



# Calgary Transit Mission Statement

To provide safe, accessible and courteous public transportation services in response to the needs of our customers.





### Introduction to Southeast BRT Route 302

### Opening Day

Southeast Bus Rapid Transit (BRT) will start service on Aug. 31, 2009. On opening day, Southeast BRT will feature:

- Frequent service between southeast Calgary and the downtown.
- Limited stop travel, seven days a week.
- Convenient connections with local southeast bus routes improving passenger travel time by as much as 50 per cent.
- High capacity articulated buses on Route 302.
- Traffic signals that detect buses and can activate priority.
- 118 one-way trips each weekday.

#### Over the next 12 months

Enhancements will be made to Southeast BRT. One of the first improvements will be to install large passenger shelters and benches at all suburban stops as soon as funds are available. Other improvements include:

- Park and ride at Douglas Glen and McKenzie Towne.
- Bike lockers and racks at the park-and-ride facilities.

By 2012, electronic passenger information panels will display real time bus arrival information.

#### Convenient Transit information

#### Internet:

Visit calgarytransit.com for route maps, schedules, automated trip planning and general information.

#### Teleride:

Call 403-974-4000 + your four-digit stop number (located at the bottom of the sign at your bus stop) for automated information about the bus schedule and next bus for your bus stop.

#### **Customer Service Line:**

Call 403-262-1000 for transit trip-planning assistance.

#### **Access Calgary:**

Call 403-537-7770 for information about Access Calgary services.

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# Service Changes – Plan for Southeast Calgary

Southeast Bus Rapid Transit (BRT) will establish a main transit service in southeast Calgary. Southeast BRT will also be supported by local routes and express buses. Co-ordinating these three kinds of service will give more choice to passengers and will better connect residents with destinations, downtown and in southeast Calgary.

Changes to local buses will make linking to the Southeast BRT convenient - allowing southeast residents easier connections for travel throughout Calgary. This is particularly true for passengers travelling to southeast employment and business areas. Changes to local routes are described on Page 6 (summary table). Individual route maps are shown on Pages 10 to 23 and detailed schedule information is available at calgarytransit.com.

Express buses travelling between southeast Calgary and the downtown will also be revised starting Aug. 31. They will now operate along the same route as Southeast BRT with similar travel time, but the service will be more reliable and will give passengers more opportunity to transfer to other southeast bus routes for connections to southeast destinations.

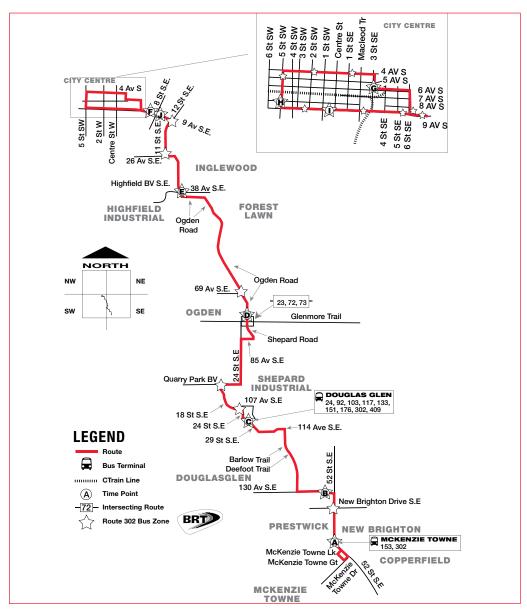
Another advantage is that express buses will benefit from the traffic signal priority installed at most intersections along the route to give an extended green or short red light for approaching buses - a great way to keep Calgary Transit moving!

### Why this route?

Southeast BRT will travel on roadways that roughly parallel the future Southeast LRT and feature stops near future LRT stations. Southeast BRT will operate seven days a week and will be frequent - every 10 to 15 minutes in peak periods.

On opening day, the Southeast BRT will travel between McKenzie Towne and the downtown. When the south hospital opens and the roads are in place, Southeast BRT will be extended to travel to communities south of 22X and the hospital. Look for this service starting in 2011/2012.

# Southeast BRT – Route 302 🕹



## Frequency of service in minutes

The frequencies and operating times listed below are approximate (please see pg. 31, Transit information sources for more details). Check pocket schedules or calgarytransit.com for exact times.

	Weel	kday	
AM Peak	Midday	PM Peak	Eve
06:30 - 08:30	08:30 - 16:00	16:00 – 18:00	18:00 – end of service
10/15	30	10/15	30
Satu	rday	Sun	day
Day	Eve	Do	ay
06:00 – 18:00	18:00 – end of service	All	day
30	30	3	0



### Overview of Service Revisions

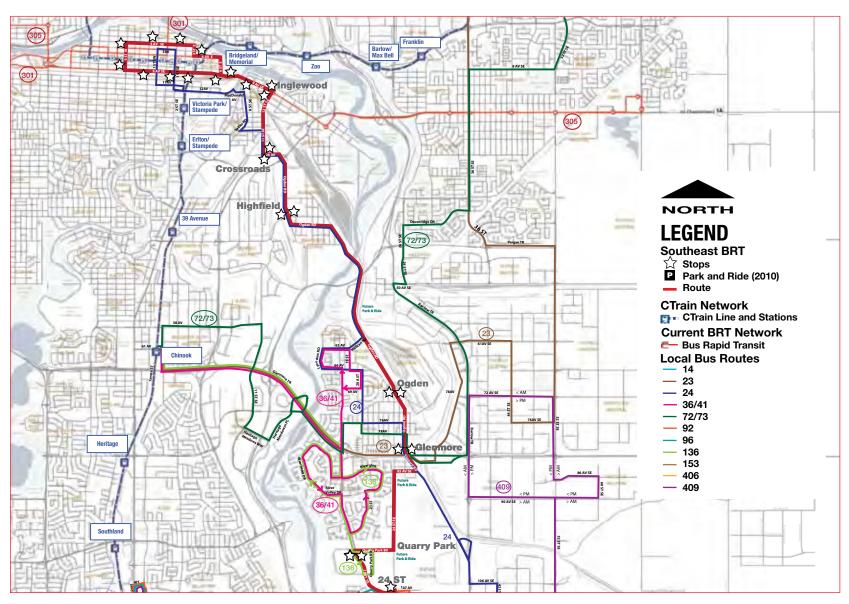
Southeast BRT, Express and Local Transit Service Changes				
Bus Rapid Tr	ansit (BRT)			
BRT Route	Route Name	Route Changes		
302	Southeast/Downtown	New service to provide direct connections throughout southeast Calgary destinations and the downtown.		
Local Route	Changes			
Local Routes	Route Name	Route Changes	Transfer points with Southeast BRT	
		Calgary Tower		
			Crossroads	
24	Ogden	Shortened and revised to serve Douglasbank.  Highfield  Glenmore  24 St.	Highfield	
24	Ogden		Glenmore	
			24 St.	
			Douglas Glen	
			24 St.	
			Douglas Glen	
92	McKenzie Towne	Extended to McKenzie Towne and revised to improve overall service in Douglasdale Estates.	130 Ave.	
		service in Douglasadie Esidies.	Prestwick	
			McKenzie Towne	
96	McKenzie	Realigned to improve overall route efficiency in Douglasdale Estates.	24 St.	



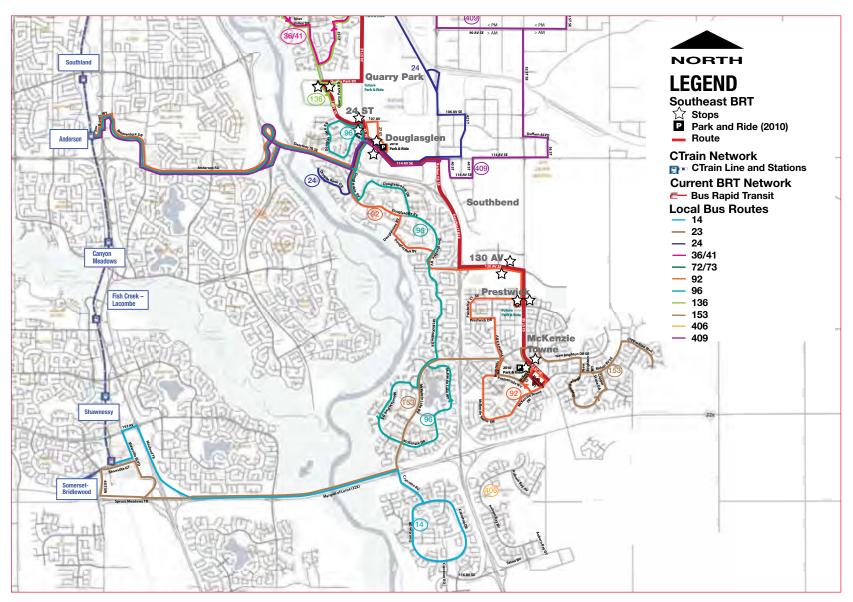
Local Routes	Route Name	Route Changes	Transfer points with Southeast BRT	
153	Copperfield	Realigned to connect with Southeast BRT.	McKenzie Towne	
409	Douglas Glen	Shortened to improve route directness and frequency.	Douglas Glen	
Route Cancellations				
Local Route	Route Name	Route Changes		
90	Foothills North	Combined with and renamed to Route 23.		
416	McKenzie Towne	Combined with and renamed to Route 92.		
Express Rou	Express Route Changes			
Express Routes	Route Name	Route Changes		
75	Riverbend Express			
102	Douglasdale Express			
103	McKenzie Express	Travel between southeast communities and the downtown wi		
110	Douglas Glen Express	travel along the Southeast BRT route. This route offers more dir connections to other destinations. Express routes and stops w		
117	McKenzie Towne Express	the downtown.	in terriair frie sarrie in	
133	Cranston Express			
151	New Brighton Express			
176	52 St. Express	Extended to connect with Southeast BRT at McKenzie Towne o	nd Douglas Glen.	

**Note:** Routes 14, 36/41, 72/73, 136, 406 will remain the same.

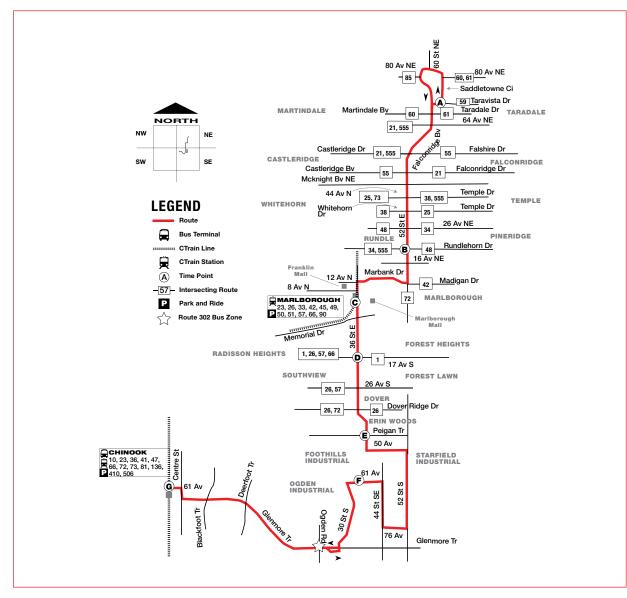
### Local Bus Network - North







### Route 23 – Foothills Industrial



## Frequency of service in minutes

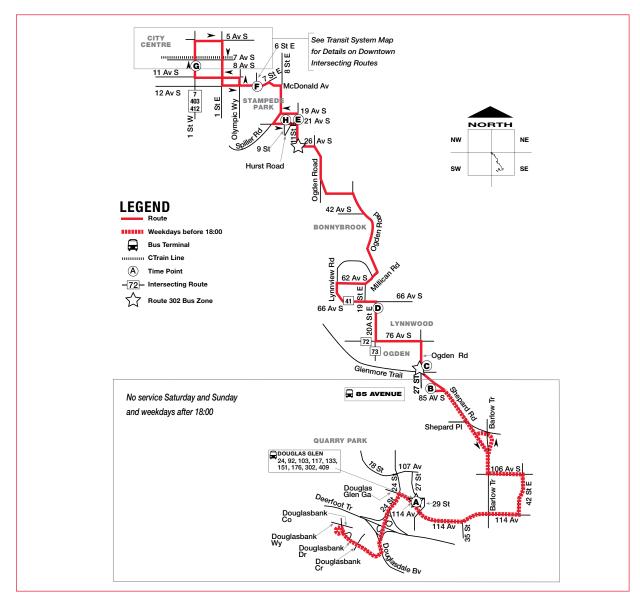
The frequencies and operating times listed below are approximate (please see pg. 31 and/or Transit information sources for more details). Check pocket schedules or calgarytransit.com for exact times.

	Weel	kday	
AM Peak	Midday	PM Peak	Eve
06:30 – 08:30	08:30 - 16:00	16:00 – 18:00	18:00 – end of service
10/15	30	10/20	20/30
Satu	rday	Sun	day
Day	Eve	D	ay
06:00 - 18:00	18:00 – end of service	All	day

<sup>·</sup> No service provided.





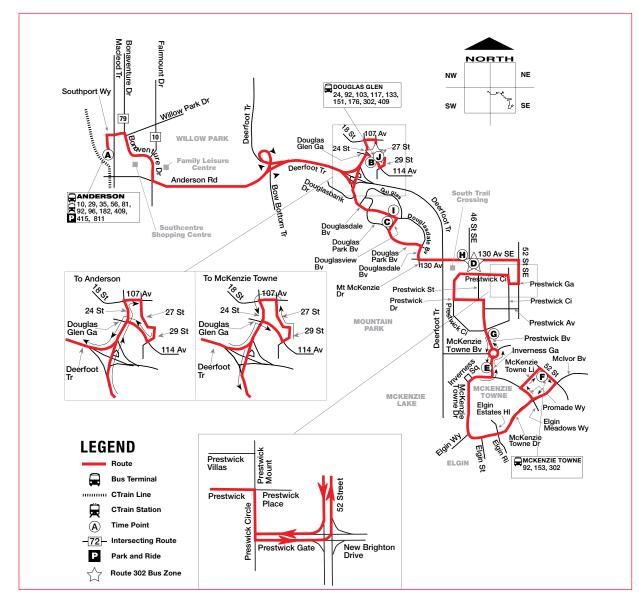


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	Weel	kday	
AM Peak	Midday	PM Peak	Eve
06:30 - 08:30	08:30 - 16:00	16:00 – 18:00	18:00 – end of service
10/15	10/15	10/15	20/30
Saturday			
Satu	rday	Sun	day
Satu	rday Eve		day
		D	

### Route 92 - McKenzie Towne



## Frequency of service in minutes

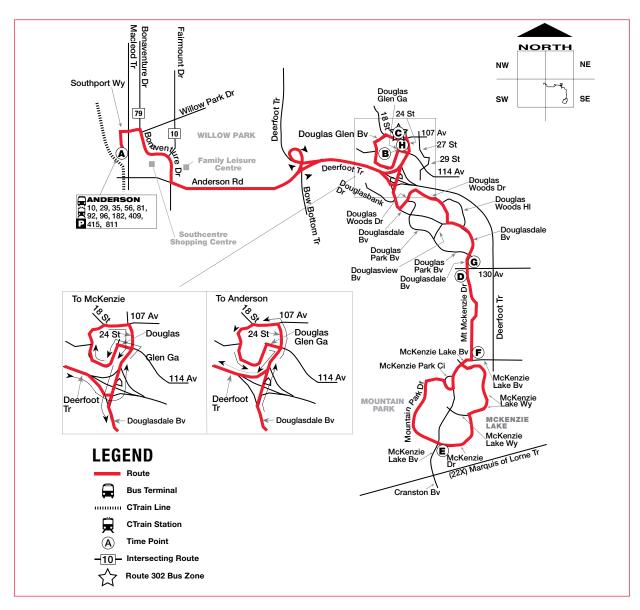
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Weekday			
AM Peak	Midday	PM Peak	Eve
06:30 - 08:30	08:30 - 16:00	16:00 – 18:00	18:00 – end of service
30	30	30	30
Saturday			
Satu	rday	Sun	day
Satu	rday Eve		day <sub>uy</sub>
		D	

· No service provided.

Red text indicates that frequency will be improved starting Aug. 31, 2009.

# Route 96 – McKenzie



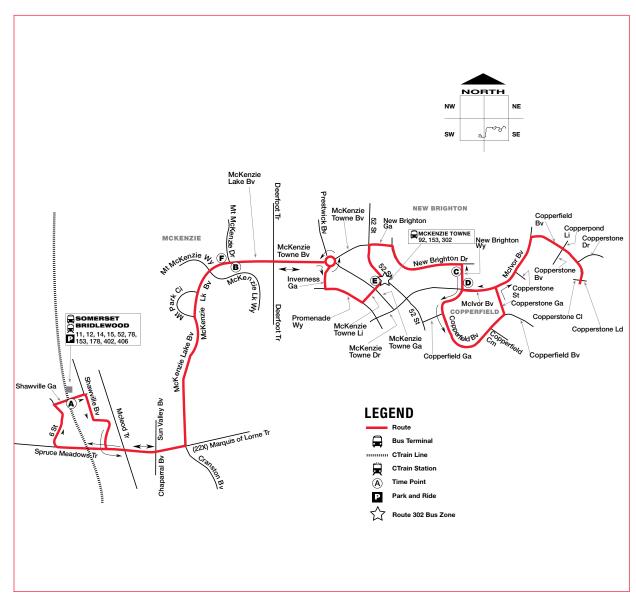
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Weekday			
AM Peak	Midday	PM Peak	Eve
06:30 - 08:30	08:30 - 16:00	16:00 – 18:00	18:00 – end of service
30	30	30	30
Satu	rday	Sun	day
Day	Eve	D	ay
06:00 - 18:00	18:00 – end of service	AII	day
30	30	3	0

Red text indicates that frequency will be improved starting Aug. 31, 2009.

### Route 153 - Copperfield

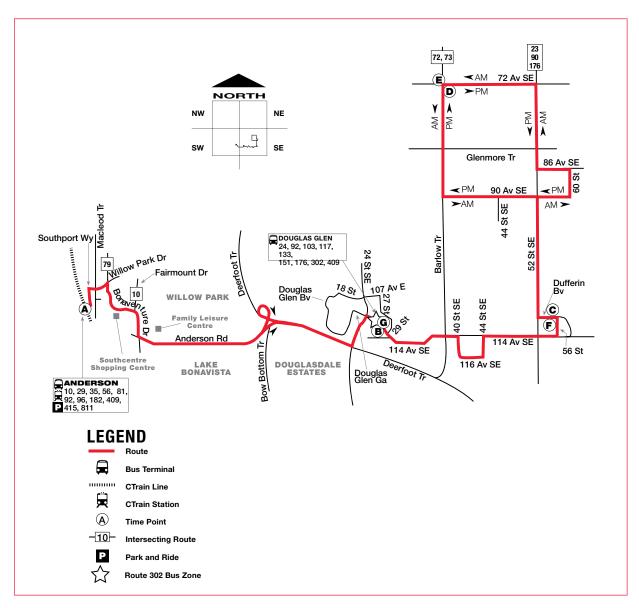


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	Weel	kday	
AM Peak	Midday	PM Peak	Eve
06:30 - 08:30	08:30 - 16:00	16:00 – 18:00	18:00 – end of service
35	35	35	35
Satu	Saturday		day
Day	Eve	D	ау
Day 06:00 – 18:00	Eve 18:00 – end of service	D(	•

# Route 409 – Douglas Glen



### Frequency of service in minutes

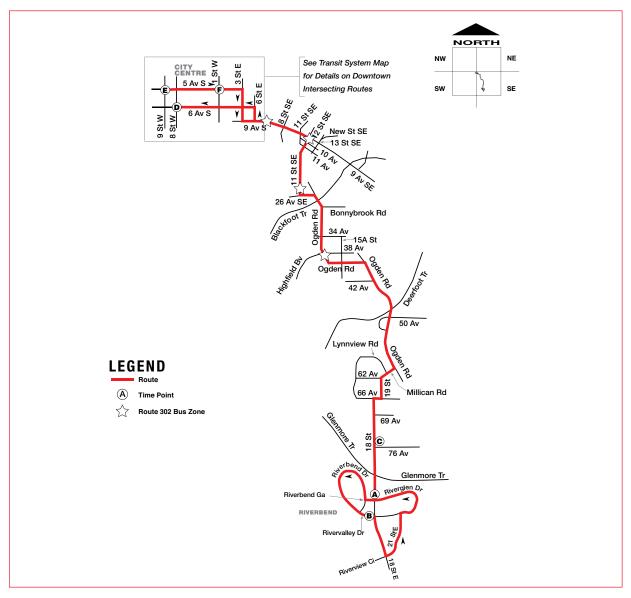
The frequencies and operating times listed below are approximate (please see pg. 31 and/or Transit information sources for more details). Check pocket schedules or calgarytransit.com for exact times.

Weekday			
AM Peak	Midday	PM Peak	Eve
06:30 - 08:30	08:30 - 16:00	16:00 – 18:00	18:00 – end of service
20	40	20	40
Satu	rday	Sun	day
Day	Eve	D	ay
06:00 - 18:00	18:00 – end of service	AII	day
20/40	•	20,	/40

<sup>·</sup> No service provided.

Red text indicates that frequency will be improved starting Aug. 31, 2009.

### Route 75 – Riverbend Express



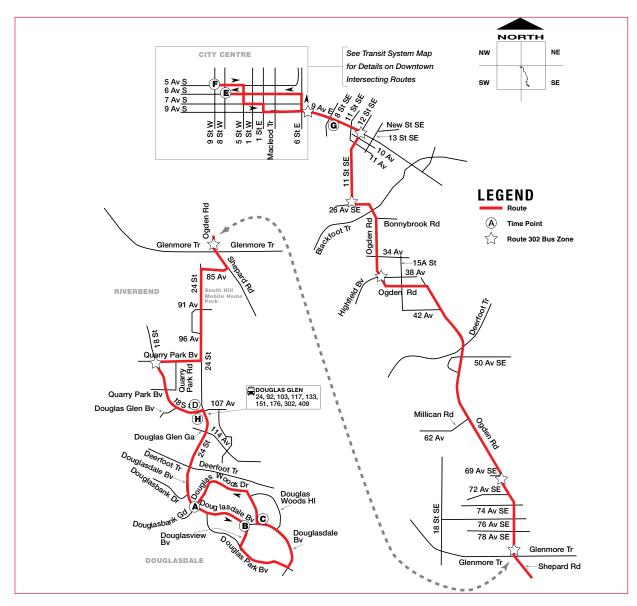
### Frequency of service

The number of trips and operating times listed below are approximate (please see pg. 31 and/or Transit information sources for more details). Check pocket schedules or calgarytransit.com for exact times.

Number of trips	
AM Peak	PM Peak
06:30 - 08:30	16:00 – 18:00
3	2



# Route 102 – Douglasdale Express

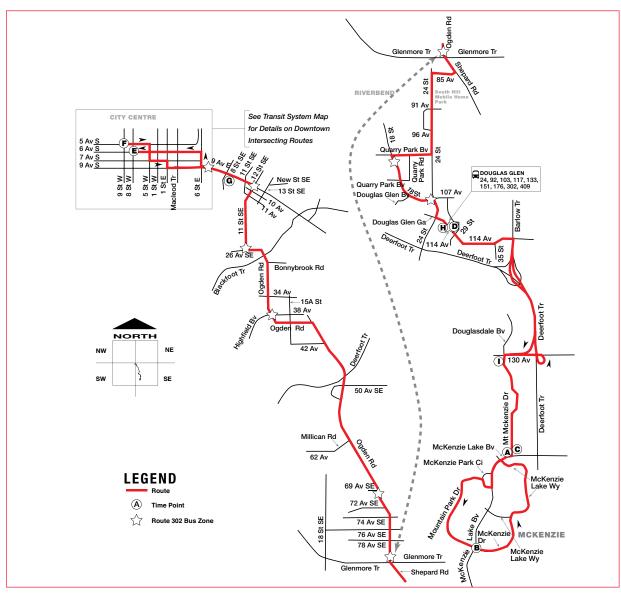


### Frequency of service

The number of trips and operating times listed below are approximate (please see pg. 31 and/or Transit information sources for more details). Check pocket schedules or calgarytransit.com for exact times.

Number of trips	
AM Peak	PM Peak
06:30 - 08:30	16:00 – 18:00
4	4

### Route 103 - McKenzie Express



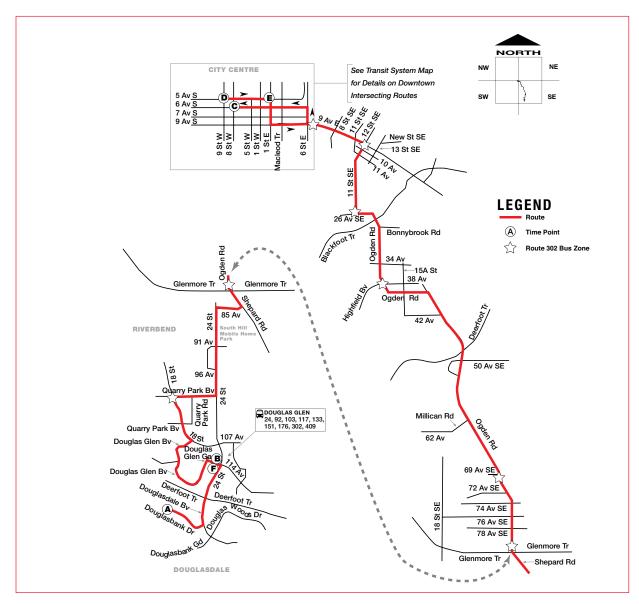
### Frequency of service

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Number of trips	
AM Peak	PM Peak
06:30 - 08:30	16:00 – 18:00
7	7



# Route 110 – Douglas Glen Express

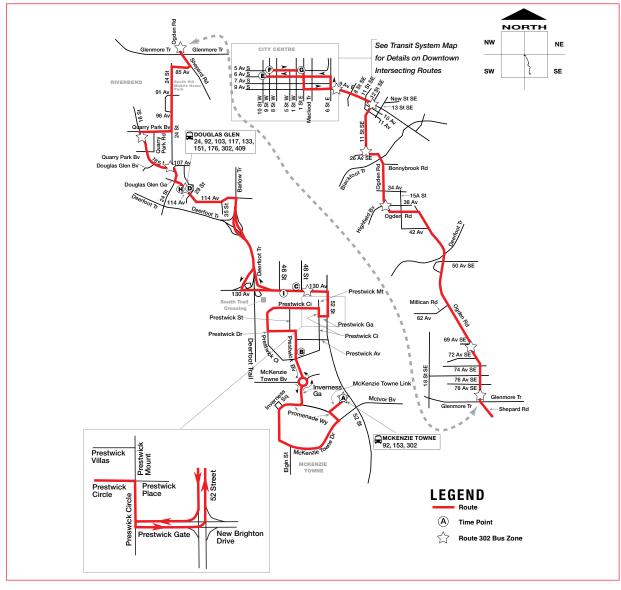


### Frequency of service

The number of trips and operating times listed below are approximate (please see pg. 31 and/or Transit information sources for more details). Check pocket schedules or calgarytransit.com for exact times.

Number of trips		
AM Peak	PM Peak	
06:30 - 08:30	16:00 – 18:00	
2	2	

### Route 117 - McKenzie Towne Express



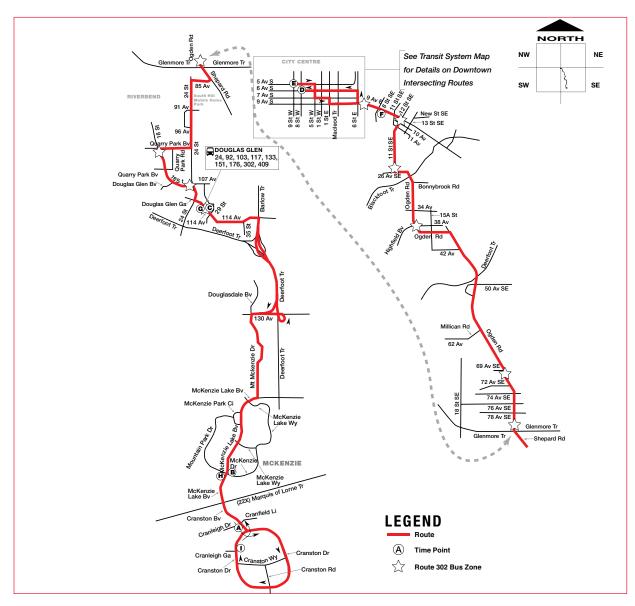
### Frequency of service

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Number of trips		
AM Peak	PM Peak	
06:30 - 08:30	16:00 – 18:00	
7	6	



# Route 133 – Cranston Express

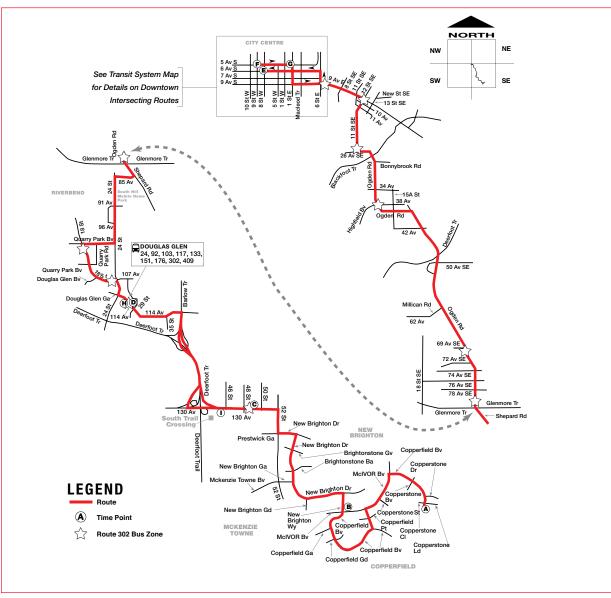


### Frequency of service

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Number of trips		
AM Peak	PM Peak	
06:30 - 08:30	16:00 – 18:00	
2	3	

### Route 151 - New Brighton Express



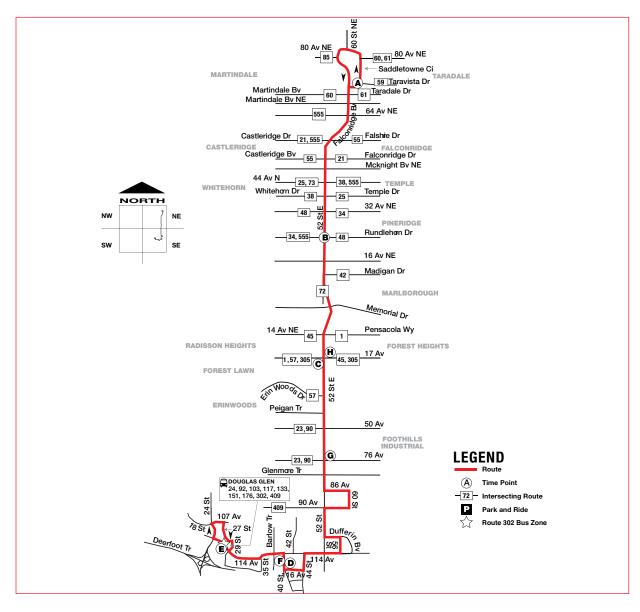
### Frequency of service

The number of trips and operating times listed below are approximate (please see pg. 31 and/or Transit information sources for more details). Check pocket schedules or calgarytransit.com for exact times.

Number of trips		
AM Peak	PM Peak	
06:30 - 08:30	16:00 – 18:00	
3	3	



# Route 176 – 52 Street Express



### Frequency of service

The number of trips and operating times listed below are approximate (please see pg. 31 and/or Transit information sources for more details). Check pocket schedules or calgarytransit.com for exact times.

Number of trips		
AM Peak	PM Peak	
06:30 - 08:30	16:00 – 18:00	
3	4	

### Thank you

Thank you to the many southeast Calgary residents and businesses that participated at our open houses, held in November 2008 and May 2009. You gave us suggestions, comments and supported the concept of the Southeast BRT service.



# Walking and cycling



Calgary Transit passengers are pedestrians at the beginning and end of all trips. Therefore, transit stops are designed with pedestrians in mind. Cycling is another way passengers can access transit. Overall, more than 10 per cent of Calgary Transit's ridership chooses active transportation modes to get to buses and CTrains. To accommodate these users, bus zones are planned to connect with existing pathways and sidewalks, and facilities like bike racks and lockers will be provided at main stops.

Walking and cycling are encouraged because they promote healthy communities, decrease energy consumption and greenhouse gas emissions, and also reduce traffic congestion.

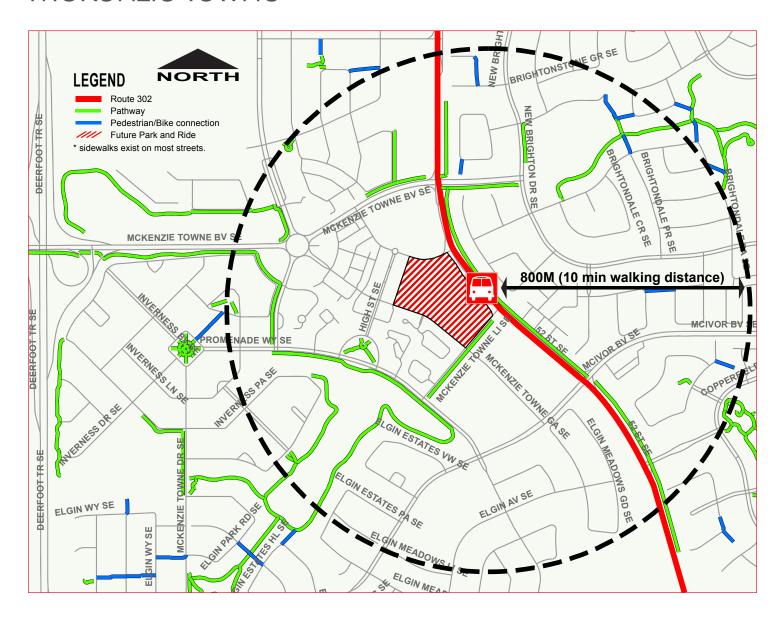
Information on how to walk or cycle to McKenzie Towne and Douglas Glen is shown on the following two maps. Specifically, the maps show all pathways and connections within about a 10-minute or 800-metre walking distance. For information on walking or cycling from a further distance, please visit the city-wide map at:

http://calgary.ca/docgallery/BU/engineering\_services/ emaps/bicycle\_pathways\_map.pdf

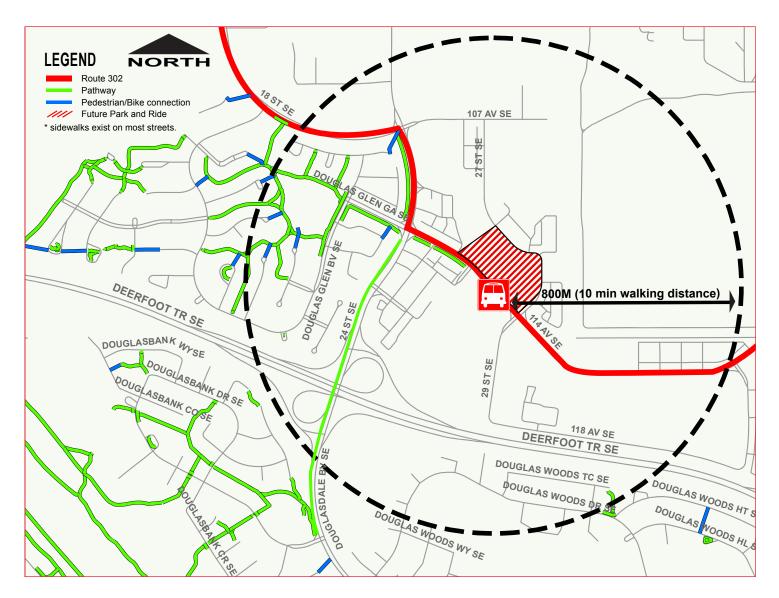
For information on bike locker rentals, please visit:

http://calgarytransit.com/html/bikes\_on\_board.html

### McKenzie Towne



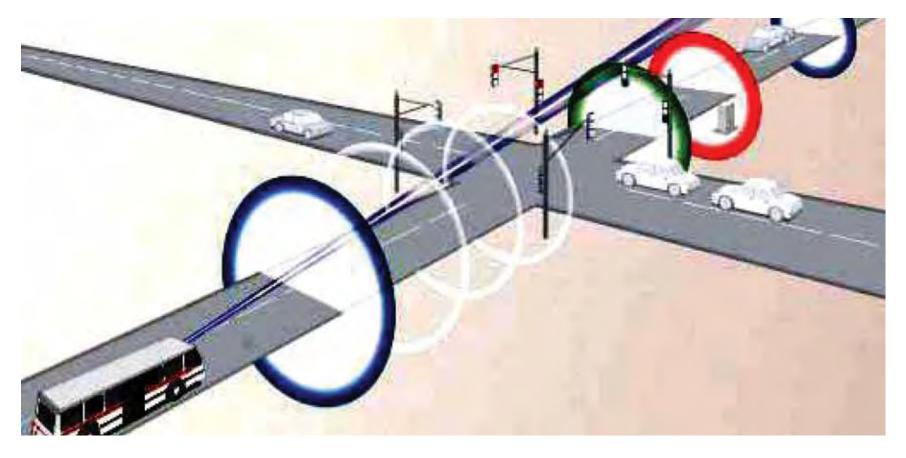




### Signal Priority – Tell Me More!

Calgary Transit uses a technology called Opticom™ to allow buses to communicate with traffic signals. When buses are detected approaching an intersection equipped with Opticom, the signal will adjust its timing. If the light is already green, it will stay green up to 20 seconds until the bus travels through the intersection.

If the light is red as the bus approaches, the signal will turn to green up to 20 seconds faster than it would otherwise. This technology recognizes that more people can travel on Calgary's roads if they choose transit over a private vehicle.





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

### Fare options (2009)

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

Fare options	Adult 15 years old and over	Youth Grades 1-12 and/or 6-14 years old
Single ticket/cash	\$ 2.50	\$ 1.75
Book of 10 tickets	\$23.00	\$15.00
Monthly pass	\$83.00	\$52.50 (effective Sept. 1, 2009)
Day pass	\$ 7.50	\$ 5.25
Children (ages 5 and und when accomp by a fare-payin customer)	anied	

### Senior citizens' transit pass

Available only from Calgary Transit Customer Service Centre.

\$35.00 Annual fee

GIS (Guaranteed Income Supplement) recipients \$15.00

#### Park and Ride

\$3.00 daily, 2 a.m. to 6 p.m. Monday through Friday. Free evenings, weekends and statutory holidays.

#### Where to buy your transit tickets

There are a number of locations to purchase transit tickets, ticket books and monthly passes. For your convenience, here are some of the city-wide vendors:

- Calgary Co-op
- Canada Safeway
- Mac's Convenience Stores
- Rexall Drugs
- 7-Fleven Food Stores
- Shoppers Drug Mart

For a full list, of vendors, consult calgarytransit.com





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

### Calgary Transit website

At calgarytransit.com, we provide trip planning, information about schedules, individual route maps, fares, accessible transportation, customer services and upcoming events.

### Trip planning on the web

Plan your next trip by bus or CTrain online. Simply enter where you are leaving from and where you wish to go and the time you would like to travel. Calgary Transit Trip Planning will provide you with a complete itinerary of your trip, including where to catch your bus or train, transfer connections, and a complete schedule for departure and arrival.

To plan your trip using Trip Planning on the web, go to calgarytransit.com

### Trip planning with Google Transit

Calgary Transit on Google is available on mobile devices (such as iPhone, Blackberry and Windows Mobile) putting trip planning right in the palm of your hand. Google Maps supports multiple languages, so it's easy for international users.

To plan your trip using Google Transit, go to calgarytransit.com/html/google.html

#### **Teleride**

Teleride is an interactive telephone system that provides the most current schedule information for your bus stop. Call 403-974-4000 and enter your four-digit stop number, (located at the bottom of the sign at your bus stop or found on the website) to obtain current and future schedule times or general transit information.

### Transit maps and pocket schedules

The Transit system map shows all Calgary Transit bus and CTrain routes. These maps are available at the Calgary Transit Customer Service Centre (224 Seventh Ave S.W.), the plaza level of the Municipal Building and participating vendors.

A pocket schedule for each individual route shows a route's frequency and travel time. The schedules also list 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 by calling 403-262-1000 or TTY 403-268-8087 (for the hearing impaired).

#### Customer Service

The Customer Service Centre (224 Seventh Ave. S.W.) is open weekdays from 10 a.m. to 5:30 p.m. You can purchase passes or tickets, obtain printed transit maps, route schedules and other brochures or receive help planning your transit trip. The lost property office is also located here. Call 403-268-1600 to enquire about lost articles.

Customer service representatives can be reached at 403-262-1000 (6 a.m. to 9 p.m. weekdays and 8 a.m. to 6 p.m. on weekends and holidays). Customer Service representatives can assist you in finding the bus or CTrain route you need, tell you where your bus stop is located and where to transfer for connecting transit services.

### **Access Calgary**

Access Calgary is responsible for assessing eligibility and co-ordinating the bookings, scheduling and dispatching of shared-ride, door-to-door transportation services for Calgarians with disabilities. For more information about Access Calgary, call 403-537-7770 or visit accesscalgary.ca.

### Operating Times

The approximate operating period for transit service is shown below. For more detailed schedule information, check the web, pick up a pocket schedule or call Customer Service at 403-262-1000.

#### Weekdays

AM Peak	06:30 - 08:30
Midday	08:30 - 16:00
PM Peak	16:00 - 18:00

Evening 18:00 - end of service

#### Saturday

Day 06:00 - 18:00

Evening 18:00 - end of service

Sunday All day



### Southeast BRT Funding Support

Thanks to a recent commitment by the federal government's Build Canada Fund, Municipal Sustainability Initiative (MSI) funding by the Government of Alberta and by The City of Calgary to support Southeast BRT. Funding for Southeast BRT facilities and amenities was announced earlier this year; it will not be available until early 2010.



### 2009-13

# **Calgary Transit**

#### Transit schedules and information:



calgarytransit.com

403-262-1000

Teleride: 403-974-4000 [ plus four-digit stop number ]

