

Calgary Transit

RIDER'S GUIDE

to the Northwest

CTrain Extension and Feeder Bus Network



THE CITY OF
CALGARY
Proudly serving a great city

December 2003

Welcome	3
Dalhousie Opening Invitation	3
Purpose of the Rider's Guide	4
Overview of Service Revisions	5
School Service	6
Revisions at Brentwood Station	7
Brentwood Station Route Maps and Frequencies	
Route 10 - Dalhousie/South Centre	8
Route 22 - Dalhousie	9
Route 95 - Market Mall	10
Route 98 - Scenic Acres	11
Route 122 - Varsity	12
Route 199 - Citadel	13
Route 299 - Arbour Lake	14
Route 407 - Greenwood/Lions Park	15
Route 421 - Tuscany	16
Route 426 - Rocky Ridge	17
Introduction to the Dalhousie Station	18
Bus Routes Serving Dalhousie Station	19
Map of Bus Routes to Dalhousie Station	20
Dalhousie Station Route Maps and Frequencies	
Route 8 - Montgomery	21
Route 10 - Dalhousie/South Centre	8
Route 22 - Dalhousie	9
Route 37/137 - Northwest Loop	22
Route 43/143 - Northwest Loop	23
Route 54 - Edgevalley	24
Route 76 - Hawkwood	25
Route 77 - Edgemont	26
Route 95 - Market Mall	10
Route 122 - Varsity	12
Route 154 - Hamptons	27
Premium Express Route Information	28
CTrain Map and Frequencies	29
Transit Fares	30
Transit Information Sources	31

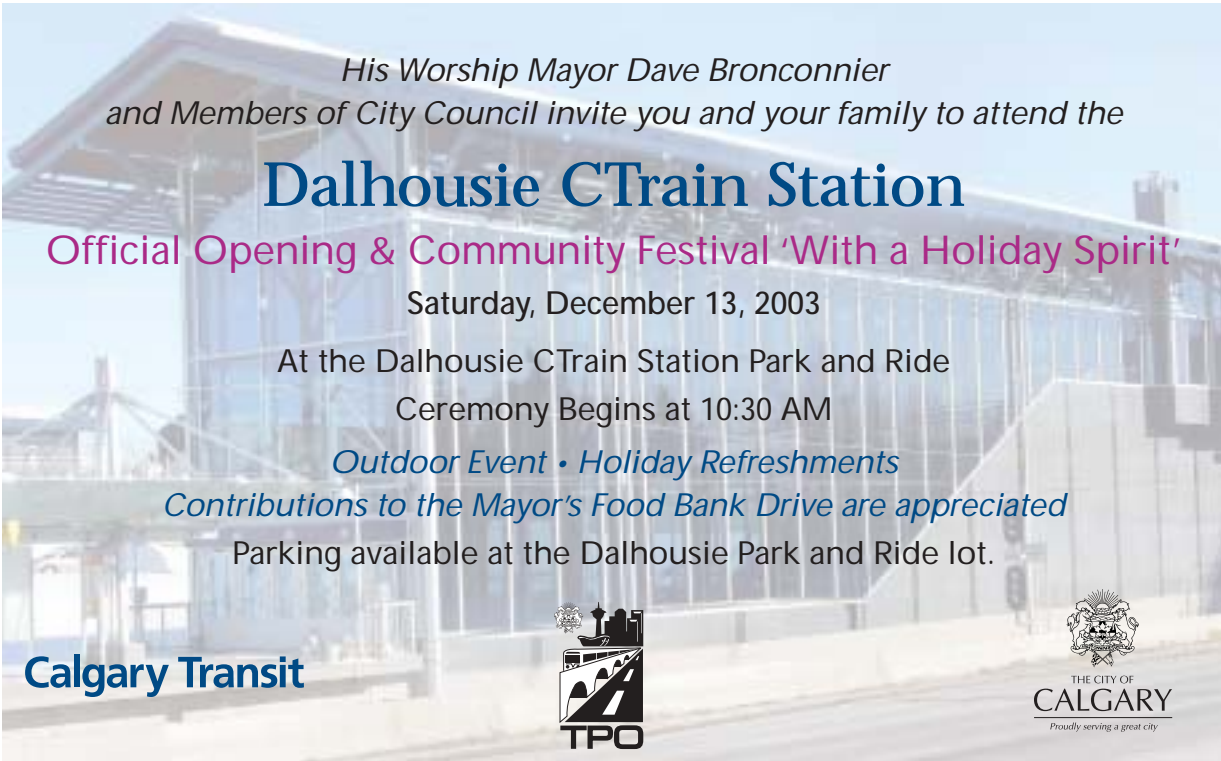


Welcome

Shorter travel time, increased bus and CTrain frequency and extended service hours are some of the benefits transit customers can look forward to with the opening of the northwest CTrain extension. The Dalhousie Station opens to transit service December 15 becoming Calgary's 23rd suburban CTrain Station.

The last LRT extension was completed in 2001 with the opening of the Canyon Meadows and Fish Creek Lacombe Stations. This was the first expansion in over 10 years and was the beginning of a program that will see each CTrain line extended over the next five years.

In June 2004, the South CTrain line will be extended to Shawnessy and Somerset/Bridlewood. An extension of the northeast line to McKnight-Westwinds Station is scheduled for 2010.



*His Worship Mayor Dave Bronconnier
and Members of City Council invite you and your family to attend the*

Dalhousie CTrain Station

Official Opening & Community Festival 'With a Holiday Spirit'

Saturday, December 13, 2003

At the Dalhousie CTrain Station Park and Ride

Ceremony Begins at 10:30 AM

Outdoor Event • Holiday Refreshments

Contributions to the Mayor's Food Bank Drive are appreciated

Parking available at the Dalhousie Park and Ride lot.

Calgary Transit





Purpose Of the Rider's Guide

The Rider's Guide to the NW CTrain Extension and Feeder Bus Network will assist you in planning your transit trip when the new Dalhousie Station opens December 15, 2003.

This Rider's Guide will provide you with information about the new station and a preview to the new and revised bus routes and levels of service. Pocket Schedules (containing detailed schedule and stop information) will be available at the Calgary Transit Customer Service Centre at 224 – 7 Avenue S.W., most transit fare vendors and www.calgarytransit.com in December.

If you require any other transit information please continue to access the following:

Teleride:

974-4000 + (4 digit bus stop number) for computerized information about the bus schedule for your bus stop.

Customer Service Line:

262-1000 (for transit trip planning assistance).

The feeder bus network for the Dalhousie Station was developed through a collaborative joint planning process, which included stakeholders from community associations, transit customers, area businesses,

Calgary Transit Staff and area Aldermen. The process included stakeholder meetings, community meetings and several open houses. City Council approved the feeder bus network in October 2003.

The feeder network illustrated in this guide, includes the reallocation of resources from existing premium express services in Silver Springs, Ranchlands, The Hamptons and Hawkwood into an improved feeder bus network. The reallocation of premium express bus service is based on City Council approved guidelines. The final day for operation of Premium Express Routes 60, 61, 68, 74 and 127 will be December 12, 2003.

The new feeder bus network incorporates a phased approach to introducing feeder bus service to the Dalhousie Station, to allow for a review of traffic in the Dalhousie Station area. For the first six-months of operation, feeder routes serving communities west of Nose Hill Dr. will continue to travel to Brentwood Station (i.e. Routes 98, 199, 299, 421 and 426). As well, the communities of Arbour Lake and Scenic Acres will retain their premium express service. The results of this review will be discussed with the NW stakeholder group and will be presented to City Council for direction regarding future changes to feeder bus and premium express services.

The communities of Citadel, Rocky Ridge, Royal Oak and Tuscany will retain their premium express service until the CTrain is extended to Crowfoot.

Overview of Service Revisions

For your reference, the following table outlines service revisions:

IF YOU TAKE	YOUR NEW SERVICE WILL BE	REVISION DETAILS
9	9 – Varsity Acres/Bridgeland	Revised on University of Calgary campus.
10	10 – Dalhousie/South Centre	Terminates at Dalhousie Station. To travel to/from Market Mall use Route 8 (new route), 22, 95 (new route), 37/137 43/143 or 122.
20	20 – Heritage/Northmount	No revisions.
22	22 – Dalhousie 122 – Varsity (new route)	Connects to Dalhousie Station and Brentwood Station. To travel to/from Montgomery take Route 8 (new route) or Route 407.
37	37 – Northwest Loop	Connects to Dalhousie Station, Crowfoot Centre, Northland Village Shoppes and Market Mall. No longer travels to Brentwood Station.
40	40 – Crowfoot/North Hill	No revisions.
43	43 – Northwest Loop	Connects to Dalhousie Station, Crowfoot Centre, Northland Village Shoppes and Market Mall. No longer travels to Brentwood Station.
54	54 – Edgevalley	Connects to Dalhousie Station.
60	43/143 – Northwest Loop	Route deleted. Use 43/143 to connect to CTrain.
61	37/137 – Northwest Loop or 76 Hawkwood	Route deleted. Use 37/137 or 76 to connect to CTrain.
68	37/137 – Northwest Loop	Route deleted in Silver Springs. Use 37/137 to connect to CTrain.
72	72 – Circle Route	No revisions.
73	73 – Circle Route	No revisions.
74	43/143 – Northwest Loop	Route deleted in Silver Springs. Use 43/143 to connect to CTrain.
76	76 – Hawkwood	Connects to Dalhousie Station.
77	77 – Edgemont	Connects to Dalhousie Station.
98	98 – Scenic Acres	Connects to Brentwood Station.
99	199 – Citadel	Route deleted. Use 199 to connect to CTrain.
127	154 – Hamptons	Route deleted. Use 154 to connect to CTrain.
128	128 – Citadel Express	No revisions.
129	129 – Arbour Lake Express	No revisions.
130	130 – Tuscany Express	No revisions.

Overview of Service Revisions Contd.

IF YOU TAKE	YOUR NEW SERVICE WILL BE	REVISION DETAILS
137	137 – Northwest Loop	Connects to Dalhousie Station, Crowfoot Centre, Northland Village Shoppes and Market Mall. No longer travels to Brentwood Station.
143	143 – Northwest Loop	Connects to Dalhousie Station, Crowfoot Centre, Northland Village Shoppes and Market Mall. No longer travels to Brentwood Station.
148	148 – Rocky Ridge Express	Route extended in community.
177	54 – Edgevalley 154 – Hamptons (new route)	Route deleted. Use Route 154 to connect to the CTrain and 54 to travel from the CTrain.
199	199 – Citadel	Connects to Brentwood Station.
299	299 – Arbour Lake	Connects to Brentwood Station.
406	407 – Greenwood/Lions Park	Route deleted. Use revised Route 407.
407	407 – Greenwood/Lions Park	Connects to Lions Park Station and Brentwood Station with access to shopping destinations.
408	408 – Valley Ridge	No revisions.
421	421 – Tuscany	Route extended in community.
426	426 – Rocky Ridge	Route extended in community.

NEW ROUTES

8	Montgomery	Connect to Dalhousie Station, Market Mall and Montgomery.
95	Market Mall	Connects to Dalhousie Station, Brentwood Station and Market Mall via 32 Avenue.
122	Varsity	Connects Dalhousie Station to/from Brentwood Station (clockwise) with stops at Northland Village Shoppes and Market Mall.

School Service

With the above revisions, access to area schools using the regular feeder bus service will change. To help students travel to and from school, Calgary Transit implemented direct service from NW communities to designated schools in September 2003.

If you would like more information regarding the new school routes, please visit www.calgarytransit.com or contact your school for route/schedule information.



Revisions at Brentwood Station

The opening of Dalhousie Station will result in changes to the bus routes serving Brentwood Station. (Note: The Park and Ride will continue to have 1254 stalls available.)

Routes that have **not** been changed include:

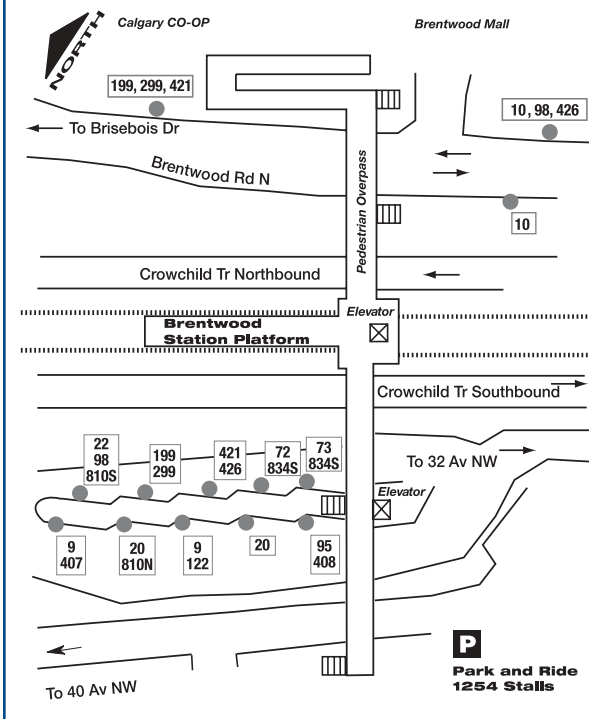
- Route 20** - Heritage/ Northmount
- Route 40** - Crowfoot/North Hill
- Route 72** - Circle Route
- Route 73** - Circle Route
- Route 408** - Valley Ridge

Routes that have been **revised** but will continue to serve Brentwood Station include:

- Route 9** - Varsity Acres/ Bridgeland (minor revision on U of C campus)
- Route 10** - Dalhousie/South Centre (pg. 8)
- Route 22** - Dalhousie (pg. 9)
- Route 95*** - Market Mall (pg. 10)
- Route 98** - Scenic Acres (pg. 11)
- Route 122*** - Varsity (pg. 12)
- Route 199** - Citadel (pg. 13)
- Route 299** - Arbour Lake (pg. 14)
- Route 407** - Greenwood/Lions Park (pg. 15)
- Route 421** - Tuscany (pg. 16)
- Route 426** - Rocky Ridge (pg. 17)

*New routes

Brentwood Station



Planning Your Trip

Find the bus route servicing your community. Then turn to the page featuring your individual route, for a complete look at the route map and an outline of approximately how often the bus operates. Check individual pocket schedules for exact service times. Please turn to page 5 to review route revisions and alternatives.

Note: **Route 810** - Bishop Carroll - school bus
Route 834 - Madeleine D'Houet - school bus

Route 10

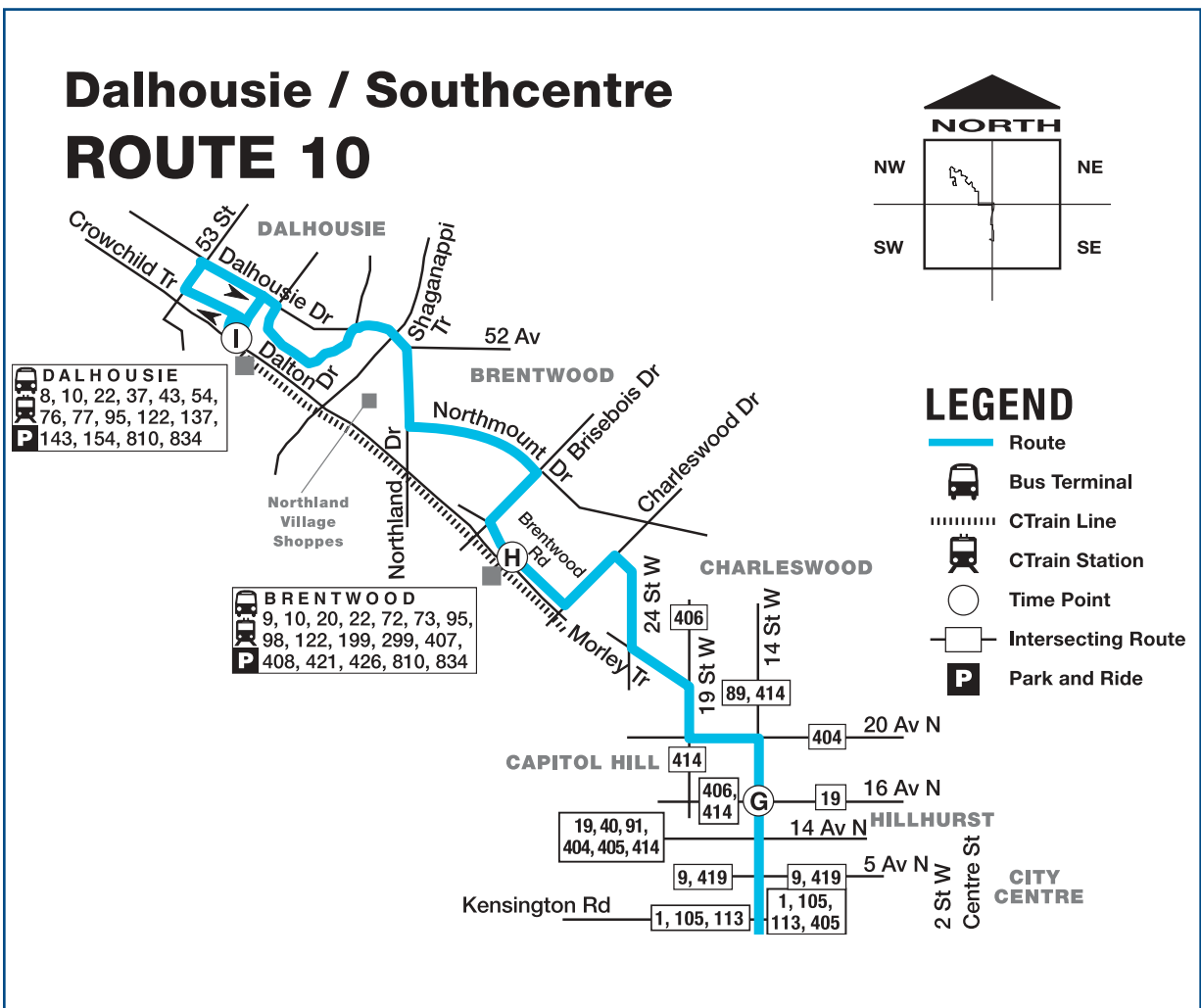
Dalhousie/South Centre

Connecting to Brentwood and Dalhousie Stations

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	20	06:00 – 09:00	30	06:00 – 09:00	30
09:00 – 15:00	30	09:00 – 18:00	30	09:00 – 18:00	30
15:00 – 18:00	20	18:00 – 22:00	30	18:00 – 22:00	30
18:00 – 22:00	30	22:00 +	30	22:00 +	–
22:00 +	30				



Route 22 (counter clock-wise)

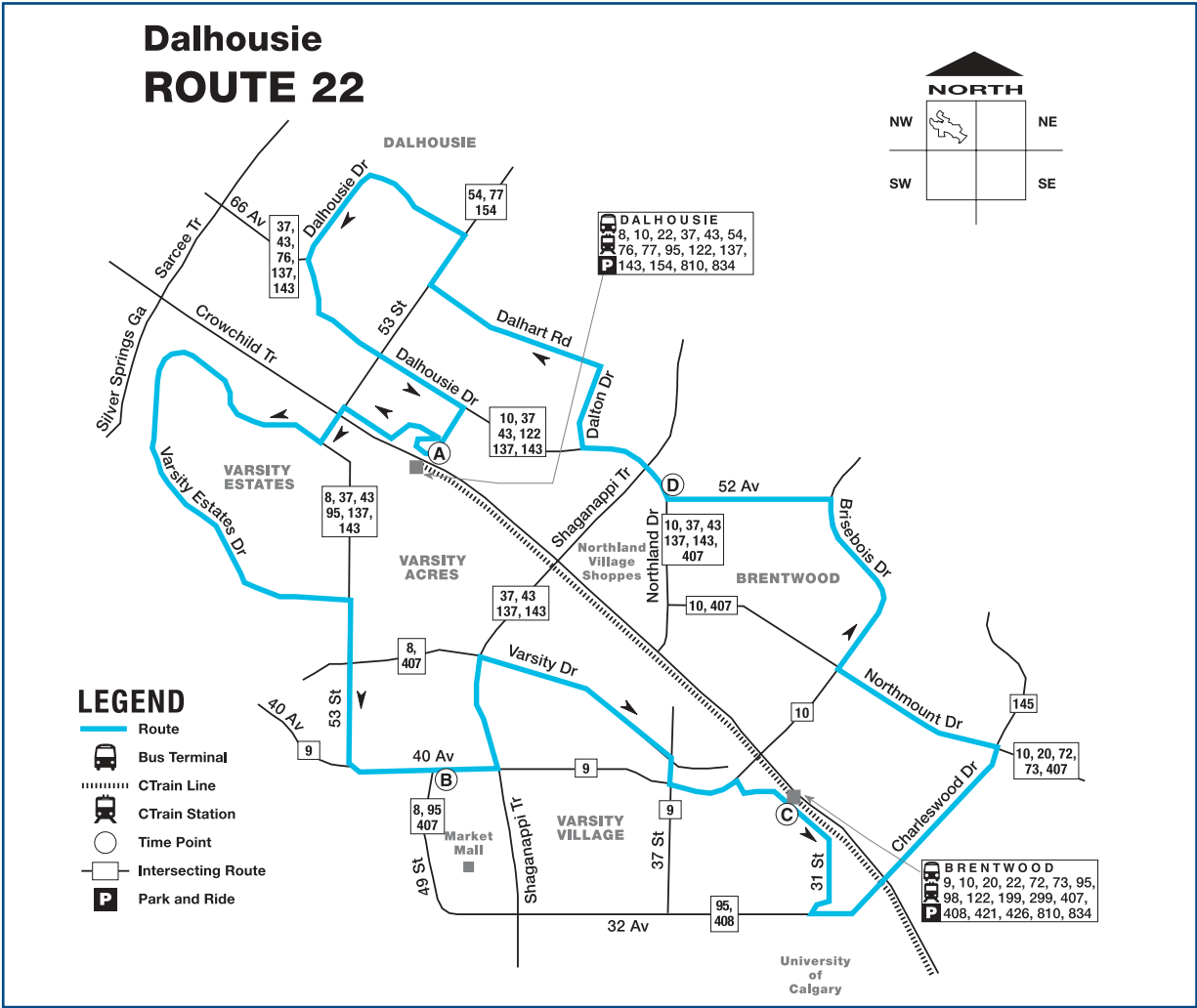
Dalhousie

Connecting to Brentwood and Dalhousie Stations

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	30	06:00 – 09:00	60	06:00 – 09:00	60
09:00 – 15:00	60	09:00 – 18:00	60	09:00 – 18:00	60
15:00 – 18:00	30	18:00 – 22:00	60	18:00 – 22:00	60
18:00 – 22:00	60	22:00 +	60	22:00 +	60
22:00 +	60				



Route 95

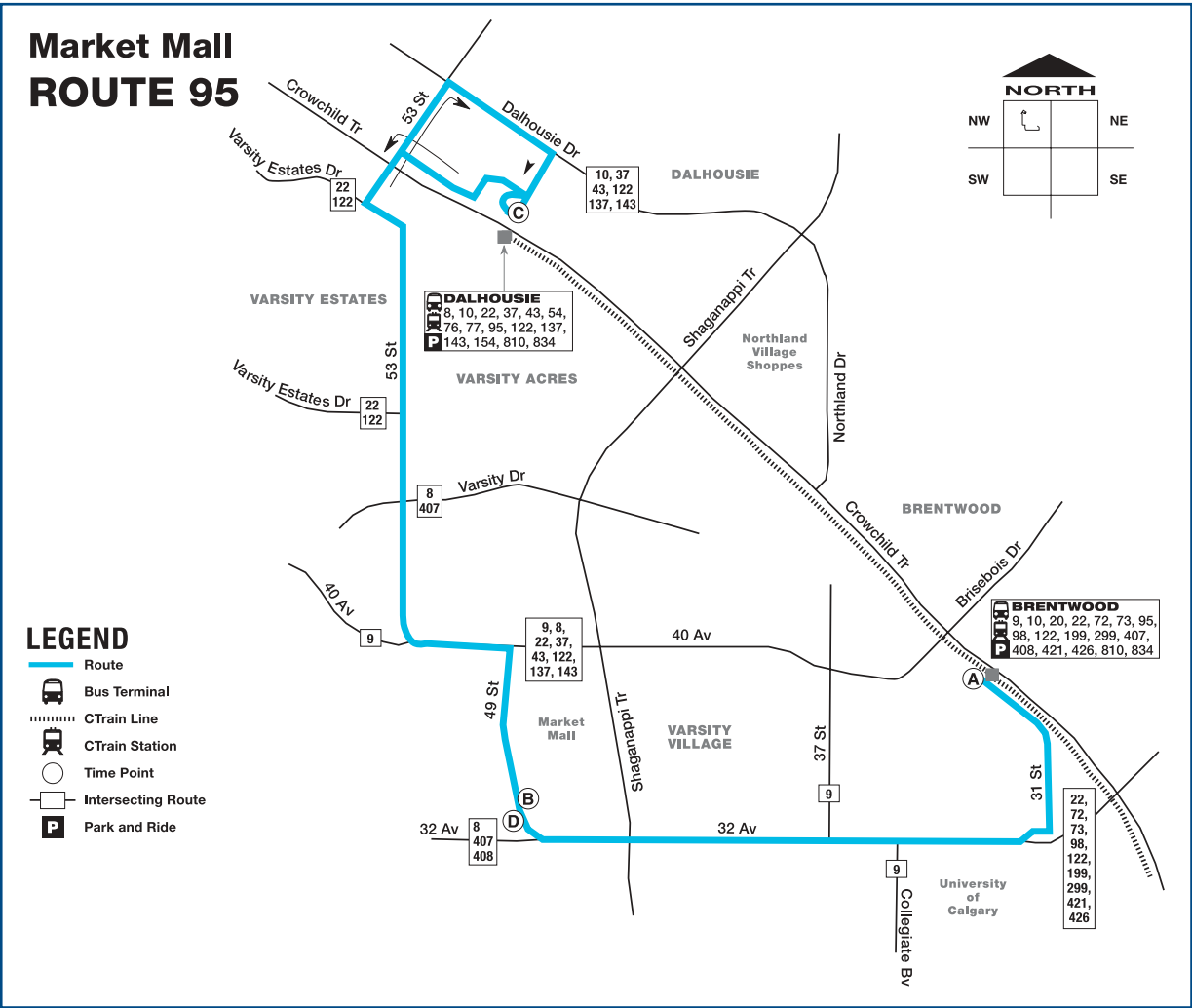
Market Mall

Connecting to Brentwood and Dalhousie Stations

Frequency of Service in Minutes

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Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	30	06:00 – 09:00	-	06:00 – 09:00	-
09:00 – 15:00	30	09:00 – 18:00	-	09:00 – 18:00	-
15:00 – 18:00	30	18:00 – 22:00	-	18:00 – 22:00	-
18:00 – 22:00	-	22:00 +	-	22:00 +	-
22:00 +	-				



Route 98

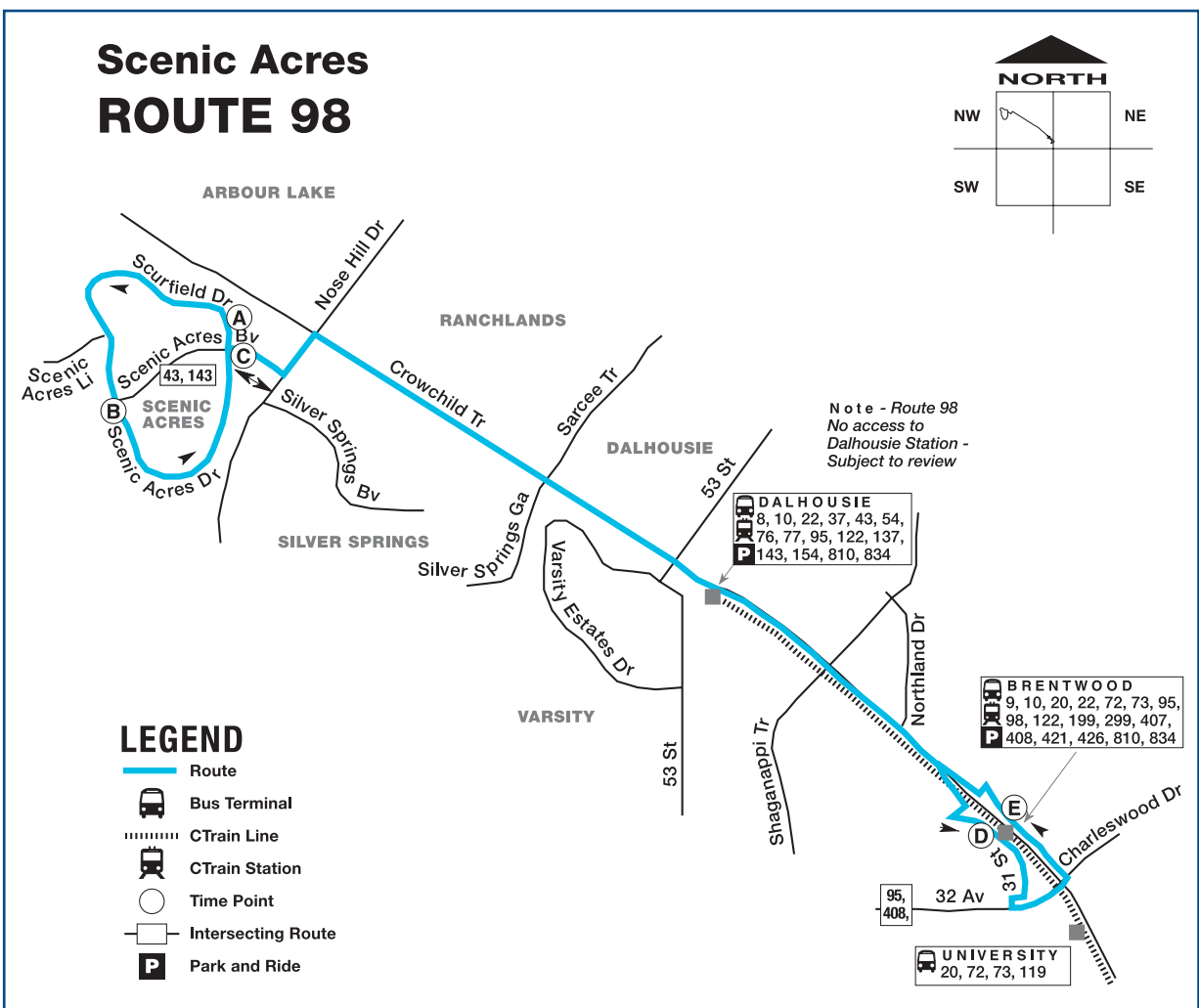
Scenic Acres

Connecting to Brentwood Station

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	20	06:00 – 09:00	-	06:00 – 09:00	-
09:00 – 15:00	-	09:00 – 18:00	-	09:00 – 18:00	-
15:00 – 18:00	20	18:00 – 22:00	-	18:00 – 22:00	-
18:00 – 22:00	-	22:00 +	-	22:00 +	-
22:00+	-				



Route 122 (clock-wise)

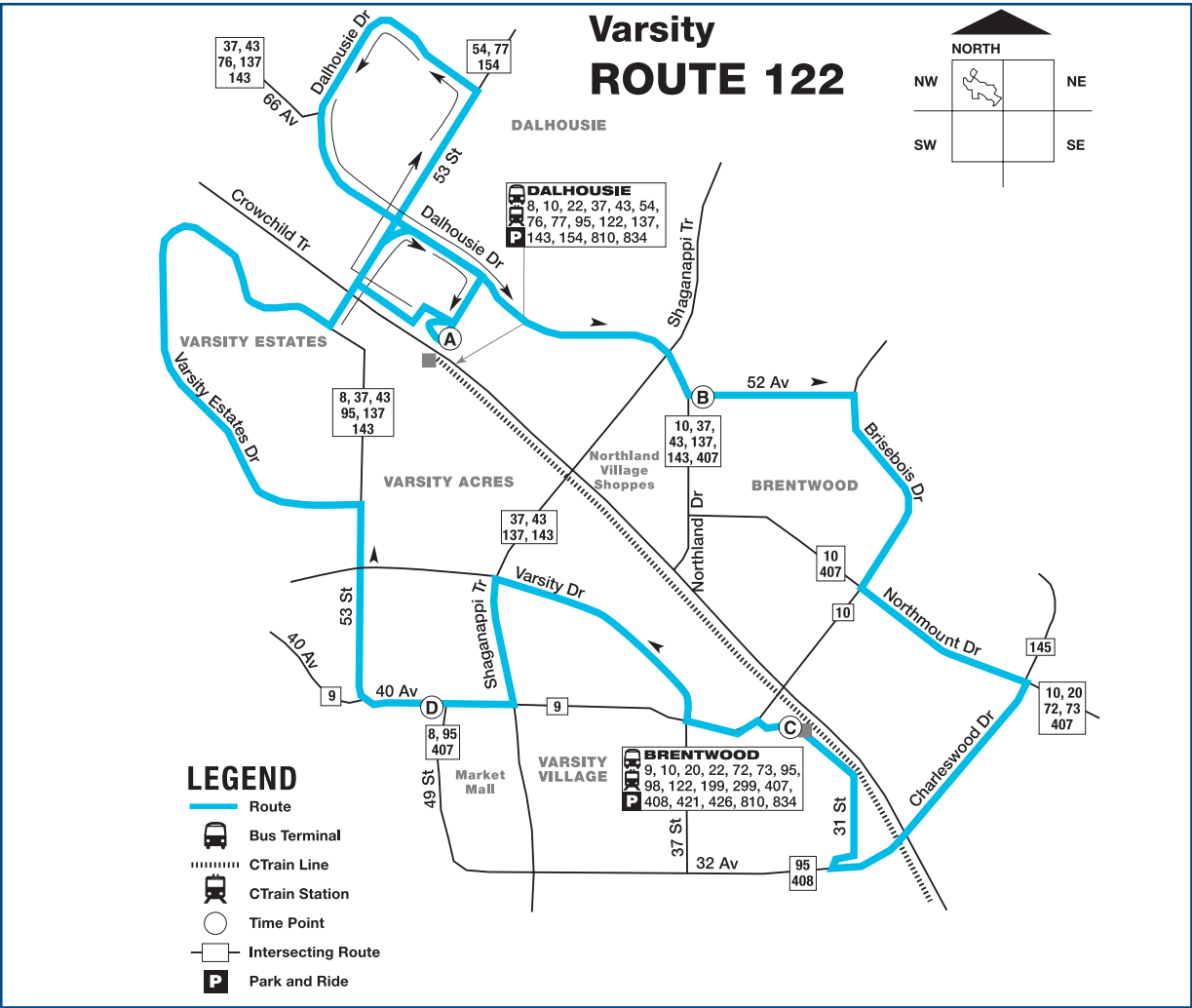
Varsity

Connecting to Brentwood and Dalhousie Stations

Frequency of Service in Minutes

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Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	30	06:00 – 09:00	60	06:00 – 09:00	60
09:00 – 15:00	60	09:00 – 18:00	60	09:00 – 18:00	60
15:00 – 18:00	30	18:00 – 22:00	60	18:00 – 22:00	–
18:00 – 22:00	60	22:00 +	–	22:00 +	–
22:00 +	–				



Route 199

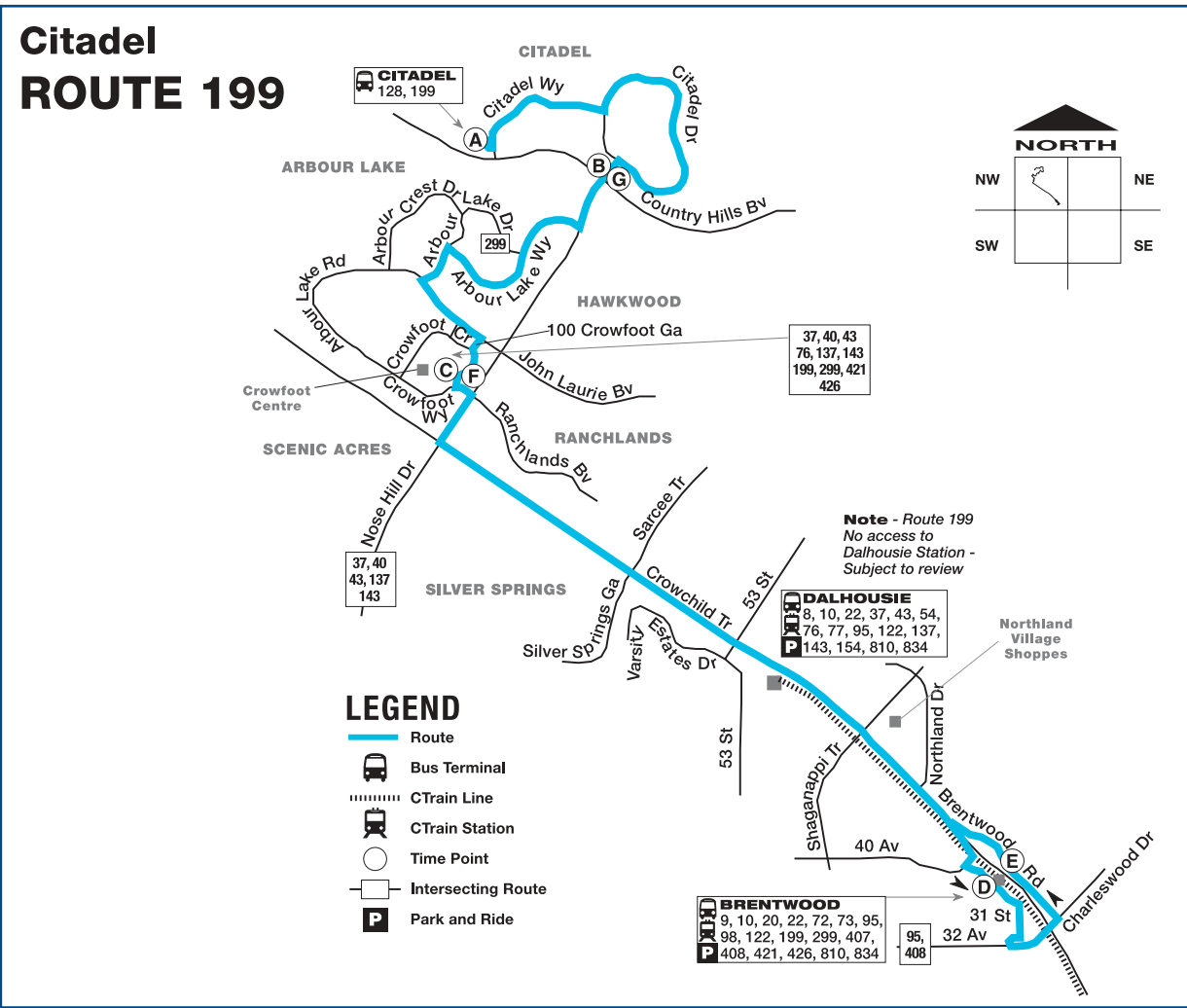
Citadel

Connecting to Brentwood Station

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	15	06:00 – 09:00	40	06:00 – 09:00	40
09:00 – 15:00	40	09:00 – 18:00	40	09:00 – 18:00	40
15:00 – 18:00	15	18:00 – 22:00	40	18:00 – 22:00	60
18:00 – 22:00	40	22:00 +	60	22:00 +	60
22:00 +	60				



Route 299

Arbour Lake

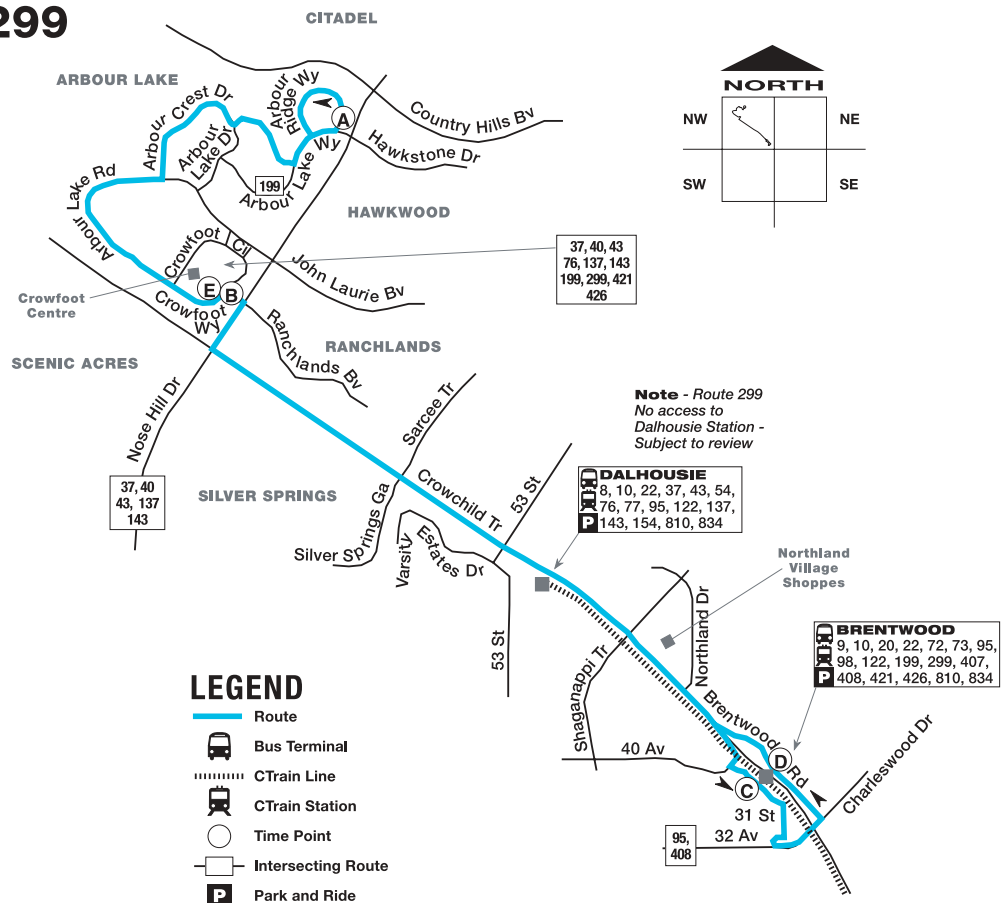
Connecting to Brentwood Station

Frequency of Service in Minutes

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Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	15	06:00 – 09:00	60	06:00 – 09:00	60
09:00 – 15:00	30	09:00 – 18:00	60	09:00 – 18:00	60
15:00 – 18:00	15	18:00 – 22:00	60	18:00 – 22:00	60
18:00 – 22:00	60	22:00 +	60	22:00 +	60
22:00 +	60				

Arbour Lake ROUTE 299



Route 407

Greenwood/Lions Park

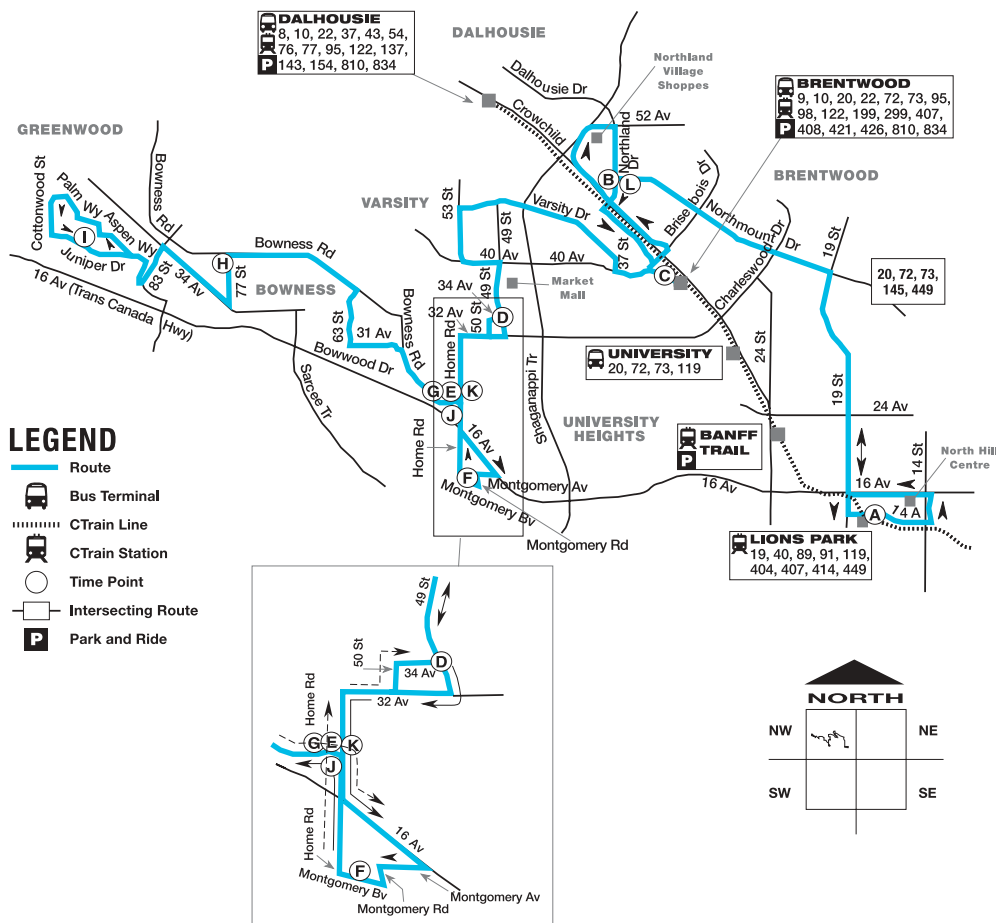
Connecting to Brentwood Station

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	60	06:00 – 09:00	60	06:00 – 09:00	-
09:00 – 15:00	60	09:00 – 18:00	60	09:00 – 18:00	-
15:00 – 18:00	60	18:00 – 22:00	-	18:00 – 22:00	-
18:00 – 22:00	-	22:00 +	-	22:00 +	-
22:00+					

Greenwood/Lions Park ROUTE 407



Route 421

Tuscany

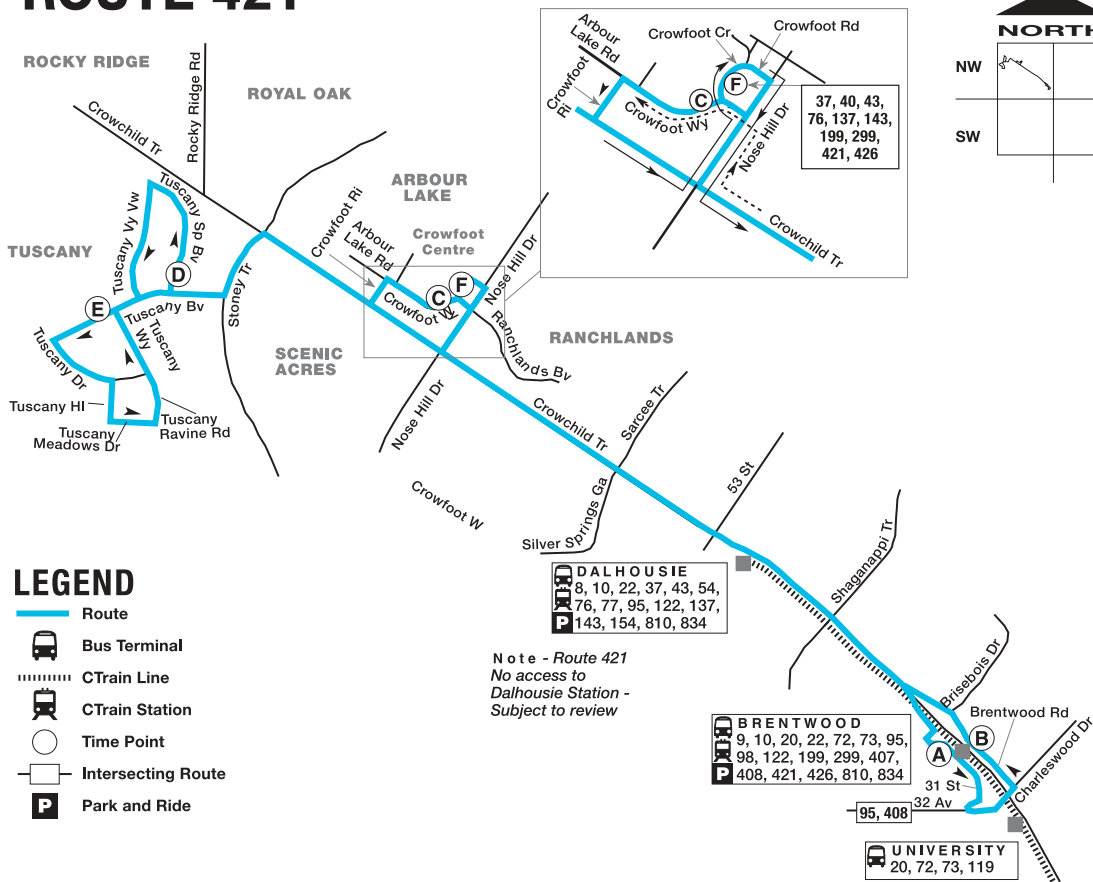
Connecting to Brentwood Station

Frequency of Service in Minutes

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Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	20	06:00 – 09:00	60	06:00 – 09:00	60
09:00 – 15:00	60	09:00 – 18:00	60	09:00 – 18:00	60
15:00 – 18:00	20	18:00 – 22:00	60	18:00 – 22:00	-
18:00 – 22:00	60	22:00 +	-	22:00+	-
22:00 +	-				

Tuscany ROUTE 421



Route 426

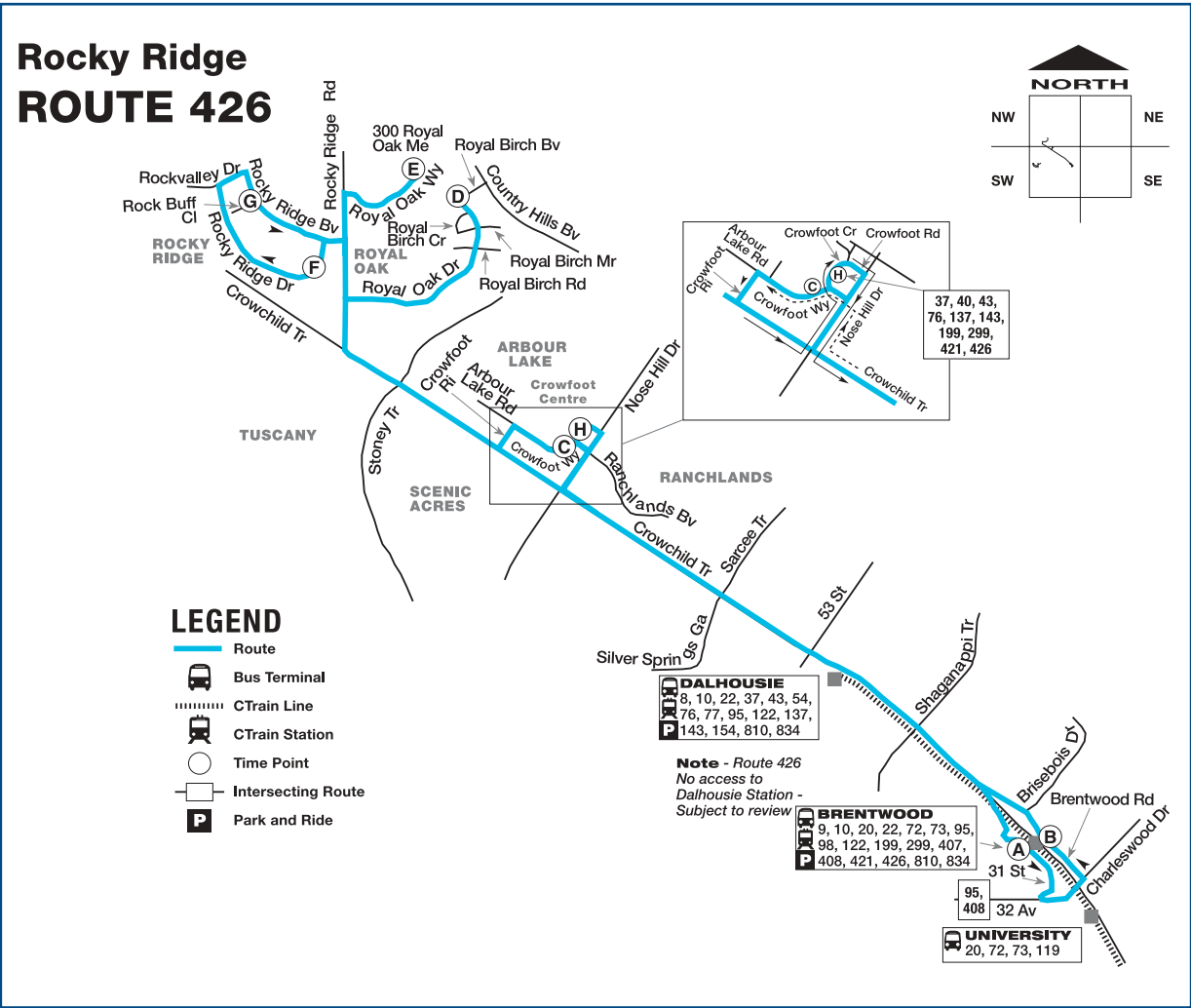
Rocky Ridge

Connecting to Brentwood Station

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	25	06:00 – 09:00	40	06:00 – 09:00	40
09:00 – 15:00	40	09:00 – 18:00	40	09:00 – 18:00	40
15:00 – 18:00	25	18:00 – 22:00	40	18:00 – 22:00	-
18:00 – 22:00	40	22:00 +	-	22:00+	-
22:00 +	-				





Introduction to the Dalhousie Station

The Dalhousie Station is located east of 53 St and north of Crowchild Trail. In conjunction with the station opening, new and revised bus routes affecting the communities of Brentwood, Varsity Acres, Varsity Estates, Silver Springs, Scenic Acres, Hawkwood, Ranchlands, Dalhousie, Hamptons and Edgemont are in effect.

The design of the new station and Park and Ride was a collaborative effort involving community stakeholders and the Transportation Project Office, which undertakes projects on behalf of The City of Calgary. The features of Dalhousie Station include:

- Park and Ride for approximately 730 vehicles, located north of the station with access from Dalhousie Dr. Short term parking stalls (up to 4 hr. maximum), accessible parking and “Kiss and Ride” drop-off zones.
- Lockers and racks for bicycles.
- Access to the station using pedestrian bridge from bus loop.
- Stairways, elevators and escalators inside the station.
- Security and safety features, suitable fencing and appropriate landscaping.





Bus Routes Serving Dalhousie Station

The following bus routes will be serving Dalhousie Station:

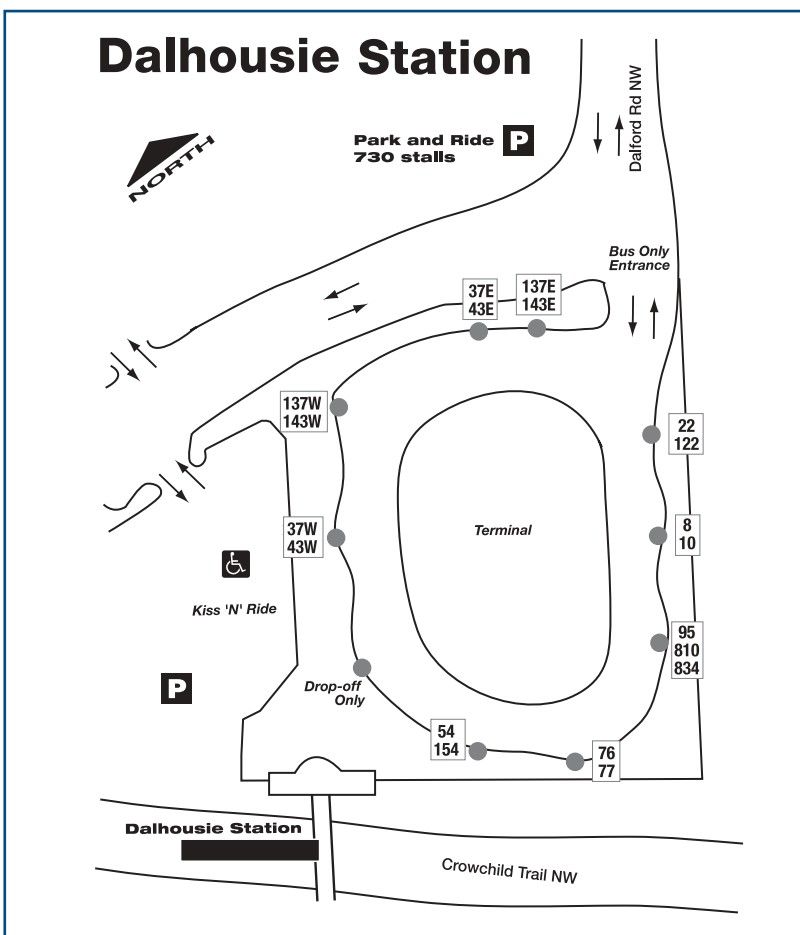
Route 8*	- Montgomery	(pg. 21)
Route 10	- Dalhousie/South Centre	(pg. 8)
Route 22	- Dalhousie	(pg. 9)
Route 37/137	- Northwest Loop	(pg. 22)
Route 43/143	- Northwest Loop	(pg. 23)
Route 54	- Edgevalley	(pg. 24)
Route 76	- Hawkwood	(pg. 25)
Route 77	- Edgemont	(pg. 26)
Route 95*	- Market Mall	(pg. 10)
Route 122*	- Varsity	(pg. 12)
Route 154	- Hamptons	(pg. 27)

*New Routes

Planning Your Trip

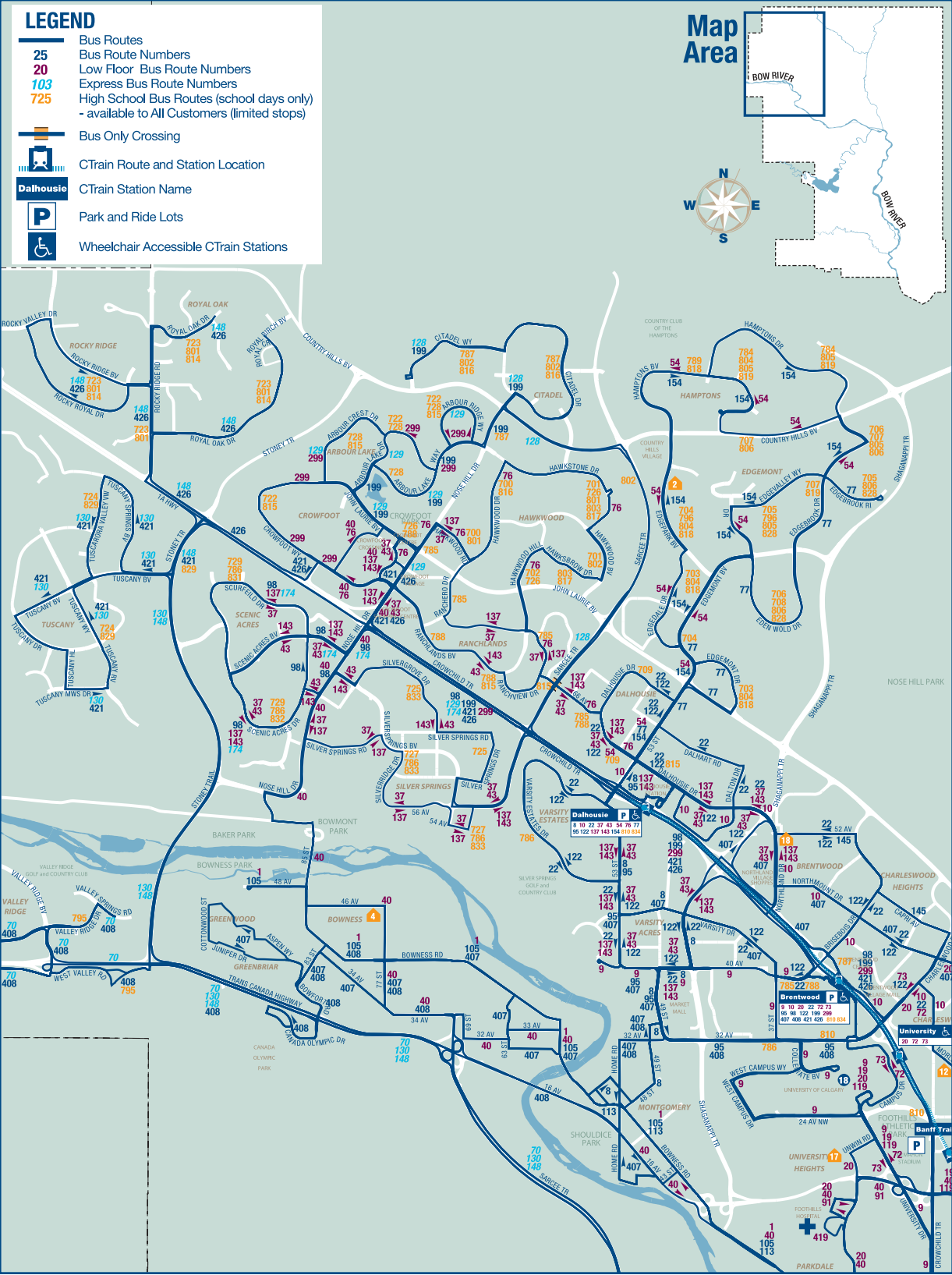
Find the bus route servicing your community. Then turn to the page featuring your individual route, for a complete look at the route map and an outline of approximately how often the bus operates. Check individual pocket schedules for exact service times. Please turn to page 5 to review route revisions and alternatives.

The final day of operation of Premium Express Routes 60, 61, 68, 74 and 127 will be December 12, 2003.



Note: Route 810 - Bishop Carroll - school bus
Route 834 - Madeleine D'Houet - school bus

Map of Bus Routes to Dalhousie Station



Route 8

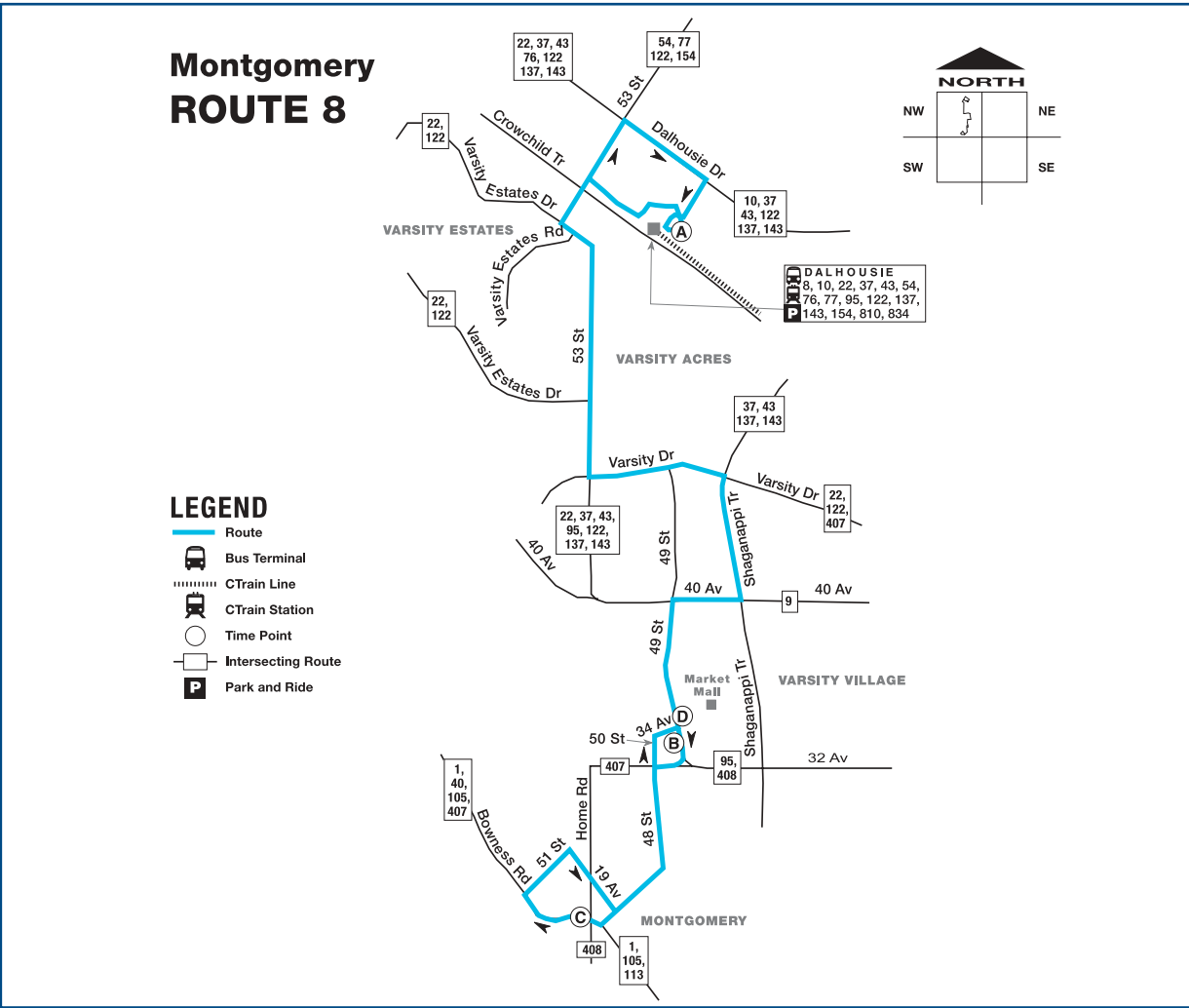
Montgomery

Connecting to Dalhousie Station

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	30	06:00 – 09:00	-	06:00 – 09:00	-
09:00 – 15:00	30	09:00 – 18:00	30	09:00 – 18:00	30
15:00 – 18:00	30	18:00 – 22:00	30	18:00 – 22:00	-
18:00 – 22:00	30	22:00 +	-	22:00 +	-
22:00 +	-				



Route 37/137*

Northwest Loop

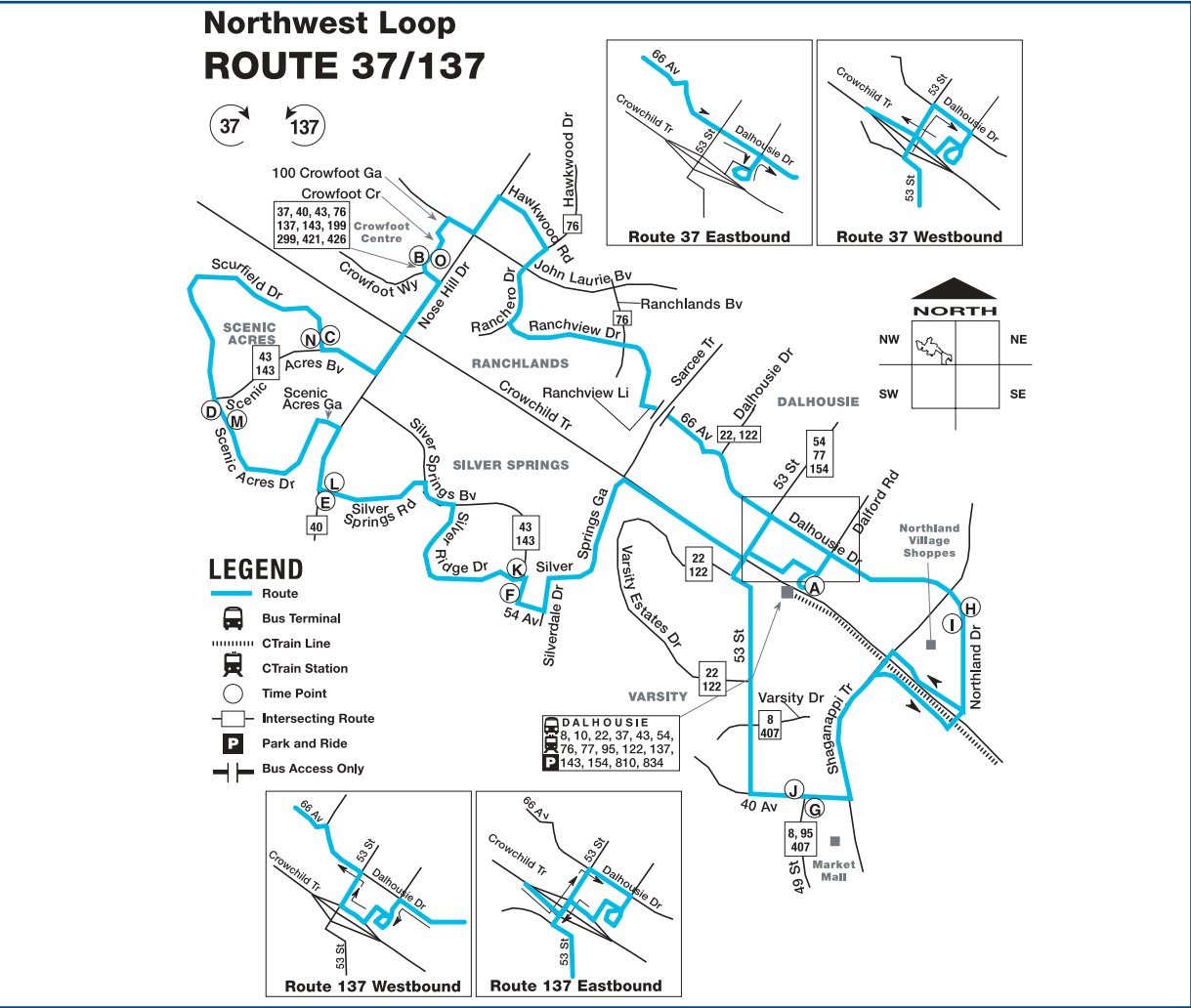
Connecting to Dalhousie Station

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	11/22	06:00 – 09:00	60	06:00 – 09:00	60
09:00 – 15:00	30	09:00 – 18:00	60	09:00 – 18:00	60
15:00 – 18:00	11/22	18:00 – 22:00	60	18:00 – 22:00	60
18:00 – 22:00	60	22:00 +	60	22:00 +	60
22:00 +	60				

* Route 137 operates until 23:00 weekdays, Saturday & Sunday



Route 43*/143

Northwest Loop

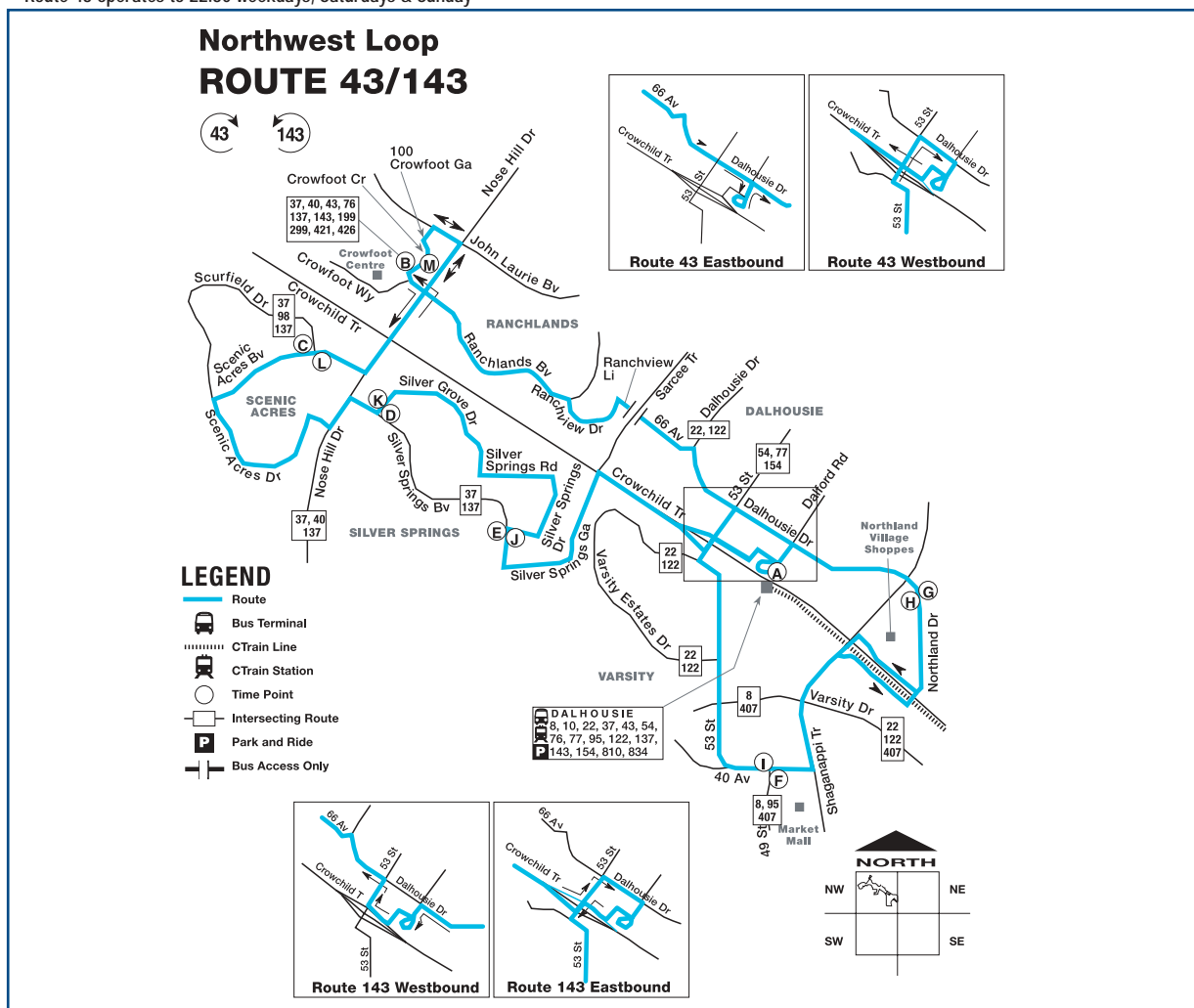
Connecting to Dalhousie Station

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	11/22	06:00 – 09:00	60	06:00 – 09:00	60
09:00 – 15:00	30	09:00 – 18:00	60	09:00 – 18:00	60
15:00 – 18:00	11/22	18:00 – 22:00	60	18:00 – 22:00	60
18:00 – 22:00	60	22:00 +	60	22:00 +	60
22:00 +	60				

* Route 43 operates to 22:30 weekdays, Saturdays & Sunday



Route 54

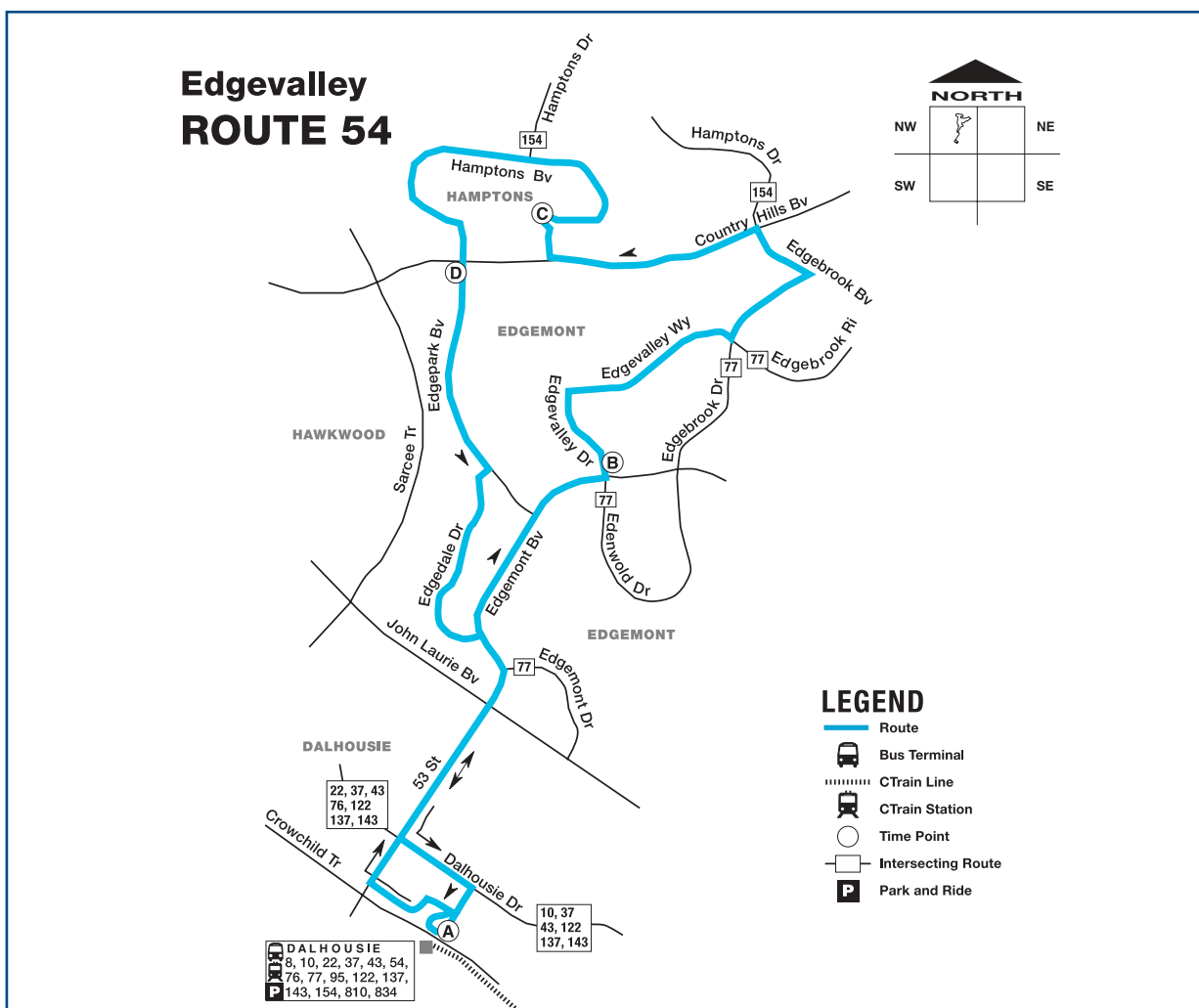
Edgevalley

Connecting to Dalhousie Station

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	15	06:00 – 09:00	30	06:00 – 09:00	45
09:00 – 15:00	30	09:00 – 18:00	30	09:00 – 18:00	45
15:00 – 18:00	15	18:00 – 22:00	30	18:00 – 22:00	45
18:00 – 22:00	30	22:00 +	45	22:00 +	45
22:00 +	30/45				



Route 76

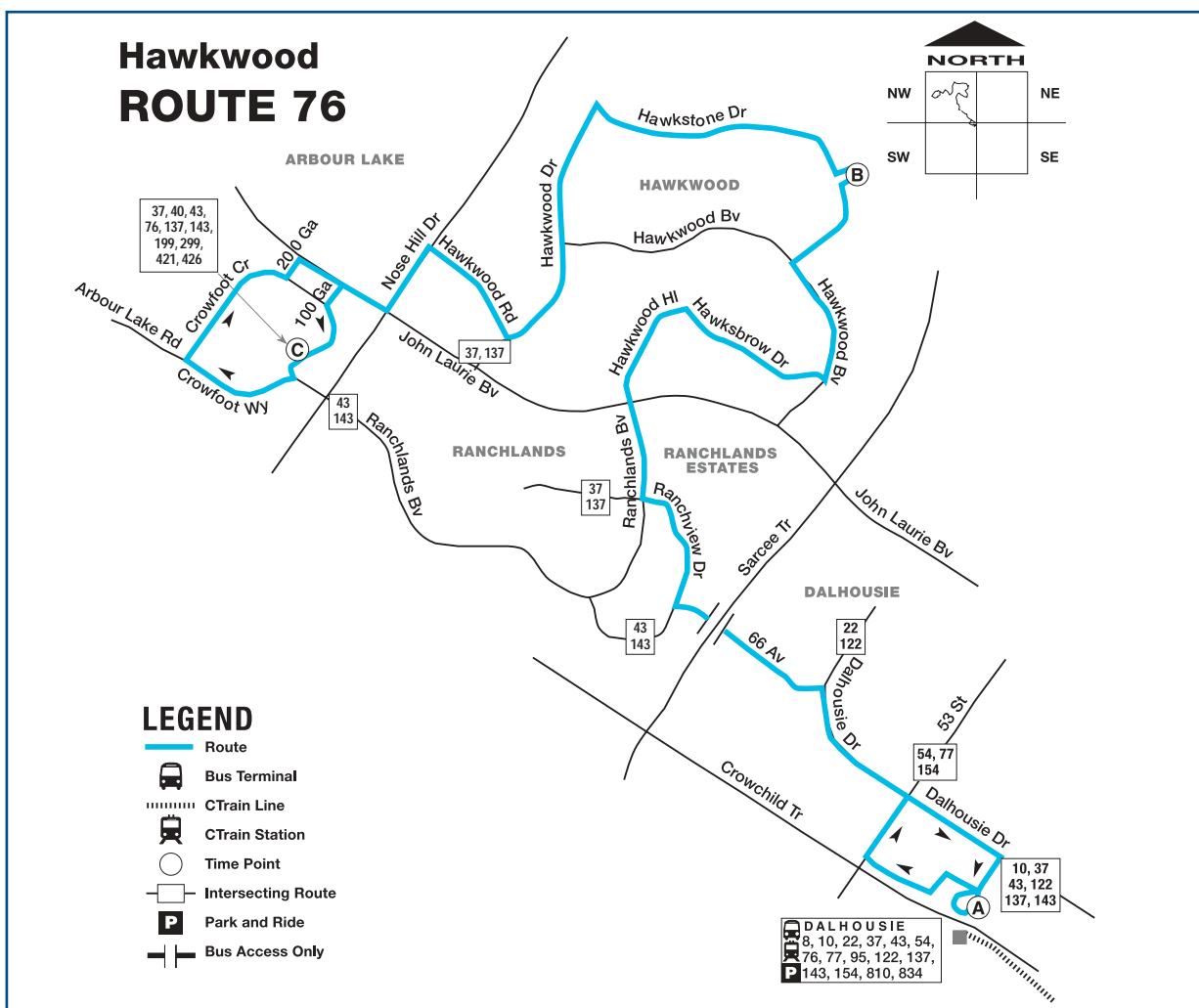
Hawkwood

Connecting to Dalhousie Station

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
06:00 – 09:00	15	06:00 – 09:00	30	06:00 – 09:00	45
09:00 – 15:00	30	09:00 – 18:00	30	09:00 – 18:00	45
15:00 – 18:00	15	18:00 – 22:00	30	18:00 – 22:00	45
18:00 – 22:00	30	22:00 +	45	22:00 +	45
22:00 +	30/45				



Route 77

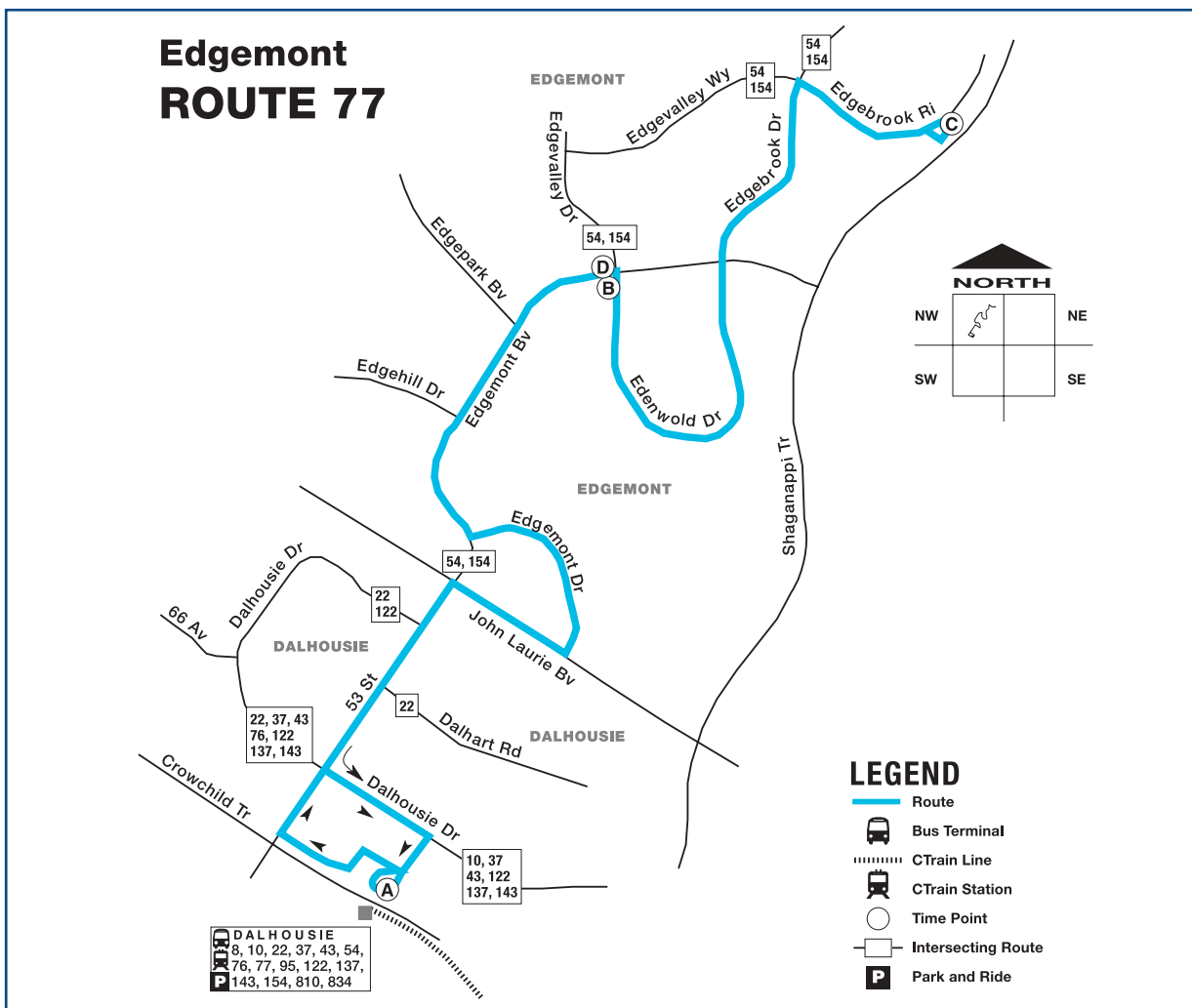
Edgemont

Connecting to Dalhousie Station

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	15	05:15 – 09:00	30	06:00 – 09:00	45
09:00 – 15:00	30	09:00 – 18:00	30	09:00 – 18:00	45
15:00 – 18:00	15	18:00 – 22:00	30	18:00 – 22:00	45
18:00 – 22:00	30	22:00 +	45	22:00 +	45
22:00 +	30/45				



Route 154

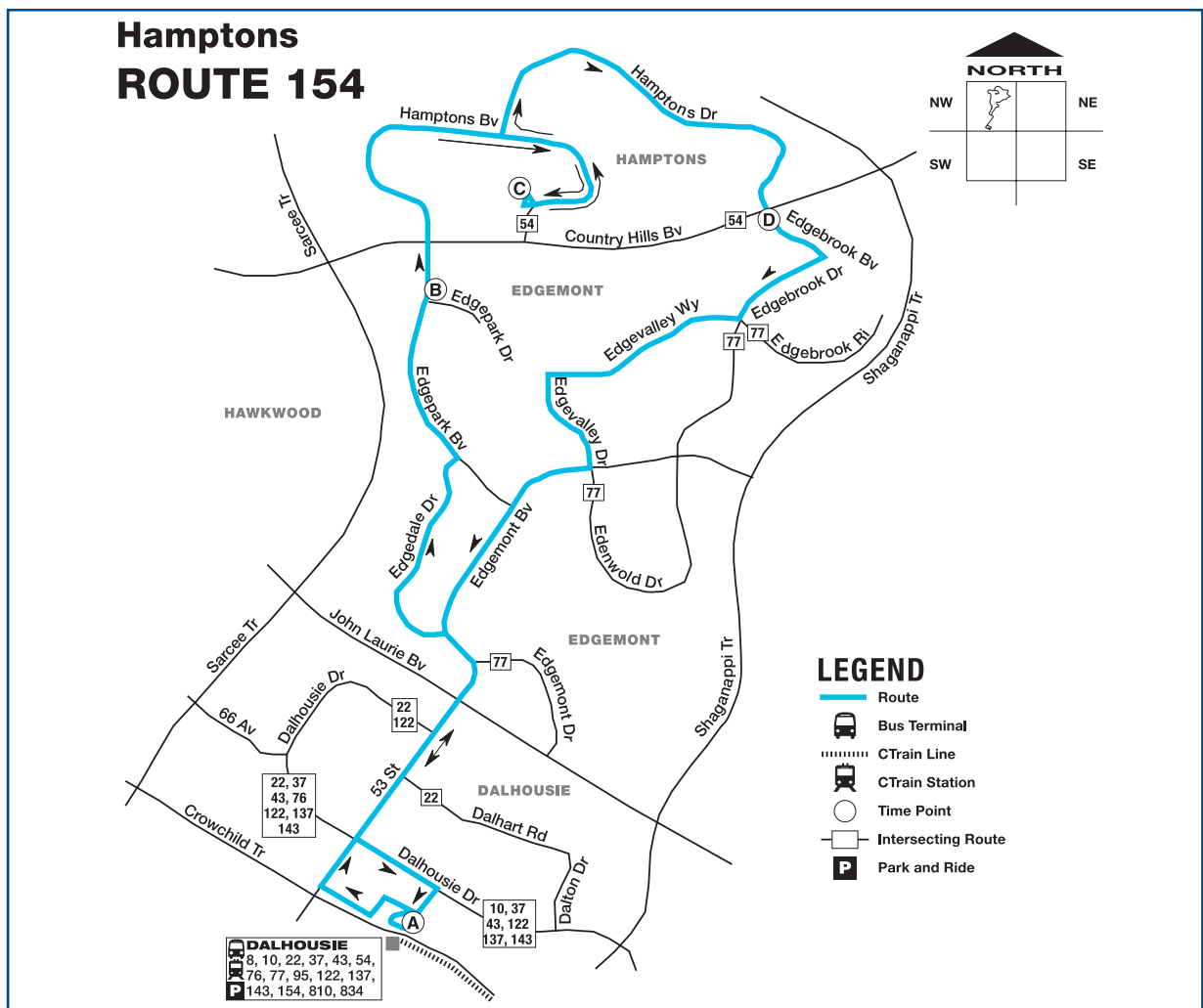
Hamptons

Connecting to Dalhousie Station

Frequency of Service in Minutes

The frequencies below are approximate. Check Pocket Schedules or www.calgarytransit.com for exact times.

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	15	06:00 – 09:00	30	06:00 – 09:00	45
09:00 – 15:00	30	09:00 – 18:00	30	09:00 – 18:00	45
15:00 – 18:00	15	18:00 – 22:00	30/45	18:00 – 22:00	45
18:00 – 22:00	30	22:00 +	45	22:00 +	45
22:00 +	30/45				





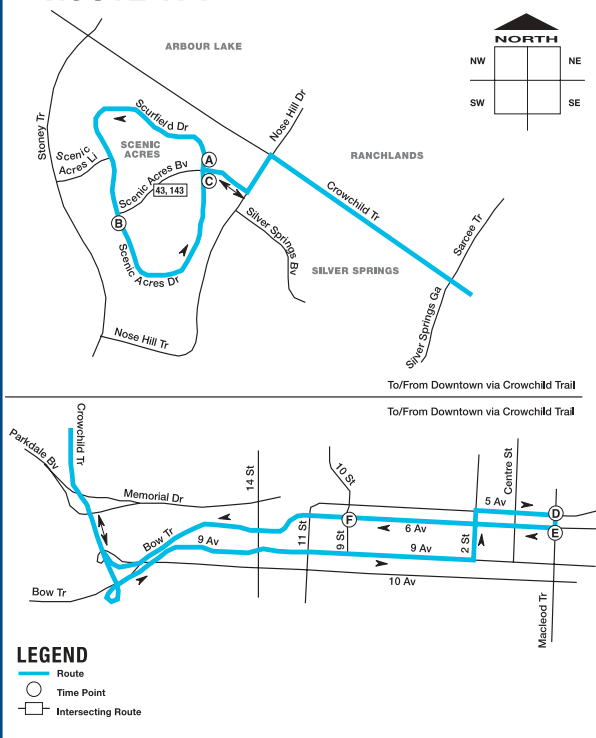
Premium Express Route Service

The following premium express service will continue after the station opening:

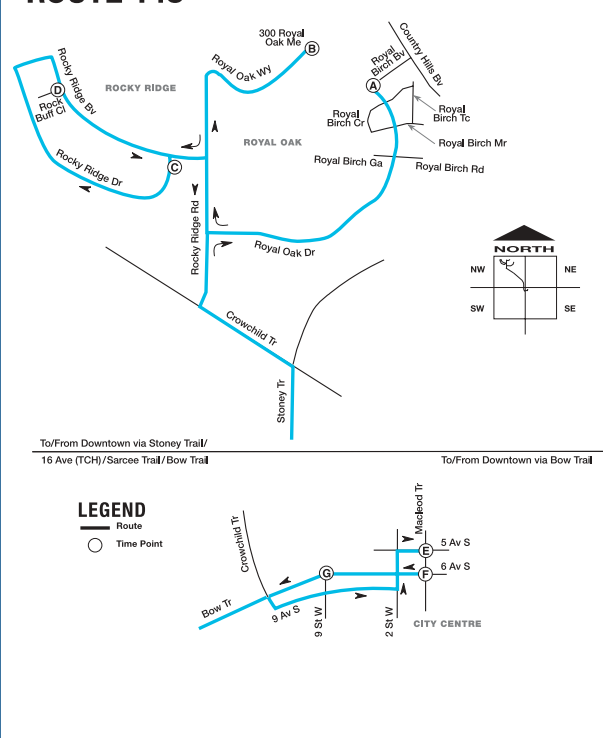
- Route 128 -Citadel Express
- Route 129 -Arbour Lake Express
- Route 130 -Tuscany Express
- Route 148 -Rocky Ridge Express (revised)
- Route 174 -Scenic Acres Express (revised)

The final day of operation of Premium Express Route 60, 61, 68, 74 and 127 will be December 12, 2003.

Scenic Acres Express ROUTE 174



Rocky Ridge Express ROUTE 148

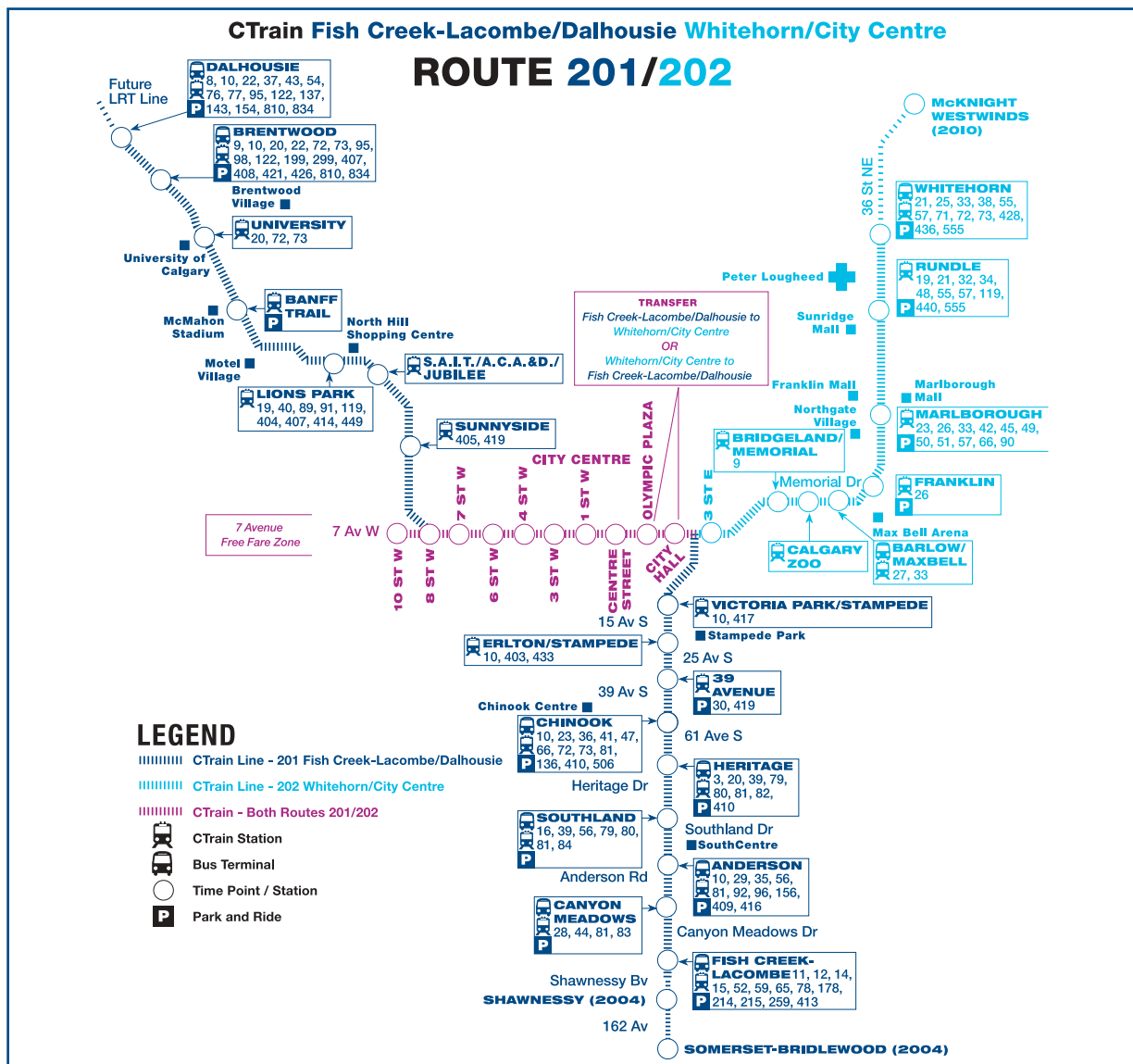


CTrain Map and Frequencies

Route 201 Route 202

Dalhousie/FishCreek - Lacombe Whitehorn - City Centre

Weekday		Saturday		Sunday	
Time of Day	Frequency	Time of Day	Frequency	Time of Day	Frequency
05:15 – 09:00	6	06:00 – 09:00	15	06:00 – 09:00	15
09:00 – 15:00	15	09:00 – 18:00	15	09:00 – 18:00	15
15:00 – 18:00	6	18:00 – 22:00	15	18:00 – 22:00	15
18:00 – 22:00	15	22:00 +	15	22:00 +	15
22:00 +	15				





Transit Fares

Transit fares are the same for the bus and the CTrain. There are a number of ways to pay for your trip:

Fare Options (subject to change)

A valid ticket, monthly pass, day pass, transfer or exact cash fare is required to ride Calgary Transit buses or CTrains.

Costs	Adult 15 years old and over	Youth 6-14 years old
Single Ticket/Cash	\$2.00	\$1.25
Book of 10 Tickets	\$17.50	\$10.00
Monthly Pass	\$65.00	\$40.00
Day Pass	\$5.60	\$3.60
Senior Citizens' Transit Pass Available only from Calgary Transit Customer Service Centre		
Annual Fee		\$35.00
GIS (Guaranteed Income Supplement) Recipients		\$15.00
Children (Ages 5 & under) (when accompanied by a fare paying customer/limit 4 children per paid fare)		Free

Where to Buy your Transit Tickets

There are a number of locations where you can purchase transit tickets, ticket books and monthly passes. For your convenience we have indicated some of the city-wide vendors:

- Tracks CTrain Station Concessions
- Canada Safeway
- Mac's Convenience Stores
- Calgary Co-op
- Food for Less
- 7-Eleven Food Stores



Transit Information Sources

A little advance planning can make your transit trip more comfortable and convenient. The following are some of our information sources:

Calgary Transit Web-Site

www.calgarytransit.com can provide information on customer services, fares, individual route maps, schedules and accessible transportation.

Teleride

Teleride is an interactive telephone system that provides the most current schedule information for your bus stop. Call 974-4000 and enter your four-digit stop number, located at the bottom of the sign at your bus zone, to obtain current and future bus schedule times or general transit information.

Transit Maps and Schedules

The Transit system map shows all of Calgary Transit's bus and CTrain routes. These maps are available at the Calgary Transit Customer Service Centre (224 – 7th. Ave. S.W.), the plaza level of the downtown municipal building and some vendors.

The pocket schedules for each individual route list the times when the bus leaves your starting point and when you will reach your destination, as well as, bus stop locations, a route map, the four digit Teleride numbers and other helpful information. Schedules are available from the Calgary Transit Customer Service Centre, your bus operator or call 262-1000 or TTY 268-8087 (for hard of hearing).

Customer Service

The Customer Service Centre (224 – 7 Avenue S.W.) is open weekdays from 10:00am to 5:30pm. You can purchase passes or tickets, obtain printed transit maps, route schedules and other brochures, or receive help planning your transit trip. Customers requiring information about Access Calgary may do so at the Customer Service Centre or call 537-7770. The Lost Property office is also located here (telephone 268-1600).

Customer service representatives may be reached at 262-1000 (6:00am to 9:00pm weekdays and 8am to 6:00pm on weekends and holidays). Customer service representatives can assist you in finding the bus or CTrain route you need, tell you where your bus zone or stop is located and where to transfer to connecting transit services.

Safety & Security Measures

Uniformed and plain-clothes Protective Services Officers patrol Calgary Transit facilities around-the-clock. They protect transit customers, employees and property; promote public safety and awareness; and enforce by-laws and provincial statutes.

A network of over 200 closed circuit cameras exist throughout the CTrain line which monitor the stations, platforms, escalators, halls and stairs. These cameras are overseen around-the-clock by Calgary Transit personnel. Other security features include the Transit Help Intercom (HELP) System, available on all CTrains, platforms and stations. All CTrain cars, platforms and stations are equipped with a red HELP button or handset so in an emergency, customers can contact Calgary Transit Control Centre personnel who will provide instructions and send emergency help immediately. Calgary Transit bus operators also have radio-equipment they can use in an emergency to notify the appropriate personnel.

Ride the Wind!™

with Calgary Transit

Ride the Wind!™ ***Program Highlights***

Who: - A collaboration among Calgary Transit, Enmax and Vision Quest.

What: - Wind generated electricity to power the CTrain.

Where: - 12 wind turbines were installed in Southern Alberta by Vision Quest.

When: - Implemented September 1st, 2001

The *Ride the Wind!* program has won the following awards:

- CH2M HILL Sustainable Community Award from the Federation of Canadian Municipalities - May 2001
- Pollution Prevention Award from the Canadian Council of Ministers of the Environment - May 2001/2002
- Environmental Award from the Transportation Association of Canada - September 2002



Calgary Transit

