

CALGARY TRANSIT MISSION STATEMENT

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

PROJECT BACKGROUND

Northwest CTrain Extension to Rocky Ridge, Royal Oak and Tuscany opens Aug. 25, 2014.

Transportation Infrastructure managed the design and construction of the station, the track extension and the Park and Ride lots. They provided the project management expertise to ensure that the many contractors needed to get the job done were all working together, and providing their services on time and on budget. Now that TI's work is largely complete, Transit takes over the operation of the station and the Park and Ride lots.

During the design phase of this project, a Community Consultation Committee (CCC), representing the communities of Rocky Ridge, Royal Oak and Tuscany, plus representatives from the project team and Ward Councilors, provided feedback to The City on topics related to the development of the station and bus routes. In addition, residents provided feedback on the proposed designs at several information sessions held during the design phase. The CCC continued to meet during the construction phase.

The City of Calgary would like to thank the CCC and residents for their participation in the design process. The input received helped create a better design for everyone. The City would also like to thank residents for their patience during the construction process.

COMMUNITY CONSULTATION COMMITTEE MEMBERS:

Greg Barrett	David Klym
Gary Bertrand	Jeremy Lang
Dave Brett	Past-Councillor Gord Lowe
Eileen Clark	Councillor Joe Magliocca
Brian Cochrane	Jean-Claude Olivier
Nicole Dietrich	Harpreet Sandhu
Past-Councillor Dale Hodges	Councillor Ward Sutherland
Lucy Jacek	André Van Dijk
Tim Kennedy	

Transit schedules and information:

Want to know more? Visit calgarytransit.com for more info, or call our Customer Service at 403-262-1000 or Teleride at 403-974-4000 (plus four-digit stop number).



Calgary Transit
Now more reasons to ride.

CONVENIENCE

With 5 enhanced bus routes, and a new CTrain extension, transit service is now faster and more reliable.

CONNECTIVITY

With the new Northwest CTrain Extension, it's now easier to connect to key destinations around the city.

ECONOMICAL

Save money on car maintenance, fuel cost and parking. Transit service in Rocky Ridge, Royal Oak and Tuscany just got BETTER!

ENVIRONMENTAL

Did you know the CTrain is powered by wind generated electricity? As a result, it's equivalent to 8 million vehicle trips off of the streets every year.

TRAVEL TIME

From Tuscany station, it takes only 25 minutes to get downtown.

HEALTHY

Walking or cycling to your bus stop or CTrain station is great exercise.

FREQUENCY

During peak periods, the CTrain frequency is every 4-7 minutes and every 10-15 minutes during off peaks and weekends.



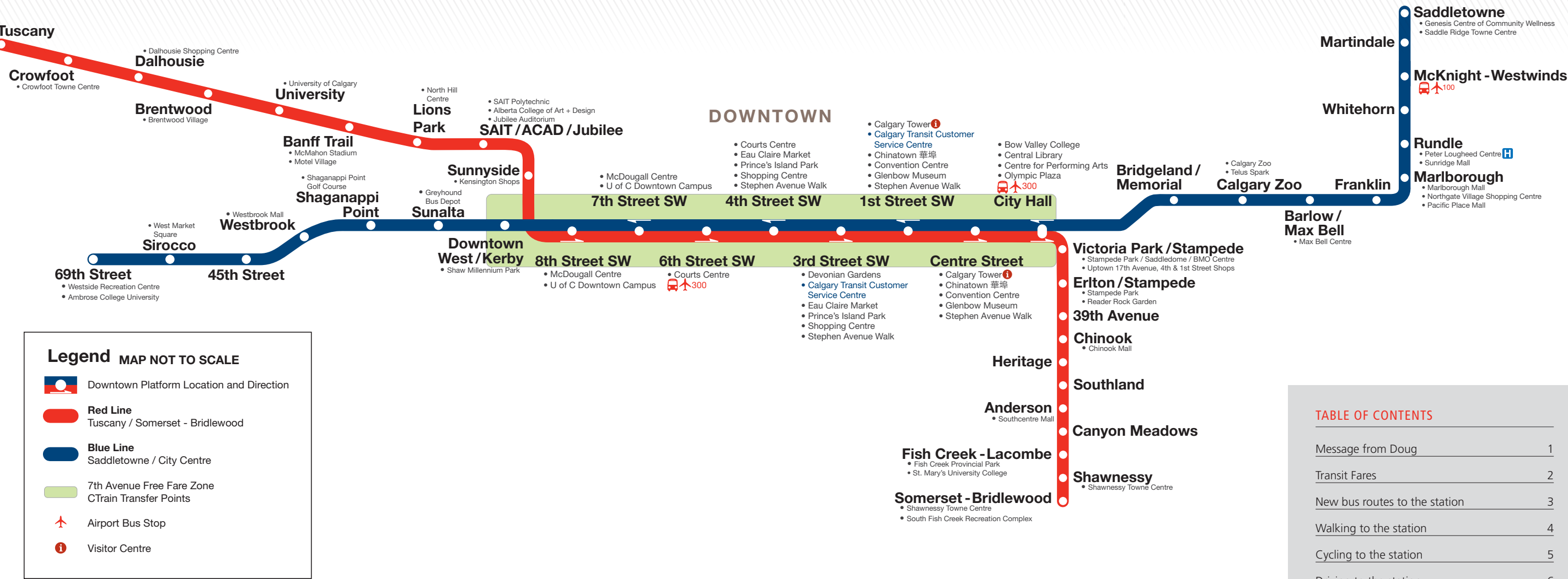
calgarytransit.com
call 403-262-1000

Riders Guide | Tuscany Station opens August 25

Onward/ Enable more people to use public transit, walking and cycling to get around Calgary.



CTrain map and frequencies



Frequency of service in minutes

The frequencies and operating times listed below are approximate (please see Transit Information Sources on page 18 for more details). Check calgarytransit.com or pocket schedules for actual scheduled times.

Weekday				Saturday		Sunday
AM Peak	Midday	PM Peak	Evening	Day	Evening	Day
4 – 7	10	4 – 7	10 – 15	10 – 15	10 – 15	10 – 15

First CTrain leaving Tuscany Station – 4:32 a.m.

Last CTrain leaving Tuscany Station – 1:23 a.m.

INTRODUCTION

This Rider's Guide provides information about the new stations, an overview of the new and revised bus routes and frequency of service. For detailed route schedules and trip planning, visit calgarytransit.com or call 403-262-1000. Pocket schedules with detailed stop and schedule information are available at two Calgary Transit Customer Service Centres at Bow Parkade (234 - 7 Ave. S.W.) and Centre Street (125 - 7 Ave. S.E.)

TABLE OF CONTENTS

Message from Doug	1
Transit Fares	2
New bus routes to the station	3
Walking to the station	4
Cycling to the station	5
Driving to the station	6
Accessibility at the new station	8
Other station features	9
New routes - By current route/community	10
Routes:	
74 Tuscany	11
174 Tuscany	12
157 Royal Vista	13
158 Royal Oak	14
169 Rocky Ridge	15
Public Art	16
Transit information sources	18
Calgary Transit: Your safety and security	20

Birdy Big Bags

Please consider others when using public transit



Connecting Calgarians like never before

A message from the Director of Calgary Transit

The Northwest Extension of the CTrain system to the communities of Tuscany, Royal Oak and Rocky Ridge takes Calgary Transit one step, and one station, further in maintaining our commitment to provide Calgarians with safe and accessible transportation.

The addition of Tuscany Station brings the total number of CTrain stations to 45. It's the ninth station on the Northwest LRT (Red Line) and marks the fourth extension of the Red Line (Brentwood in 1990, Dalhousie in 2003 and Crowfoot in 2009). We've added 2.5 km of track and customers will find it takes about three minutes to get from Crowfoot Station to Tuscany Station.

Calgary Transit consulted with customers about how the system should operate and based on their feedback, we've added one new bus route and altered existing routes to make the system as convenient as possible in the northwest area. With around 40,000 residents living in the communities of Rocky Ridge, Royal Oak and Tuscany, we anticipate we'll be adding around 9,300 more passenger trips on weekdays.

This station was also designed based on feedback from a Community Consultation Committee as well as input from residents at five open houses hosted by The City of Calgary. Tuscany Station is a testament to our commitment to environmental stewardship. As part of our sustainable design, the station has elevator access but no escalators to help in reducing long-term energy costs. We've also included LED lighting to reduce energy consumption and rain garden beds which collect stormwater and reduce the need for irrigation.

Tuscany Station isn't just another stop on the CTrain line – it's part of an integrated transportation network connecting Calgary Transit customers with existing roads and pathways, which allows Calgarians further choice in how they move around the city. In addition to taking the bus, customers also have the option of walking or biking to the station using the new regional pathways in the area. They can also utilize the two Park and Ride lots, one in Rocky Ridge/Royal Oak and one in Tuscany, which will accommodate more than 550 vehicles.

As this project was designed with Calgarians in mind, we think the Northwest Extension of the LRT will be a welcome addition to the city. Calgary Transit is thrilled to bring the Tuscany Station online.



**DOUG
MORGAN**

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.

Remember to validate preprinted tickets at a Ticket Vending Machine before entering a fare restricted area at all CTrain Stations and platforms.

Fare Options	Adult	Youth
	18 years old +	6–17 years old
Single ticket/cash	\$3.00	\$2.00
Book of 10 tickets	\$30.00	\$20.00
Monthly passes	\$96.00	\$57.50 (\$60.00 as of September 2014)
Day passes (Only available from Ticket Vending Machines)	\$9.00	\$6.25
Children (ages five and under)	Free (when accompanied by a fare-paying customer)	



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
- 7 Eleven
- Shoppers Drug Mart

Visit calgarytransit.com for a full list of vendors.

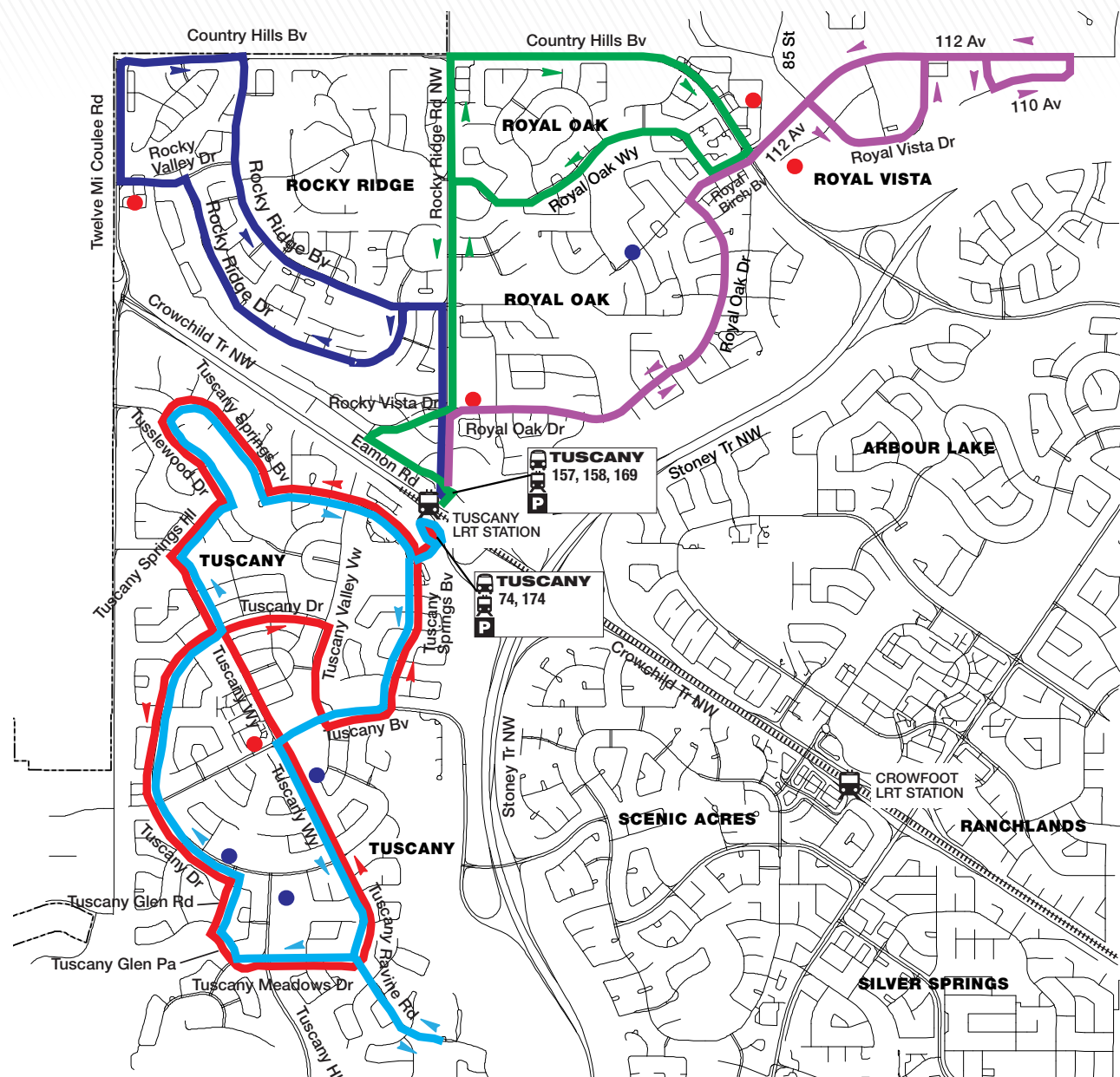
Senior Citizens' Transit Pass

Available only from Calgary Transit Customer Service Centre.














Annual fee	\$95.00
Low Income Seniors Pass	\$15.00

Passes are valid from the time of purchase until June 30 of the following year. For those customers that turn 65 years old after July 1 the pass is reduced by \$8 each month thereafter.

New bus routes to the station starting August 25



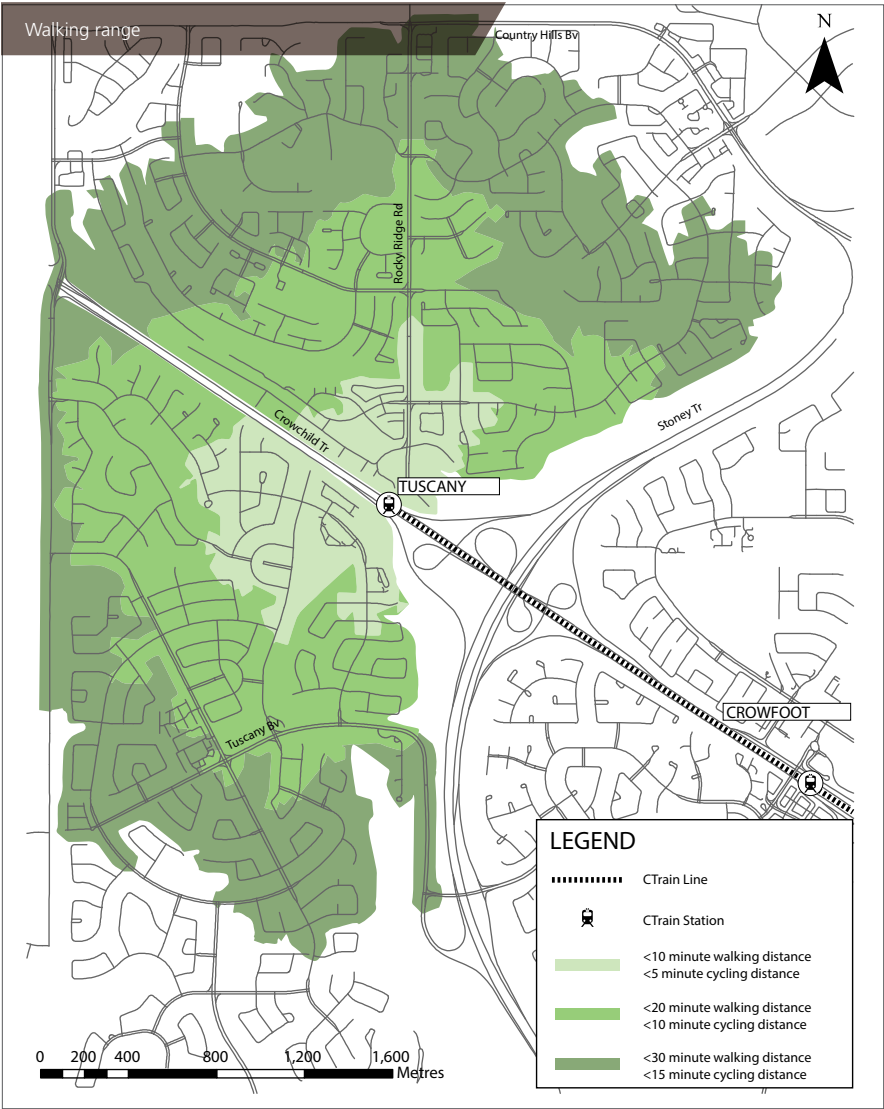
Legend

	Bus Terminal		Route 74 (CCW)	
	CTrain Line		Route 174 (CW)	
	CTrain Station		Route 169	
	Park & Ride		Route 158	
			Route 157	
			School	
			Retail & Office	

Walking to the station



In addition to taking the bus, residents surrounding the Tuscany CTrain station have the benefit of conveniently walking or cycling to the CTrain station and bus terminal. At most, residents will have an enjoyable 30-minute walk or 15-minute cycle time.



Cycling to the station

Tuscany - Bus shelter, bike racks and pick-up area



Bicycle shelters

Two bicycle shelters are located at the station – one on the Rocky Ridge side and one on the Tuscany side. In each shelter, there are six bike racks for bikes to lock to for a total of about 12-15 bikes per shelter.

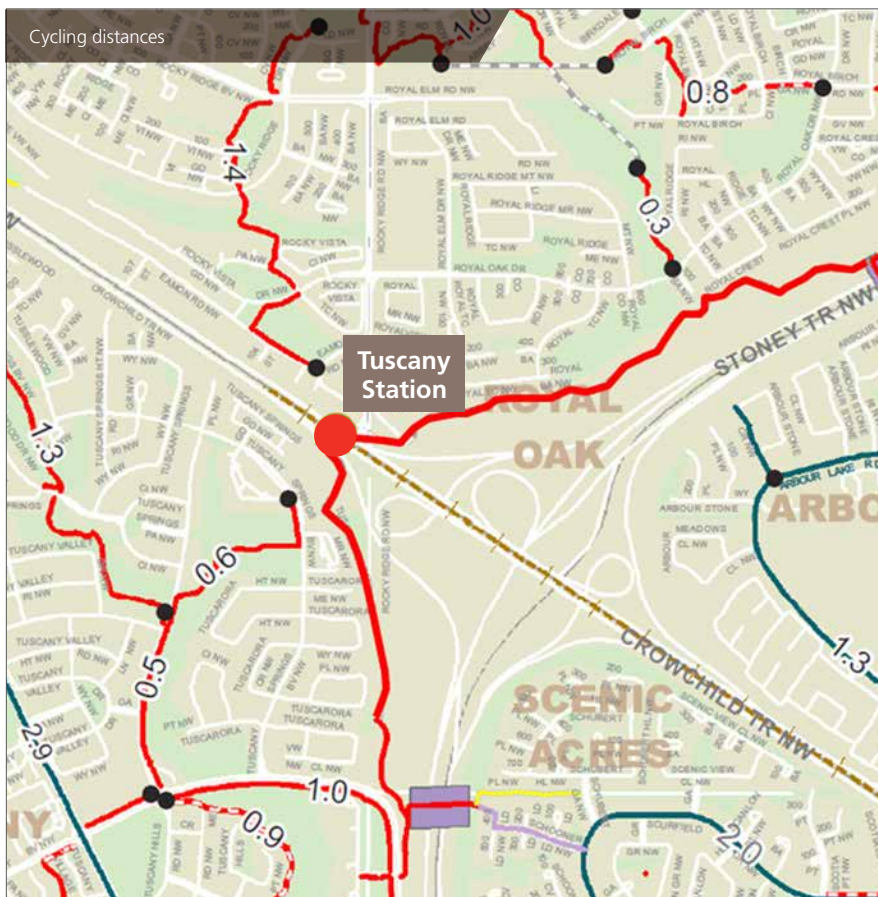
Bicycles on the train

Customers are welcome to bring their bikes on the CTrain, except during weekday peak periods:

- Bikes are prohibited from 6:30 a.m. to 9 a.m. and from 3 p.m. to 6 p.m. on weekdays.
- There are no hourly restrictions on weekends and statutory holidays.
- Bikes may be prohibited on the CTrain at any time due to crowded or unsafe conditions (e.g., before and after concerts and sporting events).

Boarding with your bike

- Allow other passengers to exit and enter the train first.
- Only board and exit the CTrain through the doors at the front and back of each car; do not use the doors in the middle of the car.
- Only four bikes are allowed on each car; two at either end.
- Please walk your bike in CTrain stations, onto CTrains and on the platforms, pedestrian bridges and access ramps. Remain with your bike at all times.



Driving to the station

Parking

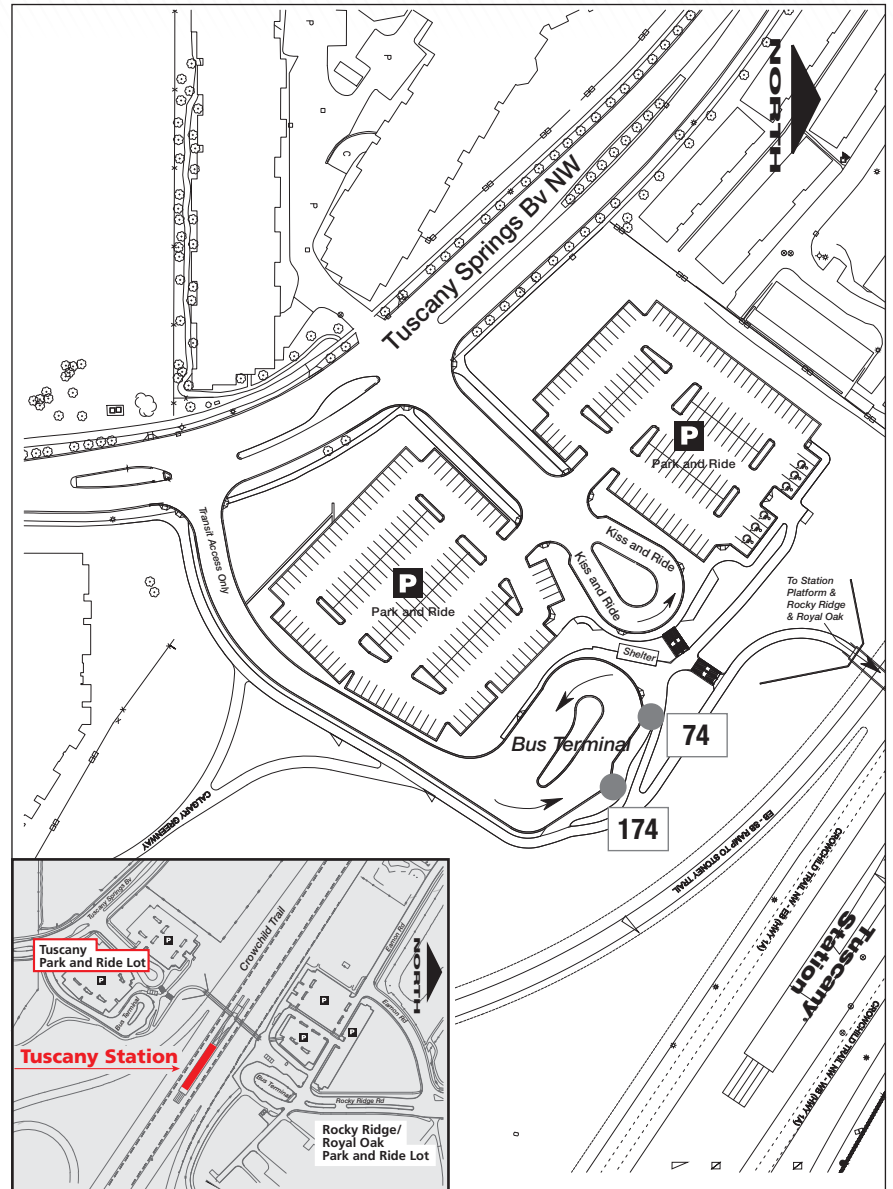
Park and Ride lots

- The Tuscany CTrain Station has two Park and Ride lots, one on the Rocky Ridge side with 282 parking stalls and one on the Tuscany side with 290 parking stalls. (Please note: not all stalls will be available for general parking.)
- Parking is available on a first-come, first served basis.
- There are six parking stalls for persons with disabilities available next to the ramp to the station on each side. A placard, either for a long-term or short-term disability, must be displayed to use these spots.
- Access Calgary and passenger pick-up and drop-off area is located next to the ramp on the south (Tuscany) side and near the pedestrian bridge on the north (Rocky Ridge) side.

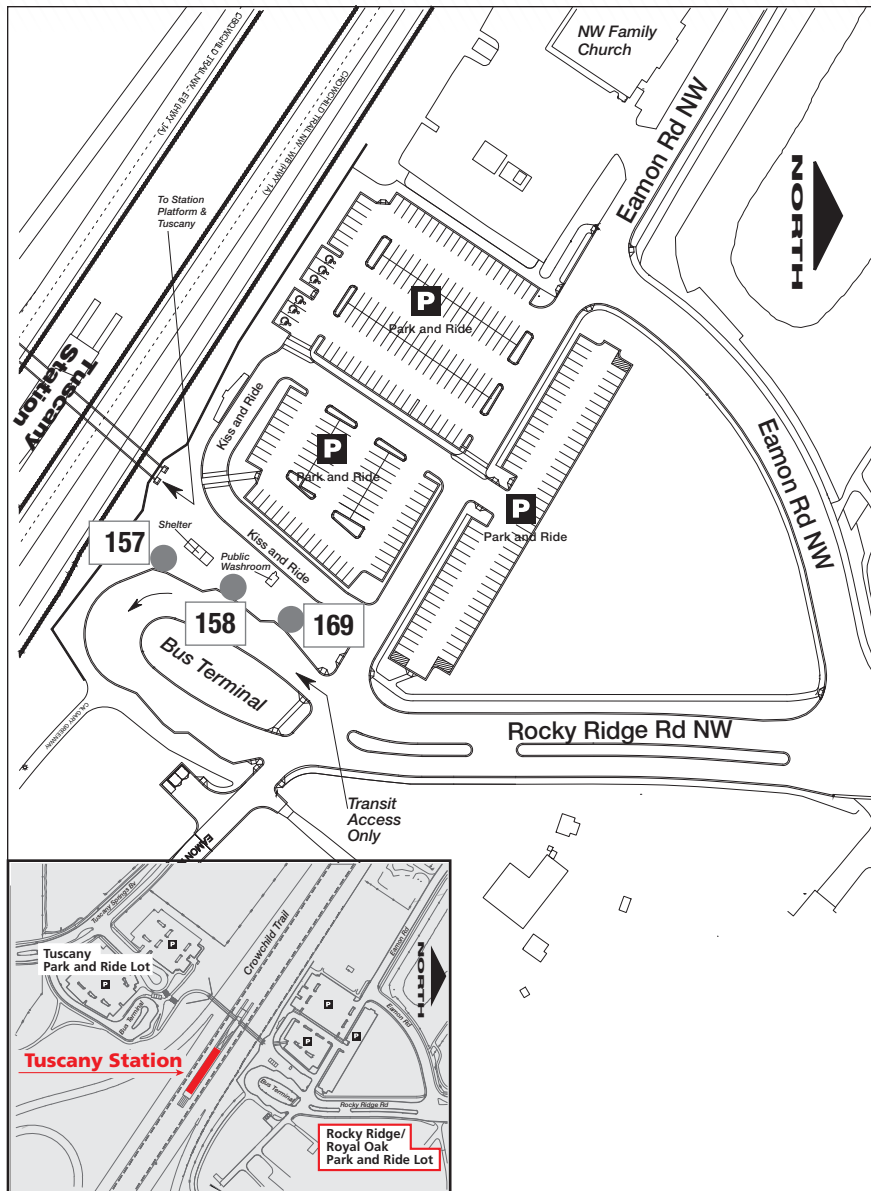
Reserved Parking

- In general, 50 per cent of the available spaces are designated as Reserved Parking in Park and Ride lots.
- Reserved Parking is available by online reservation. Please visit www.calgarytransit.com for more information and to sign up for Reserved Parking. Signing up for Reserved Parking does not guarantee a space.
- There is usually a waiting list at existing lots. Reserved parking users at existing lots will receive an email notification if there is a change in service, such as new spaces becoming available at Tuscany Station.
- Reserved parking is \$70 per month plus GST.
- Customers with reservations are guaranteed a parking space at their chosen lot between the hours of 2 a.m. and 10 a.m. on weekdays. After 10 a.m., and on weekends and holidays, the parking areas are free and available to anyone.

Tuscany Station - Tuscany



Tuscany Station - Rocky Ridge/Royal Oak



Residential parking zones

- The City of Calgary's residential parking permit program helps communities control the number of non-resident vehicles by establishing zones and restricting parking to residents with residential parking permits.
- Council must approve the establishment of a residential parking zone. These parking zones have been established in Tuscany and Rocky Ridge.
- Once a parking zone has been established, residents must initiate the process to require the use of parking permits. Please visit www.calgary.ca for more information on residential parking zones and requesting the implementation of parking permits

Rocky Ridge - Pedestrian boulevard adjacent to the pick up area



Rocky Ridge - Entrance to the Park and Ride and bus terminal



Accessibility at the new station



All City of Calgary projects, including the NW LRT Extension to Tuscany, are designed to meet Accessibility Guidelines as outlined in The City of Calgary's Access Design Standards. The designs for the new station were reviewed by The City of Calgary's Advisory Committee on Accessibility, a sub-committee of Council set up to provide Council with advice on accessibility issues.

During the design process, the Community Consultation Committee (CCC) met on a regular basis to review designs for the station. There were also open houses for the public to view plans and provide their input.

Design considerations at the Tuscany LRT Station

- The approach from the north side has very little grade. However, on the south (Tuscany side) of the station, the project team had to overcome a significant height difference between Tuscany Springs Boulevard and the access to the pedestrian bridge.
- They maintained a gradual slope across the surrounding lands, which include sidewalks, vehicle access and bus loops.
- A set of stairs and a ramp, both with landings, provide access to the pedestrian bridge from the Tuscany side.
- Accessibility Guidelines recommend a grade of between four and six per cent. The grade on the ramp from the Persons with Disabilities parking spots to the stair landing is 4.98 per cent. The ramp from the bus loop and pick-up/drop-off area is between 2.4 and 3.93 per cent.

The following accessibility options are available at the station

- There are Access Calgary and passenger pick up and drop off areas on both sides, near the ramp on the south side and close to the pedestrian bridge on the north side.
- There are six Persons with Disabilities parking stalls on each side with close access to the ramp on the south side and the sidewalks leading to the pedestrian bridge on the north side.
- There are two elevators in the station for the use of anyone who cannot use the stairs to access the station platform (there is no escalator in this station).
- On the station platform there are speaker broadcasts of train arrival and departure information to complement the visual signage in the station.
- There is Braille on the railings to provide directions.
- Calgary Transit will clear the sidewalks, stairs and ramps leading to the stations after snowfalls.



Other station features



Elevator access at Tuscany Station

Due to the narrow layout of the Tuscany Station, and a focus on sustainable design, an escalator is not included in the station. However, two elevators are available to provide access to the platform.

- During peak periods, customers can access the elevator freely.
- During non-peak periods, elevator access is monitored to ensure the safety of customers.
- Simply push the Help Phone button near the elevator doors and your request is immediately sent to the 24-hour service area where security personnel will open the doors. This only takes a few extra seconds and helps Calgary Transit provide customer safety and security at the station.

Heated bus shelters

- The bus shelters at both sides of the station will be heated.

Automated public toilet (APT) pilot project – a Calgary Transit first!

- Tuscany Station is the first CTrain station to have a public toilet, which is located in the bus terminal on the Rocky Ridge side.
- The APT will be available for use when the station opens, 24 hours a day.
- Calgary Transit will monitor security via a camera and through visual observation.

Environmental initiatives

Sustainability was identified as a key element for success on this project, and sustainable design has been considered and investigated throughout the project, incorporating The City's Sustainability Principles. Some examples include using rain garden beds to help collect and clean stormwater and reduce irrigation, eliminating escalators from the station to reduce long-term energy costs, adding LED lighting to reduce energy consumption, and designing the station to maintain a smaller footprint, among others. The use of these sustainable features at the station will significantly reduce the consumption of water, natural gas and electricity over the long-term.

There are seven rain garden beds located in the Park and Ride areas at the Tuscany Station. They should be complete by fall 2014.



New routes // By current routes and community

In order to get you to the new Tuscany station and areas within the community, we enhanced the bus routes to provide more efficient, direct and reliable service.

Here are the revised routes:

Current Routes	Revised for Tuscany LRT	New Route(s)
74	Yes	74
174	Yes	174
58	Yes	169
158	Yes	157, 158

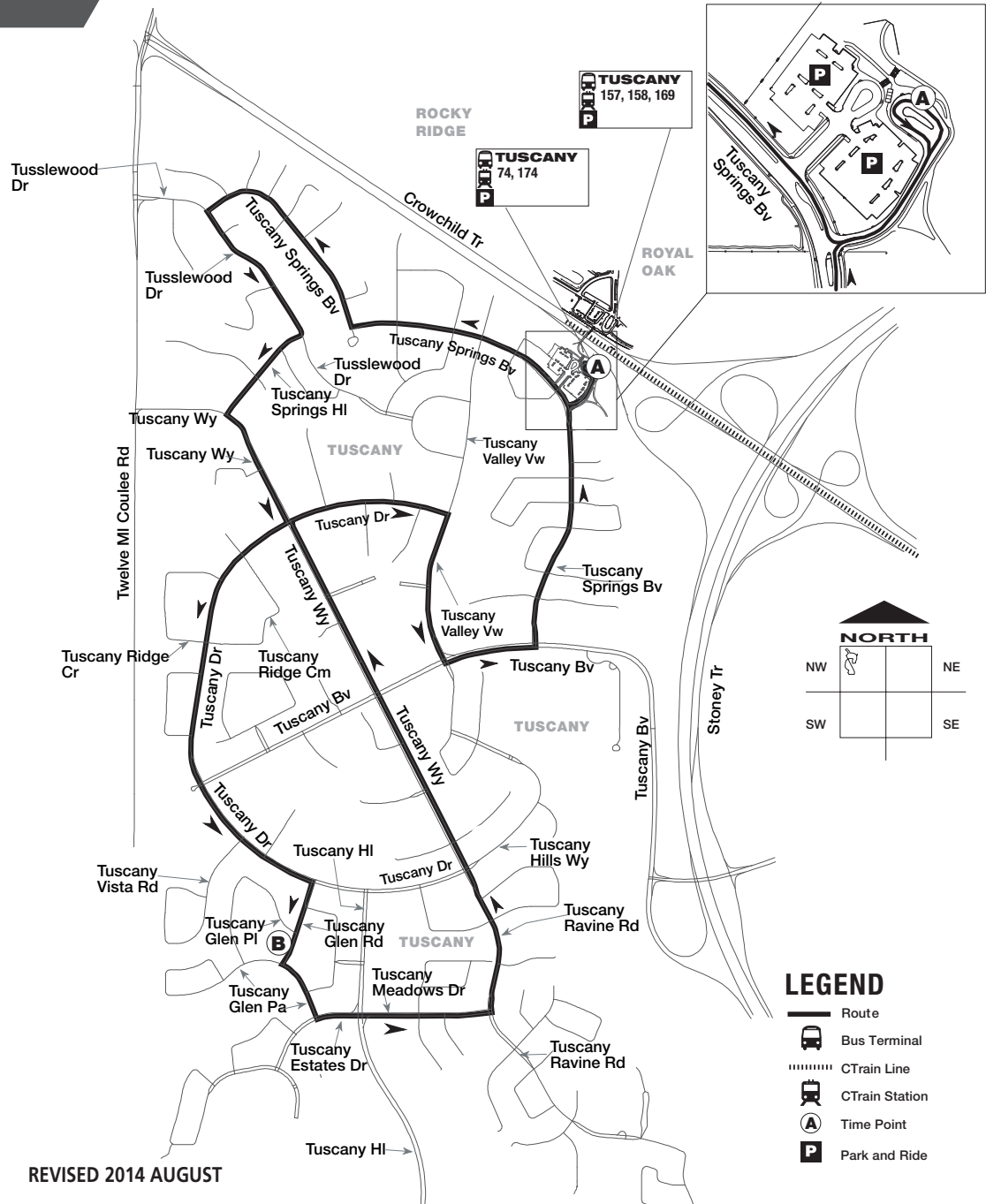
Community	New Route(s)
Tuscany	74
Tuscany	174
Rocky Ridge	169
Royal Oak	157, 158
Royal Vista	157



Route 74 // Tuscany

Weekday					Saturday	Sunday
AM Peak	Midday	PM Peak	Evening		Day / Evening	Day / Evening
15	30	15	30		30	30

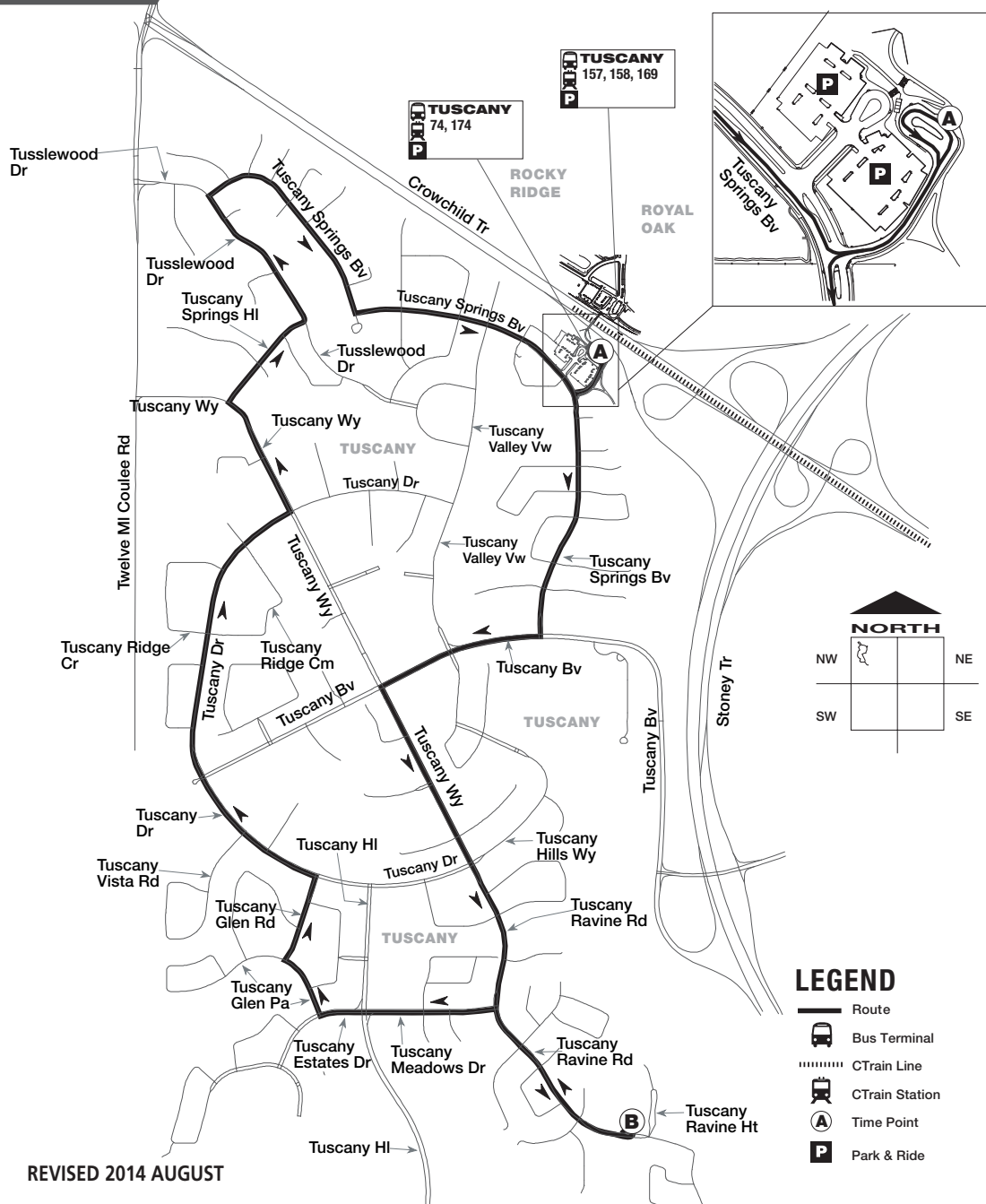
Route 74



Route 174 // Tuscany

Weekday				Saturday	Sunday
AM Peak	Midday	PM Peak	Evening	Day / Evening	Day / Evening
15	30	15	30	30	30

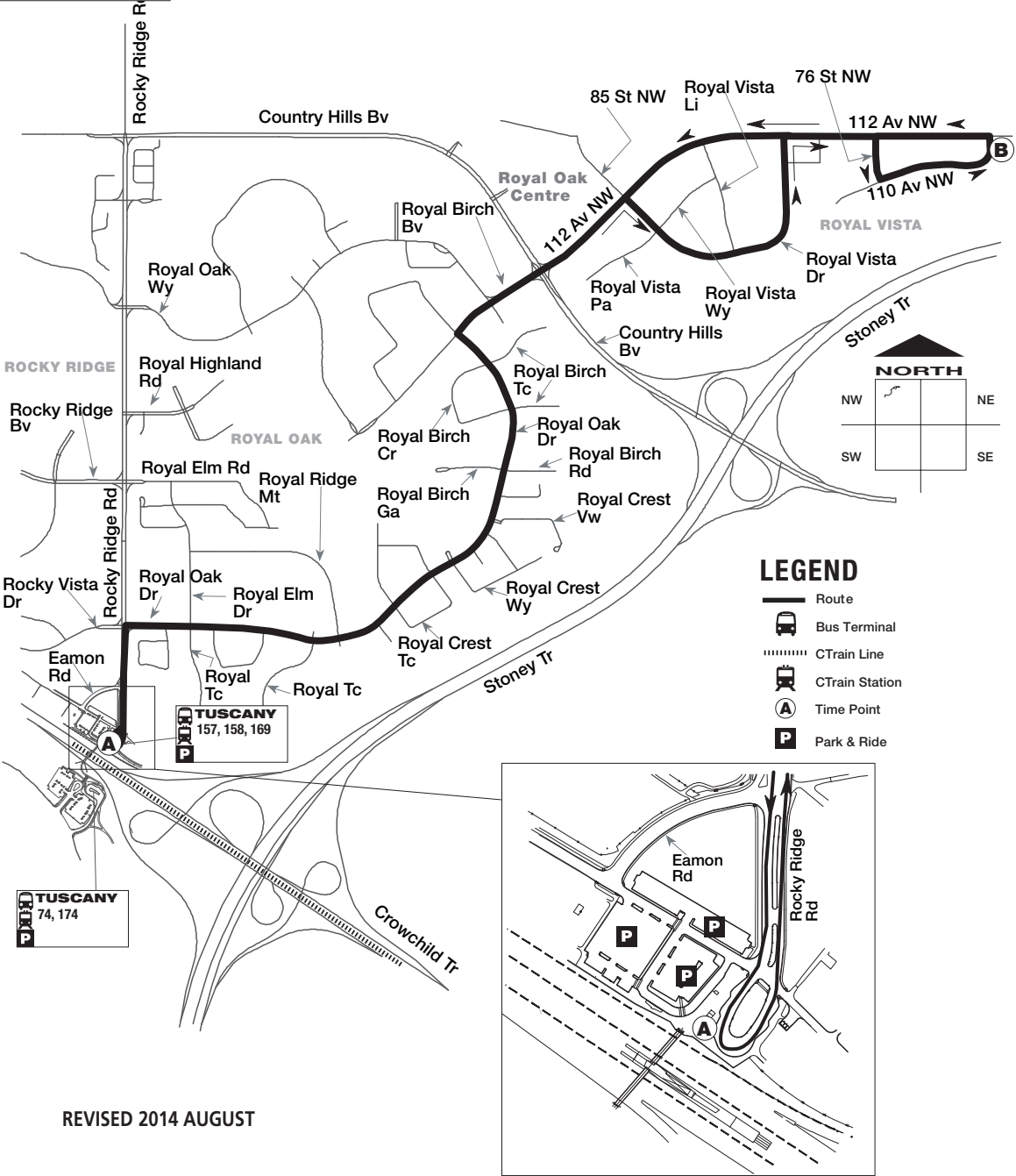
Route 174



Route 157 // Royal Vista

Weekday				Saturday	Sunday
AM Peak	Midday	PM Peak	Evening	Day / Evening	Day / Evening
15	30	15	30	30	30

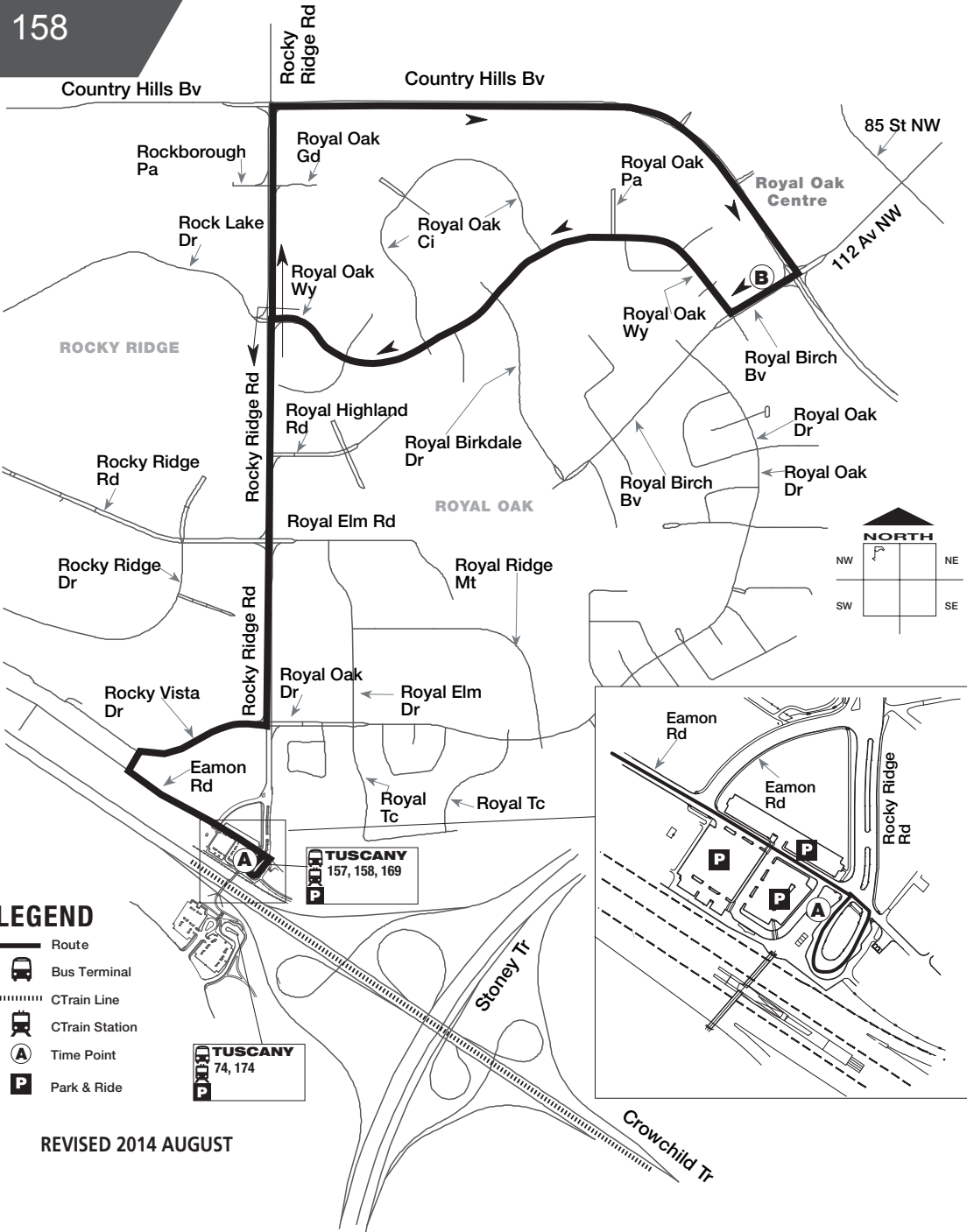
Route 157



Route 158 // Royal Oak

Weekday				Saturday	Sunday
AM Peak	Midday	PM Peak	Evening	Day / Evening	Day / Evening
15	30	15	30	30	30

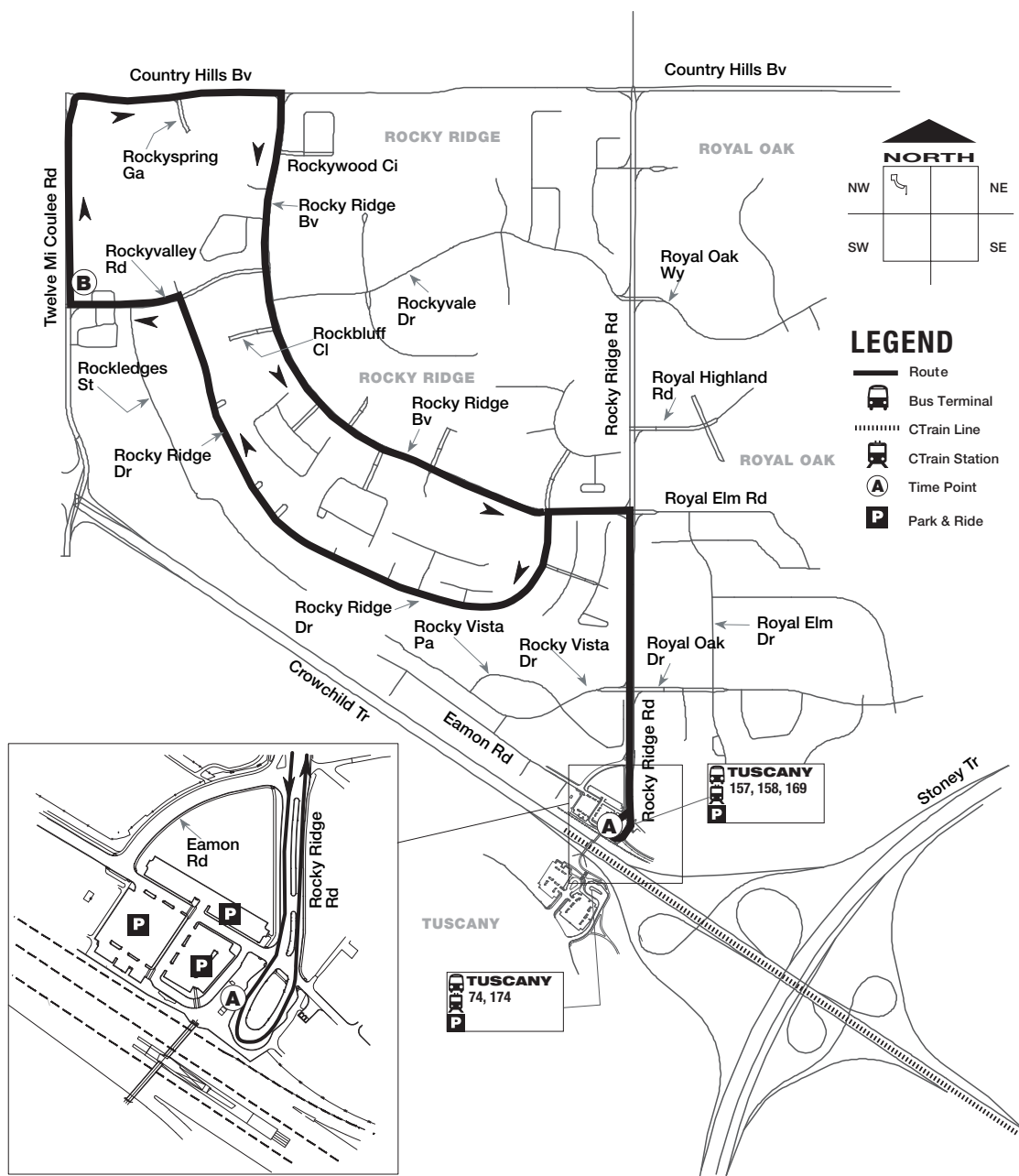
Route 158



Route 169 // Rocky Ridge

Weekday				Saturday	Sunday
AM Peak	Midday	PM Peak	Evening	Day / Evening	Day / Evening
15	30	15	30	30	30

Route 169



REVISÉ 2014 AOÛT

Public art

Art view from below at night



Public Art at Tuscany CTrain Station

Implemented in 2004, the Public Art Policy guides the evolution of a distinct and vibrant artistic character for the city's public places.

The City of Calgary Public Art Program works with City departments to acquire great public art that impacts Calgary's urban landscape and transforms the way Calgarians see, think and experience the city around them.

Learn more at www.calgary.ca/publicart, [facebook.com/calgarypublicart](https://www.facebook.com/calgarypublicart) or follow us at twitter.com/PublicArtYYC.

Visitors familiar with the concept of an 'ah-ha' moment are sure to be pleased when they visit the new Tuscany CTrain station. Canadian artist Bill Pechet has designed an impressive large-scale artwork comprised of two, 12-metre-high sculptures, situated on either side of Crowchild Trail, that slowly reveal themselves as radiant constellations.

Inspired by physicist/philosopher Roger Penrose, *roger that* adopts Penrose's brilliant tile geometry to create repeating and random cycles of shapes. Visitors to the artwork might first experience it as irregular and arbitrary but then, out of the apparent disorder and with a slight shift of position, a perfect shape emerges allowing for a moment of greater understanding and clarity.

The artist explains it this way, "Until recently, the neighbourhoods of Tuscany and Rocky Ridge were separated by Crowchild Trail. But now, thanks to the new CTrain station, we have a bridge between these communities. *roger that* celebrates this conjoining by being an artwork which is shared by both sides. Like two neighbours chatting over a

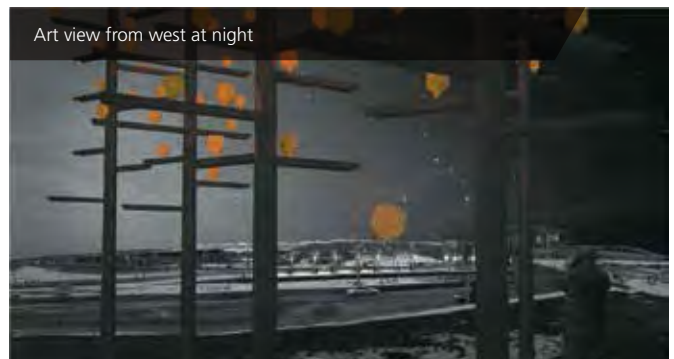
fence, the elements of the artwork create a cross-highway dialogue inviting each other over to experience the artwork from all sides, and through all seasons and time of day."

Yellow by day, and glowing at night, *roger that* provides a beacon of warmth on cold commuter evenings and an experience of discovery for all who encounter it.

Bill Pechet is the lead artist at PECHET Studio, an interdisciplinary practice based in Vancouver, Canada. In all his work, he is committed to developing environments that bridge art and imagination with everyday life, and is dedicated to the idea that public space must be designed to offer a depth of experiential and playful encounter. For more, visit pechetstudio.ca.

This artwork was made possible through the Public Art Policy with funds derived from the Northwest LRT Extension to Rocky Ridge/Tuscany. The artist was chosen through an open international call and the piece will be completed in summer 2015.

Art view from west at night



Pick up and drop off area



Eamon's building and sign

From 1949 - 1966, entrepreneur Roy Eamon operated a "one-stop tourist centre" on the old No. 1 highway west of Calgary. The distinctive style of the sign and the building are familiar to the many Calgarians who have travelled along this highway. In its heyday, it included a drive-in restaurant, a service station and a bungalow camp-style motel. By the mid-1960s, the main highway was moved farther south and the Eamon's operation closed.

The gas station building and the sign from the original Eamon's operation were located in what is now the north Rocky Ridge Park and Ride lot. During the planning for the project, the sign was incorporated into the Rocky Ridge Park and Ride next to the pick up/drop off area. (The sign was moved off-site for restoration.)

The original intention, because of its condition, was to demolish the building. However, in 2008, City Council

approved the Calgary Heritage Strategy and an evaluation process placed the Eamon's building and sign on the "Inventory of Evaluated Historical Resources in Calgary." In early 2012, there was increased interest in the historic significance of the service station building.

Through a series of Council recommendations, the building was moved off site. A leasing opportunity for the building is now posted on The City's web page for a lessee to operate a business in the building. The leasing opportunity will remain open until a suitable lessee is found, at which time the building would be returned to the north Park and Ride lot. Moving the sign and the building allowed construction of the north Park and Ride to proceed.

More information about the Eamon's building is located on the project web page at www.calgary.ca/nwlrt.

Historical image of Eamon's building and sign



Transit information sources

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

Trip planning

Calgary Transit Trip Planner

Enter where you are and where you are going and Calgary Transit Trip Planner 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 Calgary Transit Trip Planner, go to calgarytransit.com.

Google Transit

You can also plan your trip using Google Transit. Go to calgarytransit.com/html/google.

Teleride

Teleride is an interactive telephone information 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 zone), to obtain the departure times of the next three buses from that particular stop. You can also obtain future schedule times or general transit information.

Teletext

Text the four-digit bus stop number to 74000 on your mobile device and you will receive a message back with the next departure times of the bus for that location. Register online at calgarytransit.com to receive enhanced service with added convenience and flexibility. Standard text messaging and data rates apply.

Twitter

Twitter is a rich resource of instantly updated information. It is easy to stay updated on a wide variety of topics. Join today and follow: [@calgarytransit](https://twitter.com/calgarytransit)

Transit email alerts

Register for Transit email alerts and receive information regarding your specific route, emergency route detours and CTrain updates. For more information, visit calgarytransit.com.

System map and pocket schedules

The transit system map shows all Calgary Transit bus and CTrain routes. A pocket schedule for each individual route shows a route's frequency and travel time. The schedule also list bus stop location, a route map, the four-digit Teleride number and other helpful information.

The transit system map and pocket schedules are available from the Calgary Transit Customer Service Centres at Bow Parkade (234 - 7 Ave. S.W.) and Centre Street (125 - 7 Ave. S.E.).

Customer Service

Customer Service Centres

Calgary Transit has two Customer Service Centres. Our Customer Service Centre at **Bow Parkade (234 - 7 Ave. S.W.)** is open weekdays from 10 a.m. to 5:30 p.m. and our **Centre Street location (125 - 7 Ave. S.E.)** is open weekdays and Saturdays from 10 a.m. to 5:30 p.m. The Lost Property Office is also located at the Centre Street location.

At the Customer Service Centres, you can purchase passes or tickets, obtain printed transit maps, route schedules and other brochures, or receive help planning your transit trip. This is also where you register for the Senior Citizen Bus Pass and Low Income Monthly Pass programs.





Call Centre

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 zone or stop is located and where to transfer for connecting transit services.

Access Calgary

Access Calgary is responsible for assessing eligibility, co-ordinating the bookings, scheduling and dispatching 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.

Safety and security measures

Peace officers patrol Calgary Transit facilities 24 hours a day. They protect transit customers, employees and property, promote public safety and awareness, and enforce bylaws and provincial statutes on all Calgary Transit property, buses and CTrains. An extensive network of closed-circuit cameras exist throughout the transit system. They monitor the stations, platforms, escalators, halls and stairs. These cameras are under 24-hour surveillance by Calgary Transit personnel.

All CTrain cars, platforms and stations are equipped with HELP phones that are activated by pressing a red HELP button. In case of emergency, use the HELP phone and Calgary Transit Control Centre personnel will provide instructions and send emergency help immediately. Calgary Transit bus operators also have radio-equipment they use in an emergency to notify the appropriate personnel.

Operating times

The approximate operating times for transit service are shown below. For more detailed schedule information, check calgarytransit.com, pick up a Pocket Schedule, or call Customer Service at **403-262-1000**.

Weekday			
AM Peak	Midday	PM Peak	Evening
06:30 – 08:30	08:30 – 16:00	16:00 – 18:00	18:00 – end of service
Saturday		Sunday	
Day	Evening	All day	
06:00 – 18:00	18:00 – end of service	06:00 – end of service	



Calgary Transit:

Your safety and security

Calgary Transit operates a safe system and is committed to the safety and security of its customers and staff. The following key messages are important to remember and follow at all CTrain stations and when crossing the CTrain tracks.

For your CTrain safety:

1 Crossings

- Be alert! Always stop, look and listen.
- Always look for and obey all signs and signals.
- Only use designated crossings.

2 Platforms

- Stand behind the yellow line on platforms.
- Listen for station announcements.
- Never walk or play on the tracks.

3 Security

- HELP phones are available at all stations.
- All platforms are equipped with security cameras.
- Transit peace officers can help you if you need assistance.

