
SUBJECT: 2025 Transit Tariff Update

PURPOSE

The purpose of this report is to provide the Victoria Regional Transit Commission (the “Commission”) with an updated Victoria Regional Transit System Transit Tariff, which serves as the governing document for fare products and pricing within the Victoria Regional Transit System (“VRTS”). This report is presented to the Commission for **APPROVAL**.

BACKGROUND

The VRTS Transit Tariff is a public document that outlines the rules, terms and conditions for fare-related activities, and is updated as required with changes to fares. The Transit Tariff was last updated in 2016, and as such is out of date. The updated Transit Tariff includes the recent increase to fares in the VRTS that were implemented on April 1, 2025, as well as changes to fares and programs with the introduction of Umo.

DISCUSSION

Information in the Transit Tariff includes fare-related definitions, available fare products and their pricing, terms and conditions for use of fare products, and compliance with the tariff under applicable legislation. The 2025 Transit Tariff update attached within this report reflects all relevant fare updates that have occurred since the 2016 version was approved. These updates include:

- New Umo fare types
- Changes to the DayPASS fare
- Price increases with the Single Ride and DayPASS fare (effective April 1, 2025)
- Updates to the EcoPASS program

RECOMMENDATION

It is recommended that the Victoria Regional Transit Commission receive this report and **APPROVE** the update to the Victoria Regional Transit System Transit Tariff.

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Date Prepared: May 23, 2025

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Position: Vice President, Strategy, Planning
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Date reviewed: June 5, 2025

Victoria Regional Transit System Tariff

Effective June 17, 2025

Section I – Definitions

30-Day Pass means the pre-purchased Pass product that is equivalent in value to a fare when used in accordance with this tariff that allows for unlimited travel in the Victoria Regional Transit System for thirty (30) days from the date of first use.

Adult means a rider between the ages of nineteen (19) and sixty-four (64).

Attendant means those traveling on fixed-route services with a registered handyDART client, identified by a handyPASS issued by BC Transit, or riders in a wheelchair. Attendants are not required to pay a fare in these circumstances provided they board and alight at the same stop as the fare-paying rider and assist the rider in boarding and alighting.

Cash means coins or printed currency issued by the Government of Canada or Government of the United States. Exchange is not paid on U.S. currency.

Cash Balance means the electronic equivalent of cash that is stored on a rider's Account, or a Umo Card that is not registered and can be used as fare payment for transit services.

Child means a person who is twelve (12) years of age or under. Children ride for free on BC Transit services.

Concession Fare means the pre-purchased fare rate eligible for purchase and use by riders aged thirteen to eighteen or sixty-five and over.

DayPASS means the total daily amount assessed from a rider's Cash Balance that allows for unlimited travel within the day of purchase.

DayPASS (paper) means the slip of paper issued by a Transit Operator to a rider who has paid the DayPASS fare rate in Cash that allows the rider unlimited travel on the Victoria Regional Transit System on the day of purchase as indicated on the paper DayPASS.

Fare Inspection means the verification of a rider's fare payment status and may require presentation of Proof of Eligibility when using a Concession Fare Product.

Fare Paid Zone means the area on the bus where payment or presentation of a valid fare is required for travel.

Fare Payment means the process of paying with Cash or presenting a Umo account credential, in the form of an Umo app, Umo card or accepted external card, to the Umo reader upon boarding a bus.

Fare Product means any pre-purchased fare type that is used for travel on transit services.

Fare Program means the dedicated process of administration and specified Fare Product for use by specific groups of riders as defined by an agreement between an organization and BC Transit as made available in the Victoria Regional Transit System.

handyPASS means a photo identification pass issued to registrants of the Victoria Regional Transit System handyDART service used to identify riders that are qualified to travel with an attendant or to use Taxi Savers.

Insufficient Fare means the event of a rider not having a valid Fare Product or sufficient Cash Balance on their Account to pay the required fare when boarding a bus.

Pass means the pre-purchased pass product that is equivalent in value to a fare when used in accordance with this tariff.

Post-Secondary 30-Day Pass means the discounted 30-Day Pass available for purchase by Post-Secondary Students at the Post-Secondary Institution where a Post-Secondary 30-Day Pass Fare Program partnership exists with BC Transit.

Post-Secondary Institution means a post-secondary learning institution Registered and Accredited under the Private Career Training Institutions Act (PCTIA).

Post-Secondary Student means a full-time student enrolled in a participating registered learning institution. Full-time attendance is defined as a minimum of 20 hours per week in attendance at the institution for a minimum of three months.

Proof of Eligibility means the documentation that may be requested of the rider to demonstrate their eligibility for use of a Concession Fare Product including, but not limited to, a valid driver's license, passport, birth certificate or equivalent government-issued photo identification that indicates date of birth or a valid school identification that displays the rider's photograph, name and year of issuance.

Regular Fare means the full fare amount paid with Cash or Cash Balance paid by riders or the amount paid when paying for a pre-purchased Pass product by those riders who do not qualify for a Concession fare as defined herein.

Secondary School Student means a Youth attending a registered secondary school in the Victoria Regional Transit System that participates in a Universal Pass Program.

Senior means a person aged 65 years or older who is eligible for a Concession Fare provided they are able to provide Proof of Eligibility when requested.

Tickets means the pre-purchased sheet of ten single ride tickets.

Transit Operator means the BC Transit employee responsible for operating the bus.

Transit Supervisor means the BC Transit employee responsible for the safe and reliable delivery of public transit services.

Umo means the electronic fare collection technology platform owned by Cubic Transportation Systems and licensed by BC Transit.

Universal Pass Program means a Fare Program partnership between BC Transit and an eligible institution or organization whereby a fee is assessed per each eligible participant that grants unlimited access to BC Transit services to all participants within a defined term.

University Student means a full-time or part-time student at any of the University of Victoria, Camosun College or Royal Roads University.

Victoria Regional Transit Commission means the governing body of the Victoria Regional Transit System as defined within the BC Transit Act and the party responsible for approving the Victoria Regional Transit System tariff.

Victoria Regional Transit System means the fixed-route and handyDART transit services within the Greater Victoria region governed by the Victoria Regional Transit System and operated by BC Transit to which this tariff applies.

Youth means a person aged 13 to 18 who is eligible for a Concession Fare provided they are able to provide Proof of Eligibility when requested.

Section II – Fares

The following fares are effective April 1, 2025, as approved by the Victoria Regional Transit Commission in the meeting of September 10, 2024.

Fixed-Route Services

Fare Product Category	Child	Regular	Adult	Concession
Single Ride	Free	\$3.00		
DayPASS		\$6.00		
30-Day Pass			\$85.00	\$45.00

handyDART Services

Fare Product Category	Regular	Adult	Concession
Single Ride	\$3.00		
DayPASS	\$6.00		
10 Tickets	\$30.00		
30-Day Pass		\$85.00	\$45.00

Single Ride Fares

Single Ride fares can be paid for with Cash, Umo Stored Value, which must be submitted as exact fare only in Canadian or U.S. currency. Operators carry no change.

Tickets

Tickets are available for purchase at handyDART vendors in sheets of ten and are able to be used for fare payment on handyDART and fixed-route services. A valid ticket is equivalent in value to a Single Ride fare when used in accordance with this tariff.

Passes and Programs

Passes must remain in the possession of the bearer at all times while riding on the transit system, and in keeping with terms in Section III and VI.

i. DayPASS

Fixed-route transit riders utilizing Cash payments can deposit the DayPASS fare in exact change in the fare box and request a paper DayPASS from the transit driver to be retained for use throughout the day it was issued. Riders using the Umo app or card will automatically receive a digital DayPASS after their second Cash Balance payment of the day. For handyDART riders, a pre-purchased DayPASS can be purchased from a handyDART fare product vendor. DayPASS is valid for unlimited travel on all services of the Victoria Regional Transit System for one day only. A DayPASS is not transferable and not valid on the Cowichan Valley Express.

ii. Single Ride and DayPASS Token

Organizations may purchase Single-Ride and DayPASS paper tokens directly through BC Transit, valid for use in the Victoria Regional Transit System. The paper tokens are sold in sheets of ten, with each token activated upon usage. The tokens either grant the recipient a Single-Ride or DayPass fare. Tokens cannot be re-used and are non-transferable. Riders must retain the

DayPASS token to be used throughout the day in which the product was activated.

iii. **30-Day Pass**

An Adult or Concession 30-Day Pass is valid for unlimited travel on conventional transit service in the Victoria Regional Transit System for thirty (30) continuous days of travel after activation upon first use. A 30-Day Pass can be purchased in the Umo app, in-person at a BC Transit retail vendor, online at ca.umopass.com, or by calling Umo customer service.

iv. **Monthly Pass**

Adult and Concession Monthly Passes are available for handyDART riders and are valid on handyDART and conventional transit in the Victoria Regional Transit System for the duration of the calendar month stated on the Pass. Monthly Passes can be purchased from handyDART Fare Product vendors.

v. **Post-Secondary 30-Day Pass**

Post-Secondary Students registered for full-time attendance may purchase a Post-Secondary 30-Day Pass from their campus outlets under the terms and conditions established between these Post-Secondary Institutions and BC Transit. Riders using a discounted Post-Secondary 30-Day Pass must be prepared to demonstrate eligibility by displaying identification as defined in Section I and in keeping with terms of Section VI.

Eligible Post-Secondary Institutions may apply to BC Transit to sell Post-Secondary 30-Day Passes to qualifying students for an \$8.00 discount off the Adult 30-Day Pass price. Schools are not permitted to charge students any additional fees for these Passes. Only eligible Post-Secondary Students qualify for the purchase and use of the Post-Secondary 30-Day Pass.

Post-Secondary Institutions must apply to BC Transit and must be willing to administer the program and to ensure that Passes will only be sold to their students who are eligible. The Institution must be set up as a vendor to sell Post-Secondary 30-Day Passes. A Post-secondary Bus Pass Vendor Agreement will be initiated between BC Transit and the Institution. The agreement establishes reporting requirements, product limitations, and other requirements. A minimum of 10 Post-Secondary 30-Day Passes must be sold each month to maintain status on the program.

vi. **Cowichan Valley Transit System Zone B 30-Day Pass**

The Cowichan Valley Transit System Zone B Commuter Pass is a 30-Day Pass that is valid for unlimited travel on all services of the Victoria Regional Transit System except handyDART for 30 days from the date of first use. This Pass can be purchased in the Umo app, in-person at a Cowichan Valley BC Transit retail vendor, online at ca.umopass.com, or by calling Umo customer service.

vii. **Post-Secondary U-Pass**

This non-transferable University Student Pass is valid for unlimited travel on all services of the Victoria Regional Transit System including handyDART where issued to a full-time or part-time

University Student included in the U-Pass program through agreement with BC Transit. The funds received per student may include contributions from institutions as well as fees levied against students. U-Pass is not valid on the Cowichan Valley Express.

Further terms are identified in each Post-Secondary Institution-specific U-Pass agreement.

viii. **Youth U-Pass**

A Youth U-Pass program is available for schools, local governments, and First Nations in Greater Victoria to participate in. The Youth U-Pass program is not available to the public outside of an existing U-Pass program. Eligible youth receive their non-transferable Youth U-Pass through the applicable organization directly granting them unlimited travel in the Victoria Regional Transit System.

The Youth U-Pass is not valid on handyDART or on the Cowichan Valley Express.

ix. **Employer Buss Pass (ProPASS)**

This non-transferable Pass is valid for unlimited travel on all services of the Victoria Regional Transit System where issued to a permanent employee of an employer participating in the ProPASS program through agreement with BC Transit. ProPASS is not valid on the Cowichan Valley Express.

Effective	Annual Rate	Monthly Rate	Bi-weekly Rate
April 1, 2025	\$867.00	\$72.25	\$33.13

x. **EcoPASS**

This non-transferable Pass is valid for unlimited travel on all services of the Victoria Regional Transit System when issued to an eligible recipient. EcoPASS may have a term limit imposed upon the Pass, with the expiration occurring one year after redemption. EcoPASS may also grant enrolled participants access to a predetermined transit fund, granting them unlimited travel while funds remain available within the fund. EcoPASS is not valid on the Cowichan Valley Express.

xi. **Low-Income Transit Assistance Program**

The Low-Income Transit Assistance Program purchases discounted transit Passes and Umo tokens at a 2-for-1 rate through BC Transit directly. Fare products are provided to approved social support agencies operating within the Victoria Regional Transit System.

xii. **Refugee Bus Pass Program**

Through the Inter-Cultural Association of Greater Victoria new refugee families residing in the Capital Regional District can obtain a Pass that when redeemed grants them one year of unlimited transit access on conventional service in the Victoria Regional Transit System.

xiii. **BC Bus Pass Program**

The BC Bus Pass annual pass is valid for unlimited travel on all services of the Victoria Regional Transit System (with the exception of handyDART service) during the calendar year for which it

is issued. The pass is issued by the Government of British Columbia to eligible recipients through agreement with BC Transit and rates payable to BC Transit on behalf of the Victoria Regional Transit Commission are negotiated annually.

The pass is not transferable. Application for a BC Bus Pass or replacement Pass must be made to the responsible ministry of the BC Government. The government of BC has the authority to define eligibility and to set and amend the rates charged to the client to receive a pass or replacement pass.

xiv. **Canadian National Institute for the Blind (CNIB)/BC Transit Annual Pass**

The CNIB National Identification Card or BC Transit Blind Persons pass is valid for unlimited travel on all conventional and community bus services of the Victoria Regional Transit System excluding handyDART. The pass is available to medically blind persons as determined by the CNIB criteria.

xv. **War Amputee Annual Pass**

The War Amputee Pass is valid for unlimited travel on all services of the Victoria Regional Transit System including handyDART to members of the War Amputees of Canada Association. Passes are provided by BC Transit to the War Amputees of Canada Association which is responsible for issuance of the pass to eligible members.

xvi. **Passage for Postal Employees**

Postal Letter Carriers in uniform and/or displaying a letter carrying bag are eligible under the terms of the agreement between BC Transit and Canada Post to travel to or from their postal walk or postal station without payment of fare.

xvii. **Passage for Police**

Police Officers in uniform or upon presentation of a police identification badge, may board without fare on all services of the Victoria Regional Transit System.

xviii. **Complimentary Pass**

Complimentary Passes may be issued by BC Transit. A complimentary Pass is valid for travel on all services of the Victoria Regional Transit System for the period of use specified on the pass. Complimentary passes are not transferable.

xix. **BC Transit Employee Pass**

The Employee Pass is issued by BC Transit to employees and others specified by its collective agreements. It is valid for free unlimited travel on all services of the Victoria Regional Transit System.

Section III – Terms and Conditions

Requirement to Pay Fare

A person boarding a transit vehicle shall in the presence of a transit employee pay the fare required by this tariff or present proof of payment to the employee.

Fare Products and Proof of Payment Not Transferable

Except as permitted by this tariff, Fare Products and proof of payment are not transferable. No person shall use a Fare Product or proof of payment unless it is purchased for use at the proper fare.

Surrender of Passes

A Pass must remain in the possession of the bearer at all times while riding on the Victoria Regional Transit System. It must be submitted for inspection upon request by a Transit Supervisor along with Proof of Eligibility where required through use of a Concession Fare. If the Transit Supervisor feels the Pass is being fraudulently used, the Pass must be surrendered to BC Transit, or the Pass will be removed from the rider's Umo account. In these instances, full fare must be made and the circumstances reported to BC Transit.

Insufficient Fare

BC Transit reserves the right to refuse travel for insufficient fare.

Fare Dispute

In the event that a Transit Supervisor is not satisfied with the validity of a proof of payment, Pass, or identification demonstrating eligibility for discount fares, riders are required to pay the Regular Fare and appeal the circumstance to BC Transit.

Refusal of Transportation

BC Transit reserves the right to refuse to carry, or to remove any person who is sick, intoxicated, boisterous, disorderly or profane, refuses to tender correct fare, or who for any other reason may be offensive, dangerous or pose a health risk to the other passengers, or their property, the operator, or to the property of BC Transit, for the length of the service day.

Refusal of Transportation for an Indefinite Period

BC Transit reserves the right to refuse transportation for an indefinite period of time any person who poses a health or safety risk to other passengers, their property, any transit employee or the property of BC Transit. A person who has been refused transportation for an indefinite period of time may apply, in writing, to BC Transit for a review of the decision.

Refusal of Transportation for handyDART

Victoria Regional handyDART may suspend any registrant who is abusive to a transit employee or who persistently refuses to abide by safety rules.

Safety rules and other information for riders can be found at

<https://www.bctransit.com/victoria/riderinfo/handydart/>

Section IV – Compliance with the Tariff

In order to regulate and control the payment of fares and travel BC Transit may, from time to time, require passengers to receive and produce on demand such evidence of payment of a fare, or part thereof, place of boarding, entitlement to a reduced fare, or otherwise as BC Transit may deem expedient.

Public Safety and Protection of Property

No person shall damage, tamper with or remove any equipment or device on a transit vehicle. No person shall prevent or interfere with the operation of a transit vehicle. No person shall occupy any place in a transit vehicle not intended for public use. No person shall impede a transit employee in the operation of a transit vehicle.

According to the provisions of Order in Council 2191 Transit Conduct and Safety Regulations pursuant to the BC Transit Act persons contravening these stipulations upon conviction, are liable to a fine set or amended by the Government of BC.

Transit Conduct and Safety Regulation

BC Transit's safety and security practices uphold the *British Columbia Transit Act* and the *Motor Vehicle Act*. The British Columbia Transit Act states:

Where British Columbia Transit makes rules or posts signs on transit vehicles for the safety, good order, or convenience of persons while they are on, entering or leaving transit vehicle or other transit property, a transit employee may require, as a condition of allowing any person to enter or remain on the transit vehicle or transit property, that the person obey the signs or comply with the rules.

Where a person does not obey a sign or comply with the rules when required to do so by a transit employee, a transit employee may refuse that person permission to enter the transit vehicle or order that person to leave the transit vehicle.

According to the provisions of Order in Council 2191 pursuant to the British Columbia Transit Act failure to obey such instruction from a transit employee or fails to pay fare or present proof of payment commits an offense. Upon conviction, persons contravening these provisions are liable to a fine set or amended by the Government of BC.

Appeal

All complaints or inquiries concerning payment of fares, passes, compliance with the rules and regulations of this tariff should be addressed in writing only to:

General Manager
Victoria Regional Transit System
BC Transit
520 Gorge Road E
PO Box 9861
Victoria, B.C.
V8W 9T5