

#### **How To Ride Calgary Transit**

It's easy! Follow these three steps and you're on your

1. Which route do I use? To find the bus or C-Train route that takes you to your destination, check the map on the other side or phone Customer Services, 262-1000.

#### 2. When does the bus arrive?

Call Teleride to find out when the next two or three buses will arrive at your stop. Check the panel below for details on using Teleride. A route schedule also lists the times when the bus leaves your neighbourhood and when you'll reach your destination. Pick up a route schedule from any of the CT Vendors listed below or phone 262-1000 and we'll mail one to you

#### 3. How much does it cost?

Read across this page and select the fare that suits you best. Tickets and passes can be purchased from the CT Vendors listed below and at all Calgary Transit Vendor locations. Please see the "Fares and Vendors" brochure for a complete

- ▼ CT Customer Service Centre
- 240 7 Avenue S.W.
- Weekdays, 8:30 a.m. to 5:00 p.m.
- ▼ C-Train Station Concessions
- ▼ Calgary Co-op
- Canada Safeway Stores
- ▼ 7-Eleven Food Stores
- ▼ Mac's Convenience Stores
- ▼ University of Calgary Campus Ticket Centre ▼ SAIT-Sensaitions – Senator Burns Bldg.
- ▼ Mount Royal College Bookstore

We've got your number call

**Use Teleride** 

How To

#### FIELEPPRIDE

It's easy to connect with your Teleride bus stop numbers. Call 974-4000 for timely and accurate information about when the next two or three buses will arrive at your stop.



will arrive.

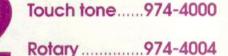
weather or heavy traffic.

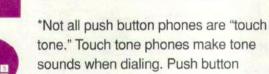
by your telephone. Call the Teleride telephone number,

Go to the bus stop that you use.

Record the four digit Teleride bus stop

number. Keep your bus stop numbers





telephones make clicking sounds. A voice message will ask you to enter your four digit Teleride bus stop number. After entering your four digit bus stop number, you will receive a computerized message telling you when the next two or three buses

Call every day! Teleride tells you if there are any delays on your route caused by detours, construction,

For further information, call Calgary Transit Customer Services at 262-1000.

₩ 111, 112, 113, 411

## **And Tickets**

**Passes** 

Monthly Pass Purchase your pass at the beginning of the month and enjoy unlimited rides for that month on regular bus and C-Train service.

Passes may be loaned to family and friends; however, the pass may only be used by one person at a time for each transit trip. Carry your pass as proof of payment when riding the C-Train and in Fare Restricted Areas.

\$ 46.00

Youth Monthly Pass ..... ..\$ 34.00 For the use of individuals aged 6 – 14 and/or students attending grades 1 – 12. Valid identification may be required.

Post- Secondary Monthly Pass ......\$ 39.00 Available only to full-time students at the following post-secondary institutions:

- ▼ The University of Calgary
- **▼** SAIT
- ▼ Mount Royal College ▼ Alberta College of Art
- ▼ Alberta Vocational College ▼ DeVry Institute of Technology

and in Fare Restricted Areas.

**Use Teleride** 

Customer Services.

Teletype number.

"visual ear" machine.

Weekends & Holidays ..

Hours:

Weekdays ..

efficiently.

telephone.

Hours:

Hours:

Weekdays...

Weekdays...

Transit's services.

240 - 7 Avenue S.W.

How To

or other educational institutions approved by Calgary Transit.

To find out if an educational institution has been approved, contact Calgary Transit Customer Services at 262-1000.

Always be prepared to present your student I.D. card when using your transit pass. Remember to show your pass to the bus Operator and carry it as proof of fare payment when on the C-Train

For customers who are hearing impaired and use a

Our friendly and courteous customer service

representatives are able to provide you with all the

Call for information on routes, schedules, fares and

concern, or commendation about any of Calgary

Your comments will be recorded and reviewed by

Visit the Customer Service Centre to obtain passes

and tickets, information, route guides and schedules

and to pick up lost property that has been turned in.

If you've lost something on the bus or C-Train, phone

been turned in to the Customer Service Centre.

our Lost Property Office to confirm that your article has

Lost Property Inquiries .....

transit management who will respond to you by

**Customer Service Centre** 

other services or let us know if you have a suggestion,

information you need to ride Calgary Transit safely and

\$2.50 Child (6-14 years). A Day Pass gives you unlimited rides for one day on all regular bus and C-Train service. There are two ways to validate your day pass. punch out the appropriate day and month.

Day Pass

Adult .

1. If you start your trip by bus, have the Operator

2. If you start your trip by C-Train, validate your day pass in the ticket vending machine. Day Passes for the current day can also be

purchased from ticket vending machines at C-Train Stations.

**Tickets** Book of 10 tickets: Adult...... Child (6-14years)..\$ 8.50

Book of 5 tickets: Adult...... ....\$ 6.75 Adult.....\$ 1.50 Single Ticket: Child (6-14years)..\$ 1.50 Each ticket is valid for one ride in a single direction.

Current adult tickets are grey in color and child tickets

When boarding the bus, drop your ticket into the farebox. Ask your Operator for a transfer to continue your trip on the C-Train or another bus. A transfer is valid only on the day of issue for one trip in a single direction on the first connecting transit vehicle within 90 minutes of the time indicated thereon When using the C-Train, be sure to validate your ticket at a ticket vending

machine before entering the Fare Restricted Area. When transferring from the C-Train to a bus, present your ticket to the Operator. Please do not put validated tickets into

the farebox.

**Talking** 

262-1000

.268-8087

..6:00 a.m. - 11:00 p.m.

...8:00 a.m. - 9:30 p.m.

...8:30 a.m. - 5:00 p.m.

..8:30 a.m. - 5:00 p.m.

...268-1600

Yellow Pages

# Cash

\$4.50

Child (6-14years) ..... If you're riding the bus, deposit EXACT CASH into the farebox when boarding. Calgary Transit bus

Operators do not provide change.

If you're changing bus routes while on the same trip, ask your Operator for a transfer. A transfer allows you to board the first connecting bus or C-Train within 90 minutes of the time that you received the transfer. If you have to make several transfers, ask the Operator to check the transfer to ensure that it will remain valid for your entire journey. Transfers do not give the holder the right to stop over.

When using the C-Train be sure to purchase your ticket from a ticket vending machine or validate your previously purchased ticket or Day Pass before entering the Fare Restricted Area.

These machines require exact change in coins only and will accept "loonies." Please remember, these machines do not provide change. Change for the ticket machines is not available at all stations.

Be sure to bring exact change with

#### Calgary **Transit Fares**

Adult Cash or Single Ticket.....\$ 1.50 Book of 5 Tickets .....\$ 6.75 Monthly Pass .....\$ 46.00 Day Pass ...... .....\$ 4.50

Child (Age 5 & under)

FREE when accompanied by a fare paying passenger.

#### Child (6 – 14yrs)

.....\$ 0.90 Cash or Single Ticket... Book of 10 Tickets ......\$ 8.50 Day Pass.. ....\$ 2.50 Photo identification with proof of age may be required. Youth Monthly Pass ..... \*For the use of individuals aged 6 - 14 and/or attending grades 1 – 12. (valid identification including proof of age may be required)

Student

Youth Monthly Pass ... ..\$ 34.00 \*Please see criteria above

..\$ 39.00

#### Monthly Pass (non-transferable).

Post Secondary Student

(Service dogs exempt)

Senior Citizen Senior's Pass available from Calgary Transit Customer Service Centre, 240 - 7 Ave S.W.

Dog .....

Single Tickets, Ticket Books, Day Passes and Monthly Passes are sold only by authorized Calgary Transit

the wheelchair securement straps. Calgary Transit

strongly recommends that wheelchair passengers

them. Calgary Transit also advises wheelchair

exiting low floor buses, to have anti-tip devices

A courtesy seating area for persons with limited

brakes when the bus is in motion.

Courtesy Seating

"Next Stop"

travel with a companion or attendant who can assist

passengers to exercise caution when boarding and

installed on their chairs, and to apply their wheelchair

mobility has been designated near all C-Train and bus

doorways. Calgary Transit encourages customers to

allow persons with limited mobility to use these seats.

The "next stop" sign at the front of the bus lights up

and a bell rings when a customer pulls the cable along

the bus windows or pushes the button on the vertical

passengers with a hearing or visual impairment that

Request the route other than the regular bus stops, after

The request must be made to the operator at least

one stop ahead of the stop requested. To meet

your request, the operator must be able to stop

For information on this service, speak to your Operator

or call Calgary Transit Customer Services at 262-1000.

"Stop Request" allows

buses at locations along

passengers to get off

"Stop Request" courtesy of Edmonton Transit.

grab bar in the priority seating area. This informs

the bus will stop at the next zone.

## CALCARY TRANSIT Mission Statement To provide safe courteous effective, and efficient public transit service in response to the needs of our customers For more detailed infromation please ask your transit Operator for individual pocket schedules or call Customer Services 268-8087 Effective July 1995 Courtesy of Calgary Transit

# Using

The C-Train

The C-Train is FREE along the 7th Avenue Transit Mall, between 10th Street West and 3rd Street East. A fare must be paid to travel beyond 7th Avenue. Identify your train by watching the digital information signs located at all 7th Avenue C-Train platforms for a message that identifies the approaching train.

#### **Proof of Payment**

The C-Train uses the honour system, so it's up to you to make sure you have valid proof of payment prior to entering Fare Restricted Areas. Passengers may be asked to provide proof of fare payment at any time. Failure to do so may result in a fine. What is valid Proof of Payment?

▼ monthly pass validated ticket ▼ C-Train ticket receipt ▼ transfer

▼ Senior Citizen pass

▼ validated day pass

**Last Train Information** 

#### LEAVES

202 Whitehorn (To City Hall Only)

WEEKDAY SATURDAY SUNDAY ROUTE 201 Anderson Brentwood 12:40 a.m. 12:40 a.m. 12:05 a.m. 201 Anderson 8 Street S.W. 12:53 a.m. 12:53 a.m. 12:18 a.m. 11:58 p.m. 11:58 p.m. 11:20 p.m. 201 Brentwood Anderson 201 Brentwood Olympic Plaza 12:14 a.m. 12:14 a.m. 11:38 p.m.

202 Whitehorn 10 Street S.W. 12:15 a.m. 12:15 a.m. 11:45 p.m.

Whitehorn 12:42 a.m. 12:42 a.m. 12:10 a.m. 202 Whitehorn (to 10 St. S.W.) Whitehorn

11:55 p.m. 11:55 p.m. 11:30 p.m. Schedule Information is subject to change

#### Bikes on the C-Train Program

Bicycles are allowed at each end of a C-Train car except during crowded conditions and weekdays from 6:30 a.m. - 9:00 a.m. and 3:00 p.m. - 6:00 p.m.

# Accessible



Call 521-5222 -When asked, enter the 4-digit code: Monthly Pass ..... ..7001 ..7002 Cash..... Day Pass......7003 Teleride..... ...7004 Using the C-Train.....7005 Security ......7006 Customer Services ..... Access for Persons with Disabilities.7008 Special Events ......7009

#### Calgary Transit Summer Holiday Levels of Service (from July 3 to August 27)

**CANADA DAY** Saturday, July 1. ..Sunday level of service

Monday, July 3.. ..Regular weekday service

HERITAGE DAY Monday, August 7 .....

..Sunday level of service

# Transit Service

#### C-Train Accessibility

All northwest, northeast and downtown platforms are accessible for persons with limited mobility. On the south line, Erlton/Stampede, 39thAvenue, Chinook, Heritage and Southland stations are accessible. Anderson and Victoria Park/Stampede stations are scheduled for future improvements.

The Buses Everyone Can Ride Calgary Transit operates accessible low floor buses on

several transit routes. The unique low floor design and retractable ramps on these buses make them easier for all customers to use, including people who use wheelchairs or have difficulty climbing stairs. Accessible low floor buses will serve most trips on the following routes:

- 1 Bowness/Forest Lawn 2 - Killarney 17 Avenue/Mount Pleasant
- 6 Killarney/26 Avenue 9 - Varsity Acres/Bridgeland
- 10 Market Mall/Southcentre 13 - Mount Royal
- 18 Lakeview 19 - 16 Avenue North
- 20 Heritage/Northmount 24 - Ogden

31 - Downtown Shuttle 72/73 - Circle Route

For more information about low floor bus service, refer to the "Accessible Transit Rider's Guide," pick up specific route schedules or call Calgary Transit Customer Services at 262-1000.

Wheelchair Passengers

Persons travelling in wheelchairs need strength and mobility to board and exit low floor buses and to use

#### C-Train Safety And Security\_\_\_\_

### Let's Talk C-Train Safety

The standard safety features on the C-Train which are in effect when passengers are boarding or leaving the

- Sensitive edges at the centre of the doors which will cycle the doors open on objects 22 millimeters (or 7/8ths of an inch) thick or greater.
- A photo-electric beam near floor level. This beam recycles the doors open when
- the beam is interrupted. ▼ When the light on the door button is off, the door will not open and safety features are
- not active. As long as the train doors are open the
- train cannot move. ▼ An automatic three-second delay. This keeps the train at the platform after the
- doors are closed. ▼ Heated rear view mirrors to give Operators

clearer vision in all weather conditions. To improve passenger safety, Calgary Transit has equipped every C-Train car with the Transit Help Intercom System, which provides two-way communication between the passenger and C-Train

If you have comments or specific concerns about C-Train safety, please call Calgary Transit Customer Services 262-1000.

4, 9, 10, 31, 69

**1**, 113, 411

9 AVE SE

Operator in case of emergency.

#### **Transit** By-Law 4M81\_\_\_\_\_

platforms and bus shelters.

**Rules for Riders** To ensure that our customers have a safe, enjoyable ride, the rules outlined here will be enforced on transit property, which includes all buses, C-Trains, stations,

Fare Alternative - \$150 fine for fare evasion. Passengers must produce a valid ticket, transfer, permit or pass on the request of a Calgary Transit Operator or Protective Services Officer.

Sound Advice - \$50 fine for operating a radio, tape player, TV or playing a musical instrument on

buses and C-Trains.

Don't Just Stand There – \$50 fine for loitering. Clean And Simple – \$50 fine for eating, drinking or having feet on seats of buses and C-Trains, or littering or defacing Calgary Transit vehicles and

Don't Get Burned - \$50 fine for smoking on Calgary Transit buses and C-Trains or in passenger shelters or stations.

Act Accordingly - \$50 fine for disorderly conduct or interfering with the comfort and

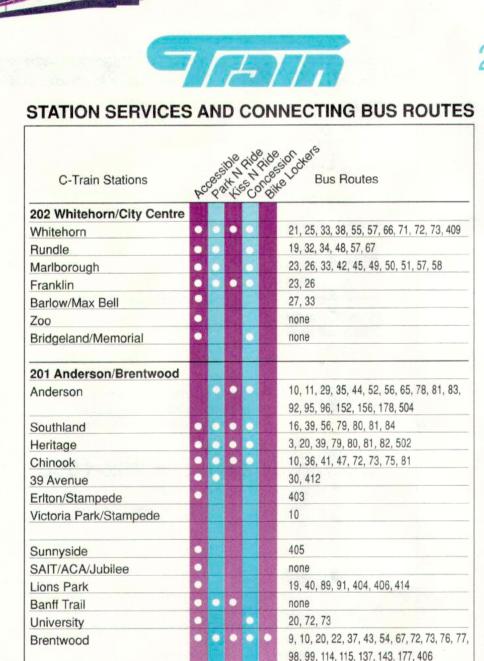
### convenience of transit passengers.

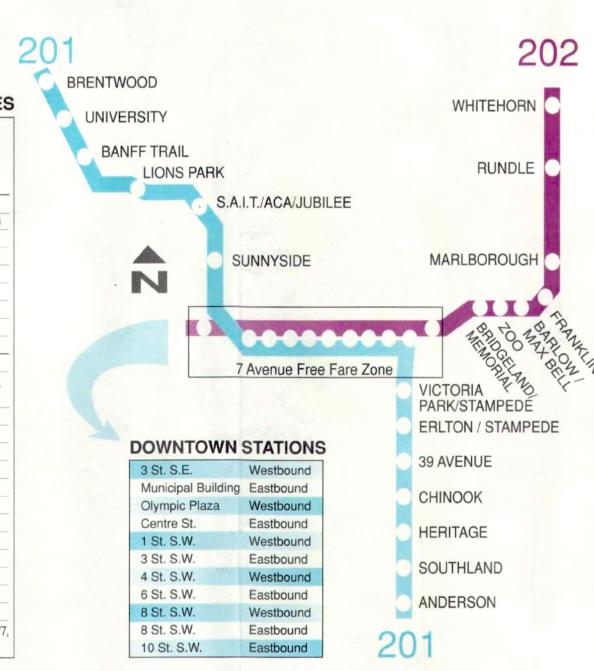
property.

Parcels must be held securely A number of other activities involving courtesy, safety and common sense are not specifically detailed here but are part of By-Law 4M81.

1, 411

For further information, please call 262-1000.





1, 4, 7, 9, **1**05, 113, 411

3, 412

**9** 17, 62, 64, 85, 87

1, 4, 7, 9, 3, 17, 105, 113, 411 5 3, 17,

8 AVE SW

10, 18, 101, 104

#### Safe\_ At the Station... ▼ At the edge of every C-Train platform, you'll see a yellow line. This line provides you with a safe clearance from arriving trains and train mirrors.

Ride

Always stand behind the yellow line until your train comes to a full stop.

Boarding the train...

▼ Please let passengers unload before you

board the train. ▼ Never stick your arm, leg, briefcase or any

other object into the closing doors. Never try to pry the doors open.

After boarding, please move toward the

On the train...

centre of the car.

▼ Inside every C-Train you'll see yellow lines, plus signs that advise you to clear the door areas. These provide you with a safe clearance

## from the doors as they open inward.

Leaving the train...

▼ Please move toward a doorway before the train arrives at your stop. To open the doors, use the interior door button located on the grab rail in each doorway. When the doors are ready to

open, this button will light up and display

**5**, 412, 18, 403

the "Press to open door" message.

#### **Downtown Routes** LEGEND **EAU CLAIRE AVE** RIVERFRONT AVE Jan. 9 due to Louise Bridge Detou 1111111111 R LRT and C-Train Platform 2 AVE SW DAQING AVE 3 AVE SW 3 AVE SE A THUMMINIMA 4 AVE SW 4 AVE SE 3, 17, 62, 64 10, 18, 31, 60, 61, 108, 111, 112 6 AVE SE 60, 61, 105, 107, 113, 411 Bus zone closed effective Jan. 9 due to Louise Bridge Detour 1, 4, 9, 105, 113, 411 107, 74, 108, 111, 112 Bus zone closed effective Jan. 9 due to Louise Bridge Detour 1, 4, 9, 31, 31, 105, 113, 411 7 AVE SW

9 AVE SW

C.P.R.