

Campbell River Transit

RIDER'S GUIDE

Effective April 1, 2023
Updated December 2023







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
Umo Customer Service	877-380-8181 (toll-free) 7 am - 7 pm, Mon. - Fri. 8 am - 4 pm, Sat. and Sun.
Lost and Found	250-287-7433
handyDART	250-286-3278
Web	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	• Day for Truth and Reconciliation
• Family Day	• Thanksgiving Day
• Good Friday	• Remembrance Day
• Victoria Day	• Christmas Day
• B.C. Day	• Boxing Day
• Labour Day	

Service level on Canada Day is provided as a special modified event service. Check online at bctransit.com for special event service. Subject to change.

Fares and Passes Outlets

Umo Umo fares and passes are available for purchase.

- Community Centre **Umo** 401 11th Avenue
- Municipal Hall **Umo** 301 St Ann's Road
- Sportsplex **Umo** 1800 Alder Street
- Strathcona Gardens **Umo** 225 S Dogwood Street Recreation Complex
- Principal's office in each school (physical Student Pass only)
- North Island College **Umo** 1685 S Dogwood Street campus (College Student Pass only)

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

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
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.

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.

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 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.

Fares	Subject to change
Fare products are being updated to support electronic payment options including the Umo Mobility app and reloadable Umo card.	
Local Fares	
Children 12 and under	Free
Single Ride <i>(Available on-board)</i>	\$ 2.00
DayPASS <i>(Available on-board)</i>	4.00*
Tickets (10)	18.00
Monthly Pass; 30-Day Pass	55.00/35.00**
Monthly Dual Pass; 30-Day Dual Pass***	60.00/40.00**
Semester Pass****	115.00**
Dual Semester Pass****	130.00**
* 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 students at North Island College with ID.	
*** Semester Pass is sold at selected vendors only. See the Fares and Passes Outlet page or visit bctransit.com for more information.	
**** Dual Pass is accepted by both the Comox Valley and Campbell River transit systems. Sold at selected vendors only. See the Fares and Passes Outlet page or visit bctransit.com for more information.	

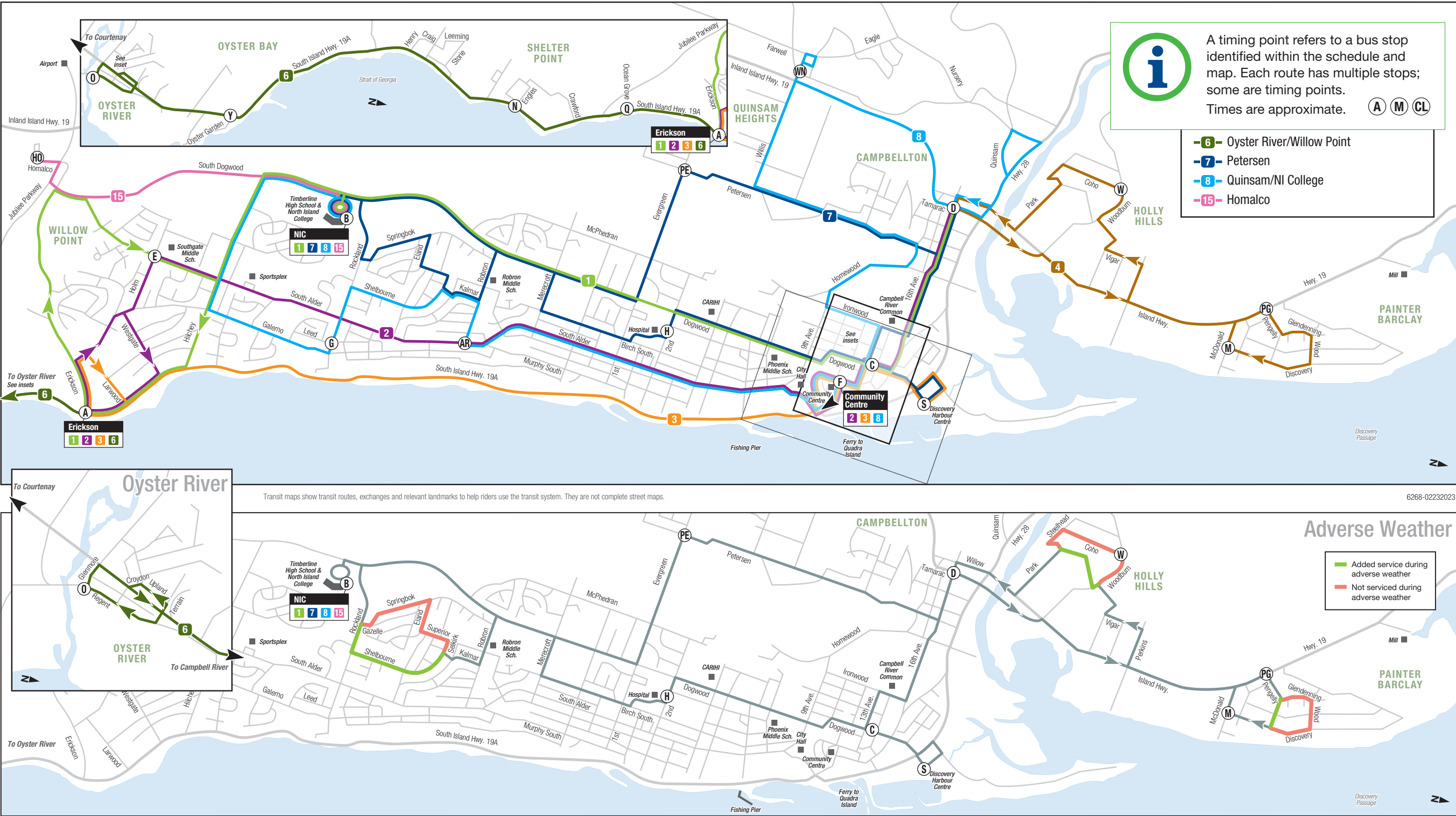
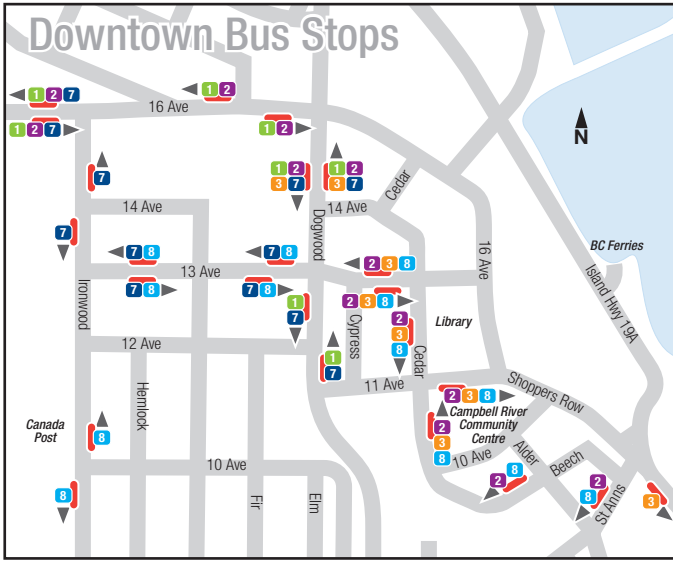
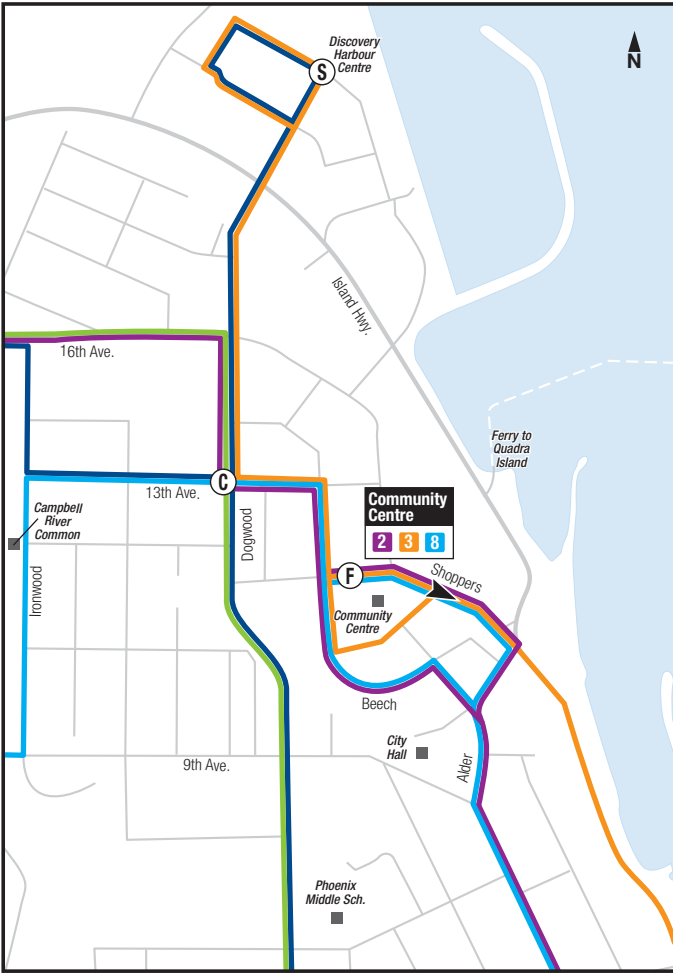
handyDART	
Single, one-way	\$ 2.00
Tickets (5)	10.00
Attendant	Free

Choose Your Payment Method and Go with Umo



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

Transit Info 250-287-7433
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.

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 48 hours in advance.

Call 250-286-3278 for more information or visit 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.

1 Campbellton				1 Willow Point via Dogwood			
Monday to Friday							
(A)	(B)	(C)	(D)	(D)	(C)	(B)	(A)
Erickson and S. Island Hwy 19A	College and Timberline	Dogwood and 16th Ave	16th and Inland Hwy 19	16th and Inland Hwy 19	Dogwood and 16th Ave	College and Timberline	Erickson and S. Island Hwy 19A
6:35	6:44	6:53	7:03	7:10	7:14	7:24	7:32
7:05	7:14	7:23	7:33	7:40	7:44	7:54	8:02
7:25	7:34	7:43	7:53	8:00	8:04	8:14	8:22
7:45	7:54	8:03	8:13	8:20	8:24	8:34	8:42
8:05	8:14	8:23	8:33	8:40	8:44	8:54	9:02
8:35	8:44	8:53	9:03	9:10	9:14	9:24	9:32
9:05	9:14	9:23	9:33	9:40	9:44	9:54	10:02
9:35	9:44	9:53	10:03	10:10	10:14	10:24	10:32
10:05	10:14	10:23	10:33	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	11:33	11:40	11:44	11:54	12:02
11:35	11:44	11:53	12:03	12:10	12:14	12:24	12:32
12:35	12:44	12:53	1:03	1:10	1:14	1:24	1:32
1:35	1:44	1:53	2:03	1:40	1:44	1:54	2:02
2:10	2:19	2:28	2:38	2:10	2:14	2:24	2:32
2:35	2:44	2:53	3:03	2:25	2:29	2:39	2:47
2:50	2:59	3:08	3:15	2:40	2:44	2:54	3:02
3:05	3:14	3:23	3:33	3:10	3:14	3:24	3:32
3:35	3:44	3:53	4:03	3:15	3:19	3:29	3:37
4:05	4:14	4:23	4:33	3:40	3:44	3:54	4:02
4:25	4:34	4:43	4:53	4:10	4:14	4:24	4:32
4:45	4:54	5:03	5:10	4:40	4:44	4:54	5:02
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5:35	5:44	5:53	6:00	5:20	5:24	5:34	5:42
6:05	6:14	6:23	6:30	5:40	5:44	5:54	6:02
6:35	6:44	6:53	7:03	6:40	6:44	6:54	7:02
7:05	7:14	7:23	7:33	7:10	7:14	7:24	7:32
8:05	8:14	8:23	8:33	7:40	7:44	7:54	8:02
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Saturday							
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7:35	7:44	7:53	8:03	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	10:03	10:10	10:14	10:24	10:32
Sunday							
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9:35	9:44	9:53	10:00	10:10	10:14	10:24	10:32
10:35	10:44	10:53	11:03	11:10	11:14	11:24	11:32
11:35	11:44	11:53	12:03	12:10	12:14	12:24	12:32
12:35	12:44	12:53	1:03	1:10	1:14	1:24	1:32
1:35	1:44	1:53	2:03	2:10	2:14	2:24	2:32
2:35	2:44	2:53	3:03	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	5:03	5:10	5:14	5:24	5:32
5:35	5:44	5:53	6:00	—	—	—	—

2 Campbellton				2 Willow Point via Alder			
Monday to Friday							
(A)	(E)	(F)	(D)	(D)	(F)	(E)	(A)
Erickson and S. Island Hwy 19A	Alder and Holm	Community Centre: Cedar and 11th	16th and Inland Hwy 19	16th and Inland Hwy 19	Community Centre: Cedar and 11th	Alder and Holm	Erickson and S. Island Hwy 19A
6:55	7:00	7:12	7:23	6:55	7:01	7:12	7:17
7:25	7:30	7:42	7:53	7:25	7:31	7:42	7:47
7:55	8:00	8:12	8:23	7:55	8:01	8:12	8:17
8:25	8:30	8:42	8:50	8:25	8:31	8:42	8:47
8:55	9:00	9:12	9:23	9:25	9:31	9:42	9:47
9:55	10:00	10:12	10:23	10:25	10:31	10:42	10:47
10:55	11:00	11:12	11:23	11:25	11:31	11:42	11:47
11:55	12:00	12:12	12:23	12:25	12:31	12:42	12:47
12:55	1:00	1:12	1:23	1:25	1:31	1:42	1:47
1:55	2:00	2:12	2:23	2:25	2:31	2:42	2:47
2:55	3:00	3:12	3:20	2:55	3:01	3:12	3:17
3:25	3:30	3:42	3:53	3:55	4:01	4:12	4:17
3:55	4:00	4:12	4:23	4:25	4:31	4:42	4:47
4:25	4:30	4:42	4:53	4:55	5:01	5:12	5:17
4:55	5:00	5:12	5:20	5:55	6:01	6:12	6:17
5:25	5:30	5:42	5:53	6:55	7:01	7:12	7:17
6:25	6:30	6:42	6:50	7:55	8:01	8:12	8:17
7:25	7:30	7:42	7:53	8:55	9:01	9:12	9:17
8:25	8:30	8:42	8:53	9:55	10:01	10:12	10:17
9:25	9:30	9:42	9:53				
Saturday							
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9:30	9:35	9:47	9:58	10:00	10:06	10:17	10:22
10:30	10:35	10:47	10:58	11:00	11:06	11:17	11:22
11:30	11:35	11:47	11:58	12:00	12:06	12:17	12:22
12:30	12:35	12:47	12:58	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	2:58	3:00	3:06	3:17	3:22
3:30	3:35	3:47	3:58	4:00	4:06	4:17	4:22
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6:30	6:35	6:47	6:58	7:00	7:06	7:17	7:22
7:30	7:35	7:47	7:58	8:00	8:06	8:17	8:22
8:30	8:35	8:47	8:55	9:00	9:06	9:17	9:22
Sunday							
8:30	8:35	8:47	8:58	9:00	9:06	9:17	9:22
9:30	9:35	9:47	9:58	10:00	10:06	10:17	10:22
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3:30	3:35	3:47	3:58	4:00	4:06	4:17	4:22
4:30	4:35	4:47	4:58	5:00	5:06	5:17	5:22