bus.

When booking your trip and you require handyDART Tickets/Taxi Savers, inform the Head Office in Trail.

How to Register

Passengers must first register by phoning 1-855-417-4636. There is no fee for registration.

Registrants will be asked to provide their name, address, telephone number, date of birth, an emergency telephone number and any medical facts handyDART should be aware of. This information is kept confidential. Medical confirmation of your disability may also be required.

Hours of Operation

8:00 a.m. – 5:00 p.m. MST

Monday through Friday

Booking a handyDART Trip

Call between the following hours:

- Monday to Friday: 8:00am - 5:00pm MST
- Saturday, Sunday and Holidays: No Service

At all other times, an answering service will provide recorded information.

You can book subscription trips for regular appointments and programs, or one-time trips, such as shopping and social visits.

Cancelling a Trip

If your plans change, phone as soon as possible so we can schedule a trip for someone else.

handyDART Fares

One-Way Trip

Passenger and companion	\$3.00
Attendant (needed to help you travel)	Free

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