



Whitecourt Transit - Frequently Asked Questions

What are your hours of service?

Whitecourt Transit buses provide service every hour per the following hours of operation:

- **Monday to Thursday** 6:30 AM to 8:44 PM
- **Friday** 6:30 AM to 7:44 PM
- **Saturday** 9:00 AM to 3:44 PM
- **There is no service offered on Sundays and statutory holidays**

What does it cost to ride Whitecourt Transit?

Passengers are required to pay a fare when they take Whitecourt Transit. Fare can be cash, a valid bus ticket, a valid bus pass, or a valid transfer. If you are paying with cash, exact change is required when boarding the bus. No change is given.

- Cash Fare: \$3
- Transit 10 Ticket Pack: \$25
- Adult Monthly Pass: \$70
- Senior (65+)/Youth (7-17) Monthly Pass: \$40
- Children 6 and under: Free
- Youth Groups: \$1 per passenger

Where can I purchase tickets and passes?

Tickets and passes are available at the following locations:

- Town of Whitecourt Administration Office - 5004-52 Ave
- Allan & Jean Millar Centre - 58 Sunset Blvd
- Whitecourt IGA - 4802-51 St

How do I use a transfer?

Passengers must request a transfer when they exit the bus. The transfer is valid for one (1) bus re-entry, within the 90 minutes from the time of issue. This transfer will allow the passenger to board the next available bus. When boarding a bus with a transfer, passengers must present the transfer to the driver, unfolded and date-side up, for inspection. Transfers are to be placed in the fare canister upon re-entry.

When should I be at a bus stop?

Please arrive at your stop at least five minutes prior to the scheduled arrival times to ensure that you catch your bus. Riders are encouraged to download the TransLoc app for real-time tracking of Whitecourt Transit to set alerts for bus arrivals, for schedule information, and to receive special messages and service notifications.

How long does it take for snow to be removed from my bus stop?

It usually takes five days on average after a snow event ends to completely clear the entire bus stop inventory.

Do you have a "lost and found" area?

All items found on Whitecourt Transit vehicles are turned in to the Allan & Jean Millar Centre. Whitecourt Transit is not responsible for lost or stolen articles.

Whitecourt Transit - Frequently Asked Questions

Can I bring my bicycle, scooter, skateboard or snowboard on the bus?

Whitecourt Transit hopes to install bicycle racks on the front of each bus in the near future. These racks will allow passengers to quickly load and unload bicycles. In the meantime, bicycles, scooters, skateboards and snowboards are permitted on Whitecourt Transit buses during non peak times at the discretion of the driver. The driver may not permit your items if the bus is near capacity, or if your equipment will block the aisle or doorway at any time.

Can I eat or drink on the bus?

To keep buses clean and safe, food or drink brought on board must be in a closed container that is spill proof. Coffee and other beverages can be consumed on board provided the beverage is carried in a container with a sealable cap. Alcohol is not permitted on buses. All litter must be taken off buses and disposed of responsibly.

Are Whitecourt Transit buses accessible?

All transits offer low-floor entry and exit (no steps) and are equipped with an access ramp for strollers, walkers, and wheelchairs. Buses are also equipped with securement provisions for wheelchairs. The Town of Whitecourt also operates a *Dial-A-Bus service that provides to the door service for seniors and persons with disabilities (**some conditions apply; physician approval is required*).

Can I bring my guide dog or service animal on Whitecourt Transit?

Only qualified guide and service dogs are permitted on Whitecourt Public Transit. Verification must be presented to the driver when boarding a Whitecourt Public Transit bus.

Who do I contact to advertise on Whitecourt Transit buses, shelters, or benches?

If you are interested in advertising on Transit buses or shelters, please contact:

Transit Coordinator
780-778-3637 ext. 429
transit@whitecourt.ca