



AccessABILITY

Calgary Transit Access Newsletter Summer Edition

August 2026

Inside CTA: Eligibility team

Before a customer books their first Calgary Transit Access trip, they connect with the team that helps them get started: CTA Eligibility.

Applying for CTA can be a new experience for customers, caregivers, and family members. The Eligibility team helps make that first step clearer by guiding applicants through the process, answering questions, and helping them understand what to expect.



Their work starts when an application is received. From there, the team reviews the information provided, connects with applicants, schedules interviews, and completes assessments to better understand each customer's travel abilities and options. It's a personal process, because every customer's experience is different.

Some applicants may be learning about CTA for the first time. Others may be adjusting to changes in their mobility, supporting a loved one, or looking for a more accessible way to get to appointments, work, school, errands, and the people in their lives.



"Our team knows that applying for CTA can feel like a big step," says Aneesa Howell, team lead for Transit Access Eligibility.

"We want customers to feel comfortable asking questions and to know there are people here to help them through the process."

Whether someone is applying for the first time or renewing their eligibility, the Eligibility team helps customers move through their CTA experience with clear information, helpful support, and a better understanding of what comes next.

Holiday hours for Summer/Fall 2026

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



Heritage Day
Monday, August 3

Labour Day
Monday, September 7

National Day for Truth and Reconciliation
Wednesday, September 30

Thanksgiving Day
Monday, October 12

Remembrance Day
Wednesday, November 11

Please note: If you need a regular (recurring) trip to stay active on a holiday, you can check the "Preserve service during holidays" box when booking or modifying a trip online, or by request this with a passenger agent over the phone.

Important reminders

As you plan upcoming trips, we want to share a few helpful reminders to support a smooth and comfortable experience.



Travelling with children

Children can travel with you if they are included as a companion when booking. If a car seat is required, the parent, guardian, or caregiver is responsible for providing and securing the appropriate seat, including when the child is a registered CTA customer.

If you have questions about travelling with children on CTA, please contact Customer Service before your trip.

Bringing bags on board

Please bring only items you're comfortable carrying yourself. As a general guideline, customers should travel with no more than two bags. Keep all belongings safely stored and under your control during your trip, without blocking seats or aisles. If you need help carrying items, consider travelling with a companion, as CTA drivers may not always be able to assist.



Vehicle lift dimensions

CTA and partner vehicles can accommodate a range of mobility aids. To ensure a safe trip, mobility devices must fit on the vehicle lift. CTA may not be able to accommodate devices larger than 91 cm (36 inches) wide and 132 cm (52 inches) long. If you are considering a new mobility device and have questions, please contact Customer Service.

Scent-free travel

CTA vehicles are shared spaces, and some customers may have sensitivities to fragrances. Please help make trips more comfortable for everyone by avoiding cologne, perfume, and other strong scents while using CTA.

Respectful interactions

Our employees are committed to helping customers get where they need to go safely and reliably. We ask customers to treat all CTA staff with courtesy and respect. Abusive, threatening, or inappropriate behaviour is not acceptable and may result in a suspension of service.

Stay safe and comfortable this summer

Summer weather in Calgary can change quickly, bringing hot temperatures, poor air quality, and wildfire smoke. A little preparation can help make your trip more comfortable.

Before travelling, check the weather and air quality forecast so you can plan accordingly. On hot days, try to stay indoors or in the shade while waiting for your ride. If possible, wait just inside the entrance of your pick-up location and head outside when your vehicle arrives.



Dress for the conditions by choosing light, breathable clothing and bringing extra layers if temperatures are expected to change throughout the day. A hat, sunglasses, and sunscreen can also help protect you from the sun.

Don't forget to bring water and stay hydrated, especially during periods of extreme heat. Some customers also find portable fans helpful for staying cool while travelling.

If smoke or poor air quality is affecting your health, consider adjusting your plans or limiting time spent outdoors when possible.

We hope you enjoy a safe, healthy, and comfortable summer.

Contact Us

Customer Service Centre
403-537-7777, option 4

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

[Send us an email](#)



WEBSITE

