

# Creston Valley Transit

## RIDER'S GUIDE

Effective December 2017



Regional District of Central Kootenay



### 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 Arrow and Slokan Lakes Community Services.

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

### Contact

Transit Information	250-428-7750
Lost and Found	250-428-7750
handyDART	250-428-7750
Web	bctransit.com
Mailing Address	205 – 6th Avenue North Nakusp, BC V0G 1R0

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 250-352-6665  
Fax 250-352-9300  
Email rmatheson@rdck.bc.ca

### Fares

all fares subject to change

### Fixed-Route Service

Passenger	\$ 1.00
Child, 4 or under	free

### handyDART

One-way trip	1.50
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### Health Connections

To Cranbrook	2.50
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### 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

BE PART OF THE SOLUTION...

REUSE YOUR RIDER'S GUIDE.

Transit Info 1-877-843-2877

bctransit.com

This guide is printed on environmentally responsible paper.

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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
- 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

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.

### 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](http://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.

### Fare Checks

Please be courteous when your driver checks your fare, transfer or asks to look at your pass – it is part of their job.

### 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.

handyDART operates five days a week, Monday through Friday, between 7:30 a.m. and 3:30 p.m.

Customers must first register. Registration is free.

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

Call 250-428-7750 for more information or visit [bctransit.com](http://bctransit.com), under Creston, handyDART.

# 1 Town Shuttle/Erickson

Monday to Friday

To Mall, North Creston

	A	L	T	L	A
Downtown: 11th Ave and Canyon	Creston Valley Mall	Helen and Hwy 3	Creston Valley Mall	Downtown: 11th Ave and Canyon	
HW 8:50	8:55	8:58	9:01	9:06	
H 9:30	9:35	9:38	9:41	9:46	
H 10:30	10:35	10:38	10:41	10:46	
H 11:20	11:25	11:28	11:31	11:36	
H 12:20	12:25	12:28	12:31	12:36	
H 1:30	1:35	13:38	1:41	1:46	
HW 2:30	2:35	14:38	2:41	2:46	

To Hospital, Erickson, Library

	A	H	D	Y	E	H	A
Downtown: 11th Ave and Canyon	Creston Valley Hospital	Erickson: Hwy 3 and 36 Ave	25 Ave and Cedar	Creston Public Library	Creston Valley Hospital	Downtown: 11th Ave and Canyon	
9:46	9:49	9:58	10:02	10:05	10:12	10:17	
10:46	10:49	11:48	11:52	11:55	12:02	12:07	
11:36	11:39	11:48	11:52	11:55	12:02	12:07	
12:36	12:39	12:44	12:44	12:44	12:51	12:56	
1:46	1:49	1:58	2:02	2:05	2:12	2:17	
2:46	2:49			2:54			

H Trips now extend north from Hwy. 3 and Helen (timing point T) to the Ramada Hotel to turnaround.  
 W This trip operates Wednesday only.

# 4 Wynndel

Tuesday/Friday

To Wynndel

	A	L	I	J	W
Downtown: 11th Ave and Canyon	Creston Valley Mall	Hwy 3A and Lakeview / Arrow Ck Rd	Elsie Holmes and Wynndel	Wynndel Store	
8:50	8:55	9:01	9:04	9:07	
2:20	2:25	2:31	2:34	2:37	
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: 11th Ave and Canyon	
8:14	8:18	8:25	8:30	
9:07	9:11	9:18	9:23	
2:37	2:41	2:48	2:53	

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

# 5 West Creston

Monday/Thursday

	A	L	Z	B	F	L	A
Downtown: 11th Ave and Canyon	Creston Valley Mall	Hwy 3 and Nick's Island Rd	West Creston Community Hall	West Creston and Hwy 3	Creston Valley Mall	Downtown: 11th Ave and Canyon	
8:50		8:05	8:12	8:17	8:25	8:30	
2:20						2:57	
4:50	4:55	5:02	5:09	5:14	5:22	5:27	

A This trip will deviate to the Community Complex for Cranbrook passengers to transfer to the 8:30am Cranbrook trip.  
 R Trip operates on request. Call 250-428-7750 to book.  
 TH Trip operates Thursday only.

# 6 Creston-Cranbrook Connector

Tuesday and Thursday

To Cranbrook

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

U Trip operates Tuesday and Thursday only.

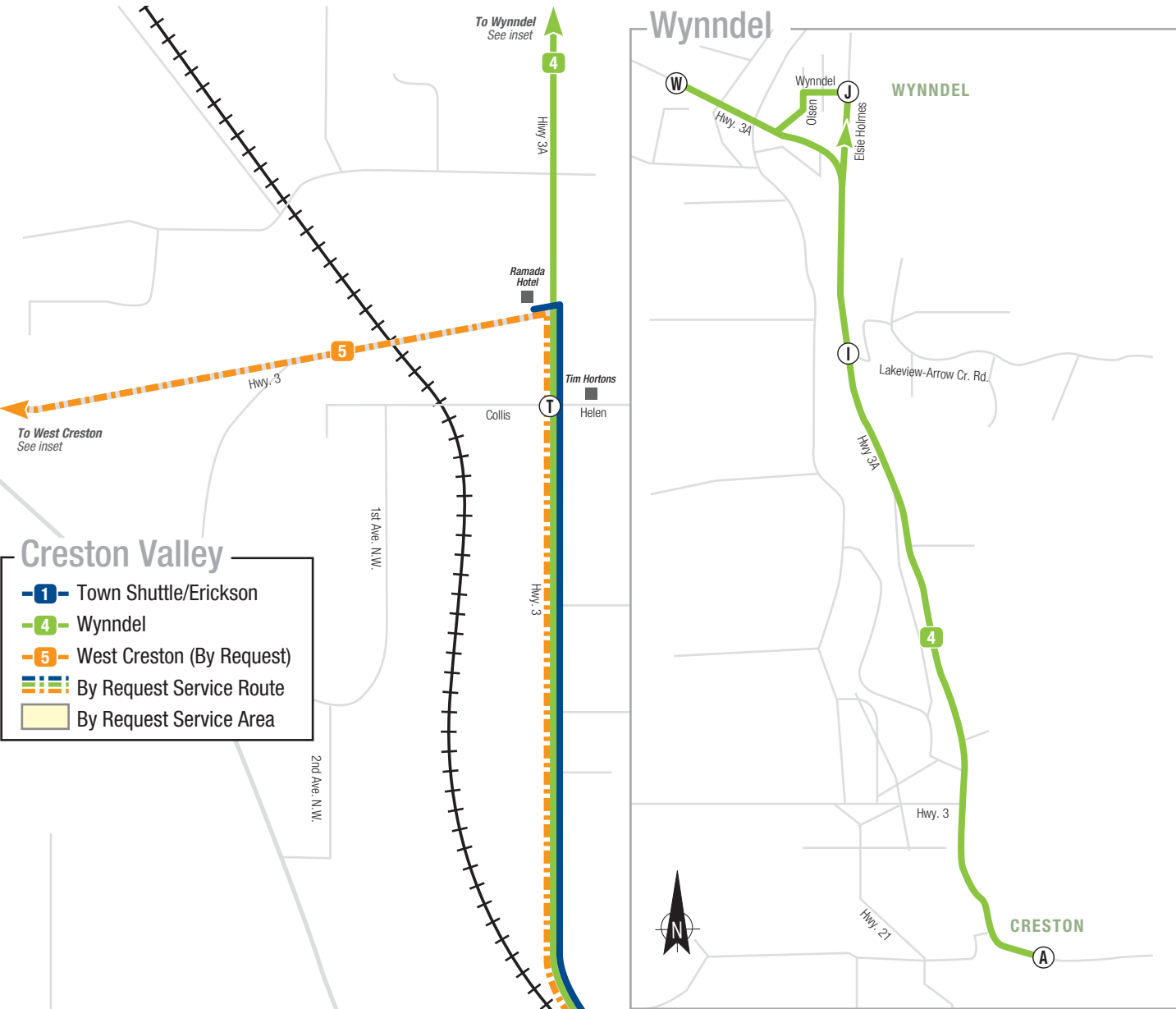
# 6 Creston-Cranbrook Connector

Tuesday and Thursday

To Creston

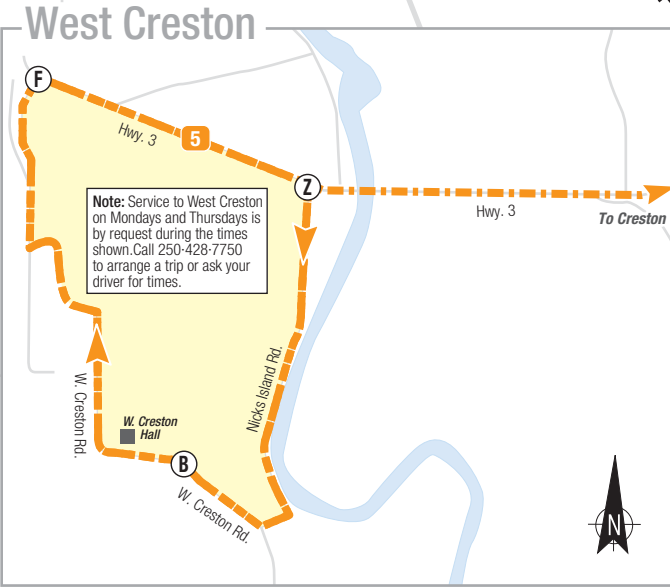
Cranbrook: Walmart	Cranbrook: East Kootenay Regional Hospital	Moyle: General Store	Yahk: Grouse Mountain	Kitchener: Home Style Cafe	Downtown: 11th Ave and Canyon
2:45	2:55	3:30	3:54	4:11	4:27

U Trip operates Tuesday and Thursday only.



**Creston Valley**

- 1 Town Shuttle/Erickson
- 4 Wynndel
- 5 West Creston (By Request)
- By Request Service Route
- By Request Service Area



## By Request Service

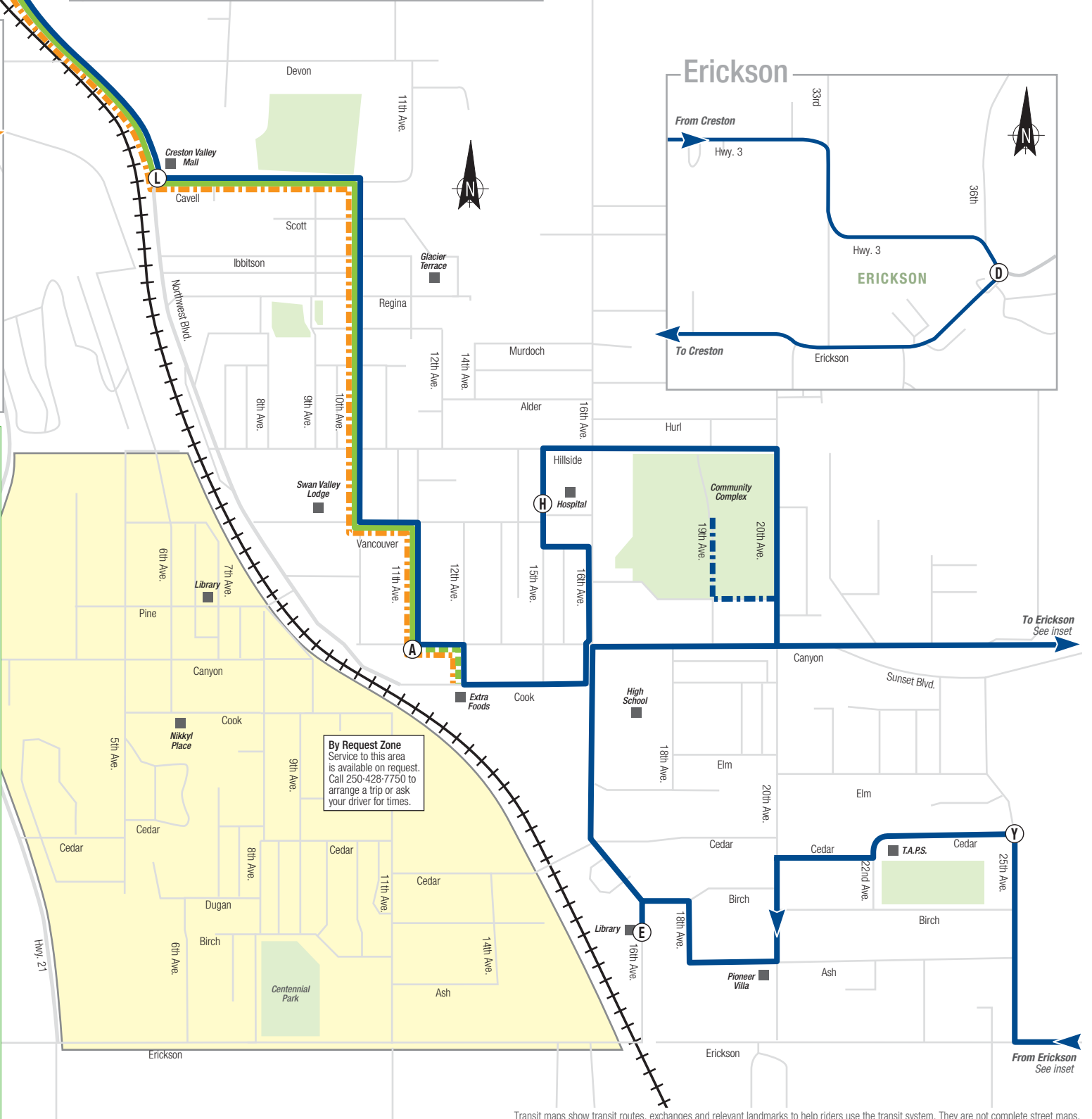
Phone 250-428-7750 or ask your driver

**1 Town Shuttle/Erickson**  
 Passengers can request service off route closer to their destination, such as the Community Complex. Centennial Park By Request Zone – book 24 hours ahead for the times below.

**Centennial Park Area Trip Times**  
 Monday through Friday  
 10:20 am, 11:10 am and 12:10 pm.  
 Plus extra trips on Wednesdays 9:10 am and 2:20 pm.  
 These times are approximate.

**5 West Creston**  
 Passengers can request additional service along the same route and to West Creston on Mondays and Thursdays by booking 24 hours ahead for the times shown in the 5 West Creston schedule.

**Booking Trips**  
 To book a pick-up, call 24 hours ahead 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.  
 When you book your trip, you will be provided with an estimate of your pick-up and drop-off time.



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