



City of Campbell River

December 15, 2023

To all transit riders of Campbell River,

**Re: We hear your frustrations regarding the BC Transit Service suspensions in Campbell River and the Comox Valley**

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It was with great disappointment that we learned that a resolution had not been reached between BC Transit's contractor – PWTransit Canada – and their unionized employees in their ongoing labour dispute and that this dispute would impact the residents of Campbell River and the Comox Valley when transit service ceased as of today, Friday, December 15.

Transit disruptions affect many Campbell River residents and I, on behalf of Council, want you to know that we hear you and understand that job action is difficult for everyone involved. While the City has no role in the negotiations, we are monitoring the situation closely and are hopeful that the parties will find swift resolution.

The HandyDART service has been deemed essential for customers with appointments related to medical needs and will continue to operate during this service disruption.

30-Day passes will be refunded the pro-rated amount from the date of first use, and monthly passes will be refunded the pro-rated amount from the start of December. Customers who have purchased a December monthly pass should go to City Hall to request a refund. Riders who have purchased a 30-Day Pass in Umo should contact (877) 380-8181 to have their refund processed.

For the latest information, visit [bctransit.com/campbell-river/news](https://bctransit.com/campbell-river/news).

Residents who would like to provide feedback or share their concerns are encouraged to contact BC Transit at [bctransit.com/contact](https://bctransit.com/contact); BC Transit is the Provincial Crown Agency responsible for the delivery of transit services in Campbell River.

Yours truly,

Mayor Kermit Dahl

The City of Campbell River