

Connecting you to more destinations than ever before.

Effective December 23, 2019

# Message from Mayor Naheed Nenshi

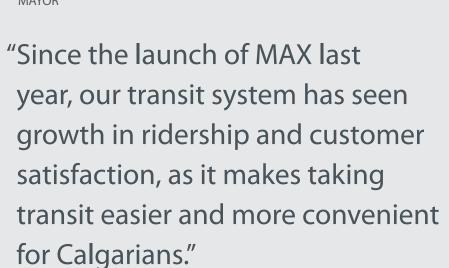
I'm excited to see the launch of MAX Yellow in December!

A well-connected transit system is vital for the success of any city. That's why I'm so proud that The City of Calgary continues to prioritize and improve on this important service.

Public transit is one of the most important investments a government can make. It helps The City support Council's priority of creating a city that moves, by providing choices for Calgarians for convenient, affordable, accessible and efficient transportation choices. It creates ways to maximize existing and new infrastructure to keep the flow of traffic on our roads. Public transit also supports a strong economy, contributes to healthy communities and gives Calgarians the ability to access and participate in everything the city has to offer.

Since the launch of MAX last year, our transit system has seen growth in ridership and customer satisfaction, as it makes taking transit easier and more convenient for Calgarians. I'm excited to see the launch of MAX Yellow on December 23, which will extend the rapid transit service to our southwest communities and will make our city even more accessible for citizens.

Naheed K. Nenshi MAYOR





# **Contents**

Message from Director01
Our Customer Commitment02
About the service changes03
Route change overview04
Regional maps       05         Downtown       05         Southwest       06         West       07
ntroducing MAX Yellow08
MAX Teal11
Rapid Transit Network12
New route maps13



"Our southwest customers will have better access to key destinations."

# Message from Calgary Transit Director

# **Doug Morgan**

Last November Calgary Transit introduced our first three MAX rapid transit lines: Purple, Teal and Orange. Along with changes to bus routes across the city, the introduction of MAX brought significant improvements to the way we deliver service to our customers.

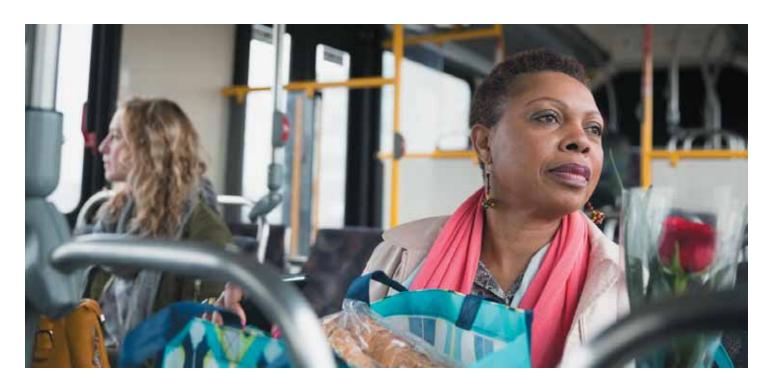
On December 23, 2019, we will launch MAX Yellow between Woodbine and downtown, with service throughout the southwest. We've also modified bus routes in the surrounding area to ensure they work with MAX Yellow to add value

to the transit network. Together, these customized bus routes and MAX Yellow will complement our entire transit system, improving connections, comfort and convenience in all four quadrants of the city.

We're always working toward better serving our customers and communities by providing efficient, reliable and convenient transit service. MAX Yellow will contribute to that goal through improvements like time-saving infrastructure and technology, enhanced safety features and more

comfortable and informative MAX stations. Our southwest customers will have better access to key destinations.

At Calgary Transit we strive to provide Calgarians with travel options they need to move through and around the city quickly and efficiently. I'm excited to see the improvements that MAX Yellow will make in providing those options and looking forward to seeing it in action on December 23.





# **Customer Commitment**

The Customer Commitment is our promise to deliver the six qualities of service that our customers and employees identified as most important. It shows what we strive to achieve, and we invest in projects and initiatives that can positively impact the customer experience in these areas.

### Safe -

We'll plan, design and operate a safe transit system.

### Reliable -

We'll provide a dependable transit service by minimizing delays and being on time.

# Helpful –

We'll provide a service that is friendly and helpful.

### Informative -

We'll provide customers with accurate, consistent and timely information.

### Clean -

We'll keep our vehicles, stops and stations clean.

### Easy to Use -

We'll make it easy to get around Calgary.

# 2019 Transit Service Review

The introduction of MAX Yellow gave us an opportunity to review existing bus service in the surrounding area, to improve efficiency and connections to major destinations.

As part of the 2019 Transit Service Review, we looked at 20 routes in the southwest and made adjustments to those routes, to better fit with the new rapid transit system.

In March and April we brought proposed route adjustments to our customers to get input on how well the changes met their needs. We hosted seven engagement events and collected feedback online. Based on what we heard, we made additional changes, and to make sure we were heading in the right direction, we brought our modified changes back for an additional round of public engagement.

With feedback from our customers, we developed a network that is better connected than ever. On the next few pages you'll see updated maps for the routes that are impacted by the 2019 Transit Service Review and by MAX Yellow.



"With feedback from our customers, we developed a network that is better connected than ever."

# Route Change Overview — Service changes start December 23, 2019

If you currently take Route	You might be interested in Route
6 – Killarney 26 Ave	6
7 – Marda Loop	7
13 – Mount Royal	13, 22
16 – Palliser	95, 99, 125/126
18 – Lakeview	MAX Yellow, 66
20 – Northmount/Heritage	20
39 – Acadia	99,106, 149
44 – Deer Ridge	44
47 – Lakeview	66
56 – Woodbine	MAX Yellow, 56, 95, 99, 125/126
63 – Lakeview Express	66
79 – Acadia/Oakridge	MAX Yellow, 56, 95, 99, 125/126
80 – Oakridge/Acadia	MAX Yellow, 56, 95, 99, 125/126
81 – Macleod Trail	44, 81
84 – Palliser	MAX Yellow, 95, 99, 125/126
94 – Strathcona/Westbrook	6, 94
107 – South Calgary	7, 22
112 – Sarcee Road	13, 22, 66
149 – Point Trotter	149
302 – BRT Southeast	302
410 – Glenmore Business Park	149
411 – East Calgary	101

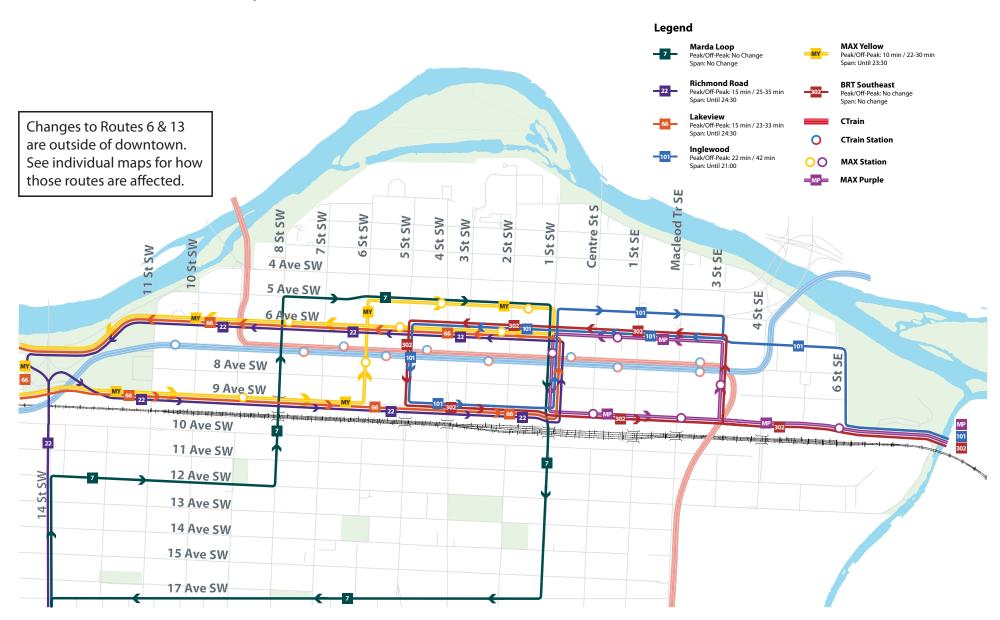
If you are travelling to	You can take Route
Chinook	9, 10, 36, 41, 43, <b>81,</b> 148
Deerfoot Meadows	MAX Teal, 43, <b>106, 149</b>
Heritage Park	MAX Teal, <b>MAX Yellow, 20,</b> 502
Marda Loop	MAX Yellow, 7, 20, 22, 66
Mount Royal University	MAX Teal, <b>MAX Yellow,</b> 9, <b>13, 20</b>
Rockyview General Hospital	MAX Teal, <b>MAX Yellow, 20</b>
Southcentre Mall	10, 29, 35, <b>81,</b> 92, 96, <b>99,</b> 150
Southland Leisure Centre	MAX Yellow, 95, 99, 125/126
Westhills Shopping Centre	<b>6, 13, 22,</b> 93, <b>94,</b> 454

**BOLD** - New or Modified

# Regional map – Downtown

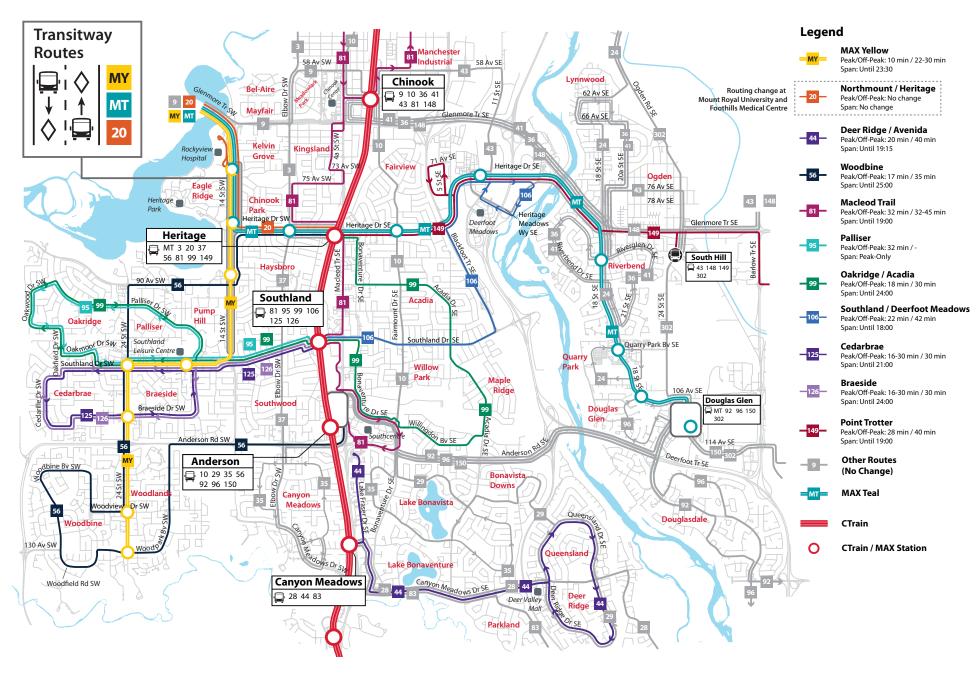


**New Bus Routes: City Centre** Only MAX and routes changing downtown are shown.



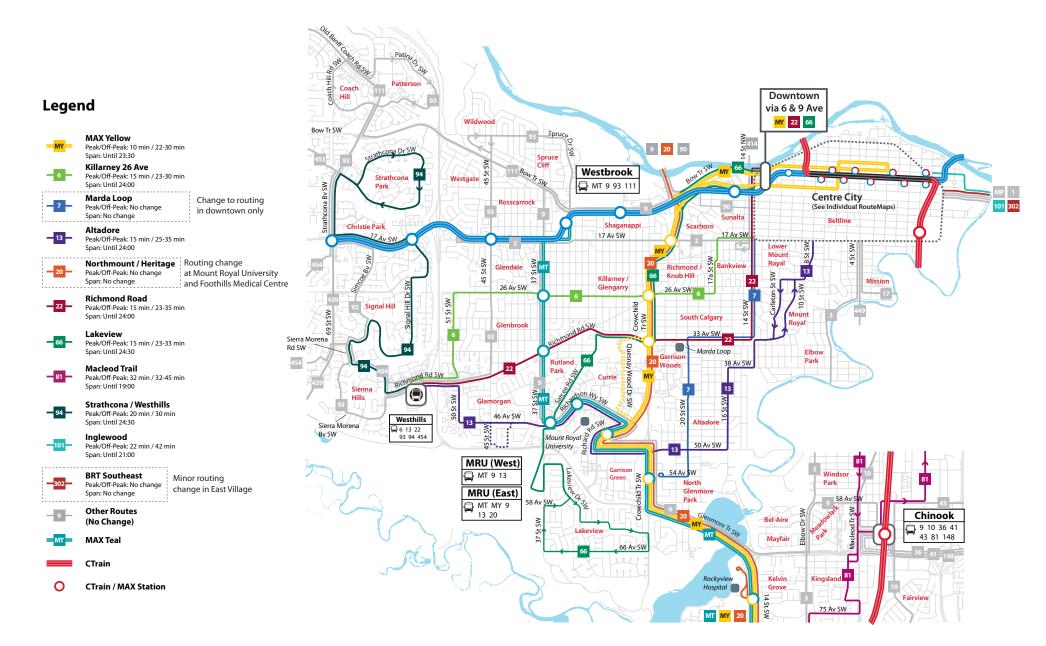
# Regional map – Southwest

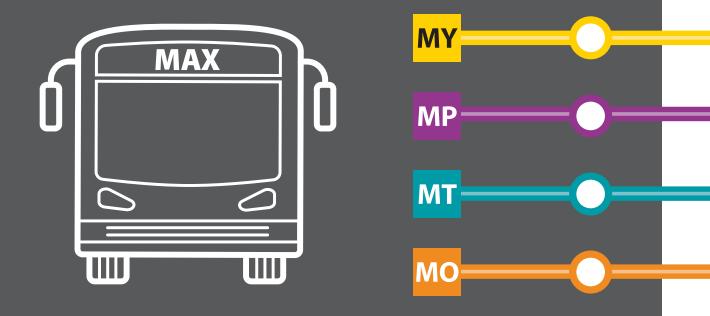




# Regional map – West







# Taking your commute to the MAX

# Introducing MAX Yellow

With the addition of MAX Yellow, Calgary's rapid transit network serves all four quadrants of the city, with more convenience, more comfort and more connections than ever before.

The MAX Purple line serves key destinations such as East Hills, Forest Lawn, International Avenue, Inglewood and downtown.

**MAX Purple** 

### **MAX Yellow**

The MAX Yellow line can take you to Mount Royal University, Rockyview General Hospital, Southland Leisure Centre, Heritage Park and downtown. It will also connect you with MAX Teal.

# **MAX Orange**

The MAX Orange line serves major destinations such as Foothills Medical Centre, University of Calgary, SAIT, Peter Lougheed Centre and the Genesis Centre. MAX Orange also connects Brentwood and Saddletowne CTrain stations, so you won't have to go downtown or transfer to cross the north side of the city.

The MAX Teal line can take you to Mount Royal University, Rockyview Hospital, Quarry Park, Deerfoot Meadows and the Douglas Glen park and ride. MAX Teal will also connect Westbrook and Heritage CTrain stations, and the future Green line CTrain station at Douglas Glen.

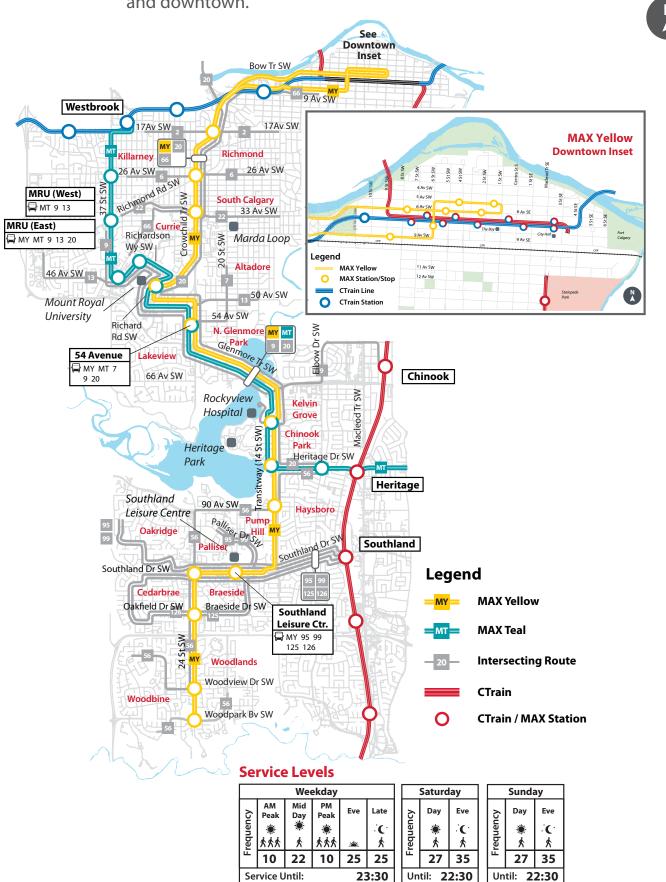
**MAX Teal** 



# MY

### **MAX Yellow**

**New Route** | Serves Woodbine, 24 Street SW, Southland Leisure Centre, Heritage Park, Rockyview Hospital, Mount Royal University, Crowchild Trail, Marda Loop and downtown.

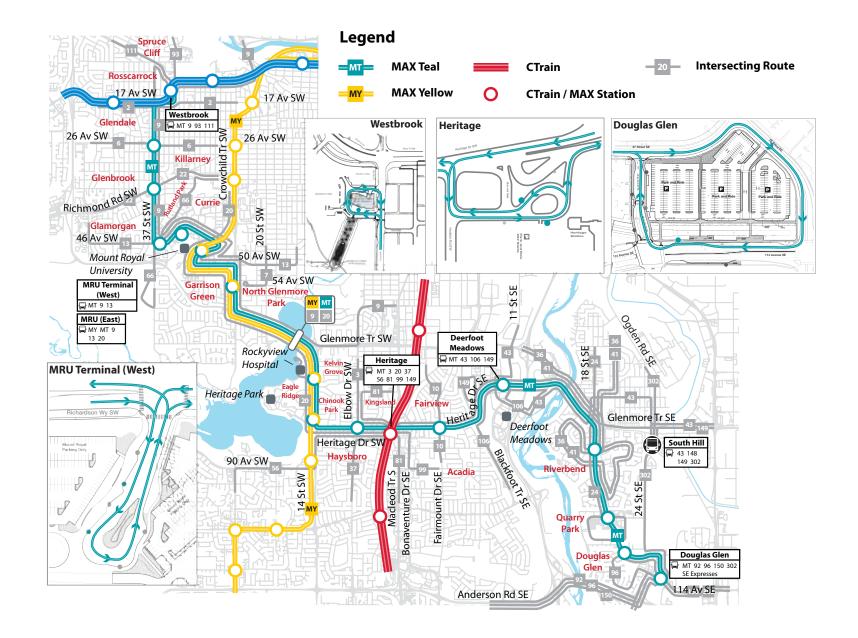




### **MAX Teal**

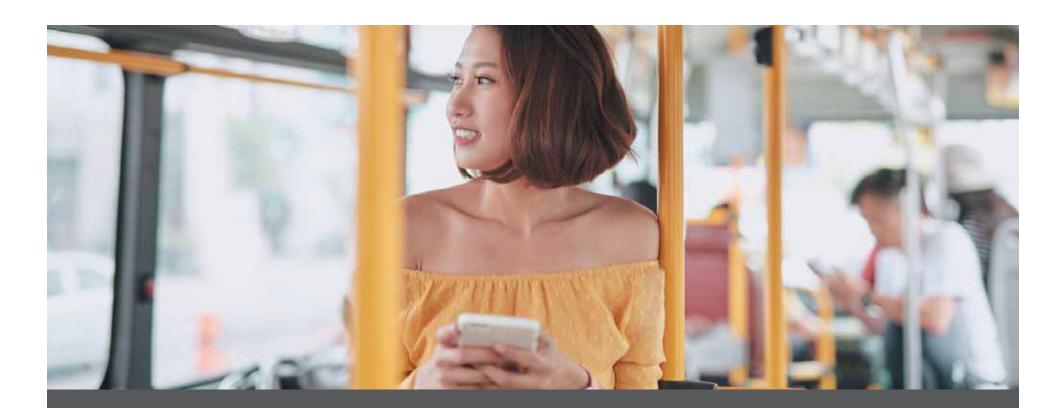


Existing Route (no change) | Serves Westbrook LRT Station, 37 Street SW, Mount Royal University, Lincoln Park, Heritage LRT Station, Deerfoot Meadows, Riverbend, Quarry Park and Douglas Glen.



# Rapid Transit Network





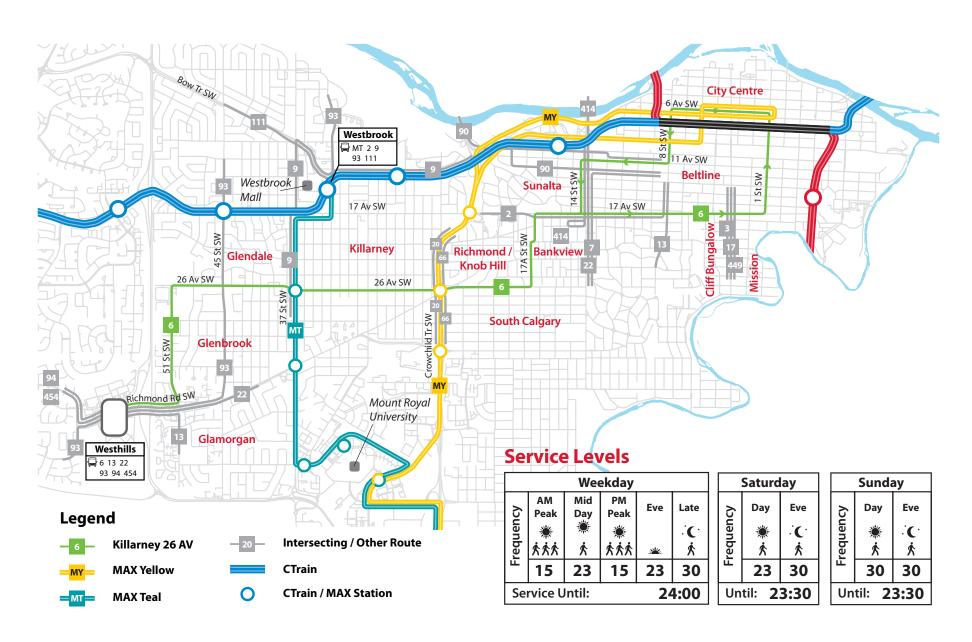
# New route maps

The following pages will show you routes that have been added or updated. To plan your trip or find up-to-date schedule information, visit **calgarytransit.com**, use the Calgary Transit app or call **403-262-1000**.

# **Route 6: Killarney 26 Avenue**

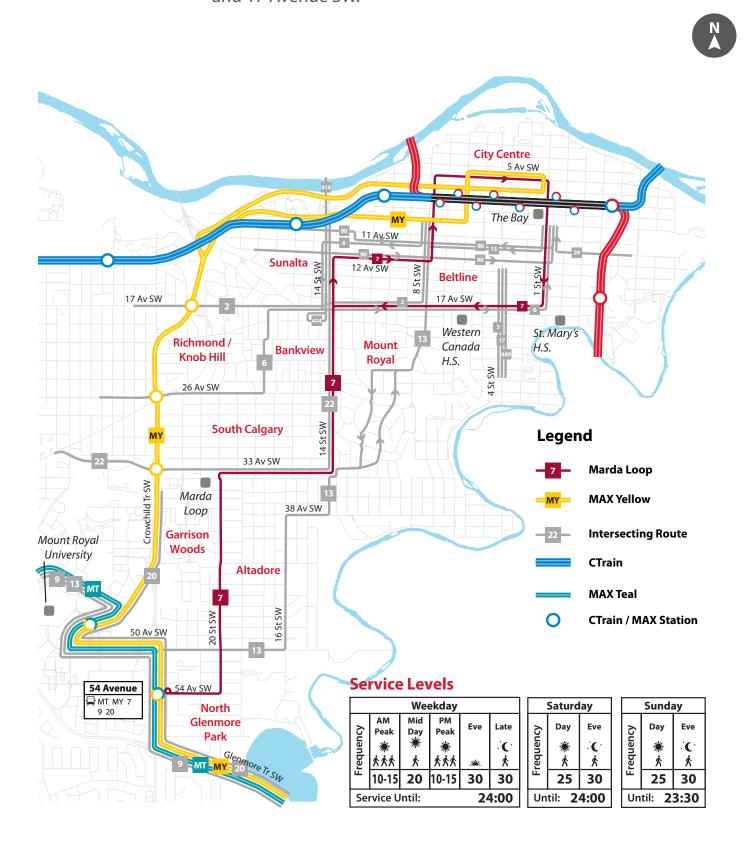


**Modified Route** | Serves Westhills Shopping Centre, 51 Street SW, 26 Avenue SW, 17 Avenue SW, Beltline and downtown.



# **Route 7: Marda Loop**

**Modified Route** | Serves 20 Street SW, Marda Loop, 14 Street SW, Beltline, downtown and 17 Avenue SW.

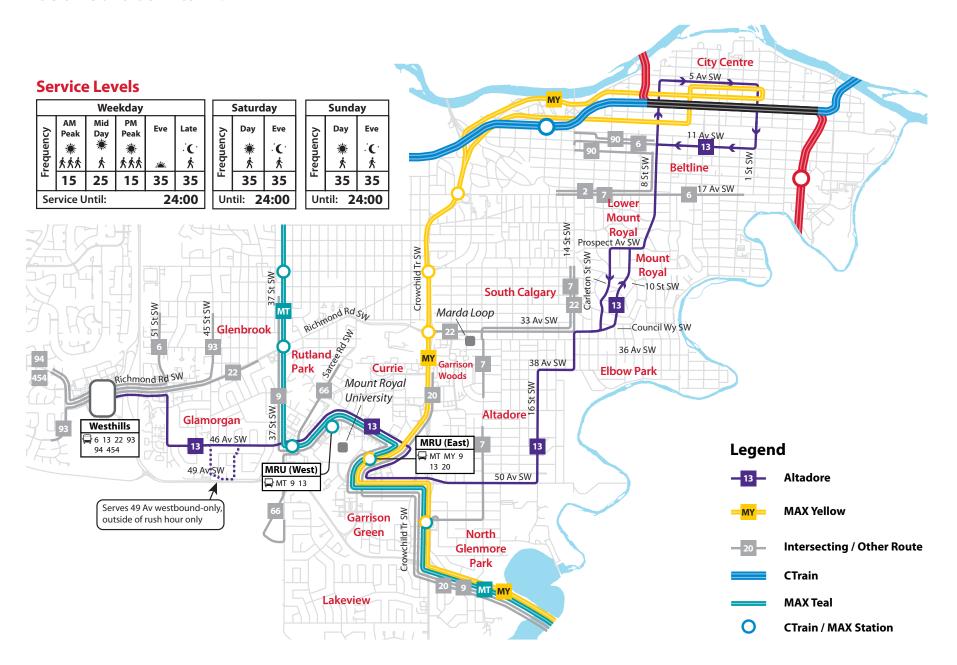




# **Route 13: Altadore**

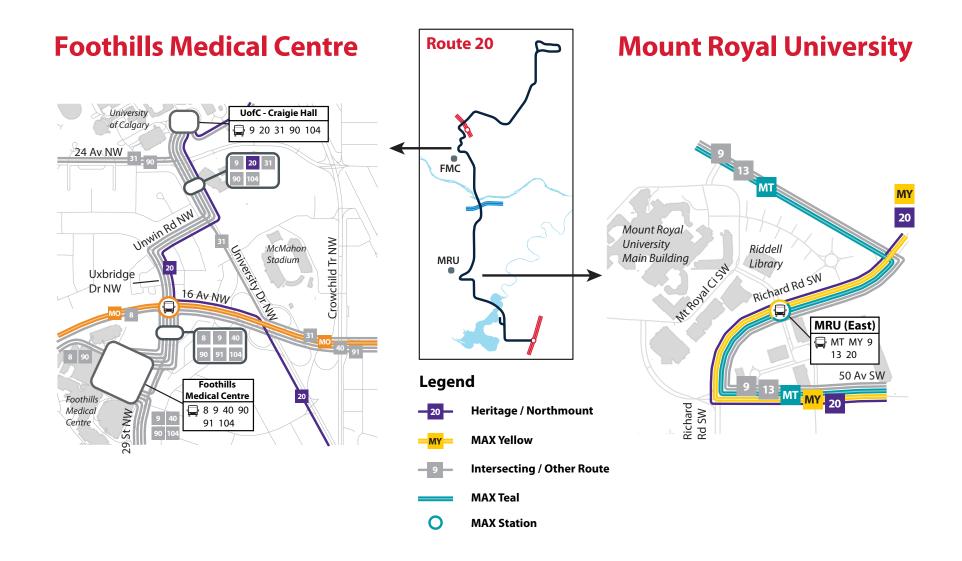


**Modified Route** | Serves Westhills Shopping Centre, Mount Royal University, Altadore, Beltline and downtown.



**Modified Route** | Service revised at Mount Royal University and Foothills Medical Centre.





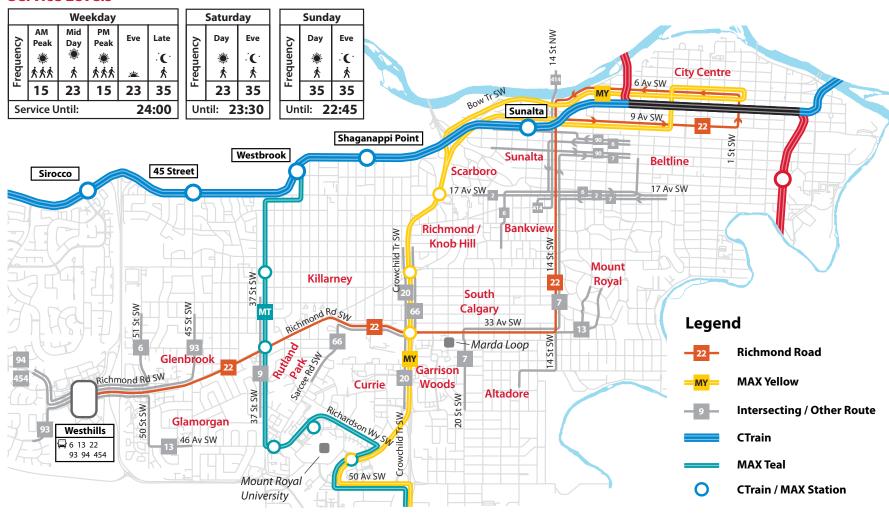






**New Route** | Serves Westhills Shopping Centre, Richmond Road, Marda Loop, Beltline and downtown.

# **Service Levels**

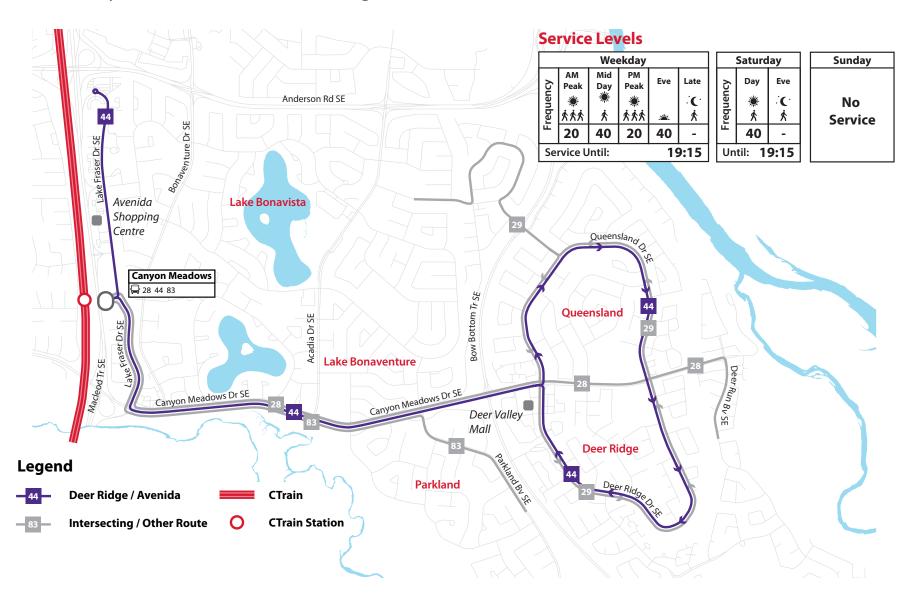




# **Route 44: Deer Ridge/Avenida**



**Modified Route** | Serving Lake Fraser Drive, Avenida Shopping Centre, Canyon Meadows Drive SE, Deer Valley Mall, Queensland and Deer Ridge.

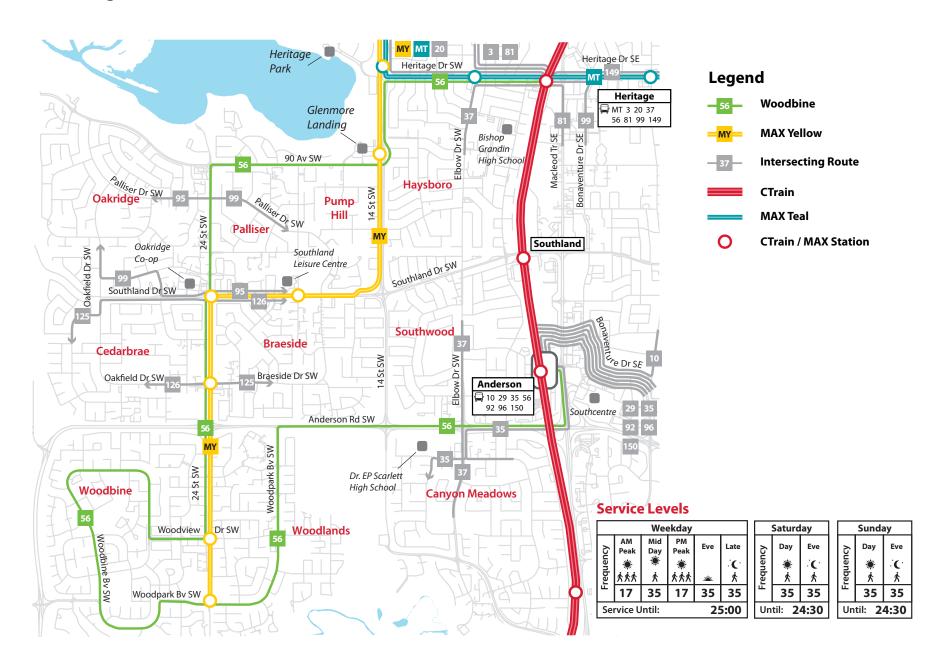




# **Route 56: Woodbine**



**Modified Route** | Serves Anderson LRT Station, Woodlands, Woodbine, 24 Street SW, 90 Avenue SW and Heritage LRT Station.

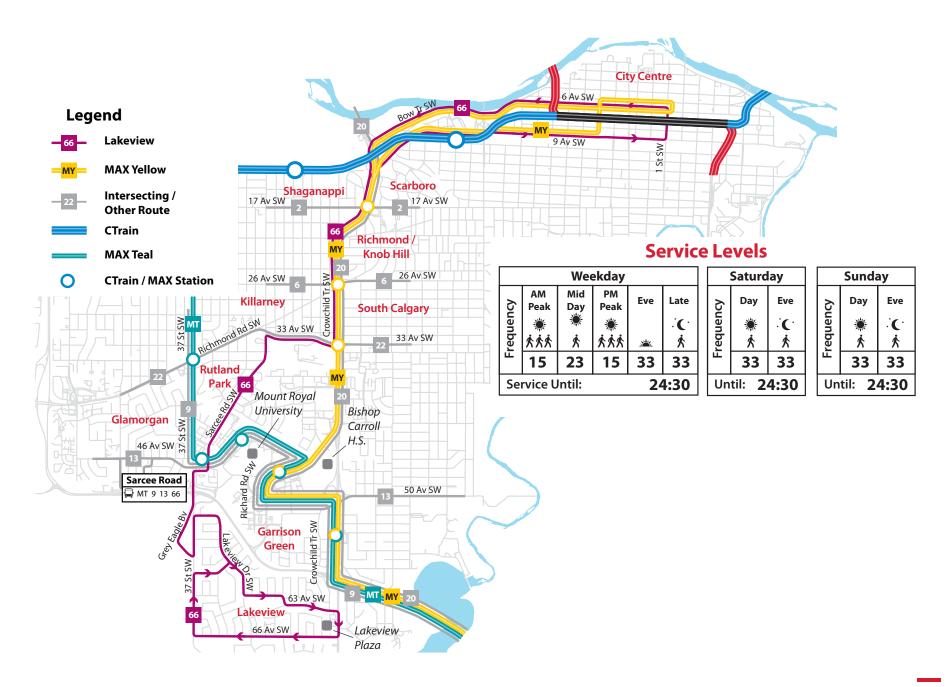






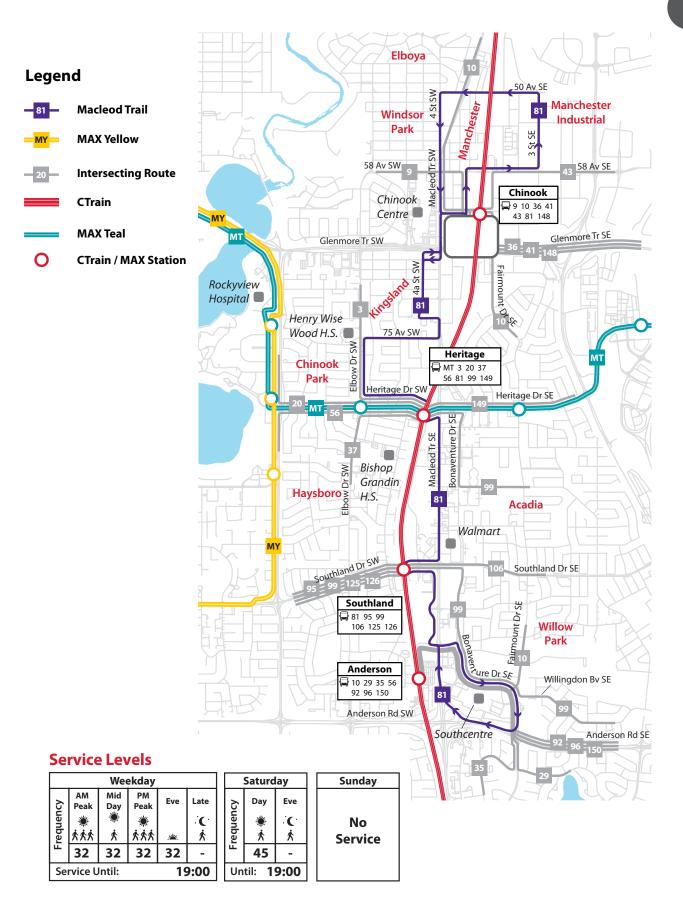
**New Route** | Serves Lakeview, Sarcee Road, Crowchild Trail and downtown.





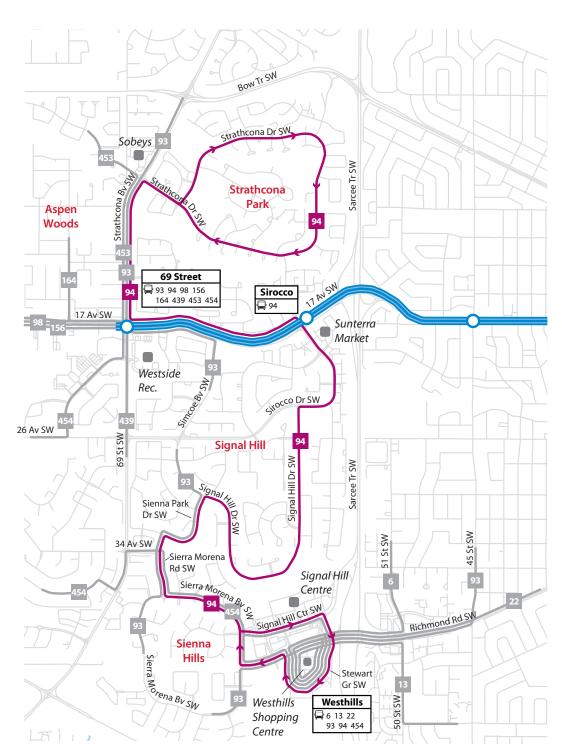
# **Route 81: Macleod Trail**

Modified Route | Serves Southcentre, Southland LRT Station, Macleod Trail, Heritage LRT Station, Kingsland, Chinook Centre, Chinook LRT Station and Manchester Industrial.



**Modified Route** | Serves Strathcona Park, 69 Street LRT Station, Signal Hill and Westhills Shopping Centre.





# **Service Levels**

Weekday					
λ	AM Peak	Mid Day	PM Peak	Eve	Late
Frequency	*	*	*		C
Ιě	<b>大大大</b>	∱	★★★	*	Ŕ
"	20	30	20	30	30
Service Until: 24:30					

Saturday				
су	Day	Eve		S
Frequency	*			Frequency
Fre	30	30		표
<del>                                      </del>			H.,	
Until: 24:30			ļυ	

	Sunday		
	5	Day	Eve
	Frequency	*	:c-
╛	req	Ķ	Ŕ
	4	30	30
	Until: 24:30		

94	Strathcona / Westhills
_ 22 _	Intersecting / Other Route
	CTrain
0	CTrain Station

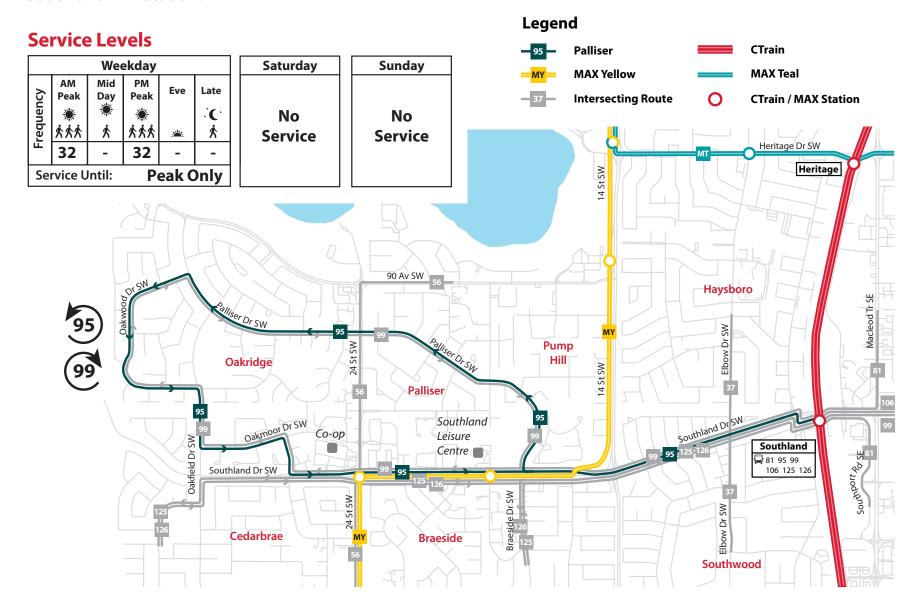
Legend



# **Route 95: Palliser**



**New Route** | Serves Palliser, Oakridge, Southland Leisure Centre, Southland Drive and Southland LRT Station.

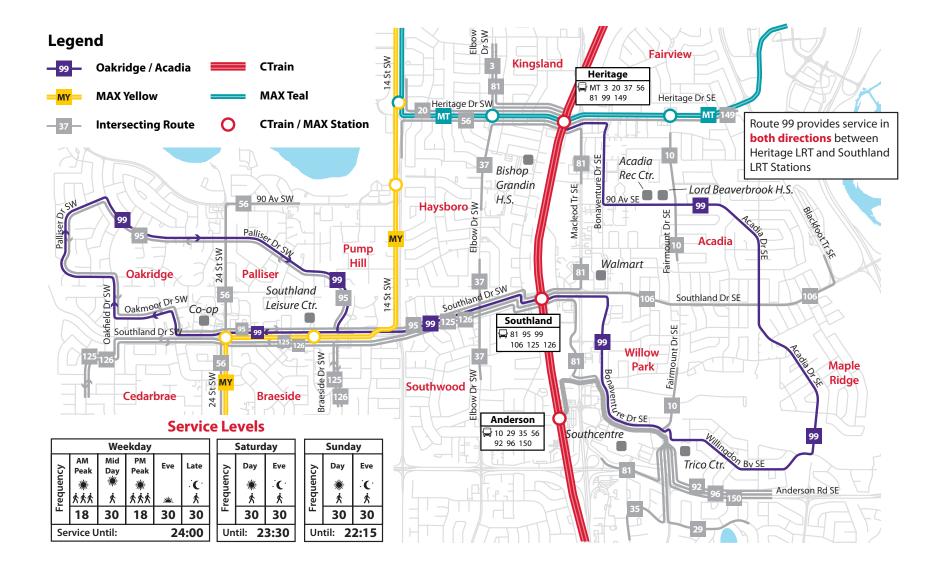




# Route 99: Oakridge/Acadia



**New Route** | Serves Palliser, Oakridge, Southland Leisure Centre, Southland Drive, Southland LRT Station, Southcentre, Willow Park, Maple Ridge, Acadia and Heritage LRT Station.

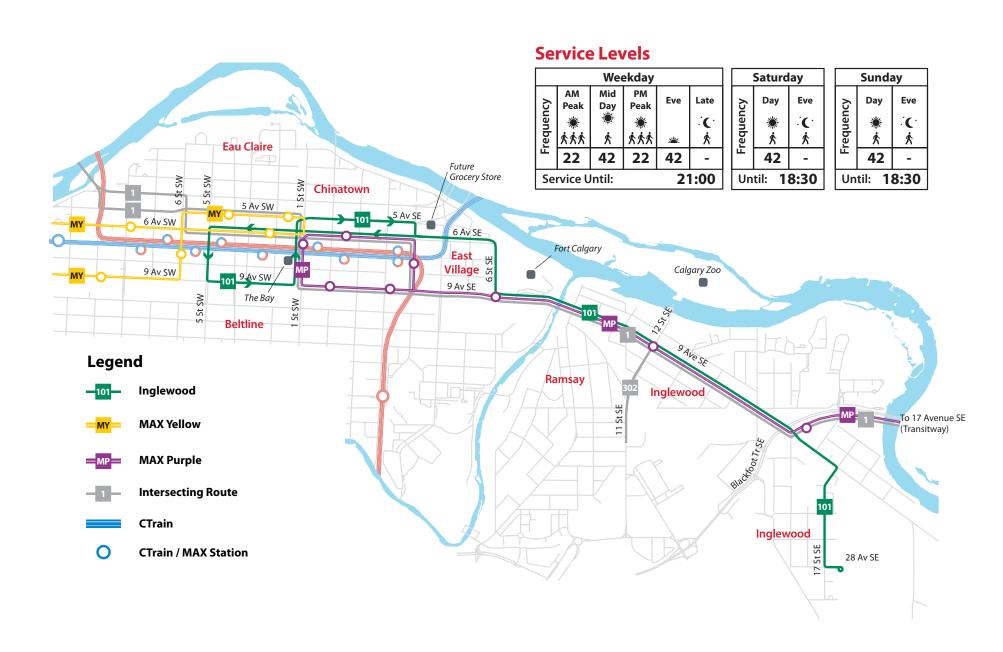




# **Route 101: Inglewood**



**New Route** | Serves Inglewood, East Village and downtown.

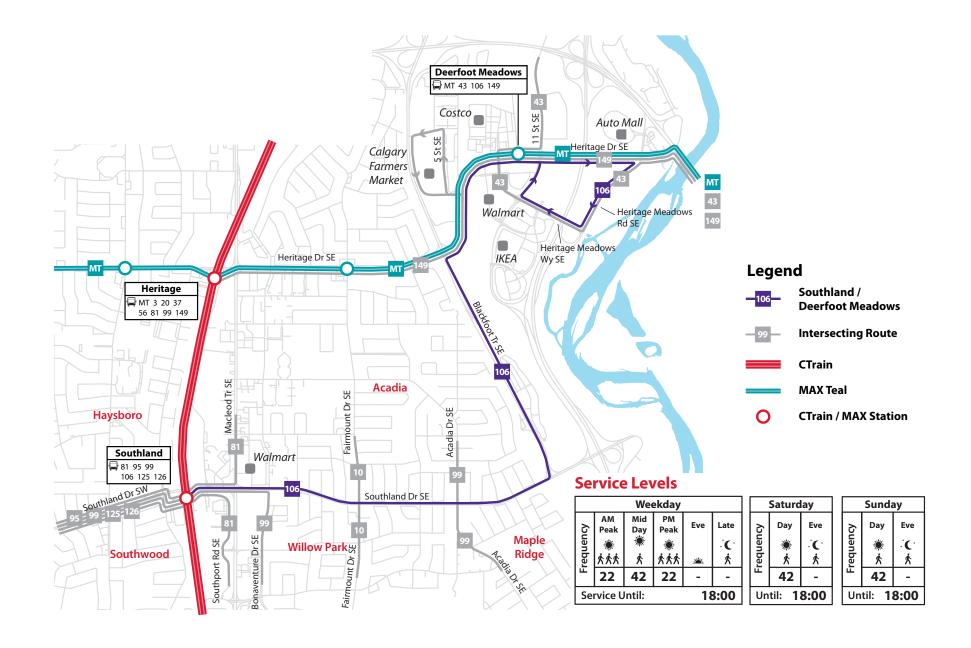






**New Route** | Serves Southland LRT Station, Southland Drive SE and Deerfoot Meadows.





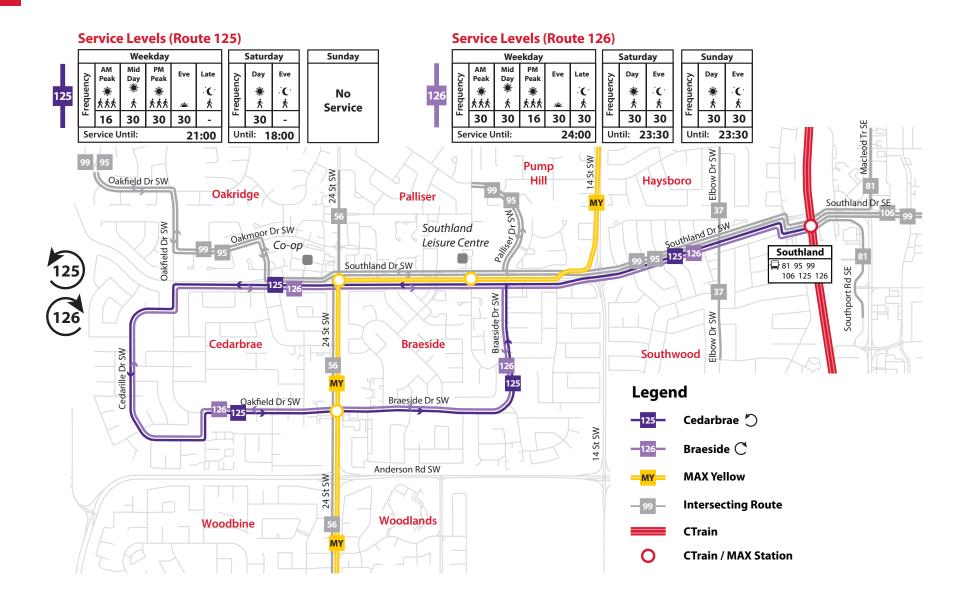


# **Route 125: Cedarbrae & Route 126: Braeside**



126

**New Routes** | Serves Braeside, Cedarbrae, Southland Leisure Centre, Southland Drive SW and Southland LRT Station.

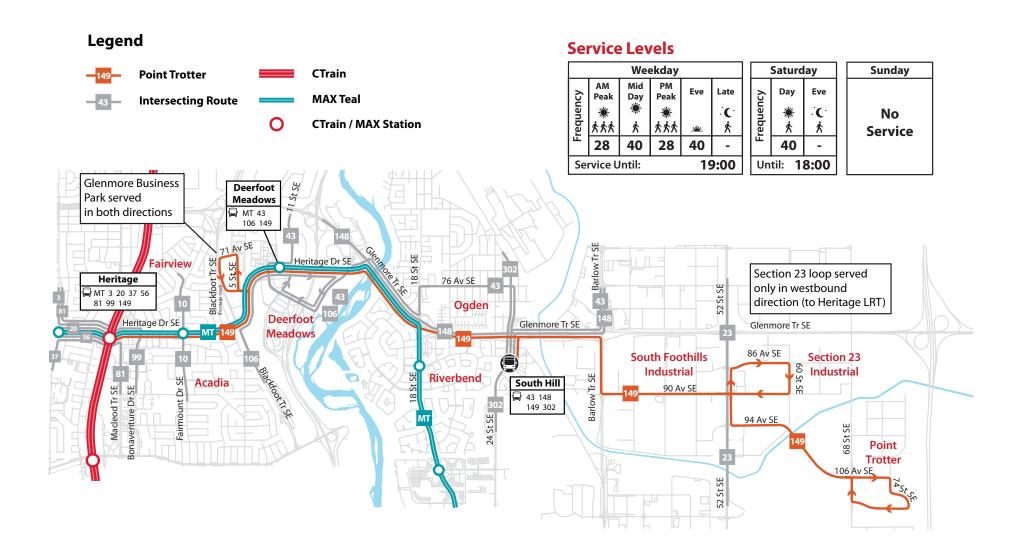




### **Route 149: Point Trotter**



**Modified Route** | Serves Heritage LRT Station, Heritage Drive SE, Glenmore Business Park, Deerfoot Meadows, South Hill, South Foothills Industrial and Point Trotter Industrial.



The new transit network has more direct and easier to understand routes, provides better service to key destinations and makes it easier to travel across the city.









# Contact us

### Online

- calgarytransit.com
- calgarytransit.com/MAX
- calgarytransit.com/RouteChanges
- Calgary Transit App for iOS and Android
- Twitter @calgarytransit

### Call us

403-262-1000

6 a.m. to 9 p.m. weekdays

8 a.m. to 6 p.m. weekends

Closed on holidays

### Visit us

- Bow Parkade
   Customer Service Centre
   234 7 Ave. S.W.
- Centre Street
   Customer Service Centre
   125 7 Ave. S.E.

10 a.m. to 5:30 p.m. weekdays

<u>Closed</u> weekends and holidays

# **Transit Watch**

Text us at 74100 to discreetly report immediate safety and security concerns.