

# Campbell River Transit

## RIDER'S GUIDE

Effective April 1, 2020  
Updated June 2022



### Welcome Aboard

Your local transit system runs seven days a week. Buses serve the City of Campbell River and Strathcona Regional District (Area D) along the Island Highway between Ocean Grove and Oyster River.

**Fixed-route service** – scheduled service to major destinations and residential areas. Low-floor 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.

### About Your Transit System

Funding for your local transit system is cost shared between the City of Campbell River and BC Transit. Decisions on fares, routes and service levels are made by the city council based on public feedback and information provided by BC Transit. Buses are operated by PW Transit Ltd.

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

### Contact

Customer Information 250-287-7433  
Lost and Found 250-287-7433  
handyDART 250-286-3278  
Web [bctransit.com](http://bctransit.com)  
Address 1235 Evergreen Road  
Campbell River, BC V9W 3S2

If you have comments about service in general or suggestions for improvements, contact:  
Director of Operations  
City of Campbell River  
301 St. Ann's Road  
Campbell River, BC V9W 4C7

### Holiday Service

Service is not available on the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- B.C. Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

Subject to change. Check online at [bctransit.com](http://bctransit.com) for special event service.

### Ticket and Pass Outlets

- Community Centre
- Municipal Hall
- Sportsplex
- Strathcona Gardens Recreation Complex
- Principal's office in each school (Student Pass only)
- North Island College campus (College Student Pass only)

Subject to change. For an updated list of vendor locations, visit [bctransit.com](http://bctransit.com)

### Pass Programs

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

### How to Ride

#### 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.

#### Fare 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.

### 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

Guide and Service dogs that are certified by the government of British Columbia are allowed on public transit at all times. This does not include emotional support or therapy dogs. If you're using a guide or service dog while travelling on one of BC Transit's services, the animal must wear its harness or leash. You may be asked to produce your BC Guide Dog and Service Dog Certificate. For more information, visit [bctransit.com](http://bctransit.com).

### 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, and use a flashlight or use the light from your mobile phone to signal the driver that you are at the stop.

#### Request-a-Stop

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.

### Fares all fares subject to change

Cash	
All fares	\$ 2.00
Child, 12 and under	free

Tickets (10)	
All fares	18.00

DayPASS	
All fares (available onboard only)	4.00 (or 2 tickets)

Monthly Pass	
Adult	Monthly 55.00 Dual** 60.00
Student/College/Senior*	35.00 40.00

Semester Pass (set of 4 monthly passes)	
Student*	115.00 —
College*	115.00 130.00

handyDART	
Single, one-way	\$ 2.00
Tickets (5)	10.00
Attendant	free

\* Reduced fare with valid I.D. for persons 65 or over, students in full-time attendance to Grade 12 and full-time college students.  
\*\* Dual Pass is accepted by both the Campbell River and Comox Valley Transit systems.

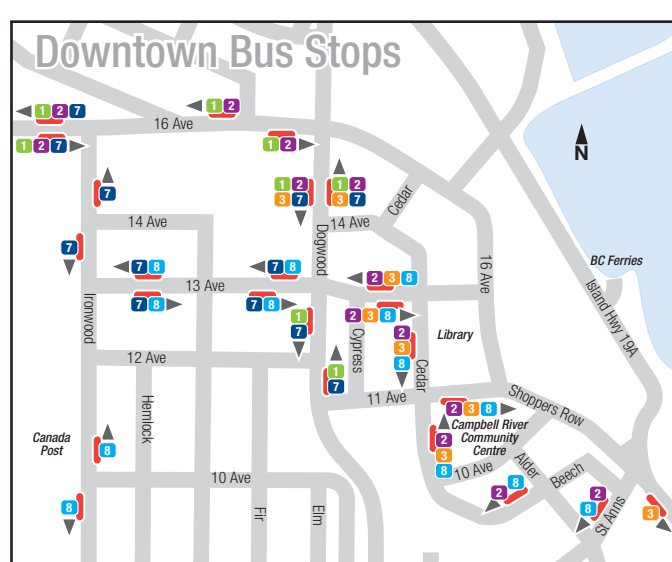
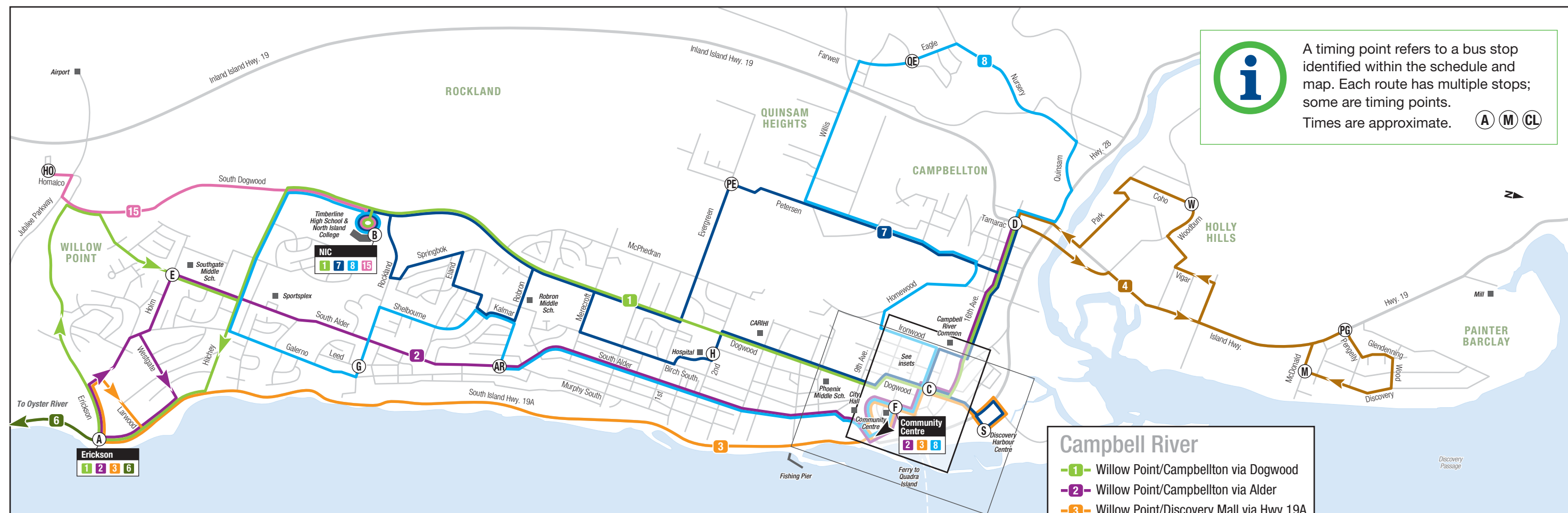
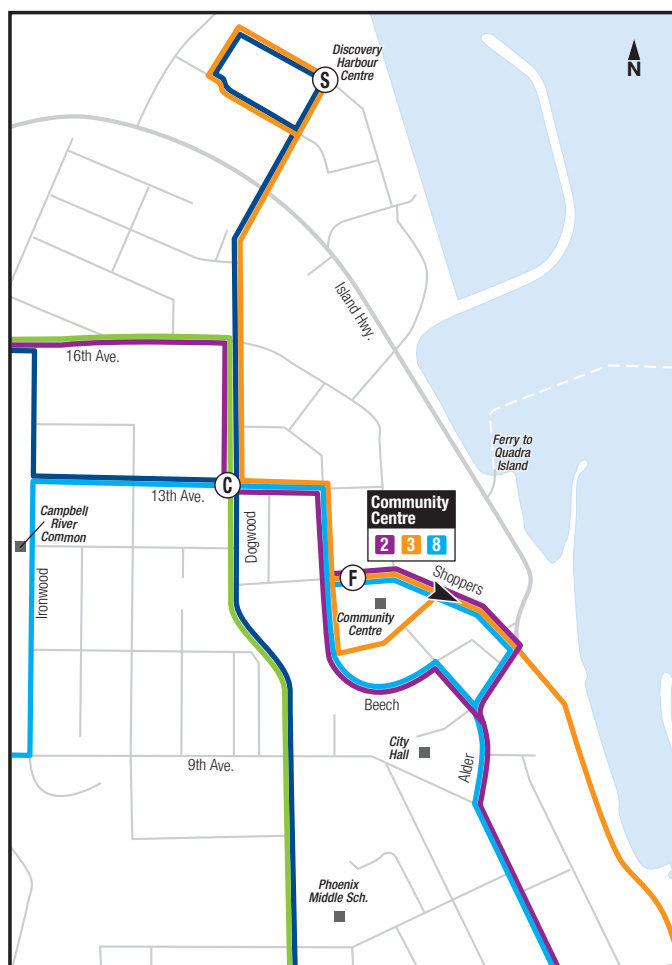
**DayPASS**

A DayPASS is valid for unlimited travel on any route in Campbell River. Purchase a DayPASS from your driver with either \$4.00 cash or two tickets. Only available on the bus.

OR

**Transit Info 250-287-7433**  
**[bctransit.com](http://bctransit.com)**

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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.

## handyDART

handyDART is a door-to-door, shared transit service for people unable to take fixed-route transit. handyDART service is available within Campbell River from Painter Barclay to the north and to Oyster River to the south including Quinsam Heights and Holly Hills.

Customers must first register. Registration is free.

### Hours of operation:

Monday to Friday: 7:00 a.m. - 7:00 p.m.  
Saturday: 9:00 a.m. - 7:30 p.m.  
Sundays & Holidays: No Service

Office hours: Monday to Friday: 8:00 a.m. - 4:00 p.m.

### Booking a Trip:

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

When booking trips outside of normal office hours, please book 24 hours in advance.

Call 250-286-3278 for more information or visit [bctransit.com](http://bctransit.com), under Campbell River, handyDART.

### handyDART Fares

Single, one-way	\$ 2.00
Tickets (5)	10.00
Attendant	free

## 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.

## Accessible Stops

The accessible features on a bus can only be safely used at designated bus stops. Customers using wheelchairs and scooters may board and exit from the bus only at accessible bus stops. To check if a stop is accessible, call 250-287-7433.

## 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.

1 Campbellton				1 Willow Point via Dogwood			
Monday to Friday							
A	B	C	D	D	C	B	A
6:35	6:44	6:53	7:00	7:10	7:14	7:24	7:32
7:05	7:14	7:23	7:30	7:40	7:44	7:54	8:02
7:25	7:34	7:43	7:50	8:00	8:04	8:14	8:22
7:45	7:54	8:03	8:10	8:20	8:24	8:34	8:42
8:05	8:14	8:23	8:30	8:40	8:44	8:54	9:02
8:35	8:44	8:53	9:00	9:10	9:14	9:24	9:32
9:05	9:14	9:23	9:30	9:40	9:44	9:54	10:02
9:35	9:44	9:53	10:00	10:10	10:14	10:24	10:32
10:05	10:14	10:23	10:30	10:40	10:44	10:54	11:02
10:35	10:44	10:53	11:00	11:10	11:14	11:24	11:32
11:05	11:14	11:23	11:30	11:40	11:44	11:54	12:02
11:35	11:44	11:53	12:00	12:10	12:14	12:24	12:32
12:35	12:44	12:53	1:00	1:10	1:14	1:24	1:32
1:35	1:44	1:53	2:00	2:10	2:14	2:24	2:32
—	—	—	—	2:25	2:29	2:39	2:47
2:13	2:22	2:31	2:38	2:40	2:44	2:54	3:02
2:35	2:44	2:53	3:00	3:10	3:14	3:24	3:32
2:50	2:59	3:08	3:15	3:15	3:19	3:29	3:37
3:05	3:14	3:23	3:30	3:40	3:44	3:54	4:02
3:35	3:44	3:53	4:00	4:10	4:14	4:24	4:32
4:05	4:14	4:23	4:30	4:40	4:44	4:54	5:02
4:25	4:34	4:43	4:50	5:00	5:04	5:14	5:22
4:45	4:54	5:03	5:10	5:20	5:24	5:34	5:42
5:05	5:14	5:23	5:30	5:40	5:44	5:54	6:02
5:35	5:44	5:53	6:00	—	—	—	—
6:05	6:14	6:23	6:30	6:40	6:44	6:54	7:02
6:35	6:44	6:53	7:00	7:10	7:14	7:24	7:32
7:05	7:14	7:23	7:30	7:40	7:44	7:54	8:02
8:05	8:14	8:23	8:30	8:40	8:44	8:54	9:02
9:05	9:14	9:23	9:30	9:40	9:44	9:54	10:02
10:05	10:14	10:23	10:30	—	—	—	—
Saturday							
—	—	—	—	8:10	8:14	8:24	8:32
8:35	8:44	8:53	9:00	9:10	9:14	9:24	9:32
9:35	9:44	9:53	10:00	10:10	10:14	10:24	10:32
10:35	10:44	10:53	11:00	11:10	11:14	11:24	11:32
11:35	11:44	11:53	12:00	12:10	12:14	12:24	12:32
12:35	12:44	12:53	1:00	1:10	1:14	1:24	1:32
1:35	1:44	1:53	2:00	2:10	2:14	2:24	2:32
2:35	2:44	2:53	3:00	3:10	3:14	3:24	3:32
3:35	3:44	3:53	4:00	4:10	4:14	4:24	4:32
4:35	4:44	4:53	5:00	5:10	5:14	5:24	5:32
5:35	5:44	5:53	6:00	6:10	6:14	6:24	6:32
6:35	6:44	6:53	7:00	7:10	7:14	7:24	7:32
7:35	7:44	7:53	8:00	8:10	8:14	8:24	8:32
8:35	8:44	8:53	9:00	9:10	9:14	9:24	9:32
9:35	9:44	9:53	10:00	10:10	10:14	10:24	10:32
Sunday							
—	—	—	—	8:10	8:14	8:24	8:32
8:35	8:44	8:53	9:00	9:10	9:14	9:24	9:32
9:35	9:44	9:53	10:00	10:10	10:14	10:24	10:32
10:35	10:44	10:53	11:00	11:10	11:14	11:24	11:32
11:35	11:44	11:53	12:00	12:10	12:14	12:24	12:32
12:35	12:44	12:53	1:00	1:10	1:14	1:24	1:32
1:35	1:44	1:53	2:00	2:10	2:14	2:24	2:32
2:35	2:44	2:53	3:00	3:10	3:14	3:24	3:32
3:35	3:44	3:53	4:00	4:10	4:14	4:24	4:32
4:35	4:44	4:53	5:00	5:10	5:14	5:24	5:32
5:35	5:44	5:53	6:00	—	—	—	—

6 Oyster River				6 Willow Point			
Monday to Friday							
A	Q	N	Y	O	O	Y	N
6:25	6:28	6:31	6:42	6:42	6:45	6:50	6:56
7:55	7:58	8:01	8:07	8:12	8:14	8:19	8:25
9:23	9:26	9:29	9:35	9:40	9:43	9:48	9:54
11:55	11:58	12:01	12:07	12:12	12:15	12:20	12:26
1:53	1:56	1:59	2:05	2:10	2:13	2:18	2:24
3:40	3:43	3:46	3:52	3:57	4:00	4:05	4:11
4:55	4:58	5:01	5:07	5:12	5:14	5:19	5:25
5:55	5:58	6:01	6:07	6:12	6:15	6:20	6:26
7:35	7:37	7:40	7:46	7:51	7:54	7:59	8:05
9:30	9:32	9:35	9:41	9:46	9:50	9:55	10:01
Saturday							
9:25	9:28	9:31	9:37	9:42	9:44	9:49	9:55
11:55	11:58	12:01	12:07	12:12	12:14	12:19	12:25
1:55	1:58	2:01	2:07	2:12	2:14	2:19	2:25
5:55	5:58	6:01	6:07	6:12	6:14	6:19	6:25
9:30	9:32	9:35	9:41	9:46	9:46	9:51	9:57
Sunday							
9:25	9:28	9:31	9:37	9:42	9:44	9:49	9:55
11:55	11:58	12:01	12:07	12:12	12:14	12:19	12:25
1:55	1:58	2:01	2:07	2:12	2:14	2:19	2:25
5:30	5:33	5:36	5:42	5:47	5:49	5:54	6:00

## 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

### 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



2 Campbellton				2 Willow Point via Alder			
Monday to Friday							
A	E	F	D	D	F	E	A
6:55	7:00	7:12	7:20	7:25	7:31	7:42	7:47
7:25	7:30	7:42	7:50	7:55	8:01	8:12	8:17
7:55	8:00	8:12	8:20	8:25	8:31	8:42	8:47
8:25	8:30	8:42	8:50	—	—	—	—
8:55	9:00	9:12	9:20	9:25	9:31	9:42	9:47
9:55	10:00	10:12	10:20	10:25	10:31	10:42	10:47
10:55	11:00	11:12	11:20	11:25	11:31	11:42	11:47
11:55	12:00	12:12	12:20	12:25	12:31	12:42	12:47
12:55	1:00	1:12	1:20	1:25	1:31	1:42	1:47
1:55	2:00	2:12	2:20	2:25	2:31	2:42	2:47
3:25	3:30	3:42	3:50	3:55	4:01	4:12	4:17
3:55	4:00	4:12	4:20	4:25	4:31	4:42	4:47
4:25	4:30	4:42	4:50	4:55	5:01	5:12	5:17
4:55	5:00	5:12	5:20	—	—	—	—
5:25	5:30	5:42	5:50	5:55	6:01	6:12	6:17
6:25	6:30	6:42	6:50	6:55	7:01	7:12	7:17
7:25	7:30	7:42	7:50	7:55	8:01	8:12	8:17
8:25	8:30	8:42	8:50	8:55	9:01	9:12	9:17
9:25	9:30	9:42	9:50	9:55	10:01	10:12	10:17
Saturday							
—	—	—	—	8:00	8:06	8:17	8:22
8:30	8:35	8:47	8:55	9:00	9:06	9:17	9:22
9:30	9:35	9:47	9:55	10:00	10:06	10:17	10:22
10:30	10:35	10:47	10:55	11:00	11:06	11:17	11:22
11:30	11:35	11:47	11:55	12:00	12:06	12:17	12:22
12:30	12:35	12:47	12:55	1:00	1:06	1:17	1:22
1:30	1:35	1:47	1:55	2:00	2:06	2:17	2:22
2:30	2:35	2:47	2:55	3:00	3:06	3:17	3:22
3:30	3:35	3:47	3:55	4:00	4:06	4:17	4:22
4:30	4:35	4:47	4:55	5:00	5:06	5:17	5:22
5:30	5:35	5:47	5:55	6:00	6:06	6:17	6:22
6:30	6:35	6:47	6:55	7:00	7:06	7:17	7:22
7:30	7:35	7:47	7:55	8:00	8:06	8:17	8:22
8:30</							