

Shuswap Regional Transit

RIDER'S GUIDE

Effective January 6, 2025
Updated April 2025



City of Salmon Arm
Columbia Shuswap
Regional District
Adams Lake Indian Band



Welcome Aboard

There are three kinds of transit service:

- Fixed-route local service provides scheduled service to major destinations and residential areas in the Salmon Arm area
- Fixed-route regional service provides scheduled service once a week to Enderby, White Lake, Blind Bay, Eagle Bay and Sorrento.
- handyDART is shared, door-to-door, accessible transportation for people unable to use regular scheduled service, within city limits.

About Your Transit System

Funding for Shuswap Regional Transit is cost shared between the City of Salmon Arm, the Columbia Shuswap Regional District, Adams Lake Indian Band and BC Transit. Decisions on fares, routes and service levels are made by the City Council and the District Board based on information and planning provided by BC Transit. Buses are operated by TransDev Ltd.

Contact

Transit Information	250-832-0191
Web	bctransit.com
Lost and Found	250-832-0191
handyDART	250-832-0191
Office hours	8:30 a.m. – 3:30 p.m. Monday to Friday Closed 12:00–1:00 p.m.
Address	#3 481 7th St, SW Salmon Arm, BC

If you have suggestions or comments, contact the City of Salmon Arm, Box 40, Salmon Arm, BC V1E 4N2
Phone 250-803-4000.

Holiday Service

Transit service will 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
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

Subject to change. Check online at bctransit.com for special event service.

Fares

all fares subject to change

Cash

Adult	\$ 1.50
Student/Senior*	1.25
Child, 12 and under	Free

Tickets (10)

Adult	13.50
Student/Senior*	11.25

Day Pass

Adult	3.75
Student/Senior*	3.00

Monthly Pass

Adult	45.00
Student*	25.00
Senior*	36.00

* Reduced fare with valid I.D. for persons 65 or over and students in full-time attendance to Grade 12, and post secondary schools.

Ticket & Pass Outlets

- City Hall
- Askew's Foods – tickets only

Regional Service

One zone	1.75
Each additional zone	0.50
Zone 1: From Salmon Arm to Tappen, including Sunnysbrae	
Zone 2: From Tappen to Sorrento, including Blind Bay	
Zone 3: From Blind Bay to Eagle Bay	
Zone 4: Defined portion of Electoral Area 'D', including Deep Creek and Silver Creek	

BE PART OF THE SOLUTION...
REUSE YOUR RIDER'S GUIDE.

Transit Info 250-832-0191
bctransit.com

This guide is printed on environmentally responsible paper.

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Pass Programs

Tax Exemption

You do not pay tax when you purchase your transit fare. Transit fares are exempt from federal and provincial tax.

Government of BC Bus Pass Program

An annual bus pass is available for low-income seniors and persons with disabilities, providing unlimited access on any scheduled BC Transit bus. For more information see www.gov.bc.ca/buspassprogram or call: 1-866-866-0800.

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.

Riding the Bus

Bikes and Scooters

Bike racks are designed to assist longer commutes. Instructions are posted on the bike racks. Bike racks on a Community Bus can only be used during daylight hours as bikes can block the headlights.

Lost & Found 250-832-0191

If you find something on the bus, give it to the transit operator. Articles are kept for up to 90 days.

Courtesy Seating

Although BC Transit serves everyone on a first-to-board basis, courtesy seating is considered to be the front accessible area of the bus. Courtesy 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.

Your mobility aid must not exceed 2 feet by 4 feet (24" by 48" or 61 cm by 122 cm). If your mobility aid is larger, please contact your local transit office for an assessment.

handyDART

handyDART registration and bookings:
250-832-0191

handyDART is convenient, shared, door-to-door, accessible transportation for people unable to use regular scheduled service and who live within city limits. People must first register. There is no fee for registration.

handyDART service operates Monday to Friday
8:00 a.m. – 4:00 p.m.

Registrants need to provide their name, address, phone number, date of birth, an emergency contact and any medical facts handyDART should be aware of, including the use of any special equipment (walker, wheelchair, cane, scooter). This information is kept confidential.

Booking a Trip

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

Guidelines

Be ready to travel ten minutes ahead of your scheduled pickup time. The driver can only wait a few minutes past your pickup time.

If you are using a wheelchair, be sure it is equipped with a lap belt.

handyDART Fares

One-way trip	\$ 1.75
10 Tickets*	17.50

*Can be purchased from the office or the handyDART drivers.

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 ensure that the securements are properly fastened.

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

Be Safe, Be Seen

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

Request-a-Stop

After dark, customers who feel that their personal safety is at risk, can ask their driver to stop between regular bus stops. Ask at least one bus stop ahead of where you wish to get off. You will be let off as close to your request as safely possible. For safety reasons, leave by the front doors. Customers using wheelchairs must use designated wheelchair-accessible bus stops.

Bus Stops in Rural Areas

Some rural community systems do not have physical bus stops. Only in these situations can customers 'wave' a bus down on designated roads. Contact your local transit office to see if this service is available in your area.

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 same should apply when you want to get off the bus.

