

Changes to Fare Product Sales Reminder for RDN Transit Services

Regional District of Nanaimo (RDN) transit users are reminded that effective December 1, 2024, the sale of 10 Ticket, Monthly Pass and Semester Pass fare products will no longer be available. These products are being replaced with the Umo payment system alternatives. Cash and the Province of British Columbia's BC Bus Pass will continue to be accepted and transit users are able to use any fare products bought prior to this changeover until they are used up. Umo is not used for the sale of Custom Transit (handyDART) tickets so there is no impact to Custom Transit customers.

Improved Umo Enabled Fare Products

- **Cash Balance**, an alternative to cash and replacing tickets, is a pre-paid dollar value loaded in the Umo app or to a reloadable Umo card. A Cash Balance value is drawn from as riders take trips and will automatically cap after a rider's second payment of the day converting to a DayPASS.
- A **DayPASS** provides riders unlimited all day local travel privileges. A digital DayPASS is automatically applied to a Umo app or Umo card after a second Cash Balance fare payment of the day.
- **30-Day Passes**, replacing Monthly Pass fare products, can be activated on any day of the month and provides riders with unlimited local trips within their transit system during a continuous 30-day period. A 30-Day Pass activates on first use, not when purchased.

Fare products can be loaded in the Umo app and onto a reloadable Umo card in-person through a BC Transit Umo retail vendor, at ca.umopass.com and through Umo customer service at 877-380-8181. Information including video tutorials on how to use the new system are available at bctransit.com/um. BC Transit's Umo customer service call centre is also live for support at 877-380-8181 toll-free.

RDN Transit riders should note that the new Umo system does not support the sale of single-fare products (single tickets or day passes). If a group would like to purchase day passes for a group event, please contact RDN Transit to arrange for special fare products at 250-390-4531 or toll-free at 1-877-607-4111 ext. 6200.


Onboard fare payment using debit and credit cards is not yet available but is planned to be rolled out by BC Transit in the future.

For information on routes, schedules and more, visit rdn.bc.ca/regional-transit.

-30-

For more information, please contact:

Rebecca Taylor
Communications Coordinator
Regional District of Nanaimo

 250-713-2400

 engagement@rdn.bc.ca

Get Involved RDN!