

## **How To Ride** Calgary Transit

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

- 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

How To

will arrive at your stop.

J

- ▼ 7-Eleven Food Stores
- Mac's Convenience Stores
- ▼ University of Calgary Campus Ticket Centre ▼ SAIT-Sensaitions – Senator Burns Bldg.
- Mount Royal College Bookstore

**Use Teleride** 

TELE>>RIDE

information about when the next two or three buses

It's easy to connect with your Teleride bus stop

numbers. Call 974-4000 for timely and accurate

We've got your number call

### Customer Services

Weekends & Holidays .....

**Passes** 

**And Tickets** 

C-Train and in Fare Restricted Areas.

Valid identification may be required.

▼ The University of Calgary

▼ Mount Royal College

▼ Alberta College of Art

Calgary Transit.

when using your transit pass.

and in Fare Restricted Areas.

▼ Alberta Vocational College

DeVry Institute of Technology

attending grades 1 - 12.

post-secondary institutions:

**▼** SAIT

at 262-1000.

Weekdays ....

efficiently.

telephone.

Hours:

Hours:

Weekdays ....

Weekdays.

Transit's services.

240 - 7 Avenue S.W.

Youth Monthly Pass.....

Carry your pass as proof of payment when riding the

For the use of individuals aged 6 - 14 and/or students

Post- Secondary Monthly Pass ......\$ 41.00

▼ or other educational institutions approved by

approved, contact Calgary Transit Customer Services

Always be prepared to present your student I.D. card

Remember to show your pass to the bus Operator and

carry it as proof of fare payment when on the C-Train

To find out if an educational institution has been

Available only to full-time students at the following

### **Customer Services...** ..262-1000 Teletype number..... ..268-8087 For customers who are hearing impaired and use a "visual ear" machine. Hours:

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

our Lost Property Office to confirm that your article has

been turned in to the Customer Service Centre

transit management who will respond to you by

**Customer Service Centre** 

Lost Property Inquiries ...

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

information you need to ride Calgary Transit safely and

..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

Go to the bus stop that you use. Record the four digit Teleride bus stop number.

..974-4004

Keep bus stop numbers by your phone. Call the Teleride telephone number, ...974-4000 Touch tone.....

\*Not all push button phones are "touch tone." Touch tone phones make tone sounds when dialing. Push button phones make clicking

There are three types of information you can access to help you use Calgary Transit.

After calling Teleride you will be asked to:

Press (or dial) 1 to obtain Current Bus Times (the next two or three buses) Call every day! Teleride tells you if there are any delays on your route caused by detours, construction, weather or traffic.

Press (or dial) 2 to obtain Future Bus Times (buses you want at a later time or date) Press (or dial) 3 to obtain General Transit

Information (fares, special events, etc.)

After making your choice a friendly computerized voice will guide you through each step required to obtain the information you need.

### **Monthly Pass** Day Pass Purchase your pass at the beginning of the month and Adult . enjoy unlimited rides for that month on regular bus and Child (6-14 years)..... C-Train service. A Day Pass gives you unlimited rides for one day on Passes may be loaned to family and friends; all regular bus and C-Train service. There are two however, the pass may only be used by one person at ways to validate your day pass. a time for each transit trip.

\$ 46.00

.\$ 34.00

1. If you start your trip by bus, have the Operator punch out the appropriate day and month. 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...... \$ 12.50 Child (6-14 years) .\$ 8.50 Book of 5 tickets: Adult.....\$ 6.75 Adult.....\$ 1.50 Single Ticket: Child (6-14 years) .\$ .90

Each ticket is valid for one ride in a single direction. Current adult tickets are grey in color and child tickets are red.

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.



Cash

|       | Child (6-14 years)\$0.90  |
|-------|---|
| EXACT | If you're riding the bus, deposit EXAC 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 you.

**Accessible** 

C-Train Accessibility

**Transit Service** 

All northwest, northeast and downtown platforms are

accessible for persons with limited mobility. On the

south line, Erlton/Stampede, 39th Avenue, Chinook,

Anderson and Victoria Park/Stampede stations are

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

Accessible low floor buses serve most trips on the

1 - Bowness/Forest Lawn

3 - Elbow Drive / Sandstone

9 - Varsity Acres/Bridgeland

10 - Market Mall/Southcentre

6 - Killarney/26 Avenue

13 - Mount Royal

19 - 16 Avenue North

31 - Downtown Shuttle

91 - Foothills Hospital

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

40 - Crowfoot / North Hill

20 - Heritage/Northmount

18 - Lakeview

24 - Ogden

72/73 - Circle Route

Customer Services at 262-1000.

76 - Hawkwood

2 – Killarney 17 Avenue/Mount Pleasant

wheelchairs or have difficulty climbing stairs.

following routes:

Heritage and Southland stations are accessible.

scheduled for future improvements.

The Buses Everyone Can Ride

### **Calgary Transit Fares**

| Adult                   |       |
|-------------------------|-------|
| Cash or Single Ticket\$ | 1.50  |
| Book of 5 Tickets\$     |       |
| Book of 10 Tickets\$    | 12.50 |
| Monthly Pass\$          | 46.00 |
| Day Pass\$              |       |
|                         |       |

Child (Age 5 & under) FREE when accompanied by a fare paying passenger.

Child (6 – 14 yrs) Cash or Single Ticket..... Book of 10 Tickets ..... Day Pass..... Photo identification with proof of age may be required. Youth Monthly Pass...... ..\$ 34.00 \*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

**Post Secondary Student** Monthly Pass (non-transferable) ..\$ 41.00 Senior Citizen Senior's Pass available from Calgary Transit

Dog. (Service dogs exempt)

Customer Service Centre, 240 - 7 Ave S.W.

Wheelchair Passengers

brakes when the bus is in motion.

Courtesy Seating

"Next Stop"

stops, after 9 p.m.

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

Persons travelling in wheelchairs need strength and

mobility to board and exit low floor buses and to use

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

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

Request hearing or visual impairment that the bus

"Stop Request" allows passengers to get off buses at

The request must be made to the Operator at least

locations along the route other than the regular bus

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.

grab bar in the priority

passengers with a

"Stop Request" courtesy of Edmonton Transit.

seating area. This informs

will stop at the next zone.

the bus windows or pushes the button on the vertical

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

## route guide Mission Statement To provide safe. courteous. effective, and efficient public transit service in response to the needs of our customers For more detailed information please ask your transit, Operator for individual pocket schedules or call Customer Services 7TTY/TDD 268-8087

CALGARY THANSIT

## Using The C-Train

Effective September 1995

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

12:42 a.m. 12:42 a.m. 12:10 a.m.

11:55 p.m. 11:55 p.m. 11:30 p.m.

Courtesy of Calgary Transit

Last Train Information

LAST TRAIN LEAVES ROUTE WEEKDAY SATURDAY SUNDAY

Whitehorn

201 Anderson Brentwood 12:40 a.m. 12:40 a.m. 12:18 a.m. 201 Anderson 8 Street S.W. 12:53 a.m. 12:53 a.m. 201 Brentwood Anderson 11:58 p.m. 11:58 p.m. 11:20 p.m. 12:14 a.m. 12:14 a.m. 201 Brentwood Olympic Plaza 11:38 p.m. 202 Whitehorn 10 Street S.W. 12:15 a.m. 12:15 a.m. 202 Whitehorn (to City Hall Only)

202 Whitehorn (to 10 St. S.W.) Whitehorn

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.

## **Holiday** Service

Calgary Transit Autumn Holiday **Levels of Service** (from August 28 to December 10)

### LABOUR DAY

Monday, September 4.....Sunday level of service

### THANKSGIVING DAY

Monday, October 9.....Sunday level of service

### REMEMBERANCE DAY

Saturday, November 11 ... Sunday level of service



CALCARY TRANSIT

# Ride

## 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. 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 centre of the car.

## On the train...

▼ 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 the "Press to open door" message.

## **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
- ▼ Heated rear view mirrors to give Operators
- doors are closed.
- 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 Operator in case of emergency.

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

# **By-Law 4M81**

## **Rules for Riders**

**Transit** 

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, platforms and bus shelters.

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.

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.

For further information, please call 262-1000.



