



# AccessABILITY

## Calgary Transit Access Newsletter Fall/Winter Edition

November 2024

*You're receiving this newsletter because you have used Calgary Transit Access services within the last 12 months. If you want to unsubscribe, click the link at the bottom of the newsletter.*

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### Enhancing your Calgary Transit Access experience

Calgary Transit Access (CTA) is a shared-ride public transportation service designed for Calgarians with disabilities that prevent them from using regular Calgary Transit buses and CTrains. CTA provides a convenient, book-in-advance, door-to-door service to ensure everyone can travel comfortably and safely.

As a shared-ride service, you may be traveling with other passengers who have similar transportation needs, which helps us serve more people efficiently.

Here are some helpful reminders to enhance your experience with CTA:



- **In-person interviews and renewals:** When applying for CTA services, the person needing the service must attend the in-person interview with our Eligibility team. This includes children and seniors. The in-person interview allows our specialists to understand how a physical or cognitive disability impacts the individual. If the applicant is not present, the interview will need to be rescheduled.
- **Medical trips only:** For our clients who have medical trips listed on their file, please remember that CTA services can only be used for transportation to and from medical appointments such as doctor visits, therapy, and chemotherapy. Please note that consistent use of service outside of medical purposes may lead to a review of service eligibility.

- **Mobility devices:** Before purchasing a new mobility device, particularly a scooter, please ensure it can be safely accommodated on CTA vehicles. While devices up to 48" x 30" (L x W) typically fit, turning radius and secure positioning requirements may affect compatibility. For personalized guidance, please contact us. We're here to help ensure smooth access to our services.

We hope these reminders help enhance your experience with CTA. Thank you for being a valued member of our community! For more information about CTA services, please visit our [website here](#).

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## Be Ready for Your Ride!



Please remember that same-day courtesy notification calls are not guaranteed. To help our drivers stay on schedule and minimize delays, be ready to go at the start of your scheduled pick-up window.

Wait by the first set of doors where the driver can see you—either in your lobby if you're in a shared building, or inside by your front door or window at home.

If your phone number has changed, update it under "Profile Settings" on the online [CTA Trip Booking Tool](#) or by calling 403-537-7777, option 5, to ensure we reach you at the correct number if a courtesy call is placed.

Drivers can wait a maximum of five minutes at the pick-up location before moving to the next stop, so being ready at the start of your window allows us stay on time and maintain smooth service for everyone.

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## Housekeeping

As we move into colder months, please remember to take precautions to ensure safe and comfortable travel. Here are some helpful tips:



- **Dress Warmly:** Wear a winter coat, toque, gloves, and warm footwear to stay comfortable throughout your trip.
- **Clear Walkways:** Make sure pathways, stairs, ramps, or driveways leading to your pickup point are free of snow and ice. Use sand, salt, or brine mix on slippery surfaces.

- **Outdoor Lighting:** With shorter daylight hours, please turn on an outside light to help drivers see your location easily.
- **Be Prepared:** Due to potential weather-related delays, bring any essential items you may need, such as medications, snacks, or water. Use the washroom before leaving, just in case travel times are extended.



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## Winter Holiday Hours

The Customer Service, Booking & Eligibility phone lines will be **closed** for the following statutory holidays:

### Christmas Day

Wednesday, December 25

### Boxing Day

Thursday, December 26

### New Years Day

Wednesday, January 1

### Family Day

Monday, February 17

To note, if you need a regular trip to stay active over the holidays, you can check the "Preserve service during holidays" box when booking or modifying a trip online, or by requesting this with a passenger agent over the phone.

## Booking Modifications

To make changes to your scheduled trips, please use the following phone options when calling CTA at 403-537-7777:

- **Option 2 – Advance Booking Requests:** For new or modified bookings scheduled in advance, select Option 2 to speak with a passenger agent.
- **Option 3 – Same-Day Booking Inquiries:** For any same-day trip changes, including standby adjustments, select Option 3.

Please remember that only passenger agents can handle booking modifications, so be sure to direct your requests to these options rather than Customer Service.

If you'd prefer to make changes to your bookings online, please visit the [CTA Trip Booking Tool](#).



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## Contact Us

Customer Service Centre  
403-537-7777

Monday to Friday from  
8:30 a.m. to 4:30 p.m.

[Send us an email](#)



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