

Port Alberni Transit

RIDER’S GUIDE

Effective September 2, 2025



City of
Port Alberni





Welcome Aboard

Your local transit system runs seven days a week. Buses serve the City of Port Alberni.

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 the Port Alberni Transit system is cost shared between the City of Port Alberni and BC Transit. Funding for the Alberni-Clayoquot handyDART system is cost shared between the Regional District of Alberni-Clayoquot and BC Transit.

Decisions on fares, routes and service levels are made by the City Council and the Regional District Board 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	
Customer Information	250-723-3341 Monday to Friday 8:00 a.m. - 4:00 p.m.
Umo Customer Service	877-380-8181 (toll-free) 7 am - 7 pm, Monday - Friday 8 am - 4 pm, Saturday and Sunday
Lost and Found	250-723-3341
handyDART	250-724-1311 Monday to Friday 8:00 a.m. - 5:00 p.m.
Web	bctransit.com
Address	3701 – 4th Avenue Port Alberni, BC V9Y 4H7

If you have comments about service in general or suggestions for improvements, contact:

City of Port Alberni
4850 Argyle Street
Port Alberni, BC V9Y 1V8
Phone: 250-723-2146

Holiday Service 2024		
New Year’s Day	Jan. 1	Sunday
Family Day	Feb. 19	Sunday
Good Friday	Mar. 29	Sunday
Easter Monday	Apr. 1	Sunday
Victoria Day	May. 20	Sunday
Canada Day	Jul. 1	Sunday
B.C. Day	Aug. 5	Sunday
Labour Day	Sep. 2	Sunday
Day for Truth and Reconciliation	Sep. 30	Sunday
Thanksgiving Day	Oct. 14	Sunday
Remembrance Day	Nov. 11	Sunday
Boxing Day	Dec. 26	Sunday
There is no service available on Christmas Day.		
Subject to change. Check online at bctransit.com for special event service.		

Fares and Passes Outlets

Umo Umo fares and passes are available for purchase

- City Hall **Umo** 4850 Argyle Street
- Echo Centre **Umo** 4255 Wallace Street
- PW Transit Ltd. (Paper tickets not available) **Umo** 3701 – 4th Avenue
- North Island College **Umo** 3699 Roger Street (college passes only)

Paper tickets 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.



Do you know about BusReady?

It's BC Transit's educational program for kids.

Learn more at busready.bctransit.com



Children 12 and under ride for free!

permitted on BC Transit vehicles. Guide and/or service dogs are expected to be non-disruptive and non-aggressive 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*.

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.

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, use a flashlight, or use the light from your mobile phone to signal the driver that you are at the stop.

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 that 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

Fares		Subject to change
Cash and paper tickets and passes will continue to be accepted on board. Umo is currently not applicable to handyDART.		
Drivers do not carry change. If paying with cash, please have the exact fares ready before you board the bus.		
Local Fares		
Children 12 and under		Free
Single Ride (<i>Available on-board</i>)		\$ 2.00
DayPASS (<i>Available on-board</i>)		*4.00
Tickets (10)		18.00
Adult 30-Day Pass		48.00
Concession 30-Day Pass		**25.00
Semester Pass***		100.00
* 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 and persons 65 and over.		
*** For students in full-time attendance at a recognized post-secondary school only.		

handyDART	
Registered user	\$ 2.00
Attendant	free

Choose Your Payment Method and Go with Umo



bctransit.com/umo

Umo Customer Service
Toll-Free 877-380-8181



Transit Info 250-723-3341
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 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.

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.

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.

Riding the Bus

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.

Flagging the Bus

Some rural community systems do not have physical bus stops. In these communities, customers “wave” a bus down on designated roads.

When you want to flag the bus, find a safe location along the route and wave at the bus. A safe location is one where visibility is good and where the bus can easily pull off the road, such as a driveway.

The driver may not be able to safely stop for you if the posted speed limit exceeds 60km/hr.

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.

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

- 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.

Accessible Stops

The accessible features on a bus can only be safely used at designated bus stops. These stops are identified by a white and blue decal featuring the International Symbol of Access. Customers using wheelchairs and scooters may board and exit from the bus only at accessible bus stops. To check if a stop is accessible, call 250-723-3341.

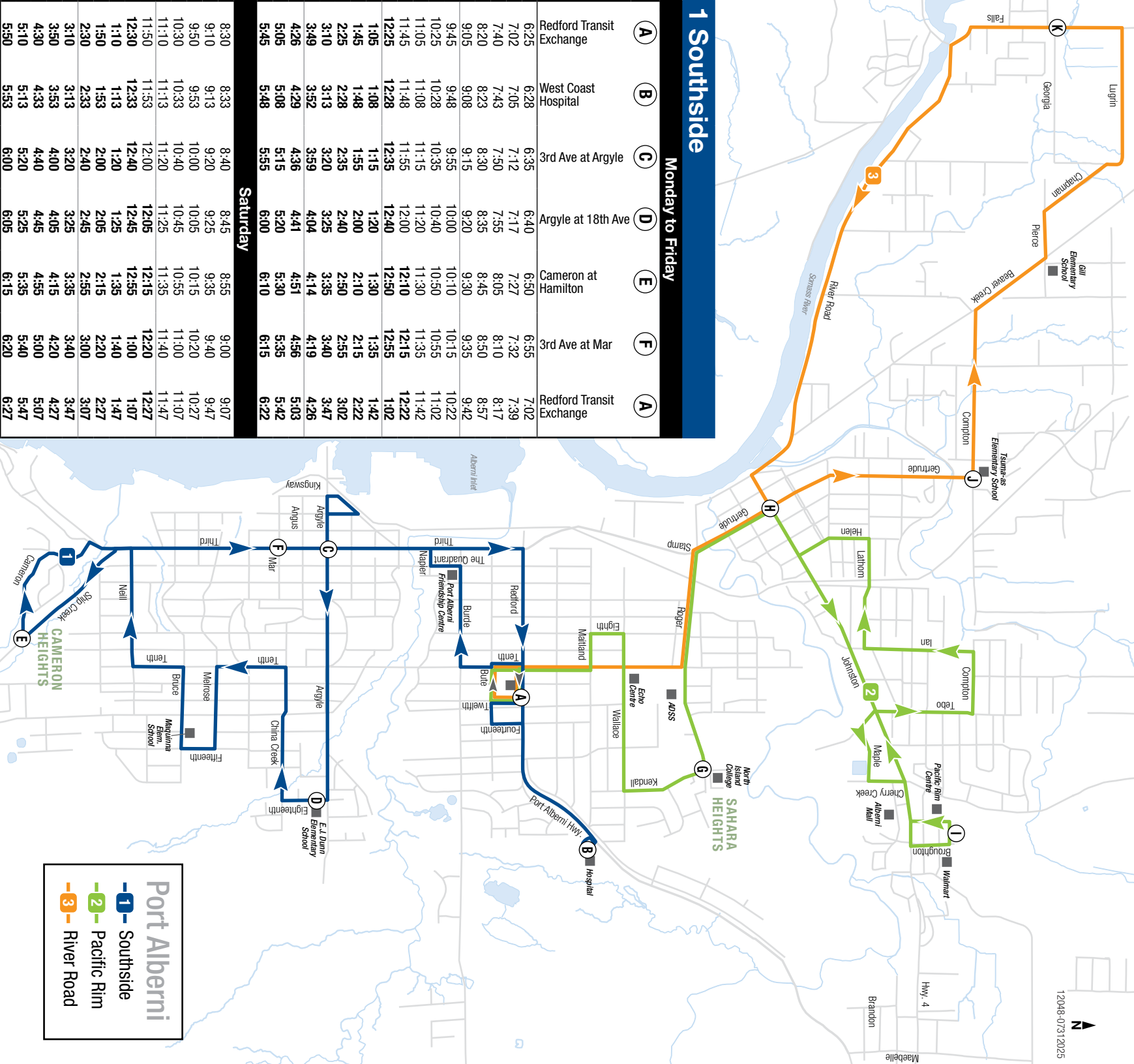
handyDART	
handyDART is a door-door, shared transit service for people unable to take fixed-route transit. Customers must first register. Registration is free.	
Hours of operation:	
Monday to Friday: 8: 00 a.m. - 5:00 p.m.	
Sunday: 8:30 a.m. - 12:30 p.m.	
Saturdays & Holidays: No Service	
Office hours: Monday to Friday: 8:00 a.m. - 5:00 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.	
Call 250-724-1311 for more information or visit bctransit.com , under Port Alberni, handyDART.	
handyDART	
Registered user	\$ 2.00
Attendant	free

Attendants

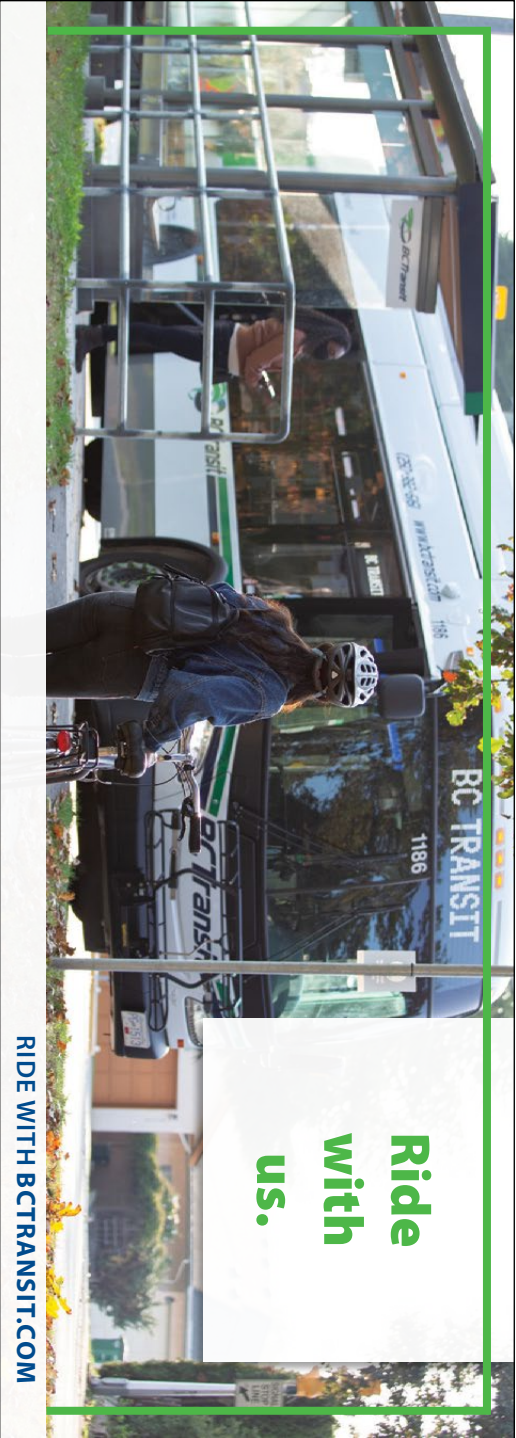
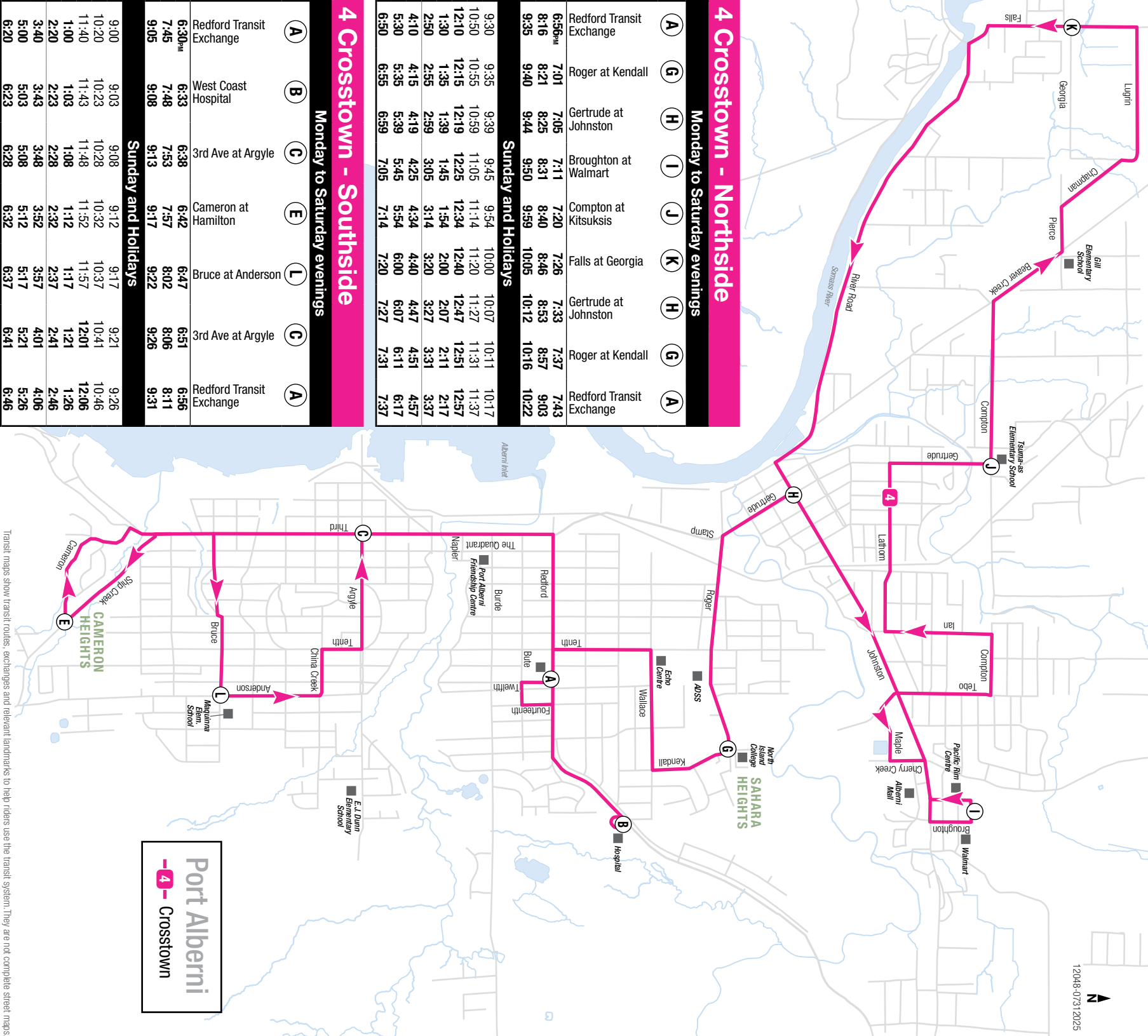
Customers using wheelchairs or scooters, registered handyDART customers or CNIB pass holders may travel with an attendant. Please let your transit operator know if the person travelling with you is your attendant. Attendants travel free and must board and exit at the same stop as the customer requiring assistance and help to load and secure mobility aids on the bus. Your driver will ensure that the securements are properly fastened.

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Weekday Routes



Evening, Sunday and Holiday Routes



Rider's Info
bctransit.com

Visit **Rider's Info** and learn more about:

- Transit travel tips
- Safety guidelines
- How-to-ride videos

Be Safe. Hold On.

When the bus is in motion, hold on and keep your children and pets secure.

If you are unsteady, take the first available seat.

Be a Partner in Safety.