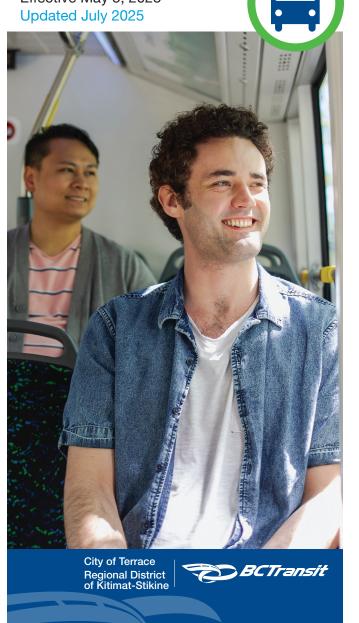
Terrace Regional Transit

RIDER'S GUIDE Effective May 5, 2025



Welcome Aboard!

Your local transit system runs six days a week. Buses serve the City of Terrace and the Regional District of Kitimat-Stikine.

Fixed-route service – scheduled service to major destinations and residential areas within Terrace. Low-floor buses make it easy for everyone.

Regional service – service provided by Skeena Regional Transit.

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 Terrace, the Regional District of Kitimat-Stikine and BC Transit.

Decisions on fares, routes and service levels are made by the Terrace 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, regional district and provincial funding.

Contact Terrace Transit

Customer Information 250-635-2666 Umo Customer Service 877-380-8181 (toll-free)

> 7 a.m. - 7 p.m., Mon-Fri 8 a.m. - 4 p.m., Sat-Sun

Mon-Fri: 7:30 a.m. to 4:30 p.m. Lost and Found

Sat: 9:00 a.m. to 3:00 p.m. 5130 Park Avenue

Terrace, BC V8G 5S7 handyDART 250.635.2666 bctransit.com

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

Terrace Transit

Address:

City of Terrace, Finance Department at www.terrace.ca

or phone 250.638.4700.

Skeena Regional Transit

Regional District of Kitimat-Stikine 300-4545 Lazelle Avenue Terrace, BC V8G 4E1 Ph: 250-615-6100

Skeena Regional Transit is jointly planned and funded by Northern Health, the Regional District of Kitimat-Stikine, the District of Kitimat, the City of Terrace and the Haisla, Kitselas and Kitsumkalum First Nations in partnership with BC Transit. Service is operated by Keolis Canada.

Contact Skeena Regional Transit

Terrace 250-635-2666

SM

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Outside Terrace 1.877.632.4449

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11 Kitimat-Terrace Connector

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Skeena Regional Transit

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	Monday to Friday											
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Terrace: Skeena Mall	Ksyen Regional Hospital	Feeney and Cramer (Superstore and Walmart)	Gitaus Firehall	Gossen Subdivision	Otter and Copper River Rd.	Lowrie and Queensway	Otter and Copper River Rd.	Gossen Subdivision	Gitaus Firehall	Feeney and Cramer (Superstore and Walmart)	Ksyen Regional Hospital	Terrace: Skeena Mall
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4:43	4:50	4:53	_	_	_	5:02	5:15	5:20	5:25	5:48	5:53	5:57

Additional Service

There is additional service between Terrace and Gitaus and Terrace and New Remo, on the 164 Hazeltons/Terrace. Check Hazeltons Transit.

Holiday Service

Service is not available on Sundays and the following holidays:

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

Subject to change. Check online at bctransit.com for special event service such as special Riverboat Days service on the Saturday of the B.C. Day long weekend.

handyDART 250-635-2666

handyDART is a door-to-door shared-ride service for people in Terrace or Thornhill unable to take conventional transit. All vehicles are accessible. Customers must first register. Registration is free.

Service Hours

Monday to Friday: 8:45 am - 5:30 pm Saturday: 9:00 am - 12:00 pm and 1:00 pm - 4:00 pm

Sunday and holidays: No Service

There are two types of service:

- · subscription trips once a week or more, for regular appointments
- one-time trips for other purposes such as shopping, social visits or recreational activities.

Booking a Trip

Phone 24 hours ahead. Same day requests may be accommodated. Phone during office hours or leave a machine message.

handyDART Fares

Passengers and companions	\$ 2.00
Attendants (needed to help you travel)	Free
Tickets (book of 20)	\$ 36.00
Available at City Hall and PWTransit office.	

Inter-Regional Transit

Hazeltons Regional Transit

Service between Terrace and Hazeltons. Additional service between Terrace and Gitaus and Terrace and New Remo.

Skeena Regional Transit Fares

Kitimat to Kitamaat Village & Cable Car

\$2.00

\$1.75

free

Terrace to Kitsumkalum, New Remo,

\$1.75

including any location within Kitimat and Terrace

\$4.00

\$3.75

Hazeltons Transit Route 164 provides service between Terrace and Kispiox Tuesday, Thursday

The routes are part of the Province of B.C.'s Highway 16 Transportation Action Plan.

Umo is not available in the Hazeltons Transit System. For more information, visit bctransit.com/Hazeltons or **bctransit.com/highway-16** or call 1.888.935.2666

*Concession fare valid for youth aged 13-18, persons 65 and over, and full-

Single Ride

Gossen Creek, Jack Pine Flats, **Copper River Estates & Gitaus**

Terrace-Kitimat Connector

time post-secondary students with valid ID.

164 Hazeltons/Terrace

and Saturday. One-way fare is \$5.

Skeena Umo Fares and

District of Kitimat Municipal Offices

Subject to change. For an updated list of vendor

Passes Outlets Coast Mountain College

Tamitik Arena

Riverlodge

Terrace City Hall

locations, visit bctransit.com

Single Ride \$2.00

10 Rides

\$18.00

\$15.75

10 Rides

\$18.00

\$15.75

10 Rides

\$36.00

\$34.00

30-Day Pass

30-Day Pass

\$44.00

\$33.00

\$44.00

\$33.00

\$65.00

\$50.00

Single Ride

Adult

Adult

Adult

Concession*

Concession*

Child, 12 and under

Child, 12 and under

Concession*

Child, 12 and under

Provided by Hazeltons Regional Transit Visit bctransit.com/Hazeltons

Transit Info 1.855.935.2666

NH Connections

NH Connections, a Northern Health program, contributes to the funding of the Skeena Regional Transit System. The program provides low-cost bus transportation to northerners needing to travel for healthcare services.

NH Connections offers service between Northern B.C. communities and to Vancouver and Prince George. For more information, call 1.888.647.4997.

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.

A transfer allows for travel on the next connecting bus within 90 minutes of trip departure without incurring an additional fare. A transfer issued is valid on any local routes in the Kitimat, Terrace, and Skeena transit systems, but it is not valid on 11 Kitimat-Terrace Connector and 164 Hazeltons/Terrace.

- 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.

Transit maps show transit routes, exchanges and relevant landmarks to help riders use the transit system. They are not complete street maps

Fares

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

subject to change

Local Fares Adult Concession* Children 12 and under Free Free Single Ride** \$ 2.00 \$ 1.75 10 Rides 18.00 15.75 30-Day Pass 44.00 33.00 College Semester Pass (4 months) 105.00

*Concession fare valid for youth aged 13-18, persons 65 and over, and full-time post-secondary students 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

Terrace Umo Fares and Passes Outlets

Terrace City Hall*

to handyDART.

- Coast Mountain College*
- Co-Op Gas Station

*College Semester Pass available.

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

Free Transit for Children 12 and Under

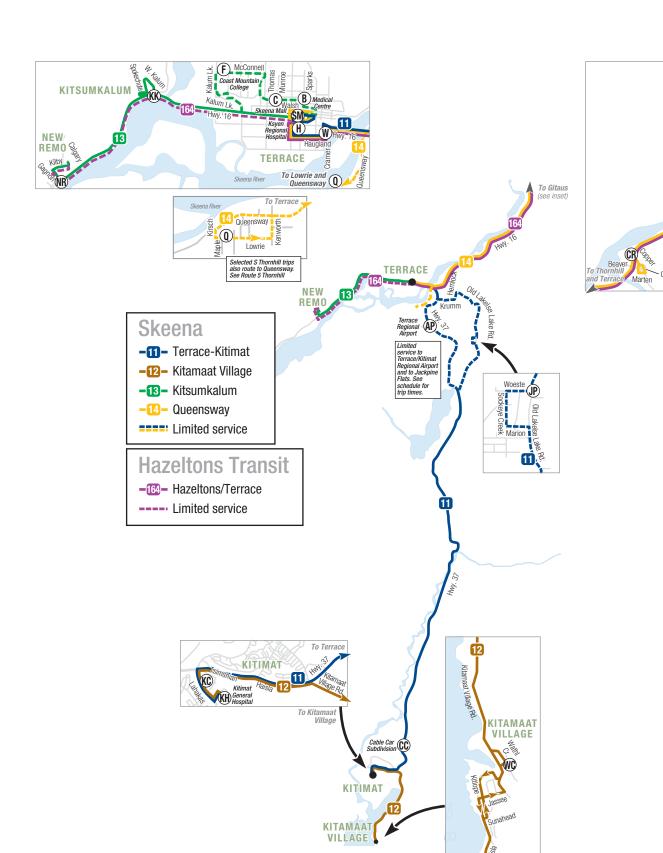
Children aged 6 to 12 ride conventional and handyDART buses for free, without requiring a fare product or identification.

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.

BE PART OF THE SOLUTION...

REUSE YOUR RIDER'S GUIDE.

Transit Info 250-635-2666 bctransit.com



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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.

Bikes and Scooters

Most bikes can be accommodated on BC Transit buses. If you're considering travelling by bike and transit, instructions are posted on the bike racks.

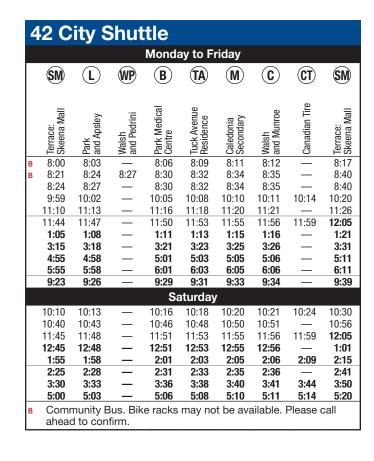
Before your bus arrives, make sure that saddlebags, antennas, child carriers or any other item that could interfere with the driver's vision are removed from the bike.

Bike racks on community buses can only be used during daylight hours. Bikes block the headlights.

Visit *Rider Info* at bctransit.com for an instructional video.

4	1 Halli	well		To Sk	eena Mall
		Мо	nday to Frid	ay	
	F	G		B	SM
	Coast Mountain	Twedle	Terraceview	Park Medical	Terrace:
	College	and Munroe	and Munthe	Centre	Skeena Mall
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	8:55	8:59	9:02	9:06	9:10
	9:55	9:59	10:02	10:06	10:10
	10:55	10:59	11:02	11:06	11:10
	12:05	12:09	12:12	12:16	12:20
	1:05	1:09	1:12	1:16	1:20
	2:15	2:19	2:22	2:26	2:30
B	4:25	4:29	4:32	4:36	4:40
B	5:25	5:29	5:32	5:36	5:40
B	6:31	6:35	6:38	6:42	6:46
	9:08	9:12	9:15 Saturday	9:19	9:23
	10:45	10:49	10:52	10:56	11:00
	11:45	11:49	11:52	11:56	12:00
	12:55	12:59	1:02	1:06	1:10
	1:55	1:59	2:02	2:06	2:10
	3:05	3:09	3:12	3:16	3:20
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В	Community ahead to co		cks may not b	e available. Pl	ease call





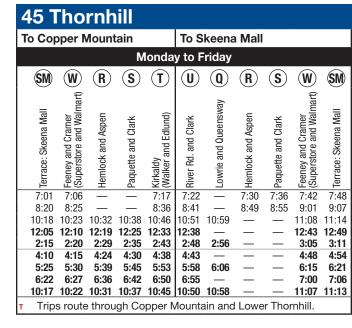
Service Notes

Coast Mountain College has service from **41 Halliwell** and **46 College Express**.

Queensway has service from Terrace Transit; route **45 Thornhill**, and Skeena Regional Transit; route **14 Queensway**.

Monday to Friday										
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44 Northside										
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4	6 Co	llege	Ехрі	ress						
			Mond	ay to Fri	day					
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	Terrace: Skeena Mall	Park Medical Centre	Walsh and Munroe (Skeena Middle)	Mountain Vista and Floyd	Coast Mountain College	Walsh and Munroe (Skeena Middle)	Terrace: Skeena Mall			
	7:54	7:57	8:00	8:07	8:10	8:15	8:19			
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C C	6:15 8:52	6:18 8:55	6:21 8:58	6:28 9:05	6:31 9:08	_	_			
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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.

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.

Signal Your Bus

In some rural communities that do not have physical bus stops, customers can "wave" down the bus from a safe location. A safe location is one where visibility is good and where the bus can easily pull off the road.

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

As this service operates primarily on the highway where the posted speed limit exceeds 60km/hr, it is **strongly recommended** that customers use designated bus stops.

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.



