Creston Valley Transit

RIDER'S GUIDE

Effective June 1, 2022
Updated June 2024

Regional District of Central Kootenay | BCTransit

Welcome Aboard

Your local transit system runs five days a week. There are four kinds of transit service:

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

By Request service – available to additional destinations. Phone ahead or ask your driver. See description inside.

handyDART – door-to-door, shared service for people who are unable to take the fixed-route service.

Health Connections – service to Cranbrook.

About Your Transit System

Funding for your local transit system is cost shared between the Regional District of Central Kootenay and BC Transit. Funding for Health Connections is provided by Interior Health in partnership with the Kootenay East Regional Hospital District, the Regional District of Central Kootenay and BC Transit.

Decisions on fares, routes and service levels are made by the Regional District Board based on public feedback and information provided by BC Transit. Buses are operated by NextGen Transit Inc.

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

Contact

Transit Information	1·855·417·4636
Lost and Found	1·855·417·4636
handyDART	1·855·417·4636
Web	bctransit.com
Mailing Address	NextGen Transit Inc. PO Box 104 STN Main Trail, BC. V1R 4L3

If you have comments about service in general or suggestions for improvements, contact:

Regional District of Central Kootenay
202 Lakeside Drive, Po Box 395, Nelson, BC V1L 5R4

Tel	250·352·8173
Fax	250·352·9300
Email	tdool@rdck.bc.ca

Fares

all fares subject to change

Fixed-Route Service

Passenger	$ 1.00
Child, 12 and under	Free

handyDART

One-way trip	1.50

Health Connections

To Cranbrook	2.50

By Request

Passenger	1.00

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
- ✔ 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

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

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Holiday Service

Service is not available on Saturday, Sunday or 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

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

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 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 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.

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.

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.

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 pet carriers) must be small enough to fit on the owner's lap.

Passengers must hold on to their pet's cage at all times. If there is room, the passenger may place and hold the cage beside them on the floor. The cage should not block the aisle or restrict other passengers.

Assistance animals that are certified are allowed on public transit at all times. You may be asked to produce your Guide Animal Certificate.

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.

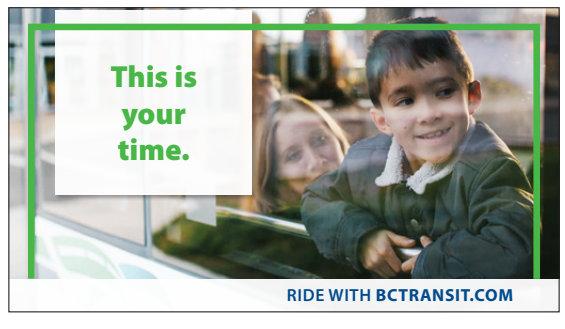
BC Transit's safety and security practices uphold the *British Columbia Transit Act* and the B.C. *Motor Vehicle Act*.

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

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.

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 held on to 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.

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
7:30 am to 3:30 pm Mountain Standard Time

Office Hours: Monday to Friday
7:00 am to 4:00 pm Pacific Time

Call 1·855·417·4636 for more information or visit bctransit.com, under Creston, handyDART.

handyDART fares for a one-way trip is $1.50.

51 Town Shuttle/Erickson

Monday to Friday

To Hospital, Erickson, Library

	A	H	C	C	D	Y	E	C	C	H	A
	Downtown: 11th Ave and Canyon	Creston Valley Hospital	Ar. Creston Community Complex	Lv. Creston Community Complex	Erickson: Hwy 3 and 36 Ave	25 Ave and Cedar	Library	Ar. Creston Community Complex	Lv. Creston Community Complex	Creston Valley Hospital	Downtown: 11th Ave and Canyon
	9:46	9:49	9:52	9:57	10:02	10:06	10:09	10:12	10:17	10:20	10:25
	10:56	10:59	11:02	11:07	—	—	11:10	11:13	11:18	11:21	11:26
	11:56	11:59	**12:02**	**12:07**	**12:12**	**12:16**	**12:19**	**12:22**	**12:27**	**12:30**	**12:35**
	1:26	**1:29**	**1:32**	**1:37**	—	—	**1:40**	**1:43**	**1:48**	**1:51**	**1:56**
	2:26	**2:29**	**2:32**	**2:37**	**2:42**	**2:46**	**2:49**	**2:52**	**2:57**	**3:00**	**3:05**
W	**3:36**	**3:39**	**3:42**	**3:47**	—	—	**3:50**	**3:53**	**3:58**	**4:01**	**4:06**

W This trip operates Wednesday only.

52 North Creston

Monday to Friday

To Mall, North Creston

	A	L	R	L	A
	Downtown: 11th Ave and Canyon	Creston Valley Mall	Ramada Hotel	Creston Valley Mall	Downtown: 11th Ave and Canyon
W	8:50	8:55	8:58	9:01	9:06
	9:30	9:35	9:38	9:41	9:46
	10:40	10:45	10:48	10:51	10:56
	11:40	11:45	11:48	11:51	11:56
	1:10	**1:15**	**1:18**	**1:21**	**1:26**
	2:10	**2:15**	**2:18**	**2:21**	**2:26**
W	**3:20**	**3:25**	**3:28**	**3:31**	**3:36**

W This trip operates Wednesday only.

54 Wynndel

Tuesday/Friday

To Wynndel

	A	L	I	J	W
	Downtown: 1th Ave and Canyon	Creston Valley Mall	Hwy 3A and Lakeview / Arrow Ck Rd	Elsie Holmes and Wynndel	Wynndel Store
	—	—	—	—	—
O	8:50	8:55	9:01	9:04	9:07
O	**3:10**	**3:15**	**3:21**	**3:24**	**3:27**
TU	**4:50**	**4:55**	**5:01**	**5:04**	**5:07**

To Creston

	W	I	L	A
	Wynndel Store	Hwy 3A and Lakeview / Arrow Ck Rd	Creston Valley Mall	Downtown: 1th Ave and Canyon
TU A	8:14	8:18	8:25	8:30
O	9:07	9:11	9:18	9:23
O	**3:27**	**3:31**	**3:38**	**3:43**
	—	—	—	—

A This trip will deviate to the Community Complex for Cranbrook passengers to transfer to the 8:30 am Cranbrook trip.
O Trip operates Tuesday and Friday only.
TU Trip operates Tuesday only.

Health Connections

Call to book these trips 1·855·417·4636

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. Call 1·855·417·4636 to book your trip.

56 Creston-Cranbrook Connector

Tuesday and Thursday

To Cranbrook

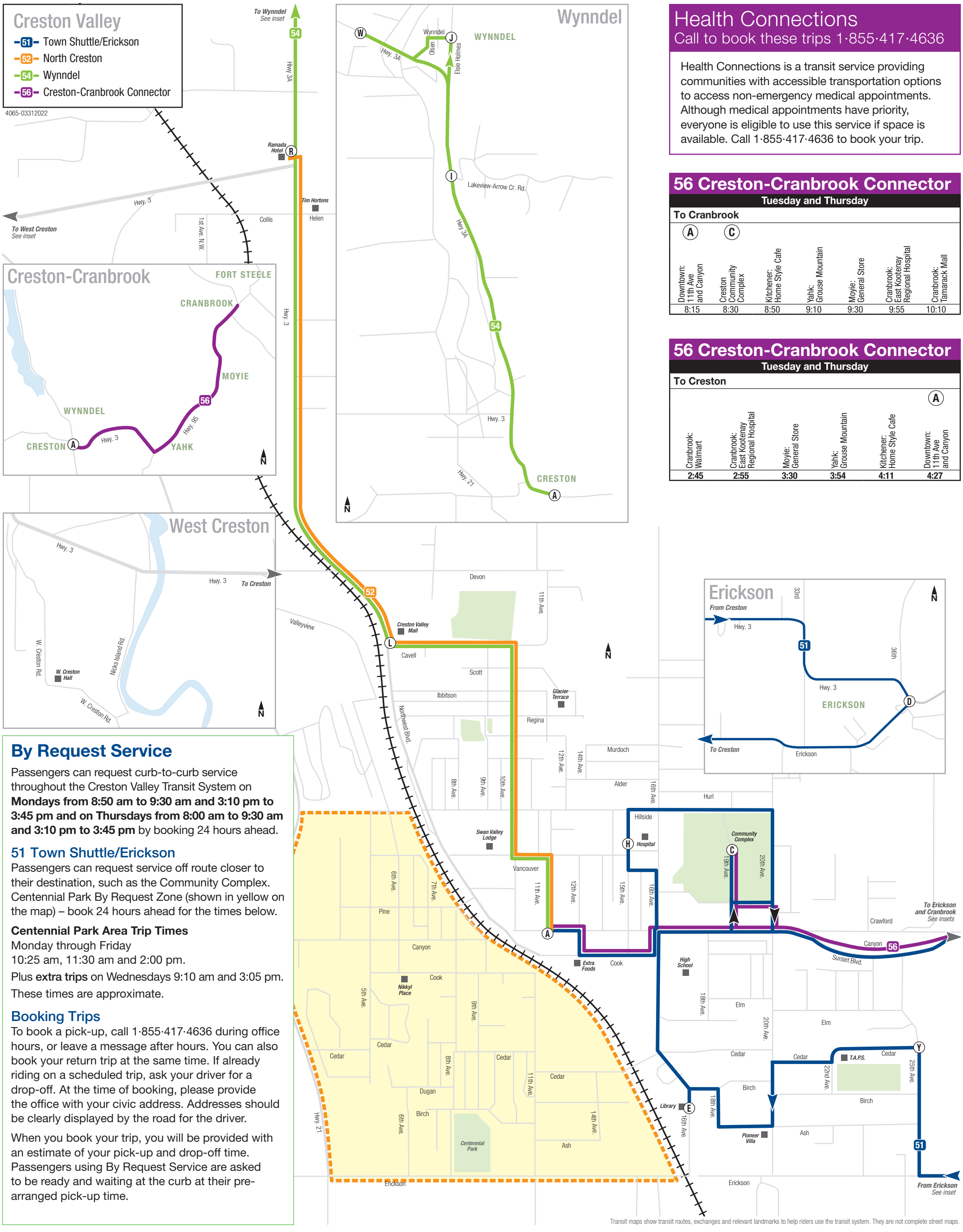
A	C					
Downtown: 11th Ave and Canyon	Creston Community Complex	Kitchener: Home Style Cafe	Yahk: Grouse Mountain	Moyie: General Store	Cranbrook: East Kootenay Regional Hospital	Cranbrook: Tamarack Mall
8:15	8:30	8:50	9:10	9:30	9:55	10:10

56 Creston-Cranbrook Connector

Tuesday and Thursday

To Creston

					A
Cranbrook: Walmart	Cranbrook: East Kootenay Regional Hospital	Moyie: General Store	Yahk: Grouse Mountain	Kitchener: Home Style Cafe	Downtown: 11th Ave and Canyon
2:45	**2:55**	**3:30**	**3:54**	**4:11**	**4:27**



By Request Service

Passengers can request curb-to-curb service throughout the Creston Valley Transit System on **Mondays from 8:50 am to 9:30 am and 3:10 pm to 3:45 pm and on Thursdays from 8:00 am to 9:30 am and 3:10 pm to 3:45 pm** by booking 24 hours ahead.

51 Town Shuttle/Erickson

Passengers can request service off route closer to their destination, such as the Community Complex. Centennial Park By Request Zone (shown in yellow on the map) – book 24 hours ahead for the times below.

Centennial Park Area Trip Times

Monday through Friday
10:25 am, 11:30 am and 2:00 pm.

Plus **extra trips** on Wednesdays 9:10 am and 3:05 pm.

These times are approximate.

Booking Trips

To book a pick-up, call 1·855·417·4636 during office hours, or leave a message after hours. You can also book your return trip at the same time. If already riding on a scheduled trip, ask your driver for a drop-off. At the time of booking, please provide the office with your civic address. Addresses should be clearly displayed by the road for the driver.

When you book your trip, you will be provided with an estimate of your pick-up and drop-off time. Passengers using By Request Service are asked to be ready and waiting at the curb at their pre-arranged pick-up time.

Transit maps show transit routes, exchanges and relevant landmarks to help riders use the transit system. They are not complete street maps.