

## General safety practices:

Let other customers exit before you board.

Once you've boarded, hold onto a bar or strap as quickly as possible as the vehicle may move unexpectedly.

Cross only in designated crosswalks. Don't cross in front of the bus or CTrain. Obey all traffic signs.



For comments or questions regarding CTrain stations, bus and train routes, schedules and general information, phone 262-1000 or TTY 268-8087.

For lost property inquiries, phone 268-1600.

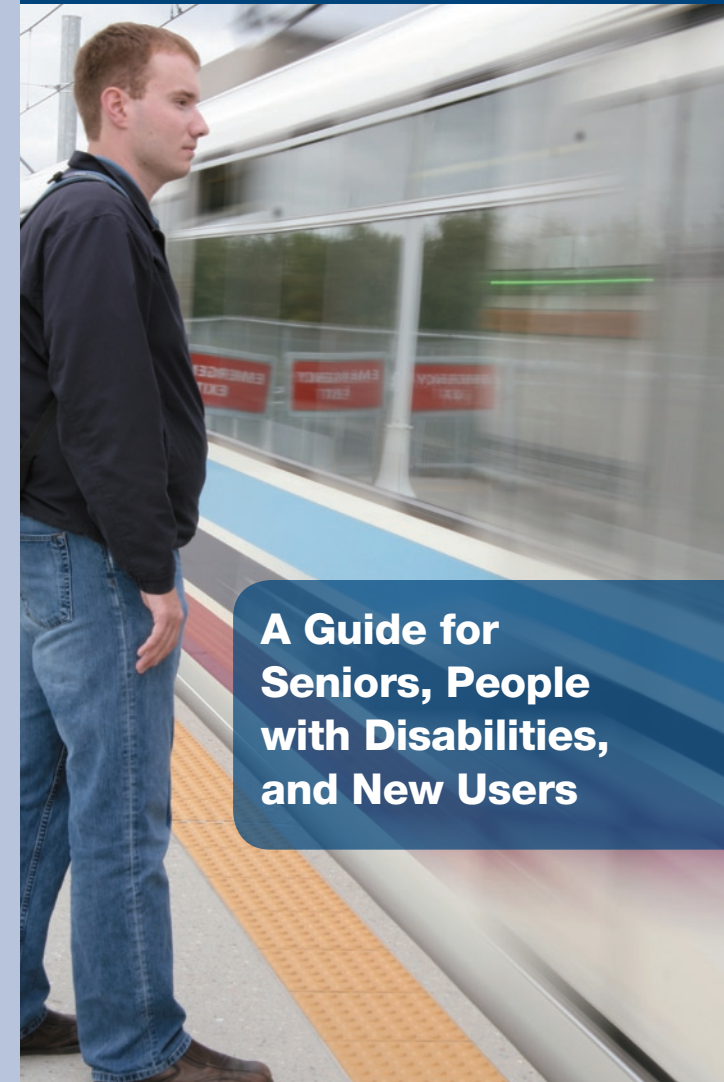
**Website:** [www.calgarytransit.com](http://www.calgarytransit.com)

**Call 3-1-1** for general City of Calgary information and assistance, including to report sidewalks that are not cleared of snow and ice.

**Customers who need instruction about how to use Calgary Transit** can phone 537-7770.

**Calgary Transit**  
access  
calgary

# Using Calgary Transit



**A Guide for Seniors, People with Disabilities, and New Users**

2007-1254

[www.calgarytransit.com](http://www.calgarytransit.com)  
call 262-1000



### **On the bus:**

While standing on the bus, stay behind the yellow line.

Transit operators may ask customers to give up the front seats so a customer with a mobility device can board the bus. If a customer refuses to move, the customer with the mobility device must wait for the next bus, or, if able, safely fold and store their mobility device and find an alternate seat on the bus or train.

### **Bus zones:**

To avoid injury, keep back from the curb when a bus is pulling into a stop. Please wait for others to get off the bus before boarding.



### **On the CTrain:**

The Transit HELP intercom system can be used for any issue on the CTrain where assistance is needed — for example, a medical emergency, customer harassment, crime or other incidents. The intercom buttons are located next to the doors and will be answered by the train operator.

Doors equipped with an accessible ramp are indicated by a blue light above the doors, and located towards the centre of the car. (Not all cars are equipped with a ramp.) When the accessible button is pressed, the ramp is deployed.

A single audible tone indicates that the CTrain is about to leave the station.



### **At CTrain stations:**

Transit HELP intercoms and security cameras are located at all CTrain stations and platforms. If you experience a medical emergency,

harassment, crime or see another incident, press the HELP intercom button and Calgary Transit staff at the Monitoring Centre will assist

you. Every time the HELP intercom is pressed, a camera is focused on you. This lets Calgary Transit Monitoring Centre staff see who is calling them.

The yellow line at the edge of every CTrain platform provides you with safe clearance from CTrains and train mirrors. Always stay well behind the yellow line until the train comes to a complete stop.

