

# Cranbrook Transit

## RIDER'S GUIDE

Effective September 5, 2023

Updated March 2024



City of Cranbrook | BCTransit

## 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 NextGen Transit Inc.

## 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  
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 NextGen Transit Inc.  
125-C Slater Road  
Cranbrook, BC V1C 4M4

## 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



Transit Info 1-855-417-4636  
bctransit.com

## Pass Programs

### 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.

### 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/](http://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](http://www.gov.bc.ca/buspassprogram) or call 1-866-866-0800.

### Student Semester Pass

This pass is available to Mount Baker High School students only, with valid student I.D. 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.



## 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

<b>One-Way Trip</b>	
Passenger and companion	\$3.00
Attendant (needed to help you travel)	Free

## Health Connections

### Service to Elk Valley, Columbia Valley, Creston and Kimberley

Health Connections is a transit service providing communities with accessible transportation options to access non-emergency medical appointments. Although medical appointments have priority, everyone is eligible to use this service if space is available.

Service is available to any community along the route. You must phone 24 hours ahead to arrange your trip. Transit staff will let you know the location and time of pick up.

When scheduling medical appointments, let them know you will be using Health Connections.

Pick up a Health Connections flyer at any health facility or on board the bus. You can also visit [bctransit.com](http://bctransit.com) or phone 1-855-417-4636 for information about Health Connections in the following areas: Elk Valley, Columbia Valley, Creston and Kimberley.

## 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.

## 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](http://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 securements are properly fastened.

## Fares

subject to change

### Cash

Adult	\$ 2.25
Student/Senior*	2.00
Child, 12 and under	Free

### Tickets (10)

Adult	20.00
Student/Senior*	17.00

### DayPASS

Adult	3.75
Student/Senior*	3.25

### Monthly Pass

Adult	50.00
Student/Senior*	35.00

### Student Semester Pass

For Mount Baker High School students only.	112.00
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\* Reduced fare with valid I.D. for persons 65 or over and students in full-time attendance to Grade 12.

## Transfers

Transfers are free, but will be issued only at the time a fare is paid. Transfers are valid for the next connecting bus and cannot be used for a return trip.

## Ticket & Pass Outlets

Western Financial Place,  
Leisure Services Desk, 1777 2nd Street N.  
City Hall, 40 – 10th Avenue South

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

BE PART OF THE SOLUTION...

REUSE YOUR RIDER'S GUIDE.

Transit Info 1-855-417-4636

[bctransit.com](http://bctransit.com)

This guide is printed on environmentally responsible paper.

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## 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 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.

## Be Safe, Be Seen

It can be 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.

## 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.



