

Calgary Transit Safety Guidelines for Students Riding the C-Train

Calgary Transit Peace Officers are responsible for the safety and well being of the public using the transit system. Peace Officers have similar powers of a police officer and are able provide assistance, monitor fares, and arrest and detain individuals on Calgary Transit property. There are approximately 100 Peace Officers working for Calgary Transit. While riding the c-train is a safe and efficient means of transportation, you may find the following guidelines helpful in ensuring a pleasant experience.

Before Your Train Arrives:

- Purchase a ticket - there is a \$250 fine should you be without a valid ticket.
- Be aware of the location of the help button located at every c-train station.
- Know that all stations have video cameras - all activity at the station is recorded.
- Keep your phone in your pocket to prevent theft.
- Be aware of your surroundings and not be distracted by the use of your phone.
- Ignore others who may be sleeping at the station.
- Stay well back from the yellow line.
- It's best to wait on the lower level (if applicable) where the train arrives/departs rather than on an upper level where others often like to congregate.
- Notify transit authorities should you see something that is concerning; don't be afraid to do so:
 - push the help button and speak to transit personnel
 - text Calgary Transit at 403 262 1000

Travelling on the Train:

- It's always best to travel with a buddy if possible; try and plan your trip to prevent travelling alone.
- Again, keep your phone in your pocket to prevent theft and be aware of your surroundings.
- Check out the location of the help button; some of the new trains have a strip that runs along the top edge above the windows where help is available by touching the strip.
- Should you call for help:
 - your call is automatically recorded
 - the train operator has video feeds from all the cars on his/her train
 - at the next stop, the train operator will check with the person who placed the call and if appropriate, will have notified the Peace Officers who will be waiting at the station to assist.
- Should you feel uncomfortable calling for help from your current location, you are advised to move to the end of your car, disembark when the trains stops at the next station, and immediately re-enter the next car and then place your help call. There is enough time to get off the train and then back on the next car.
- Should there be a disruption in train service for any reason, a bus shuttle will be provided. Watch for the orange signs to signal a transit shuttle bus stop as opposed to the regular blue bus stop sign. Calgary Transit Peace Officers will be onsite assisting passengers and providing information regarding the disruption as well as the transit shuttle bus.
- Students should never touch the emergency door release handles - doing so will immediately cause the train to brake.
- If you become separated from your parents while riding the c-train (this happens frequently apparently, especially during Stampede) use the help button.

- If you miss your stop, disembark and check to see if you can catch a train in the opposite direction to go back to your stop. If you are concerned, use the help button and they will assist you. Text a friend/family to say you missed your stop.
- Animals are allowed on the train.
- Bikes are allowed on a train and must be stored at the end of the car but not at rush hour between 6:00 a.m. - 9:00 p.m. and 3:00 p.m. - 6:00 p.m. This means students will most likely not be able to bring their bikes to school.
- Skateboards are allowed to be carried on the c-train but are not allowed to be used on transit property on or off the train.
- Calgary Transit Peace Officers do not recommend youth use the c-train after 8:00 p.m. unless accompanied by an adult or travelling in groups.

When You Reach Your Destination Station:

- At Victoria/Stampede Station, students are encouraged to walk to school with a buddy.
- Any problems/concerns, do not hesitate to push the help button. There are help buttons on the upper and lower levels of Victoria Station. Be prepared to state your name and your problem. Be aware all activity is being recorded and viewed by transit personnel.
- Do not loiter at any train station.
- Keep your phone in your pocket and headphones out so you are aware of your surroundings.
- Once you leave the c-train station property, Calgary Transit Peace Officers are no longer available for assistance. Should you need assistance, do not hesitate to call Calgary Stampede Dispatch or Police.

Best Advice/Safety Tips from the Calgary Transit Peace Officers:

1. **Keep your phone in your pocket/backpack to prevent theft as well as avoid distraction so you can be aware of your surroundings at all times.**
2. **Travel with a buddy.**
3. **Don't be afraid to use the help button and call for help. Peace Officers are available to assist you at any time.**
4. **Finally, listen to your gut feelings - if you think there is some amiss, listen to your gut and call for help.**

How to Call for Help:

Any help button at the train station as well as on the train itself. Familiarize yourself with the location of the help buttons.

Calgary Transit: 403 262 1000

Calgary Stampede Dispatch: non-emergency: 403 261 0224
emergency: 403 261 0595

Calgary Police Service: non-emergency 403 266 1234
emergency: 911