

Calgary



Transit Access



Calgary Transit Access

User Guide

403-537-7777

calgarytransit.com/access

calgarytransitaccessinfo@calgary.ca

What is Calgary Transit Access?

Calgary Transit Access (CTA) is an accessible transit service for Calgarians who have physical or cognitive disabilities that prevent them from using fixed route Calgary Transit services like bus or CTrain.

For everyone's health and safety...

do not use fragrance, cologne, perfume or other strong scents. How much you can carry on board is limited to two grocery sized bags .

Hours of service

6 a.m. to midnight, 7 days a week

How to book a trip

Call 403-537-7777, press 2 and wait for an agent to

1. assist you

You can book a trip up to four days in advance. To book next-day travel you must call by 5 p.m. the day before.

2. Book your trip online

Register for a myID account with the City of Calgary. Please go to **calgary.ca** and scroll down to myID to register. Follow the instructions on linking your account to CTA booking. Visit our website at **calgarytransit.com/CTAonlinebooking** for a tutorial.

Customer status

Customers who have not taken a trip for two years will have their status changed to Closed. Customers who have been updated to a Closed status will have to reapply if they still require services.

Please have the following information ready when you call:

- Your name and registration number
- The dates and times of your trip(s)
- The full pick up and drop off address
- Mobility aid you will be using

Same day service

Same-day bookings are subject to availability and are not guaranteed. **Call 403-537-7777 and press 3.**

Where is my ride?

Call 403-537-7777 and press 3 if your trip is more than five minutes past the end of your pick-up window (e.g. your pick-up window is 10-10:20 a.m. and your vehicle has not arrived by 10:25 a.m.).

Travel times

Travel times vary. Please bring extra medication, water and or snacks if needed in case your on board time is lengthy. Vehicle-type requests cannot be accommodated; vehicles are booked by availability which changes daily and is based on trip schedules.

Cancelling your trip

All cancellations must be made a minimum of two hours before your pick-up window or the trip will be considered a no-show.

For example, if your pick-up window is 10-10:20 a.m. you must cancel before 8 a.m. Remember to cancel your return trip if you no longer need it.

Three ways to cancel

Be sure to cancel both trips when cancelling a round trip.

1. Automated cancellation line (24 hours a day)

Call 403-537-7777 and press 1. You will need your registration number and your password or PIN.

2. Call 403-537-7777 and press 3 to speak with an agent

Phone lines are open from 6 a.m. to midnight, 7 days a week.

3. Online

Visit your myID account online at www.myid.calgary.ca.

Accepted fare payments

Valid fare payment must be presented by the customer to the driver upon pick-up; accepted forms of fare payment are listed below.

- Calgary Transit adult or youth ticket
- Calgary Transit youth or adult monthly pass
- Calgary Transit low-income monthly pass
- U-pass

Note: You will need to show your fare every trip, even when making a return trip. Cash, CNIB cards or the Calgary Transit Senior's Transit pass are not accepted fare payments. Customers who do not pay their fare may lose their service.

Trip times

When you book your trip, you will be given a 20-minute pick-up window. For example, if your pick up window is 10:20 – 10:40 a.m., you should be ready to go at 10:20 a.m.

Please be ready at the start of this pick-up window to prevent delays. The driver will wait for a maximum of 5 minutes for you so it is important you are ready to go on time.

Service animals

Due to limited space, only registered service animals may travel on Calgary Transit Access vehicles.



Hand to Hand (HH) or caretaker required

If you require someone to meet you at your destination they need to be there on time to meet you. That means they must be there for the 20 minute window; for example, if your drop-off window is 10 – 10:20 a.m. the person meeting you must be at the meeting place from 10 a.m. until the time you are dropped off into their care.

Automated call outs

Calgary Transit Access will provide an automated call:

- to remind you of your upcoming trips.
- to alert you about any changes to your trip times.
- when your vehicle is approximately 8 minutes away.

Please keep all personal information updated

Call 403-537-7777 and press 5 to change your phone number on file or to make other updates to your personal information.

What is my password or PIN?

Your password or PIN is the four-digit number of your month and day of birth. So if your birthday is April 30, your password or PIN is 0430.

Subscription bookings

If eligible, you may book trips that occur on the same days, at the same times and to the same destination.



Calgary Transit Access rules of conduct

By using Calgary Transit Access services, customers, caregivers and/or guardians have agreed to the following:

- No use of abusive, threatening or offensive language or actions toward other customers, Calgary Transit Access staff including drivers, e.g. hitting, getting out of the seat, spitting, yelling or swearing.
- No smoking or vaping.
- No operating or tampering with any equipment.

Customers displaying offensive or dangerous behavior to CTA staff, including in-person or on the phone, will have their Calgary Transit Access services suspended. The suspended customer or their legal guardian/caregiver must comply with changes deemed necessary by Calgary Transit Access before riding again.

Please be considerate of other passengers and do not use fragrance, cologne, perfume or other strong scents when using Calgary Transit Access services.

Calgary Transit Access: 403-537-7777

From the voice menu, make your choice from the following:

- #1 **Acrobat**
24 hours a day
Automated telephone system to confirm or cancel your trips.
- #2 **Advance bookings**
Daily 9 a.m. – 5 p.m., except statutory holidays
Book your trips online. Register for a myID account with the City of Calgary then follow instructions to link your account to CTA booking.
- #3 **Same-day booking inquiries**
Daily 6 a.m. – midnight
Includes last-minute requests (which may be referred to as stand-by requests), late bus inquiries and same-day cancellations.
- #4 **Customer service**
Mon. – Fri., 8:30 a.m. – 4:30 p.m.
Feedback, service concerns, compliments or general information. Email calgarytransitaccessinfo@calgary.ca.
- #5 **Eligibility services**
Mon. – Fri., 8:30 a.m. – 4:30 p.m.
Apply for or renew registration, book an eligibility interview or change personal information.
- #6 **Holiday hours**
- #7 **Online trip bookings help**
Mon. – Fri., 6 a.m. – 11 p.m., except statutory holidays, or email calgarytransitaccessinfo@calgary.ca

My Registration Number	My Pin
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