



A message from Erinn Pinkerton, President and CEO

May 21, 2020

Dear BC Transit customers,

All across our province, whether in our urban centres or our rural communities, you have come to rely on BC Transit to get you where you need to be, as safely and efficiently as possible. The safety of our customers and our operators has always been paramount, and during these times, we are extremely proud to be able to provide transportation that has enabled our frontline workers to get to their essential jobs.

As restrictions begin to lift across the province and select sectors open back up, we recognize that more people may be choosing transit to get to work and to appointments. Following the guidance of the Provincial Health Office and WorkSafeBC, and drawing on the best practices of the transit industry worldwide, we implemented measures on our buses to respond to COVID-19, and have put a plan together to align with BC's Restart Plan.

Working together

When travelling with BC Transit, we respectfully ask that you keep the safety of your fellow passengers, and of the operator, in mind and they, in turn, will do the same. When boarding the bus, please move to an open space if available.

We encourage customers to bring a face covering with them when travelling. When physical distancing is not possible, we encourage the use of face coverings on board and at bus stops for everyone's mutual protection. Please practice proper hand hygiene and stay home if you are unwell.

On-board procedures to support B.C.'s economic restart

We want you to feel confident when choosing BC Transit and as such, we have several measures in place, including keeping the buses at a comfortable load. This may mean that, at times, you are passed up for your trip up due to limited capacity. We thank you for your patience and understanding in these situations and encourage you to use NextRide to check your bus's capacity, if available in your community.



As of June 1, 2020, we will be resuming front door loading and fare collection. Once this is in effect, we ask that you please enter only at the front and exit only at the rear door to create one-way flow. An exception will be made for customers with mobility aids to exit through the front of the bus. Protective barriers have been installed to protect both you and our operators, and a red line has been placed near the front of the bus to stand behind.

Enhanced cleaning and sanitization

BC Transit has enhanced our cleaning and sanitization practices during this time, and that will continue during Phase 2 of BC's Restart Plan. Measures in place include daily cleaning of high touch areas on all buses, weekly sanitization of buses and daily sanitization of buses in our handyDART fleet. Our operators are each equipped with their own personal sanitization equipment as well.

Moving forward

When putting proactive measures in place, every decision is made with the safety and well-being of our customers and our employees at the forefront. We strive to provide service on which you can rely, now and into the future. To view our plan, and for up-to-date information on the measures in place to protect you and to keep you moving, please visit our website at bctransit.com/COVID19.

Wherever your travels may take you, we thank you for your continued trust and support in public transit.