

Summerland Route 30 Free Fare FAQ

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1. Is Route 30 free for everyone?

No. The free fare for Route 30 is offered to **Summerland residents**. Residents need to show a form of ID (government, student ID or utility bill) to a BC Transit vendor (Municipal Hall or Aquatic Centre) when they go to obtain a 'Summerland Free Fare' pass on their Umo card or App. Children 12 years and under currently ride for free on all BC Transit routes.

1. What if I am not a resident in Summerland but frequently use Route 30? Can I still ride for free?

No. The free fare program only applies to Summerland residents at this time. You must have a 'Summerland Free Fare' pass on your Umo card to access the free fare. An exception being Children 12 years and under currently ride for free on all BC Transit routes. We appreciate your patronage on Route 30 and hope you continue riding!

2. Why is the free fare only offered to Summerland residents?

The District of Summerland is the Local Government partner that manages the Route 30 bus service, and this pilot initiative was a District of Summerland Council Strategic Priority. If any other communities would like to provide free fare for their residents this would be a decision of their local government in consideration of the needs within their own jurisdiction.

1. Can I ride free on routes other than Route 30?

No. Route 30 is the ONLY bus service that Summerland is supporting for the free fare program, this includes free fare both to and from Penticton along that single route. Any other regional routes such as Route 70 or local routes in Penticton must be paid for when you transfer or ride. Children 12 years and under currently ride for free on all BC Transit routes.

1. How long is the free fare program operating for?

The free fare for Summerland residents on Route 30 is now running indefinitely starting April 22 2024.

2. As a resident how can I access the Free Fare?

A 'Summerland Free Fare' Pass is currently available to add to your Umo account at any of our two BC Transit Vendors, Municipal Hall or the Aquatic and Fitness Centre. A pass can either be loaded on a physical card OR on your digital Umo app. Please follow these steps:

- a. Register either through the Umo App (Visit Umo) or visit one of the vendor locations to pick up a physical card.
- b. Residents will need to bring a piece of government identification showing your Summerland address (drivers license or health services card), or if you are 13-18 years old a Summerland School ID card. If you have neither of these forms of ID a utility bill with your Summerland address can be used alternatively.

- c. Once proof of residency is shown to the cashier at the vendor location, they can upload the pass onto your card or app.
- d. When you enter the Route 30 bus just tap your card or scan the QR code from your Umo App and ride!

3. Can I still purchase tickets or bus passes at the Summerland BC Transit vendors?

Yes. Route 70 passes and tickets, 30-day Umo passes (which are digital and replace monthly passes with the launch of Umo), and 10-pack tickets (digital or paper) can still be purchased by residents at the Municipal Hall and Aquatic Centre. However, paper tickets and remaining passes will be phased out over time; cash will continue to be an accepted form of payment. It is recommended to transition to using an Umo card or App Umo. Currently Umo is launched in the Kelowna Regional and Vernon transit systems, so Umo electronic fares will be compatible for those bus routes.

4. Will the On-Request HandyDart also be free?

No. Only the Route 30 bus system is free at this time for Summerland Residents. If you require the use of the On-Request HandyDart you must still call in advance and pay for that bus service. (1-844-442-2212). Handy Dart is also not part of the Umo electronic fare system, and so digital passes are not available for that service through Umo, only paper tickets and cash are accepted.

BC Transit vendors will be available to assist you in helping set up your account and get you a card and passes loaded. For more information on Umo please visit: <https://www.bctransit.com/umo>

5. If I purchased a pack of tickets or a monthly bus pass prior to April 22 2024 can I get refunded?

No refunds will be provided for passes and tickets paid for before April 22 2024. Tickets and bus passes are still being accepted for use on all other BC Transit regional and local routes in the South Okanagan Similkameen, but will eventually be phased out. Alternatively, you are able to claim transit passes on your tax return, please visit <https://rb.gy/ohcwo> for more information.

1. What if I don't want to get an Umo card?

Umo is the new fare system across the entire South Okanagan Similkameen, Kelowna Regional and Vernon transit systems. Therefore, travelling anywhere in those service areas you will see this fare platform used. While paper tickets and passes are still being accepted on busses, they will eventually be phased out; cash will continue to be an accepted form of payment.