

Calgary



Transit



Your new bus routes

Starting September 5, 2016 | Riders Guide

Call: 403-262-1000 | calgarytransit.com/2016ServiceReview

Project History

The goal of the 2016 Transit Service Review was to modify some existing bus routes to provide more efficient and effective service. The modified routes should be more direct, frequent, and easier to understand.

Five considerations were taken into account with new proposed routes:

- Avoid duplication of service along a road or corridor
- Provide higher frequency service (buses come more often)
- Create more direct routes
- Provide longer hours of service in the evenings and weekends
- Make transit more efficient by spending less and providing better service

WHAT WE ASKED

For each route identified, participants were asked to comment on the proposed change.

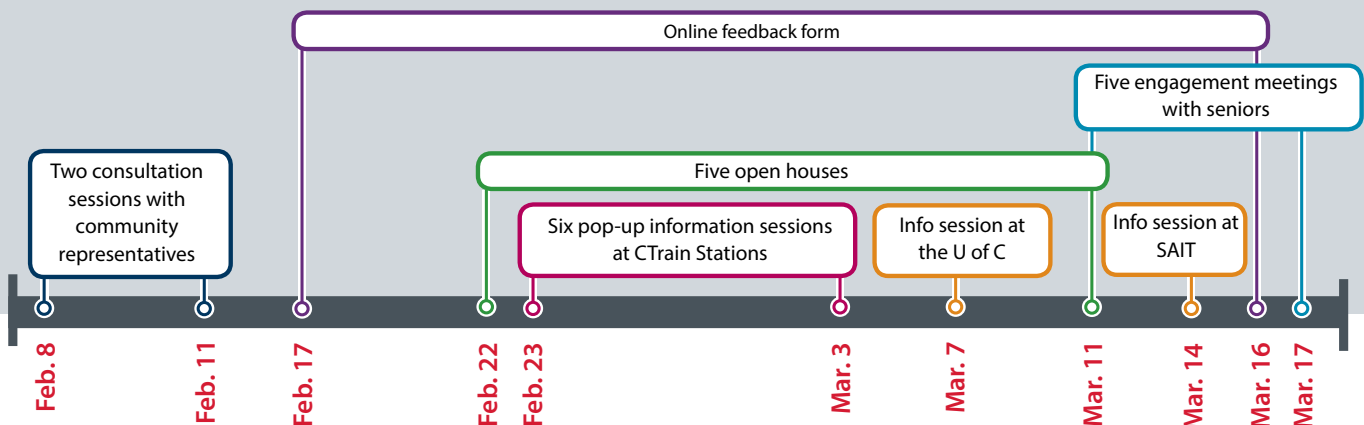
- What works about this route plan?
- What doesn't work about this route plan and why?
- What suggestions do you have that could improve this route?

WHAT WE HEARD

- Increase in service span
- Increase in frequency
- Services to University of Calgary, Market Mall, and Foothills Medical Centre
- Array of services at Dalhousie Station
- Simple, direct route concepts

PUBLIC FEEDBACK

Throughout February and March 2016 we shared new bus route proposals online and at open houses, and collected feedback from thousands of transit users. We incorporated public feedback as much as possible in designing the new routes.



CONTENTS

Customer Benefits.....	1
Frequently Asked Questions	2
Frequently Asked Questions	3
New Routes - Overview Map	4
Route Alternatives	6
Route 8 - North Pointe/Brentwood	7
Route 9 - Dalhousie/Sunnyside.....	8
Route 10 - City Hall/Southcentre	9
Route 31- Dalhousie/University	10
Route 53 - Greenwood/Brentwood	11
Route 65 - Market Mall/Downtown West	12
Route 90 - Bridgeland/Parkhill	13
Route 97 - South Ranchlands/Scenic Acres....	14
Route 105 - Dalhousie/Lions Park	15
Route 113 - North Ranchlands/Scenic Acres...	16
Route 120 - North Silver Springs	17
Route 134 - South Silver Springs	18
Route 404 - North Hill.....	19
Route 412 - Bow Trail	20
Route 422 - Dalhousie/Montgomery.....	21
Accessibility.....	22
Transit Information.....	23
Fares and Safety.....	24

BENEFITS

Here a few of the benefits and improvements the new routes will bring:

- Upgrades almost all affected service to a minimum of 30 minute frequency, 15 hours a day
- Increase in service to Foothills Medical Centre from Dalhousie Station, Brentwood Station, 5th Avenue corridor, and Sunnyside
- Improves connection to Alberta Children's Hospital from Dalhousie Station and connecting routes
- Improves service to and through the University of Calgary
- Direct, frequent routes to Market Mall, Northland Mall, and North Hill Mall
- More frequent service in Ranchlands, Silver Springs, and Scenic Acres, operating two ways until end of service
- Restores evening service to Bridgeland
- Service is simpler and more legible to our customers



Frequently Asked Questions

When will these changes come into effect?

Route changes will come into effect on Monday, September 5, 2016.

Why was this service review conducted?

The routes involved in the service review were underperforming in terms of ridership, with many having received service cuts in recent years. This has resulted in a lack of base service (a bus at least every 30 minutes, 15 hours a day, 7 days a week) throughout many established communities. The goal of the service review was to create simpler, more frequent bus routes that run later into the evenings and on weekends, with the limited resources available.

Why does my route no longer go directly to downtown?

Direct bus service through downtown is relatively slow and expensive to operate. These routes do not have high enough ridership to continue this service while also meeting frequency and service span goals. The savings have been reinvested in higher frequency as well as evening and late night service in the affected communities. Alternative service is available on the CTrain which is undergoing a significant capacity increase with the introduction of 4-car trains. Alternative bus services are also available on Routes 1, 4, 5, and the new Route 90.

Why does my trip now require me to make a transfer?

Transfer-free services are appealing for many. However, when a bus network is overly oriented towards avoiding transfers, it results in significant route duplication as well as slow, circuitous routes. The result is a network with relatively low ridership, low frequency, and short service span (do not operate into the evenings or weekends). A transfer-based bus network allows for higher frequencies and longer service span due to the more efficient use of bus service hours.

Will the bus schedules align well for transfers?

To the greatest extent possible, bus arrival and departure times at major transfer points such as LRT stations will be scheduled to minimize wait times for transfers between routes. There is also the possibility of interlining routes at certain times of day to minimize the need to transfer. For example, the Route A bus may turn into a Route B bus at an LRT station. Interlining of shorter routes gives Calgary Transit greater flexibility in targeting service for particular needs at particular times.

My route seems busy to me, so how could the ridership be low?

Routes may be busy at certain times of day, in certain stretches, or in one direction. However, the overall ridership may still be low. Calgary Transit conducts regular passenger counts and data from recent years shows that ridership on these routes is too low to continue as is, so changes had to be made. Customers may not notice the lack of ridership, because many of them are not on the buses that lack riders.

Frequently Asked Questions

Why not just run buses in the peak hours in the peak direction if overall ridership is low?

Single-purpose peak buses, such as express routes, are expensive as they spend a greater proportion of travel time out-of-service than regular bus routes. In other words, they spend a lot of time driving to the starting point of the route with no customers on board.

How were the routes designed?

The routes were planned based on design objectives to reduce service duplication, increase frequency, make routes more direct, and expand all-day service.

I don't think the new routes are better for me, so why is Calgary Transit claiming to improve things?

It is possible that some people may not find an improvement with these changes. Calgary Transit believes the new network is an overall improvement, but some particular trips may be negatively impacted. Unfortunately, is not possible to ensure that the bus network does all things for all people. However, through the planning and engagement process, we have worked to ensure that the vast majority of people have good access to bus service that connects to the wider transit network.

How will I know which bus stops are changing?

Affected bus stops will have signs posted indicating future routes or any route removals one month in advance of the changes. These signs direct customers to the website or the Calgary Transit call centre for more information.

Will Calgary Transit monitor these changes?

Calgary Transit will closely monitor the new routes in terms of ridership, reliability, and customer concerns. It is possible that some elements of the plan will be revised in the near future based on this monitoring. If services are not performing to expectations, Calgary Transit is prepared to adjust as needed.

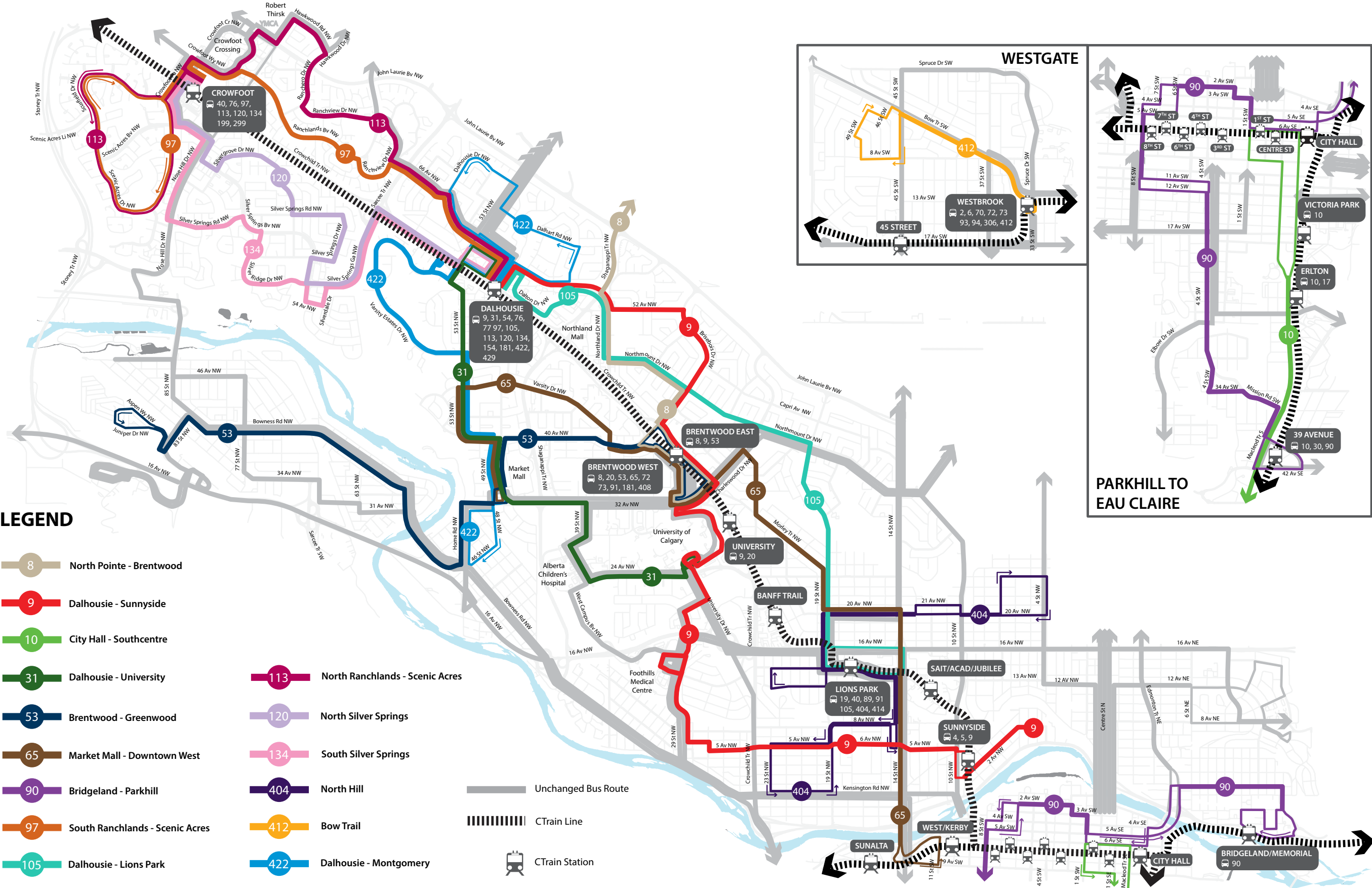
How can I submit a comment, complaint or suggestion?

You can submit feedback online, or by calling 403-262-1000.

Visit calgarytransit.com/2016ServiceReview for more information



New Routes - Overview Map



Route Alternatives - Effective September 5, 2016

This service review created simpler, more frequent bus routes that run later into the evenings and on weekends. Below are the new alternative routes you can take beginning September 5, 2016.

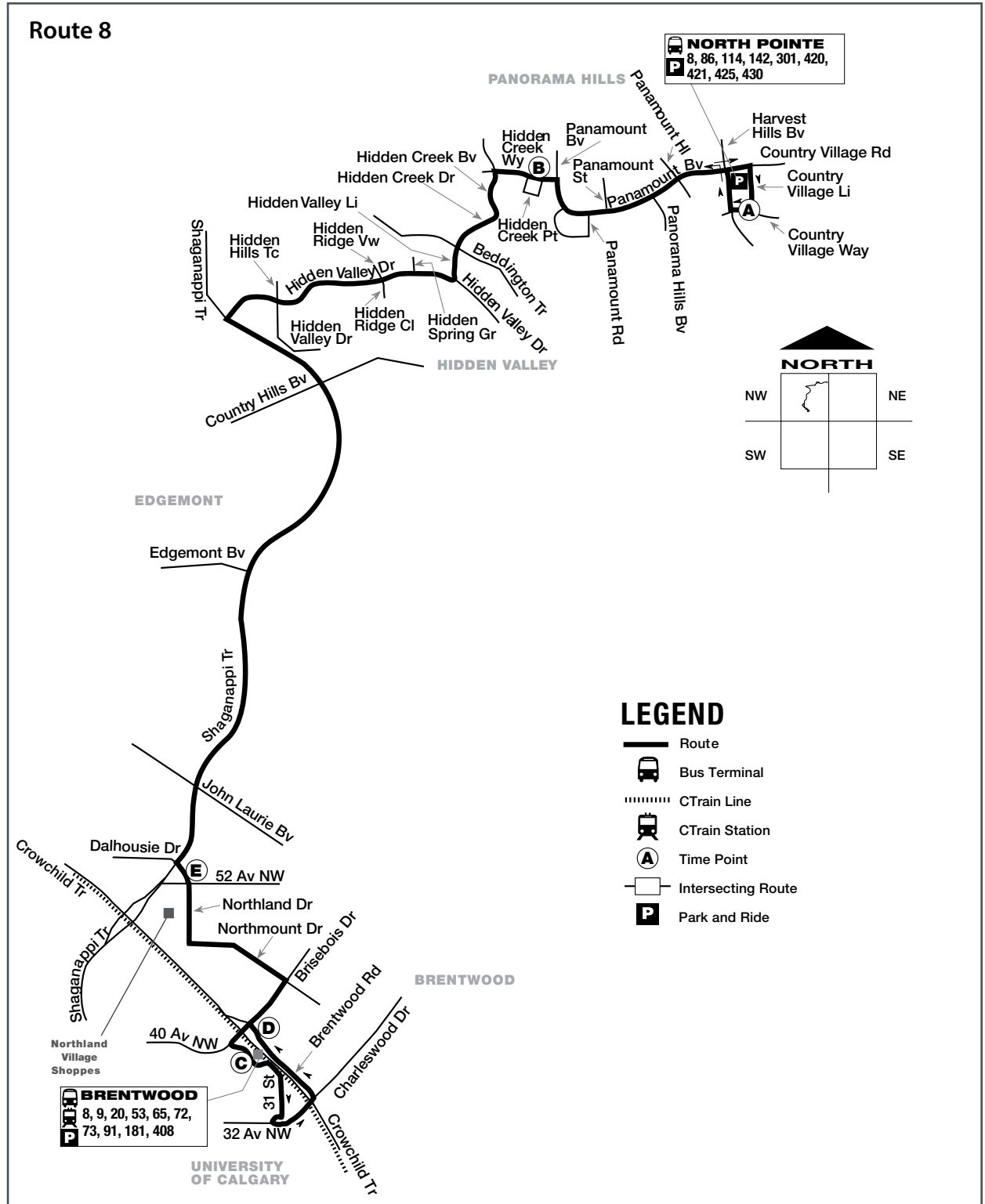
Current Route	New Route Alternative(s)	Current Route	New Route Alternative(s)
8	8	145	9, 20, 72/73, 105
9	9, 19, 31, 53, 72/73, 90, 91	404	2, 4/5, 19, 404
10	8, 9, 10, 31, 65, 105, 422	405	1, 9, 20, 72/73, 105, 404
22/122	9, 65, 105, 422	407	53, 65
37/137	8, 9, 31, 65, 73/73, 91, 97, 105, 113, 408	412	6/7, 91, 412
43/143	8, 9, 31, 65, 73/73, 91, 97, 105, 113, 120, 408	419	6/7, 9, 90, 404



Route 8 - North Pointe/Brentwood

Last bus runs until approx. 12:00 AM

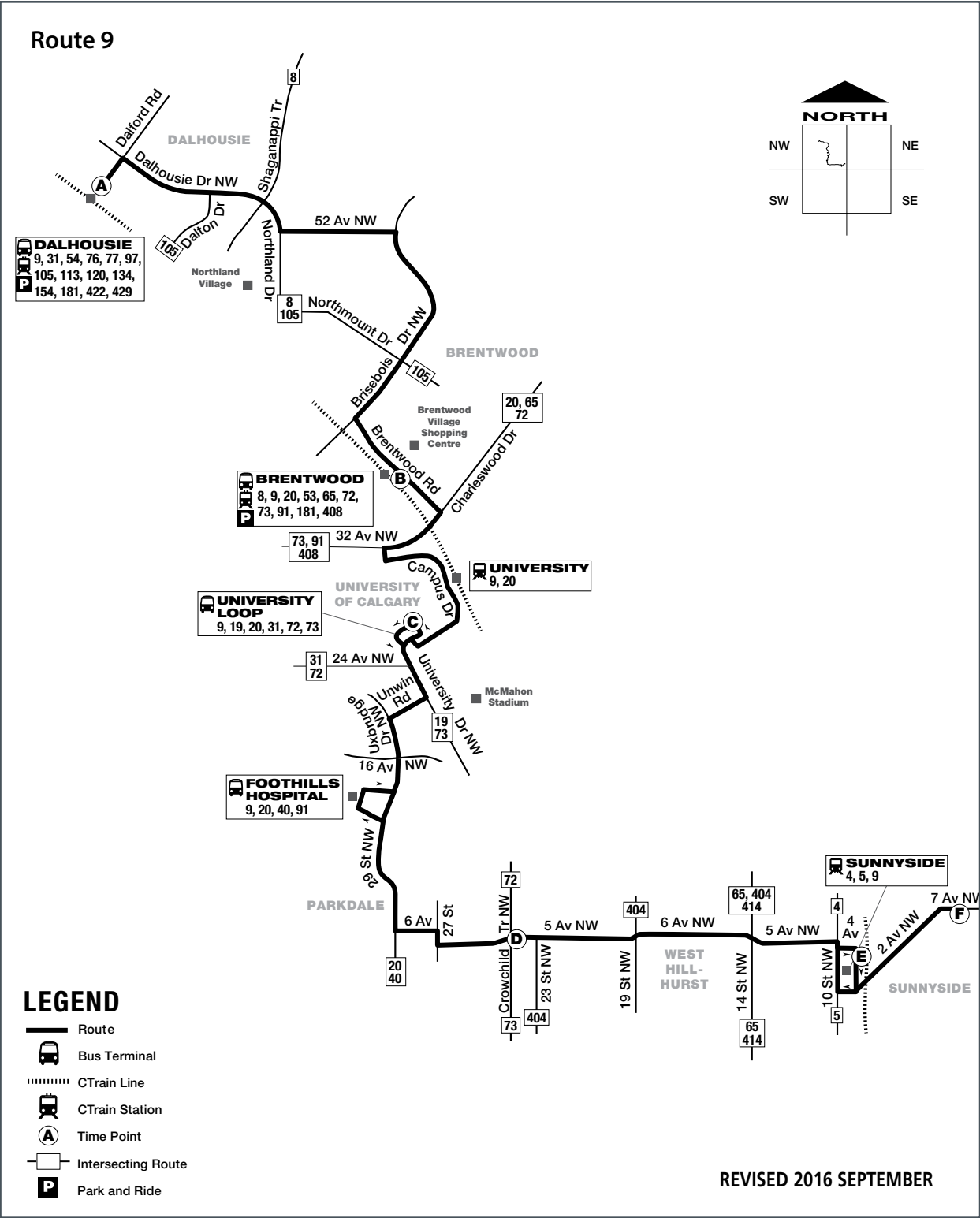
Frequency (minutes)	
Peak	Off-Peak
5 - 10	20 - 30



Route 9 - Dalhousie/Sunnyside

Frequency (minutes)	
Peak	Off-Peak
15	30

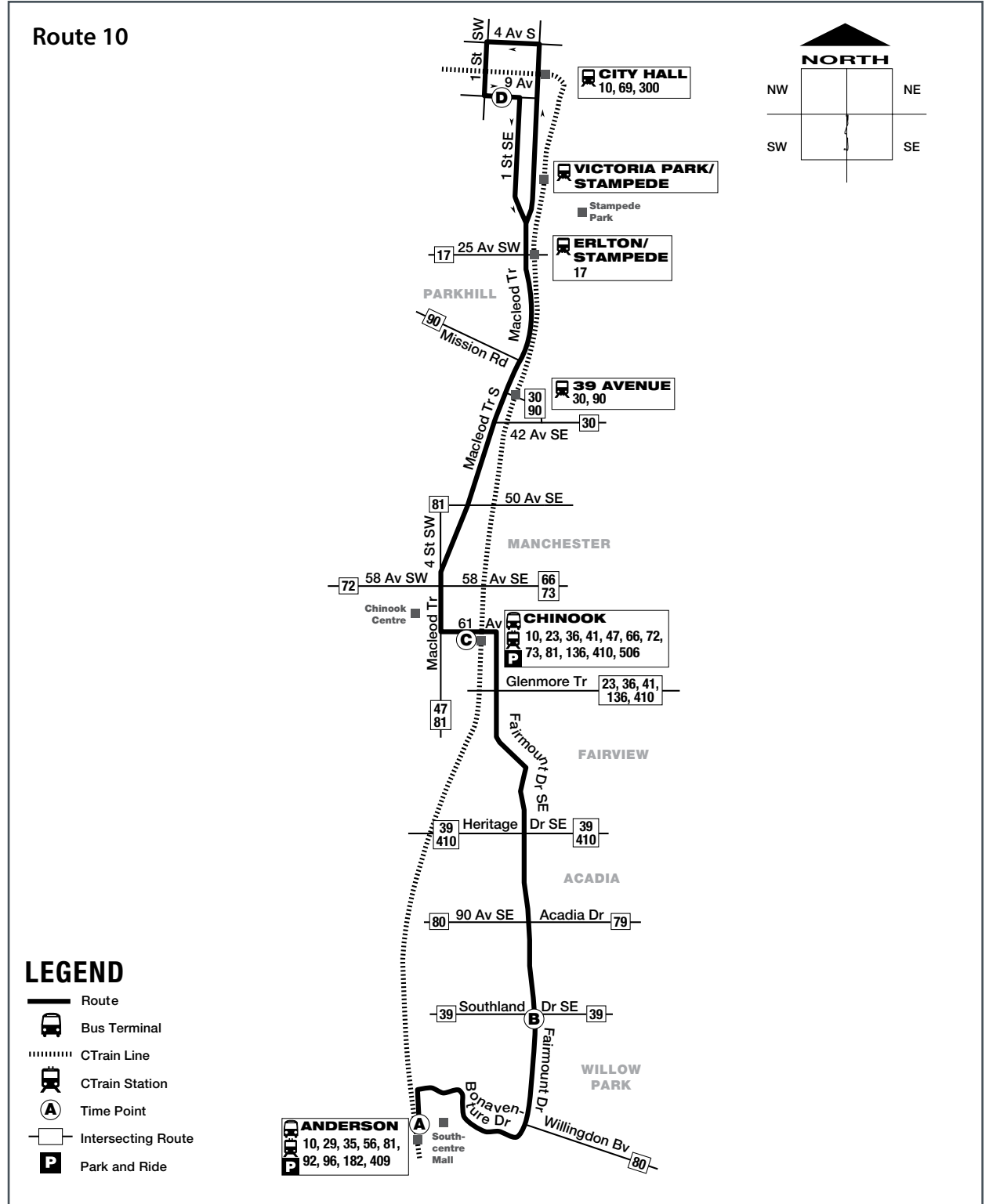
Last bus runs until approx. 11:00 PM



Route 10 - City Hall/Southcentre

Last bus runs until approx. 12:00 AM

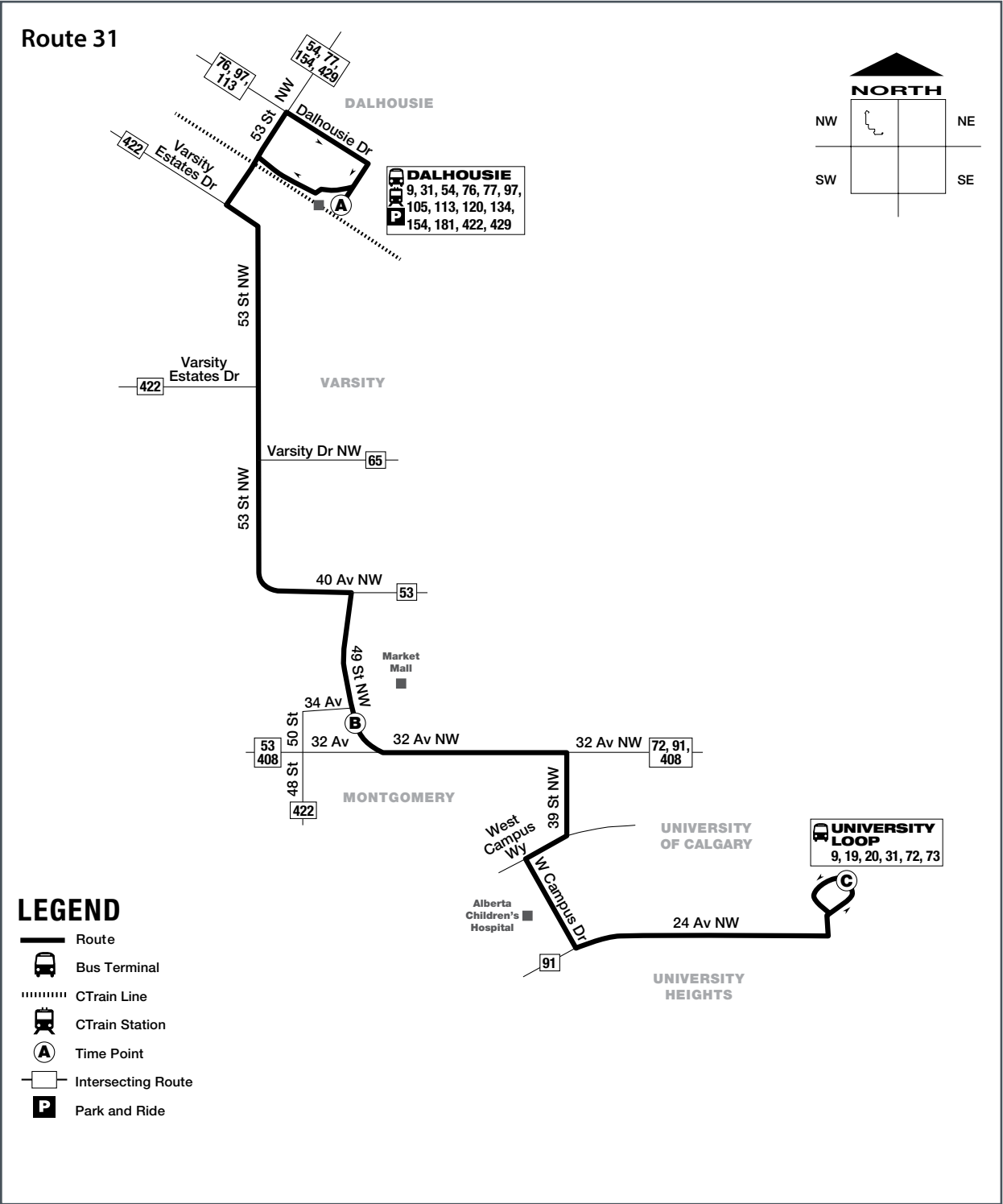
Frequency (minutes)	
Peak	Off-Peak
30	30



Route 31- Dalhousie/University

Frequency (minutes)	
Peak	Off-Peak
15	20 - 30

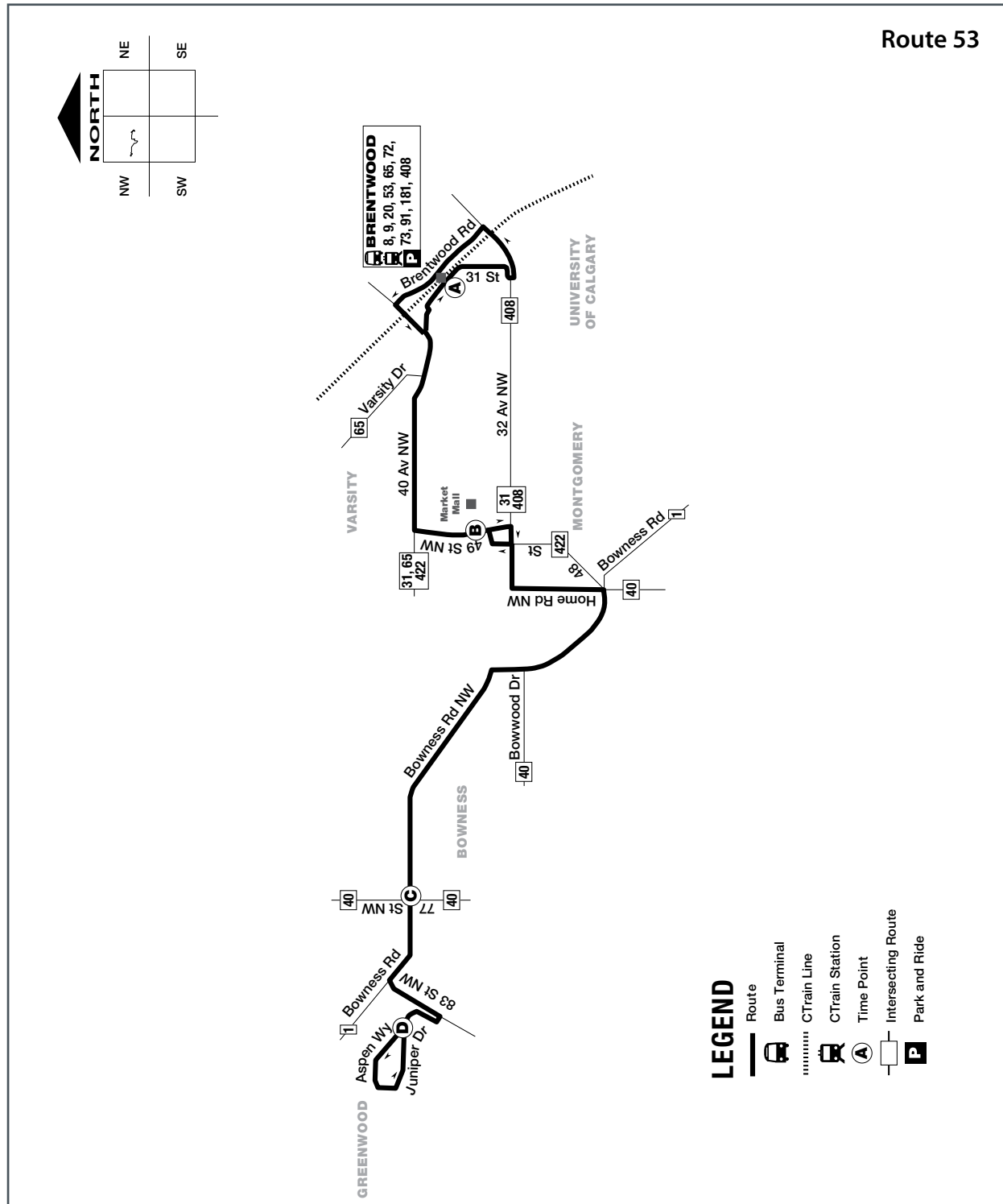
Last bus runs until approx. 12:00 AM



Route 53 - Greenwood/Brentwood

Last bus runs until approx. 11:00 PM

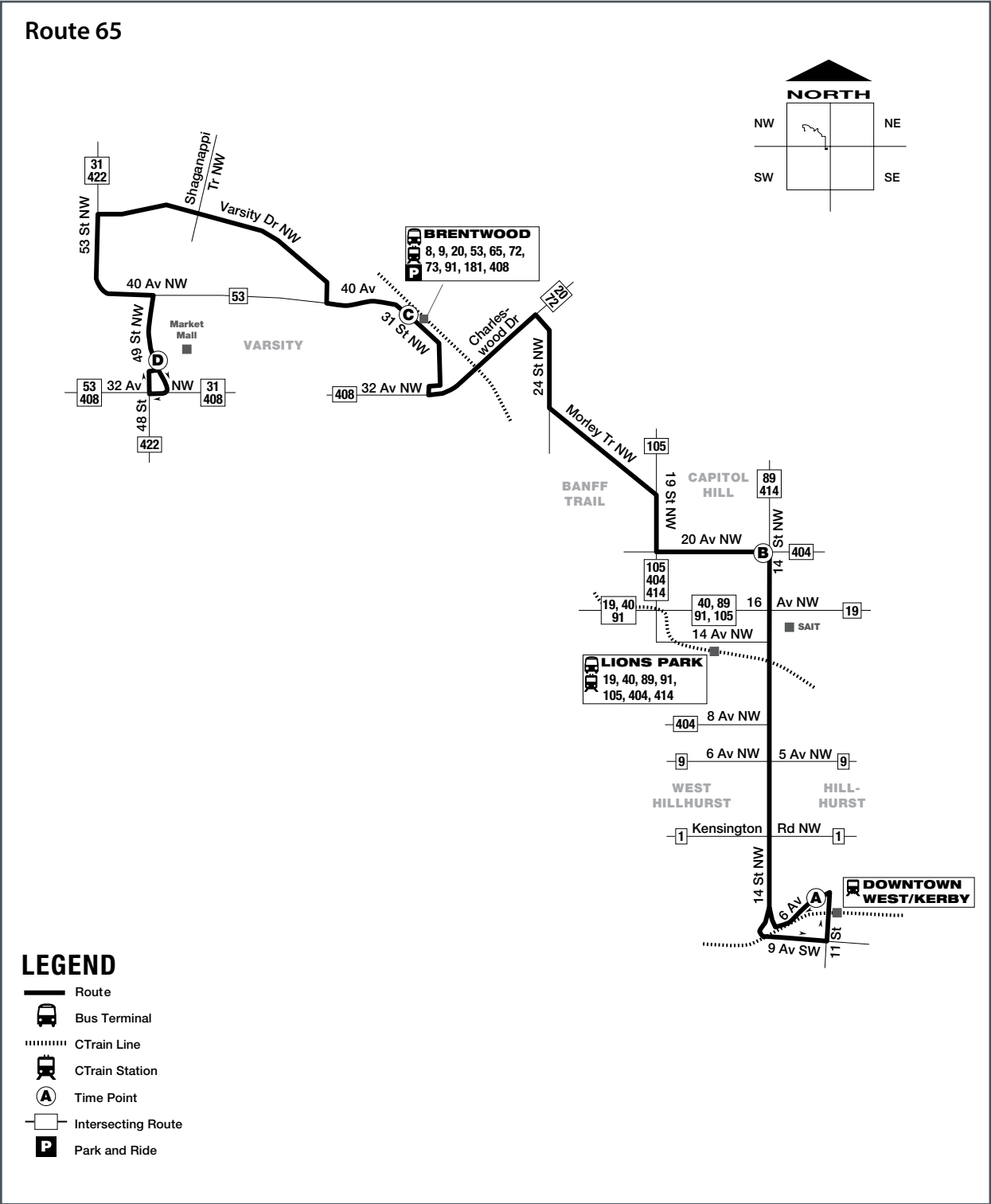
Frequency (minutes)	
Peak	Off-Peak
20	30



Route 65 - Market Mall/Downtown West

Frequency (minutes)	
Peak	Off-Peak
20	40

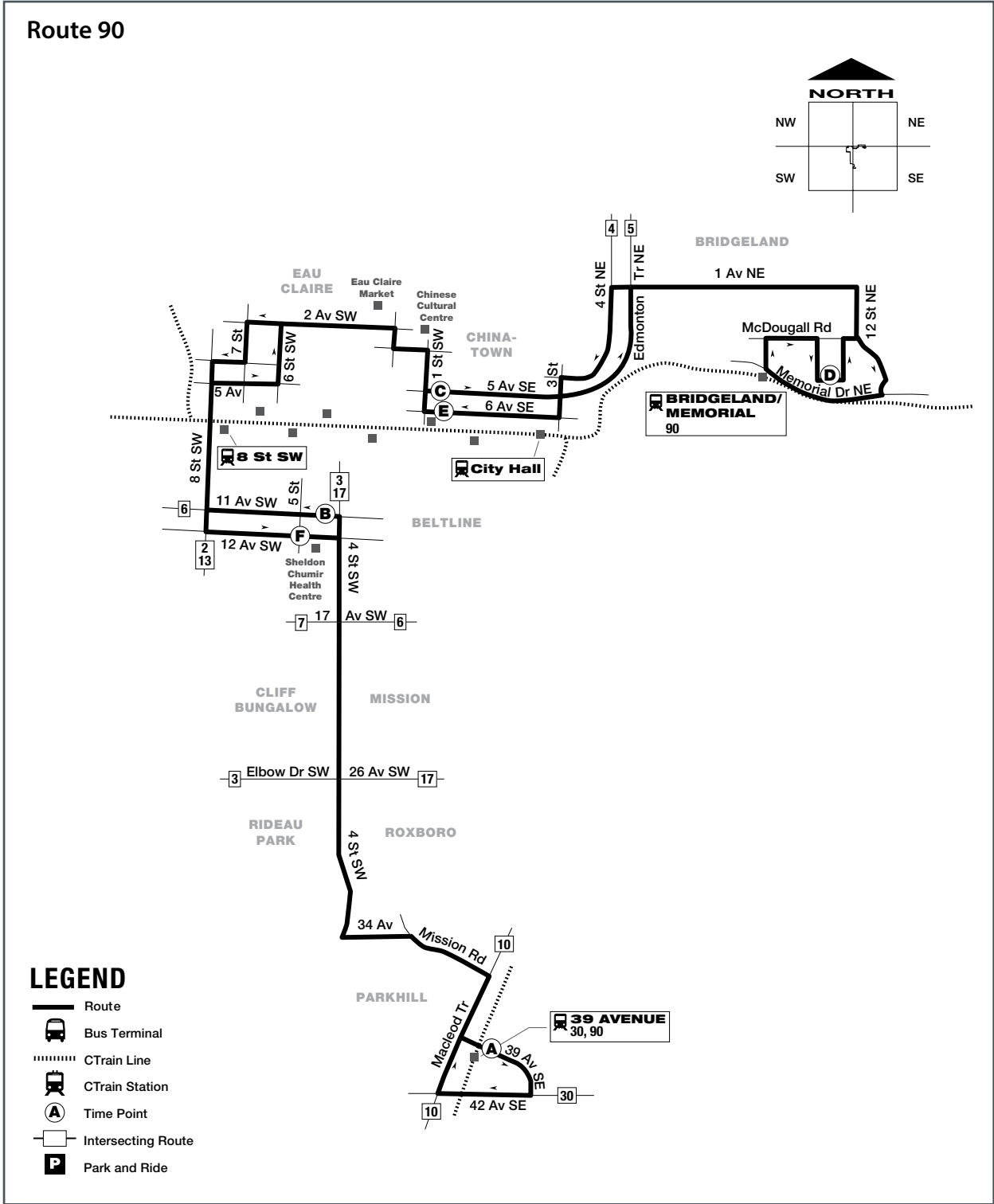
Last bus runs until approx. 11:00 PM



Route 90 - Bridgeland/Parkhill

Frequency (minutes)	
Peak	Off-Peak
30	30

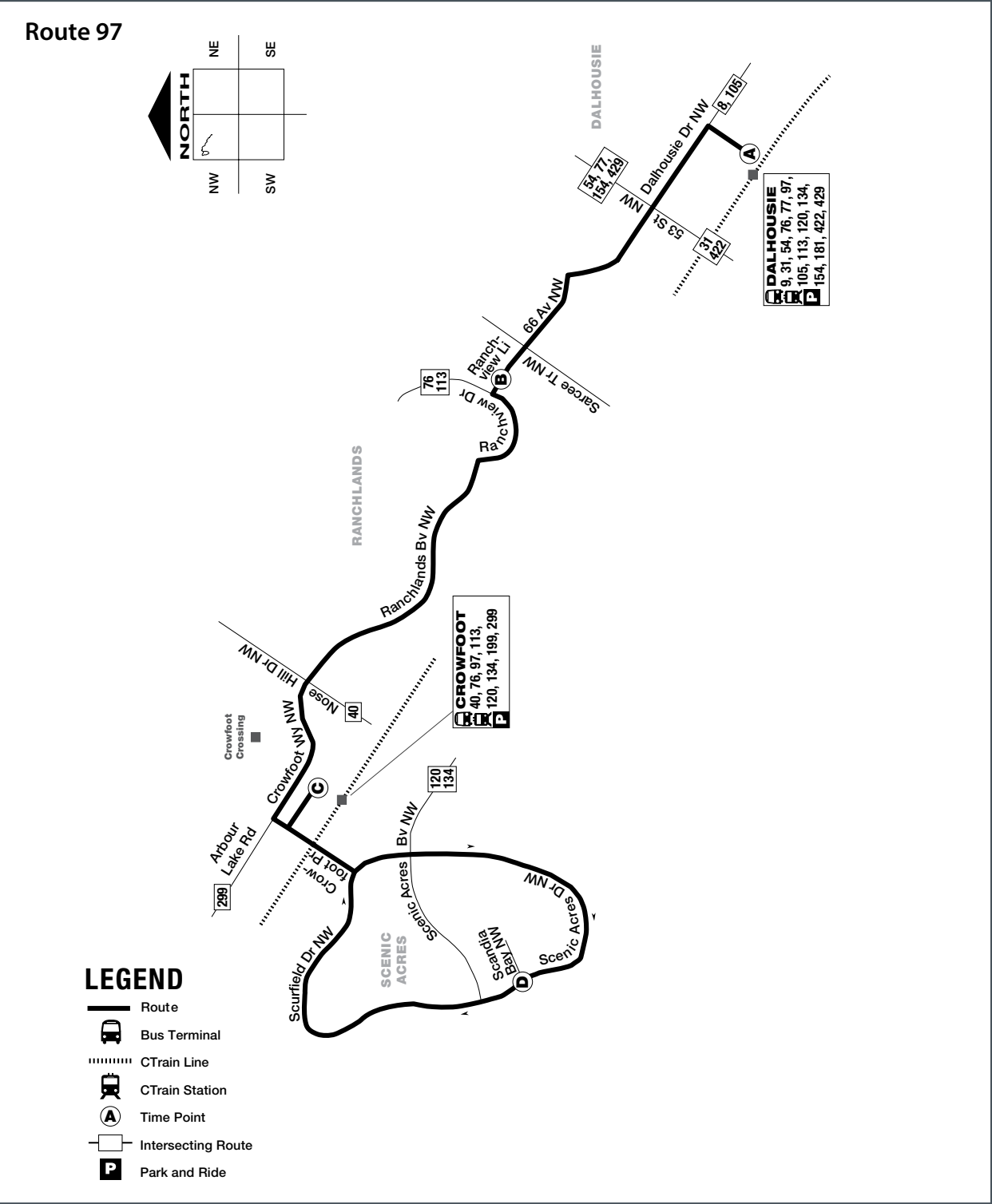
Last bus runs until approx. 11:00 PM



Route 97 - South Ranchlands/Scenic Acres

Frequency (minutes)	
Peak	Off-Peak
15	30

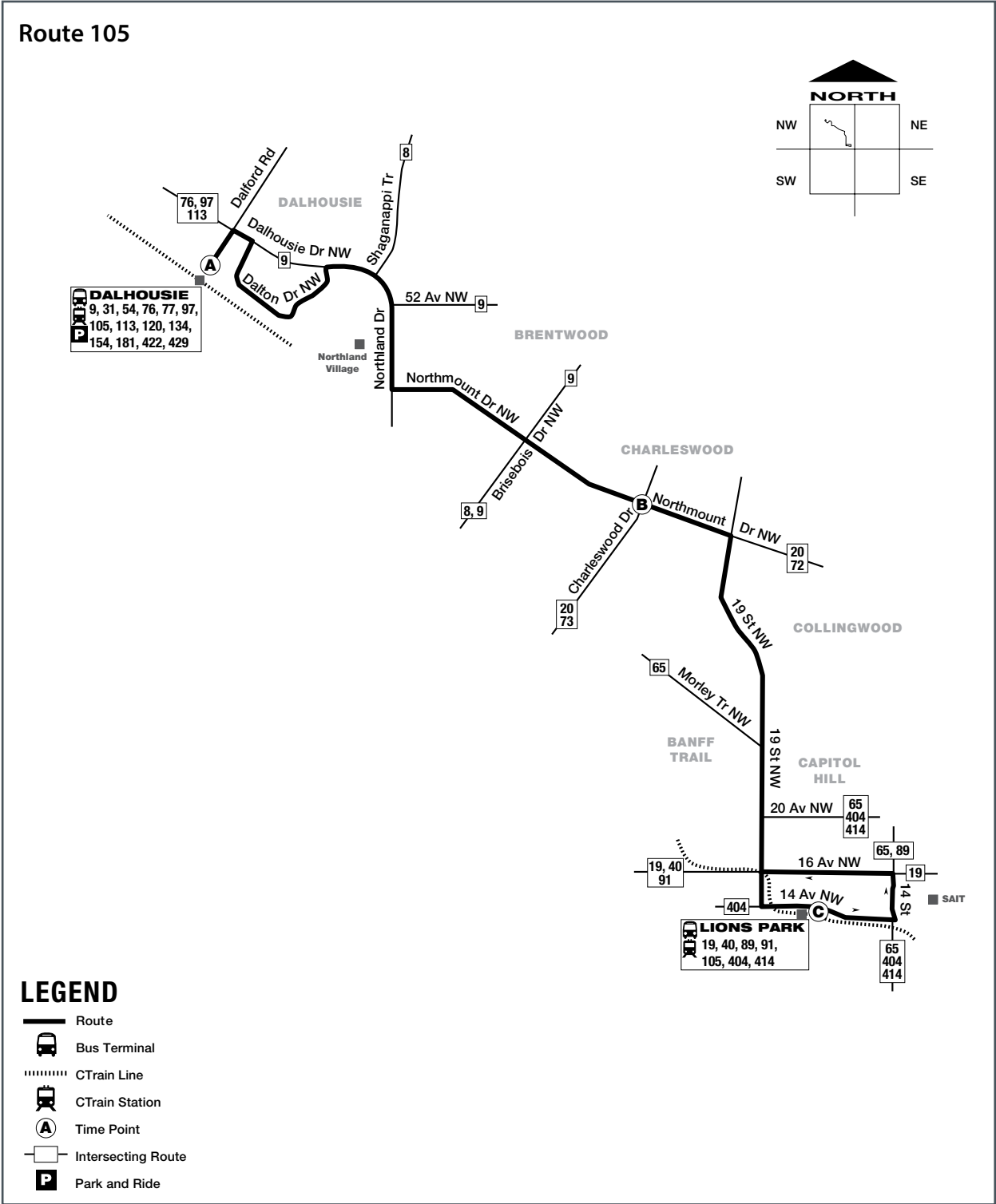
Last bus runs until approx. 12:00 AM



Route 105 - Dalhousie/Lions Park

Frequency (minutes)	
Peak	Off-Peak
15 - 30	30

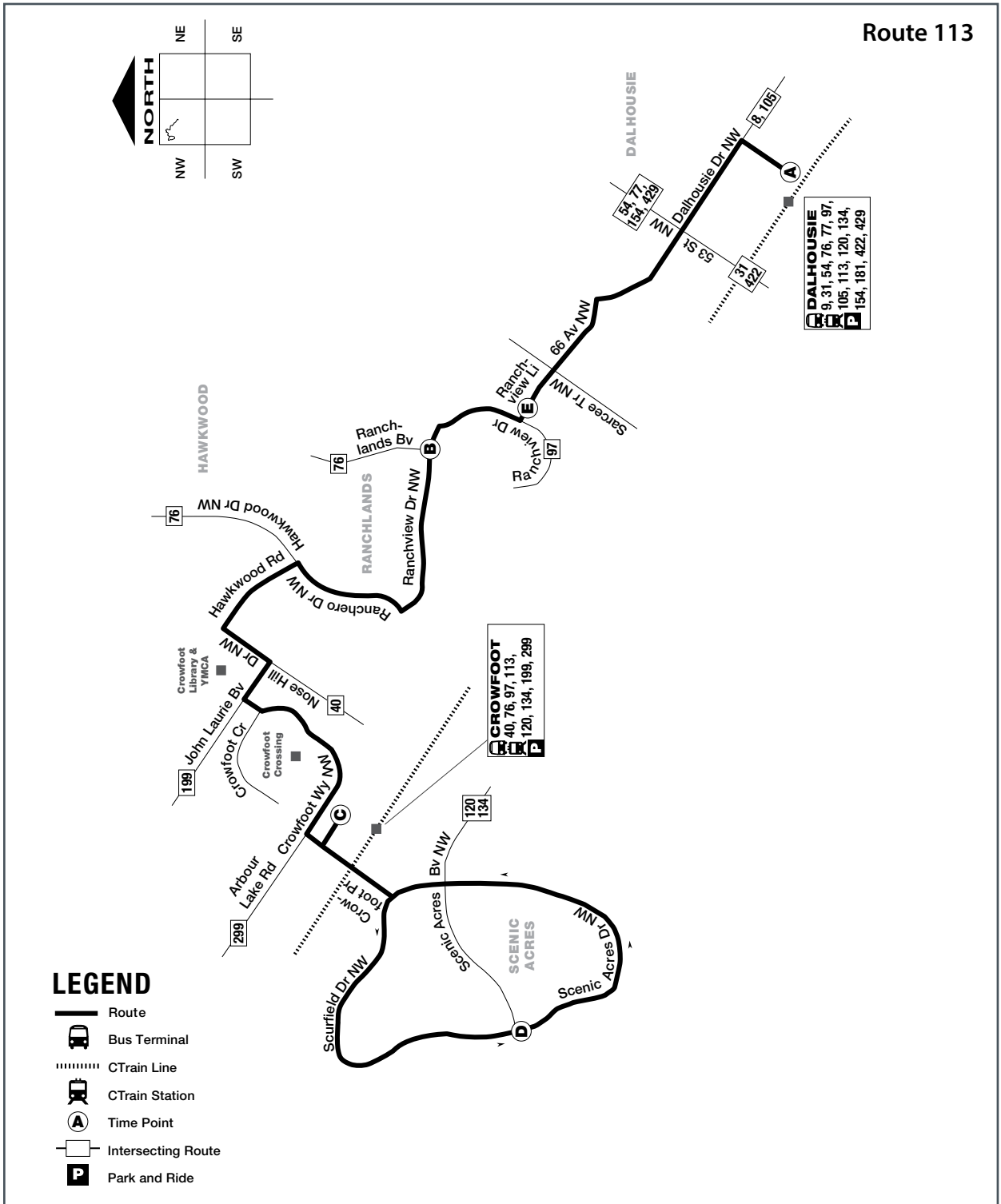
Last bus runs until approx. 9:00 PM



Route 113 - North Ranchlands/Scenic Acres

Frequency (minutes)	
Peak	Off-Peak
15	30

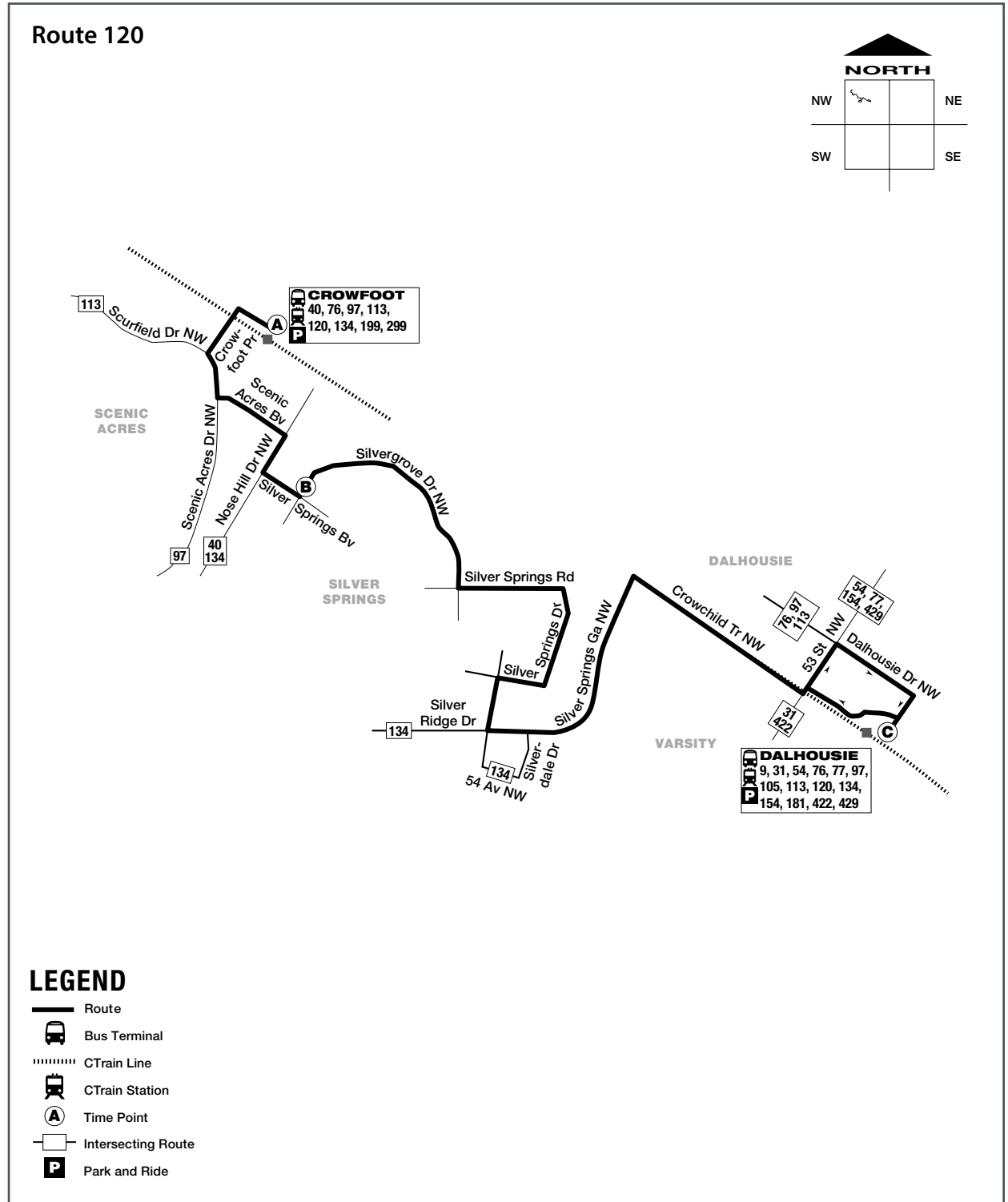
Last bus runs until approx. 12:00 AM



Route 120 - North Silver Springs

Frequency (minutes)	
Peak	Off-Peak
15	30

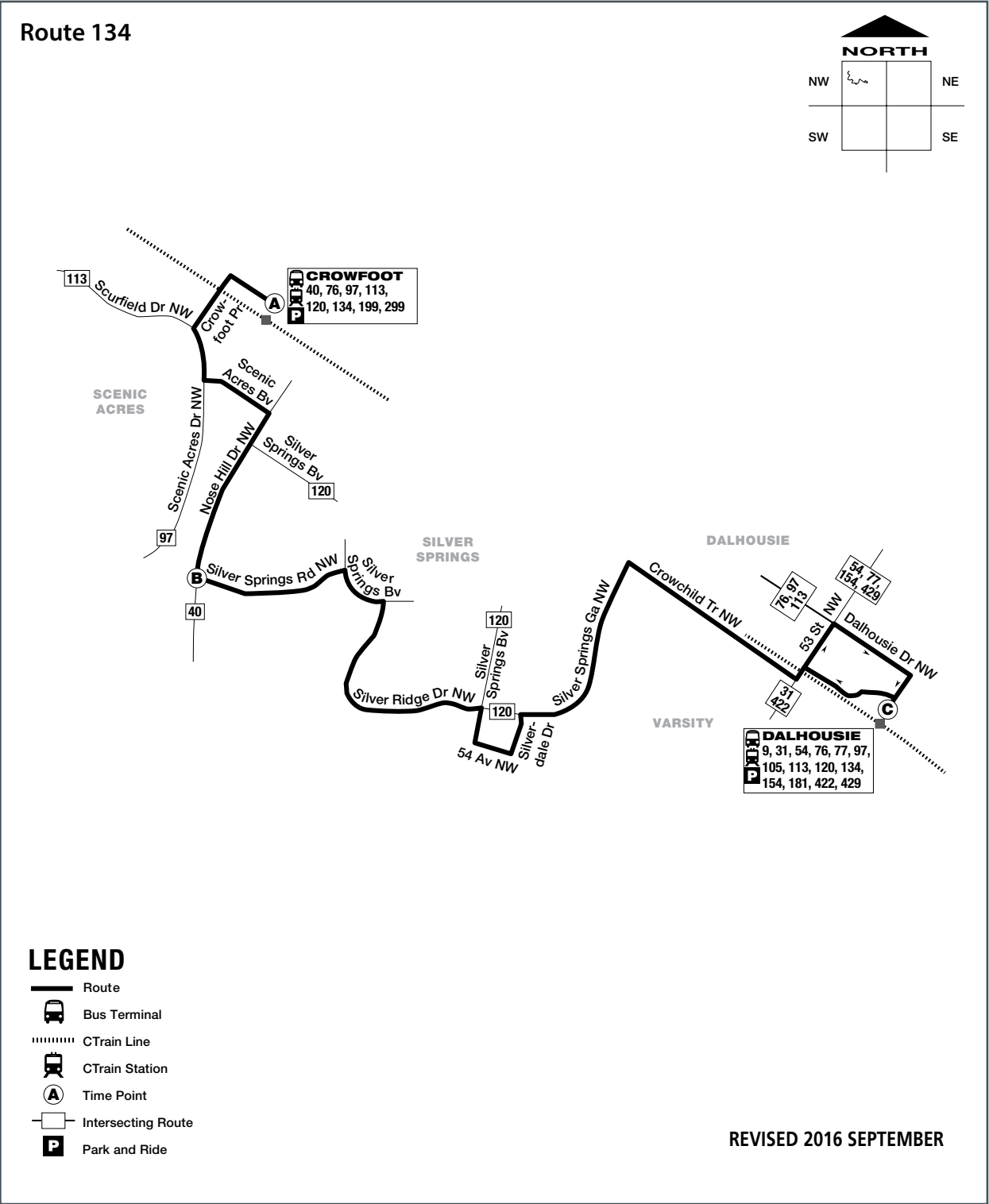
Last bus runs until approx. 12:00 AM



Route 134 - South Silver Springs

Frequency (minutes)	
Peak	Off-Peak
15	30

Last bus runs until approx. 12:00 AM

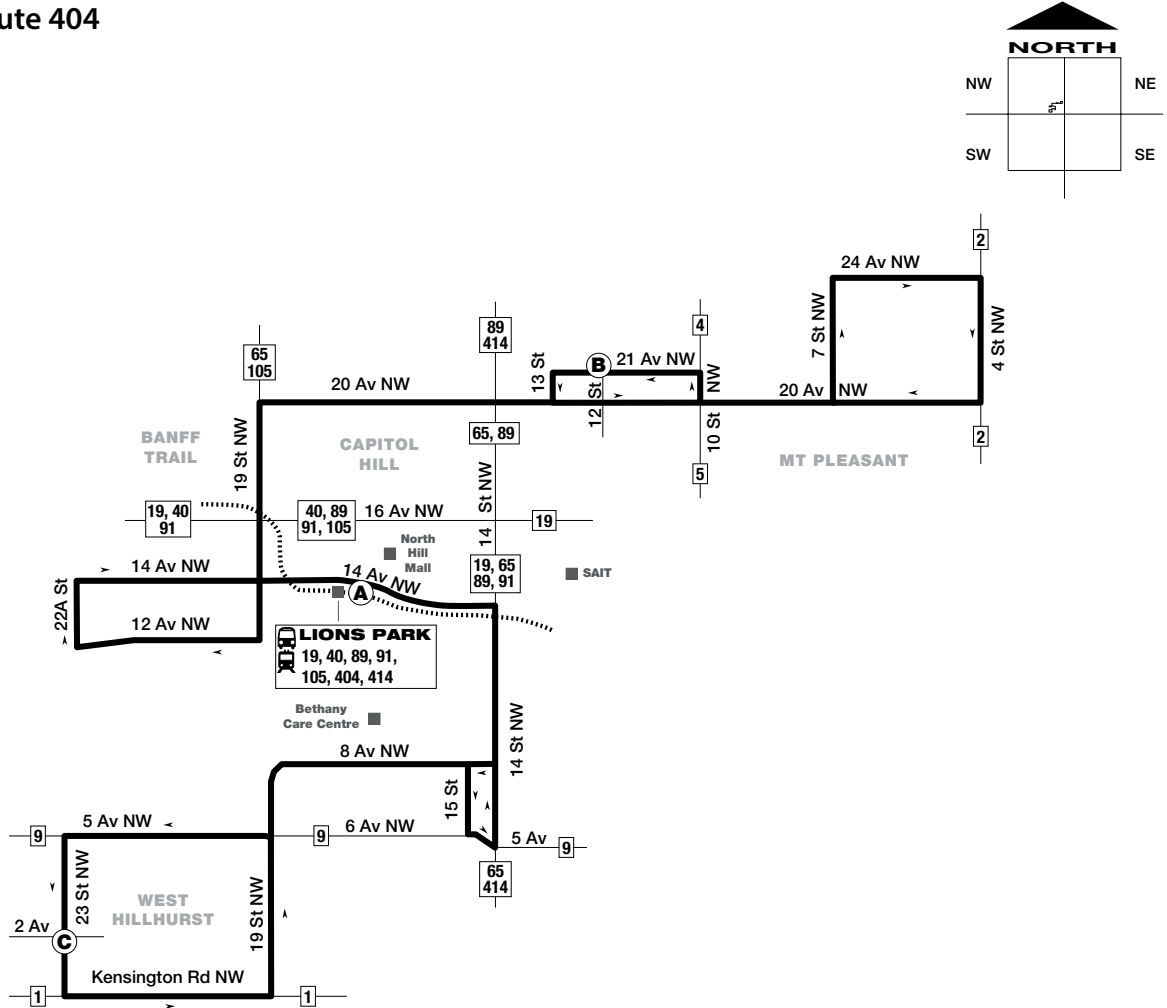


Route 404 - North Hill

Last bus runs until approx. 7:00 PM

Frequency (minutes)	
Peak	Off-Peak
60	60

Route 404



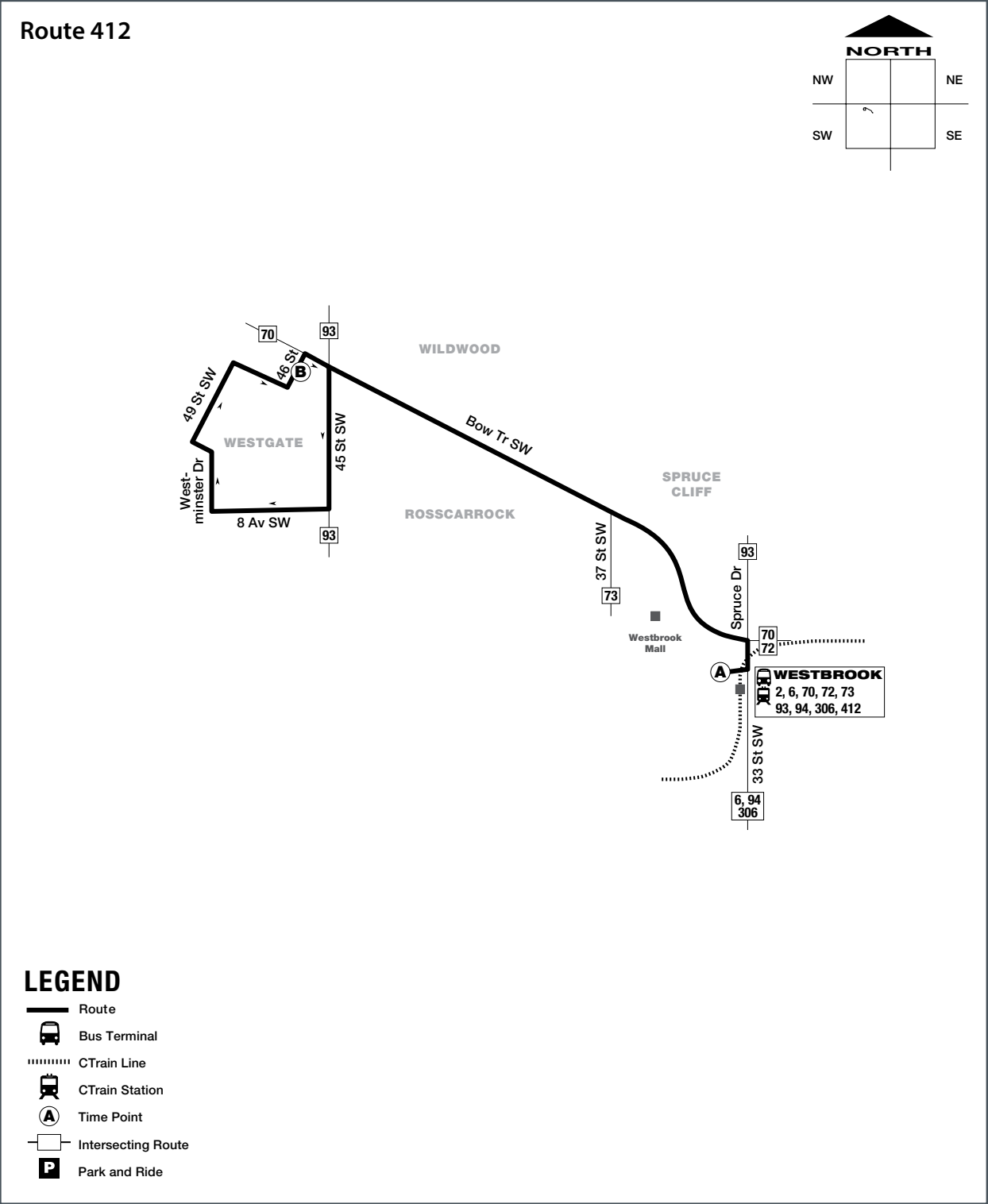
LEGEND

- Route
- Bus Terminal
- CTrain Line
- CTrain Station
- Time Point
- Intersecting Route
- Park and Ride

Route 412 - Bow Trail

Frequency	
Peak	Off-Peak
20	20

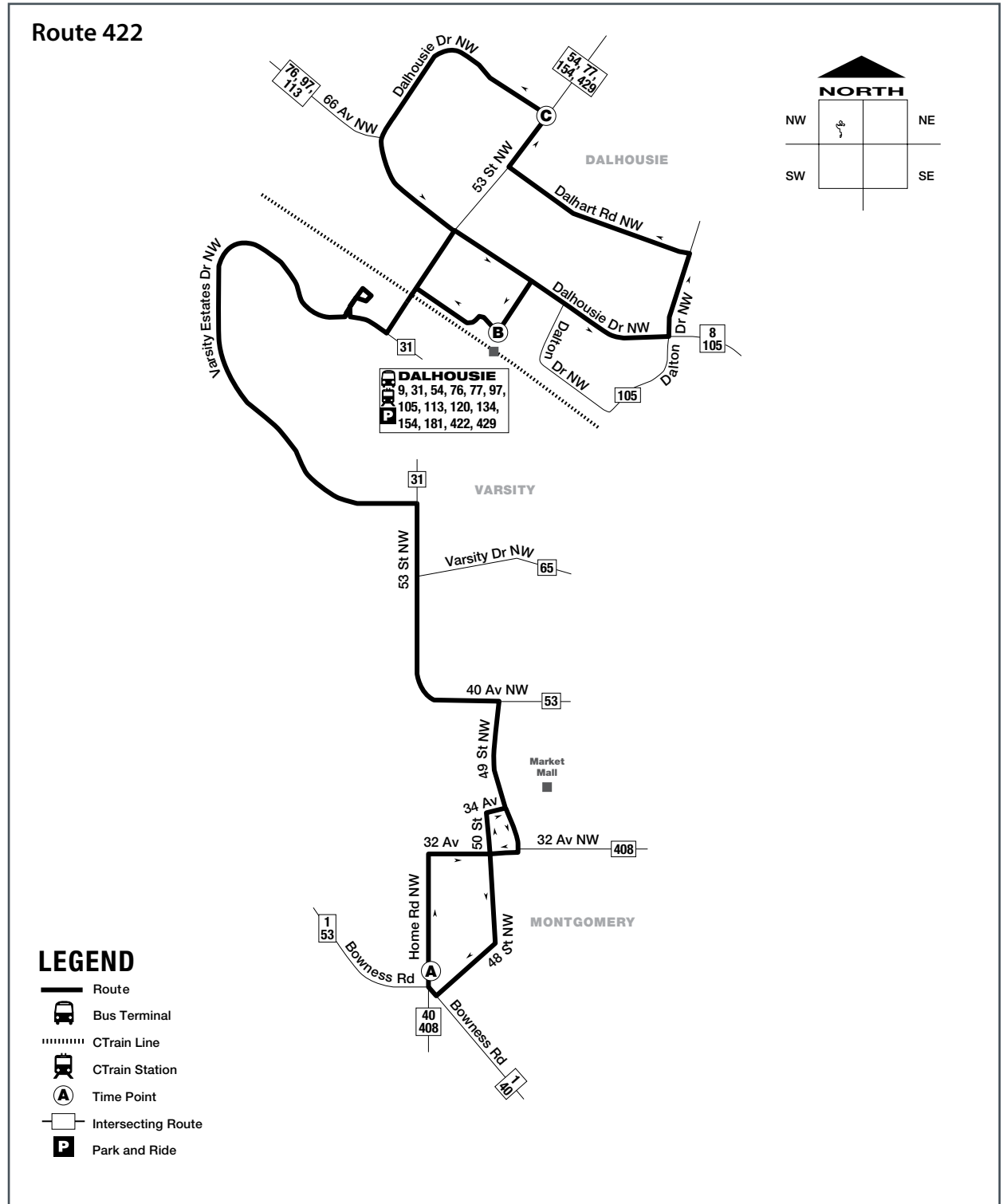
Last bus runs until approx. 10:00 PM



Route 422 - Dalhousie/Montgomery

Frequency	
Peak	Off-Peak
30	60

Last bus runs until approx. 8:00 PM



Accessibility

CALGARY TRANSIT ACCESS

Through our Calgary Transit Access division, we provide specialized transit service for people with disabilities or reduced mobility. They are responsible for assessing eligibility, coordinating bookings, scheduling and dispatching shared ride, door-to-door service.

Travel training provides customers with an improved understanding and confidence to take public transit. Each customer will experience three to five one-on-one sessions that are based on their individual needs and abilities. Want to book travel training or have questions? Give us a call!

Calgary Transit Access: 403-537-7777

Hours: 9 a.m. to 5 p.m. daily, closed holidays

ACCESSIBLE FLEET

Our entire fleet is accessible for people with different levels of mobility. Our CTrains and buses are equipped with ramps that can be lowered to make it easier for customers with mobility issues to board.

Low floor buses serve all of our 155 routes and all of our 45 CTrain stations are equipped with elevators, ramps, or are ground level accessible.

Stay updated on construction closures by signing up for email updates, or by visiting calgarytransit.com



Transit Information

ONLINE

Visit us at calgarytransit.com for trip planning, information about schedules, route changes, route maps, fares, customer services and upcoming events. Sign up for email alerts to receive information about your specific route detours and CTrain updates.



Twitter: [@calgarytransit](https://twitter.com/calgarytransit)



Instagram: [@calgarytransit](https://www.instagram.com/calgarytransit)



Calgary Transit App for IOS and Android: trip planning, schedules and real-time bus arrivals

CALL US

Customer Service: 403-262-1000

Hours: 6 a.m. to 9 p.m. on weekdays, 8:00 am to 6:00 pm on weekends

Lost Property: 403-268-1600

VISIT US

Bow Parkade

234 7 Ave. SW

10 a.m. to 5:30 p.m. on weekdays

Closed weekends and holidays

Centre Street

125 7 Ave SE

10 a.m. to 5:30 p.m. on weekdays

Closed weekends and holidays



Fares and Safety

FARES

Transit fare is free for children five and under. Fares are subject to change.

Fare Options	Adult (ages 18 +)	Youth (ages 6 - 17)
Cash Fare (valid for 90 minutes)	\$3.15	\$2.10
Book of 10 tickets (valid for 90 minutes)	\$31.50	\$21.00
Monthly Pass	\$99.00	\$65.00
Day Pass (valid for one day on the day of purchase)	\$9.50	\$6.75

There are a few options for you to purchase your transit pass or tickets:

- Shop online – The easy to use online storefront allows you to purchase your tickets and passes safely, securely and quickly without leaving your house. Start by creating your CITYonline account today.
- Visit a Customer Service Centre
- Many convenience and grocery stores sell our tickets and monthly passes; look for the sign on the front entrance indicating that they sell Calgary Transit fare products.

SAFETY AND SECURITY

We're committed to keeping you safe when you use our services. We do that through an extensive network of security features. We also encourage customers to practice safe habits when using the transit system.

How you can keep yourself safe

Our CTrains and stations have help phones and help buttons that allow customers two-way communication with Calgary Transit staff.

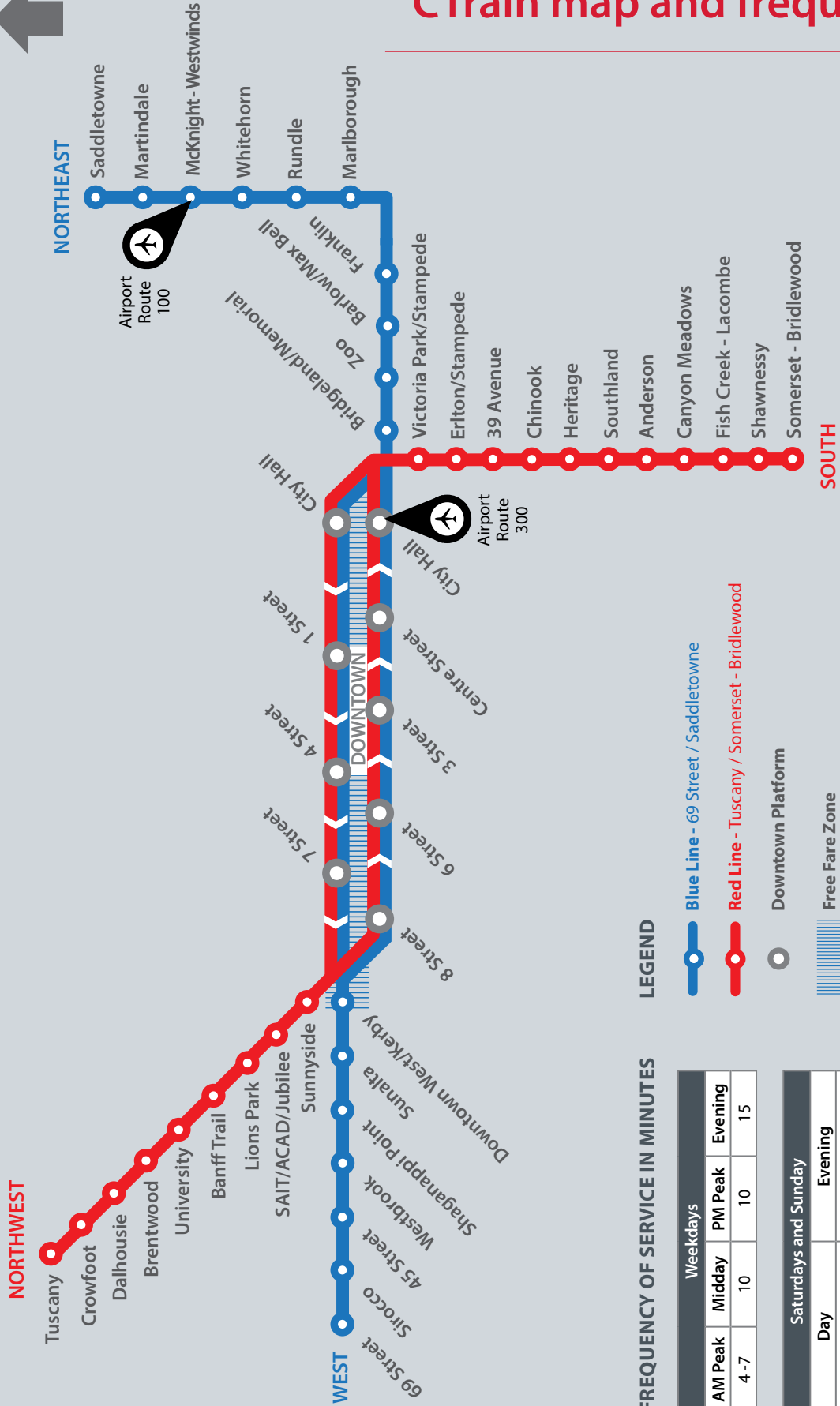
For your safety, obey all traffic signals, never try to beat a CTrain, look both ways at level crossings, and always stay behind the yellow line.

How we keep you safe

There are cameras on all buses, CTrains and stations that are monitored by security staff and uniformed peace officers that patrol the system – including bus detail.



CTrain map and frequencies



FREQUENCY OF SERVICE IN MINUTES

Weekdays			
AM Peak	Midday	PM Peak	Evening
4 - 7	10	10	15

Saturdays and Sunday	
Day	Evening
10 - 15	10 - 15

A Message from Calgary Transit



Calgary Transit has completed a major review of bus routes and big changes are on the way! Starting September 5, 2016 there will be 12 new bus routes in your community that will provide more efficient, direct, and frequent service.

Through open houses, online forms, info sessions and more, we collected feedback and incorporated suggestions from thousands of Calgarians about the proposed bus routes. The result is new routes that provide more frequency, with greater service in the evenings and weekends which allow for greater variety of trips to be made with Calgary Transit.

These new routes were designed with our Customer Commitment in mind. This commitment is our promise to deliver qualities of service that our customers and employees

identified as the most important. It shows what we strive to achieve, and we will invest in projects and initiatives that can positively impact the customer experience in these areas.

Our customers have diverse lives in terms of how they work, study, play, and engage in other activities of daily life. A wider network that focuses on the all-day potential of transit service provides more flexible options, enhancing the customer experience.

Together we make Calgary a great place to make a living, a great place to make a life.

For more information, visit us online at calgarytransit.com/2016ServiceReview or call us at 403-262-1000