

# Squamish Transit

## RIDER'S GUIDE

Effective June 12, 2023  
Updated January 2024



## Welcome Aboard

Your local transit system runs seven days a week. Buses serve the Squamish area.

**Fixed-route service** – scheduled service to major destinations and residential areas. Low-floor, wheelchair accessible 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, available on weekdays.

## About Your Transit System

Funding for your local transit system is cost shared between the District of Squamish and BC Transit. Decisions on fares, routes and service levels are made by the District of Squamish based on public feedback and information provided by BC Transit. Buses are operated by Diversified Transportation Ltd.

Operating costs are met by a combination of farebox revenues and joint local and provincial funding.

## Contact Information

|                      |  |
|----------------------|--|
| Customer Information | 604-892-5559   |
| Umo Customer Service | 877-380-8181 (toll-free)<br>7 am - 7 pm, Mon-Fri<br>8 am - 4 pm, Sat-Sun |
| Lost and Found       | 604-892-5559   |
| handyDART            | 604-892-3567   |
| Web                  | bctransit.com<br>www.squamish.ca   |
| Address              | 38928A Production Way<br>Squamish, BC V8B 0K4                            |

If you have comments about service in general or suggestions for improvements, contact: District of Squamish, 37955 2nd Avenue, PO Box 310, Squamish, BC V8B 0A3  
Phone 604-892-5217  
Email info@squamish.ca

## Holiday Schedule

Sunday service is available on the following holidays:

- New Years 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

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

## Fares and Passes Outlets

- Umo** Umo fares and passes available for purchase.
- Municipal Hall, 37955-2nd Avenue **Umo**
  - Brennan Park Recreation Centre, 1009 Centennial Way **Umo**
  - Walmart (passes only), 39210 Discovery Way
  - The 55 Activity Centre (handyDART tickets available), 1201 Village Green Way **Umo**
  - London Drugs, 40282 Glenalder Pl. **Umo**

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

## handyDART

handyDART is a door-to-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: 7:00 a.m. to 4:30 p.m.  
\*Saturday to Sunday: 9:00 a.m. to 4:30 p.m.  
Holidays: No Service

\*All bookings for weekend service will be cut off at 3 p.m. on Friday. Customers will be unable to book same day trips over the weekend.

handyDART fare or a one-way trip is \$1.75.

Call 604.892.3567 for more information or visit bctransit.com, under Squamish, Rider Info, handyDART.

## 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 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.

## Pass Programs

### Post-Secondary Students

Adult students in full-time attendance at a recognized post-secondary school can travel on a Student Monthly Pass/30-Day Pass. Simply show the bus driver your valid student ID card when you swipe your pass or scan or tap your Umo payment method at the time of boarding.

### 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.

### 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.

### 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.

## Fares

subject to change

Fare products are being updated to support electronic payment options including the Umo Mobility app and reloadable Umo card. Umo is currently not available for handyDART.

## Local Fares

|                          |               |
|--------------------------|---------------|
| Children 12 and under    | Free          |
| Single Ride              | \$ 2.00       |
| DayPASS                  | 4.00*         |
| Tickets (10)             | 18.00         |
| Monthly Pass/30-Day Pass | 39.00/20.00** |
| 120-Day Semester Pass*** | 80.00         |

## handyDART

|                                    |      |
|------------------------------------|------|
| Passenger/Companion (one-way trip) | 1.75 |
| Ticket book (5)                    | 8.75 |
| Attendant                          | free |

\* 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, persons 65 and over, and full-time post-secondary students with ID.

\*\*\* Semester Pass valid for students aged 13-18 and full-time post-secondary students with ID.

**Choose Your Payment Method and Go with Umo**

bctransit.com/umo  
Umo Customer Service  
Toll-Free 877-380-8181

Transit Info 604-892-5559  
bctransit.com

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## Riding the Bus

### Bike Racks

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.

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

### 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.

### Parcels

For safety reasons, please place and hold your luggage, bags, sports equipment and other belongings on your lap or on the floor where they will not obstruct the aisle or other customers. Hold your hockey sticks, snow boards, skis and poles (tips down) in front of you.

Do not bring combustible materials, such as wet-cell batteries, propane tanks or gasoline containers on the bus.

## Food and Beverages

To keep buses clean and safe, any food or drink you bring on board must be in a closed container that is spill-proof. Coffee and other beverages can be consumed on board provided the beverage is carried in a sturdy container with a lid that will prevent the liquid from spilling. Open alcohol is not permitted on the bus.

Take your garbage with you when you leave the bus. We appreciate your help keeping the bus clean.

## 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*.

### 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.



## Request-a-Stop

When it is 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. Please contact your local transit office for details and any time restrictions.

## 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.

## Transit Tips

Here are some courtesy and safety tips to keep in mind while travelling on the bus.



### Always

- ✓ plan to arrive at the bus stop a few minutes early
- ✓ have your correct fare ready before boarding
- ✓ take a seat as soon as possible after boarding
- ✓ hold on while the bus is in motion
- ✓ be a good neighbour – yelling or loud music on the bus can be distracting for the driver and other passengers

### Never

- ✗ stand in the street or sit on the curb when the bus approaches
- ✗ run after or hit the side of a moving bus
- ✗ allow your children to stand or kneel on the seat while riding the bus
- ✗ enter the street in front of or directly behind a stopped bus – make sure traffic can see you
- ✗ use offensive or abusive language on the bus

## Courtesy Counts!

Thank you for being courteous and respectful of your driver and fellow passengers.

- When the bus is full, please move to the back of the bus to accommodate as many passengers as possible.
- Do not stand in the doorways. This is for your safety and so customers can quickly enter and exit the bus.
- Seats are for customers, not bags, feet or wet umbrellas. Place and hold your bag on your lap or on the floor where it will not obstruct the aisles or other customers.
- Be mindful of your belongings as you walk through the bus – you may be accidentally bumping into other customers as you pass.
- Please keep your cell phone conversations at a reasonable sound level.

**BUS ready**

**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!**

BCTransit

