

The logo for Calgary Transit Access, featuring the word "Calgary" in white on a red background, and the Calgary coat of arms on a dark grey background to its right.

Calgary



Transit Access

# Handbook

## What is Calgary Transit Access

Calgary Transit Access is a shared-ride public transportation service for residents of Calgary with a disability that cannot use Calgary Transit buses and CTrains. Calgary Transit Access offers a shared-ride, call in advance, door-to-door service for residents of Calgary. Shared-ride means you may have other customers riding with you in a vehicle. Door-to-door means from the exterior door of your pick-up location to the exterior door of the building at your destination.

Calgary Transit Access is responsible for determining eligibility for shared-ride public transportation services and managing, reserving, scheduling and dispatching rides.

### **Operated by Calgary Transit for residents of Calgary**

We deliver safe, responsive and courteous public transportation services through partnerships with Calgary Transit and various service providers. Service is provided in lift-equipped buses, accessible vans, minivans and sedans. Transfers to other vehicles within a trip may occur.

**NOTE: Calgary Transit Access is not a private taxi, medical emergency or personal transportation service. Vehicle-type requests cannot be accommodated; vehicles are booked by availability which changes daily and is based on trip schedules.**



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## How to use Calgary Transit Access

**PLEASE REMEMBER: We are a public transportation service.**

Please remember, Calgary Transit Access (CTA) is a public transportation service for customers who have gone through the eligibility interview process and qualified for our service. Vehicle-type requests cannot be accommodated; vehicles are booked by availability which changes without notice, based on trip schedules.

**Call Calgary Transit Access at 403-537-7777 and choose from the following options:**

### **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 on-line. Register for a myID account with the City of Calgary then follow instructions to link your account to CTA booking or remain on the line after pressing 2 to speak to an agent.

### **3. Same-day booking inquiries (daily 6 a.m. – Midnight)**

Includes 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](mailto:calgarytransitaccessinfo@calgary.ca)

### **5. Eligibility services (Mon. – Fri., 8:30 a.m. – 4:30 p.m.)**

Email: [calgarytransitaccesseligibility@calgary.ca](mailto:calgarytransitaccesseligibility@calgary.ca). You can apply for or renew registration, book an eligibility interview or change personal information by going to: [calgarytransit.com/Calgary-transit-access](http://calgarytransit.com/Calgary-transit-access)

## 6. Holiday hours

**7. Online trip bookings help (Mon. - Fri. 8:30 a.m - 4:30 p.m. except statutory holidays)** or email [calgarytransitaccessinfo@calgary.ca](mailto:calgarytransitaccessinfo@calgary.ca)

**For information about how to book online, see our section below about [online booking](#).**

## Types of trips you can request

### 1. Occasional trip requests

Casual trips can be requested up to **four days in advance**. If you book the day before you want to travel, you must request your trip by 1 p.m.

### 2. Subscription trip requests

The initial subscription trip request or any changes may take up to seven business days to process. Ask an agent if you need to make casual trip requests in the meantime.

### 3. Same-day trip requests

Same-day trip requests are not guaranteed and are booked only as vehicles are available.

### Booking hours

Trip requests can be made from 9 a.m. to 5 p.m. every day, except on statutory holidays.

**IMPORTANT: You must be at your destination for at least one hour after drop-off; e.g., if you require a trip to arrive at 10 a.m., the return trip cannot be requested for pick up earlier than 11 a.m.**



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## How do I book a trip?

**To book (or change) a trip, visit [calgarytransit.com/CTAonlinebooking](http://calgarytransit.com/CTAonlinebooking) or call Calgary Transit Access at 403-537 7777.**

From the menu select “Advance Bookings” and press 2. You will be connected with an agent who will ask for:

- Your name and your Calgary Transit Access customer registration number.
- The date(s) and time(s) of the trip(s).
- Your full pick-up address and full destination address.
- Try to have the name of the building (if relevant) and which door (front/rear, east/west, etc.)
- If you are travelling with an attendant or companion; attendants must be pre-approved by Calgary Transit Access.
- Type of mobility aid you will be using for that trip, e.g., walker, cane, wheelchair, etc.
- If you are travelling with a service animal.

**All information will be repeated back to you.**

### Accepted Fare Payments

Valid fare payment must be presented by the customer to the driver upon pick-up for each trip, including return trips; accepted forms of fare payment are listed below. Companions travelling with a customer must also pay their own transit fare.

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

**Cash, CNIB cards or the Calgary Transit Senior’s Transit pass are not accepted fare payments.**



## What does a one way trip cost?

The fare for a one-way trip is one of the following:

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

For information on how to apply for the low-income monthly transit pass, call **403-262-1000** or visit the Calgary Transit website at [calgarytransit.com](http://calgarytransit.com)

**Cash, CNIB cards and the Seniors' Calgary Transit pass are not accepted as payment.**

Calgary Transit is not responsible for lost or stolen tickets or passes. For the current fares, visit [calgarytransit.com](http://calgarytransit.com). You may purchase a book of 10 Calgary Transit tickets or monthly passes from: Calgary Transit ticket vendors (e.g. CircleK, 7-Eleven, Sobey's, Safeway, Co-op). A list of vendors is available at [calgarytransit.com](http://calgarytransit.com) and at [calgary.ca/eServices](http://calgary.ca/eServices)

## Customers may request trips for the following purposes

**Education:** Trips to and from an accredited post-secondary educational institutions (see [school-aged customers](#) ).

**Medical:** Trips to and from medical appointments. The medical professional must be present. Medical trips include to and from:

- Adult day support programs
- Living Well programs (Alberta Health Services)
- Chemo-radiation treatment
- Dialysis and related appointments
- Medical facilities: hospitals, clinics
- Physio and occupational therapies



## Transit Access

- Psychiatrist appointments
- Counselling appointments
- Addiction treatment or meetings

**NOTE: Medical appointments do not include yoga, mall walking, recreational activities like the gym, swimming or swimming lessons. If you require trips for any of these purposes, they are considered personal trips.**

**Personal:** Trips taken for personal reasons. Customers are encouraged to plan personal trips between the hours of 10 a.m. and 3 p.m. or between 6 and 11 p.m.

**Vocational:** Trips to and from facilities for the purpose of learning work skills.

**Work:** Trips to and from a location for the purpose of working, including volunteer work.

### Wait list

If the passenger agent is unable to give the customer a pick-up window at the time of the trip request, the request will be put on a wait list. While every effort is made to accommodate wait-listed trips, Calgary Transit Access cannot guarantee all trips will be provided.

**NOTE: If you no longer need the wait-listed trip, please call us at 403-537-7777 and press 1 to use our automated system to cancel your request. You will need your registration number and your 4 digit pin or password (month and day of birth, e.g. If your birthday is April 30, your pin will be 0430).**

### What is the pick-up window?

All trip requests have a 20-minute pick-up window. The 20-minute window is confirmed at the time of the trip request, unless the trip is wait-listed.

**Example:** If the pick-up window is between 10 and 10:20 a.m., you must be ready at the exterior door at 10 a.m. If you are booking a medical trip, be sure you add in enough time in case your doctor runs late. It is better to have to wait for your pick-up than to miss your ride



altogether. When requesting a trip, give yourself enough time to get to the exterior door of your building at the start of the pick-up window. Customers must be ready at the exterior door of the building at their pick-up location at the beginning of the window. Please wait just inside the main exterior doors (especially in cold weather) and your driver will meet you at these doors.

### **Does Calgary Transit Access ever change my pick-up times?**

Yes. Sometimes, to accommodate other trips, Calgary Transit Access may change your pick-up time. An automated call will go out to you with this information if the pick-up time is changed more than 10 minutes outside the confirmed pick-up window. Please ensure we have your correct phone number. You can also call our automated telephone system (ACROBAT) to check your pick up time after 7 p.m. the night before your trip.

### **Am I an active customer?**

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.

## **How to confirm or cancel a trip**

### **There are two ways to confirm or cancel a trip**

#### **1. Online booking**

Follow the instructions on how to create myID provided in the Calgary Transit Access Create a City of Calgary myID account pamphlet. Link your myID account to CTA booking. Once your myID is active, you can register for Calgary Transit Access Trip Booking.

#### **When to cancel a trip**

Please cancel your trip at least two hours before the start of your pick-up window. This will allow other customers to have trips that otherwise may not be accommodated (see [cancellation policy](#)).

#### **Late cancellation**

A cancellation is late if Calgary Transit Access is not notified at least two hours before the



start of your pick-up window.

### **Information needed to cancel a trip**

You must provide:

- Your name and customer registration number.
- Date and time of the trip(s) you wish to cancel, including the time(s) for the return trip(s).

**NOTE: Please indicate clearly if you need to cancel only a part of your trip.**

### **What happens if I do not cancel my scheduled trip?**

This is very costly and trips cannot be provided to another customer. A warning or service suspension may apply (see [cancellation policy](#)).

### **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 10:30 – 10:50 a.m. and your vehicle has not arrived by 10:55 a.m.).

### **Cancelled at the door**

If the driver arrives to pick you up and you do not take the trip, **your return trip will be automatically cancelled unless Calgary Transit Access is advised otherwise.**

A cancel at the door is considered a late cancellation.

### **No-show**

If you are not at the pick-up location and you have not cancelled your trip, **your return trip will be automatically cancelled.**

Drivers will wait for five minutes after they arrive within the pick-up window. A no-show will NOT be counted if the vehicle arrives outside the pick-up window; e.g., if the pick-up window is between 10 and 10:20 a.m., and the vehicle arrives after 10:20 a.m., then a no-show will not be counted.



**NOTE: Call Customer Service at 403-537-7777, press 4 if you have questions or concerns.**

## **Online Cancellations**

You can cancel a trip booked using the online tool by visiting your trip booking account. Trips must be cancelled a minimum of two hours before your pick-up window.

**There are two ways to cancel a trip:**

### **1. The first way to cancel a trip is by clicking on “At a Glance.” This page shows your trips for today and tomorrow.**

- Please note if you are cancelling a round trip or a trip that has multiple stops, you will need to cancel each trip separately.
- Find the trip you want to cancel and click on “Cancel Trip.”
- A “Warning” window will then pop up on your screen.
- Review all the information to confirm you’re cancelling the right trip.
- If you selected a trip you don’t want to cancel, click “No.”
- If you’re on the trip you want to cancel, click “Yes” to cancel it.
- You will be brought to a page indicating your trip has been successfully cancelled.
- An alert in yellow might pop up letting you know that you have other trips booked that day. Click on the “View my trips” link from that alert to view your other trips for the day.

### **2. The second way to cancel a trip is by clicking “My Trips.” This page shows all your booked trips.**

- Find the trip you want to cancel and click on “Cancel Trip.”
- A “Warning” pop-up window will then pop up on the screen.
- Review all the information to ensure it is the correct trip you want to cancel.
- If you selected a trip you don’t want to cancel, click “No.”
- If you’re on the trip you want to cancel, click “Yes” to cancel it.
- You will be brought to a page indicating your trip has been successfully cancelled.

**To review your cancelled trips:**

- Click on "My Trips" and then "View Cancelled Trips."
- This page will show you the trips you have cancelled. The trip status on the right hand side of each trip on this page will say "Cancelled."
- Your cancelled trips cannot be restored. If you cancelled a trip by mistake, you will need to book a new trip.

**2. Acrobat**

To access Calgary Transit Access's 24-hour automated information line dial **403-537-7777 and press 1** from the main menu. This is the fastest and easiest way to confirm or cancel a trip that occurs within the next 4 days.

**How to use Acrobat**

You need a touch-tone telephone, a Calgary Transit Access registration number and a four-digit pin number. The pin number is usually the month and day of your birth; e.g., April 30 becomes 0430. If you're cancelling a roundtrip, be sure to cancel both trips.

**Speak to an agent**

Dial **403-537-7777 and press 2** to speak to a passenger agent.

**NOTE: We advise using Acrobat if you need to call us during our busiest time (9 to 11 a.m.) to cancel a trip.**

**Automated call outs**

Calgary Transit Access will send an automated call:

- To remind you of your upcoming trips.
- To alert you about any changes to your trip times.
- When your vehicle is seven to nine minutes away.

Please keep all your personal information up to date. Call **403-537-7777 and press 5** to change your phone number on file or to make any other updates to your personal information.



## Customer Service

If you have a suggestion, compliment, concern or question about Calgary Transit Access services, please call Customer Service at **403-537-7777 and press 4** between 8:30 a.m. and 4:30 p.m., Monday to Friday.

To help resolve issues quickly and efficiently, call us as soon as possible after an incident occurs. Try to be specific about dates, times and other details regarding your concern.

If Customer Service is closed, please leave a message including your name, customer registration number and a daytime phone number and they will return your call the next business day. You can also submit your feedback and inquiries via email to [calgarytransitaccessinfo@calgary.ca](mailto:calgarytransitaccessinfo@calgary.ca)

## What customers need to know

### Hours of operation

Transportation service operates every day of the year from 6 a.m. to midnight. Passenger agents are available to take your bookings everyday between 9 a.m. – 5 p.m. except on statutory holidays.

### What size are the vehicle lifts?

Vehicle lifts are 91.4 cm (36 inches) wide and 122 cm (48 inches) long. Mobility devices outside of these dimensions cannot be accommodated for safety reasons.

### Can I use the vehicle lift?

If you can walk (are ambulatory) but are not able to manage stairs into the vehicle, you are allowed to ride up the lift into the vehicle. When the driver arrives, let him/her know you need to use the lift on the vehicle, not the stairs. Please call **403-537-7770** to have a note added to your file that you need to use the lift.



**NOTE: Customers whose mobility devices are bigger than the lift cannot be accommodated.**

### **What is an attendant or Personal Care Attendant (PCA)?**

A PCA travels with you on Calgary Transit Access because you need assistance during your trip. You would not be able to take the trip without a PCA there to help you on the vehicle.

**NOTE: It is not the driver's responsibility to supervise customers. The driver will leave the vehicle to escort all customers to and from the exterior doors of their pick-up and drop-off locations. If the customer requires supervision, a PCA is required.**

A PCA must be of 12 years of age or older. Not all customers qualify for a PCA. A PCA accompanies a customer who requires support during their trip; for example, customers travelling with a respirator or who have a history of behavioural issues may need to travel while accompanied by a PCA. Please note, drivers for CTA are not medically trained; in the instance of a customer emergency, 911 will be contacted.

**Contact Eligibility at 403-537-7777 then press 5, for questions about a PCA.**

### **What is a companion?**

A companion travels with you for social purposes, i.e., going to the movies, going shopping, going to a football game, etc. You would still be able to take the trip without a companion. The companion also pays the Calgary Transit Access fare. Your companion is able to travel with you only if space is available on the vehicle. Registered customers are given priority over companions.

### **Can I bring my child with me?**

Yes. If space is available. The guardian/caregiver is responsible for providing and securing an appropriate car seat. A child older than six years may travel with you if space is available and must pay the youth rate.

### How long will my trip take?

Travel times vary based on numbers of customers travelling, distance, time of day, road conditions, etc. To reduce on-board times, customers should try to travel outside of rush hours and travel to locations closer to home.

### What should I carry with me?

You should carry all necessary medication while travelling on Calgary Transit Access in case of a delay. If you are diabetic or hypoglycemic, please bring a small snack with you in case travel takes longer than expected. If you travel with an oxygen tank, please consider bringing an extra tank with you in case there is a delay.

**NOTE: Customers should not carry more than two grocery-sized shopping bags per trip due to space limitations. To ensure safety, you must hold your bags on your lap during the trip. If customers bring too many items to carry, drivers may deny their ride due to space limitations.**

## Cancellation policy

The purpose of Calgary Transit Access's cancellation policy is to reduce frustration and delays for customers on board due to no-shows and cancellations at the door, and to promote effective service for all customers. Providing advanced notice allows Calgary Transit Access to use resources more efficiently.

The cancellation policy applies to:

- Late cancellations
- No-shows
- Cancellations at the door

### This is how the policy is applied

- If three cancellations occur in a 30-day period, a letter of warning will be mailed.
- If six cancellations occur in a 60-day period, service will be suspended for two days. A letter explaining the suspension and suspension dates will be mailed.



- If nine cancellations occur in a 60-day period, service will be suspended for seven days. A letter explaining the suspension and dates will be mailed.
- If 12 or more cancellations occur in a 60-day period, Calgary Transit Access will review your need for service. Your Calgary Transit Access service may be discontinued if a satisfactory arrangement to avoid cancellations cannot be reached.

### Subscription trip cancellation policy

When more than **40 per cent** of your subscription trips are cancelled within a **30-day period**, the subscription may be discontinued. The customer will be required to request casual trips. After 90 days of requesting trips on a casual basis, you may re-apply for subscription service.

### Suspension of service

- The suspension dates are at Calgary Transit Access's discretion.
- Customers may appeal suspensions to the Calgary Transit Access Service Appeal Board.
- In the event of an appeal, service will be provided until the Board issues a ruling.

**NOTE: Calgary Transit Access Customer Service makes all reasonable attempts to address or resolve issues with customers.**

### Service suspension appeals

An independent Service Appeal Board meets monthly to hear suspension of service appeals. An appeal form is available from Calgary Transit Access; call **403-537-7777 and press 4** or go online at [calgarytransit.com/accessible-transit/apply-for-service/appeals](http://calgarytransit.com/accessible-transit/apply-for-service/appeals)

**NOTE: You cannot appeal the type of vehicle you receive, e.g. a lift van vs. a taxi.**

## Hand-over to caregiver policy

This policy applies to customers who have to be met by a caregiver at their destination. By this, it is assumed that it is unsafe to leave the customer unattended at their destination. The customer or their guardian/caregiver identifies this requirement during the eligibility process or by contacting Eligibility Services at **403-537-7777 and press 5**.

**NOTE: Only the customer or his/her legal guardian can authorize Calgary Transit Access to apply for or request removal of the hand-over requirement for the customer.**

To ensure the safety of the customer and timely service for other customers, it is important that caregivers arrive on time at the designated drop-off point to meet the customer.

**The arrival time can be calculated by taking the scheduled pick-up time and adding the amount of time it takes to drive directly to the drop-off location. The late arrival of the caregiver causes disruption in the service, resulting in drivers running late, and this inconveniences other customers. It also has a negative financial impact on Calgary Transit Access, because service providers have to be paid for waiting time.**

### **IMPORTANT: Please note the following:**

- If, after arriving at the designated drop off location, the vehicle waits for a period of more than five minutes for the caregiver, the customer will receive a hand-over warning letter.
- If a second occurrence takes place within a six-month period, a two-day suspension will be issued.
- If a third occurrence takes place within a six-month period, a seven-day suspension will be issued and the guardian/caregiver will be required to meet with Calgary Transit Access to address the concern.
- Should a fourth occurrence take place within a six-month period, the customer will require a personal care attendant for all trips where a hand-over is required.



- At any step of this process, Calgary Transit Access may meet with you to review your service needs.

**NOTE: Customers may appeal suspensions to the Calgary Transit Access Service Appeal Board.**

## Your eligibility explained

Eligibility for Calgary Transit Access service is based on your ability to use Calgary Transit buses and CTrains. When your request for Calgary Transit Access service was approved, you were notified of the types of trip requests you can make. Please review your confirmation notice for conditions that apply to you. Call Eligibility Services at **403-537-7777 and press 5** if you have questions or require clarification. You can also email us at [calgarytransitaccesseligibility@calgary.ca](mailto:calgarytransitaccesseligibility@calgary.ca)

New applicants (and some renewing customers) are required to complete an application form (with a portion that needs to be completed by a health care professional) and also attend an in person interview with one of our Eligibility Specialists.

This interview may also include some functional assessments that help us determine eligibility for services. Eligibility is not based on age, income, fear of using Calgary Transit, language barriers or being unfamiliar with how to use Calgary Transit.

### **Definitions of eligibility conditions**

**Unconditional:** Customers may request trips for all travel using Calgary Transit Access service.

**Snow and ice:** Customers may use Calgary Transit Access service when snowy or icy conditions are forecast for the date of travel as determined by Environment Canada.

**Cold weather:** Customers may use Calgary Transit Access service when the temperature is predicted to be -15 C or colder for the date of travel.



**Hot weather:** Customers may use Calgary Transit Access service when the temperature is forecasted to be +20 C or warmer for the date of travel.

**Rush hour:** Customers may use Calgary Transit Access service during rush hour (6:30 – 8:30 a.m. and 3:30 – 6 p.m., Monday to Friday).

**Dusk to dawn:** Customers with visual disabilities may use Calgary Transit Access service from Oct. 1 to April 30 between 4 p.m. and 8 a.m. and from May 1 to Sept. 30, between 8 p.m. and 7 a.m.

**Travel training:** Customers use Calgary Transit on routes they have received travel training for but use Calgary Transit Access for all other trips.

**Path of travel:** Customers may use Calgary Transit Access shared-ride service when any portion of the trip is inaccessible due to a barrier, i.e., steep hills, no curb cuts, no sidewalks, etc.

**Cannot transfer:** Customers may use Calgary Transit Access service if the destination requires a transfer from bus to bus or bus to CTrain (based on mobility assessment).

**Distance:** Customers may use Calgary Transit Access service if the distance to or from the bus stop or CTrain is too great (based on mobility assessment).

**Attendant required (mandatory PCA):** Customers must travel with an attendant when using Calgary Transit Access service for all trips. Without an attendant, trips will not be provided.

### **Medical treatment:**

Trips to and from medical appointments. The medical professional must be present. Medical trips include to and from:

- Adult day support programs
- Living Well programs (Alberta Health Services)

- Chemo-radiation treatment
- Dialysis and related appointments
- Medical facilities: hospitals, clinics
- Physio and occupational therapies
- Psychiatrist appointments
- Counselling appointments
- Addiction treatment or meetings

**NOTE: Medical appointments do not include yoga, mall walking, the gym, swimming or swimming lessons. If you require trips for any of these purposes, they are considered personal trips.**

### Appeal process

If you do not agree with the eligibility decision made about your ability to use fixed route transit services provided by Calgary Transit, you can appeal as long as it is within 60 days of receiving your eligibility decision. There are two stages of appeal detailed below.

#### First Stage of Appeal

- Please indicate in writing why you disagree with the decision made.
- If you feel there is new or additional information regarding your inability to use Calgary Transit not provided during the interview, please submit this information.
- Your letter appealing the eligibility decision must be received by Calgary Transit Access (CTA) within 60 days of the date on the decision letter we sent you.
- The Coordinator of Eligibility will review your appeal letter and determine if it alters your eligibility for CTA services. You will then be notified of the decision, in writing.
- If you are still not considered eligible and you do not agree, you can progress to the second and final stage of appeal, detailed below.

#### Second Stage of Appeal

If you are not satisfied with the outcome of your first appeal, you can proceed to the Second Stage of Appeal and present your case in front of the Calgary Transit Access Eligibility Services Appeal Board. The Appeal Board meets monthly, is comprised of volunteer members appointed by City Council and is independent of Calgary Transit Access.



For your Appeal to be heard, please submit the Second Stage Appeal Form to Calgary Transit Access. (This form will be sent to you along with your Stage One decision letter).

Your First Stage decision letter will indicate the date by which we need to receive the completed. You have the option to appear at this meeting, or just have your appeal heard based on information you have provided. The decision made by the Appeal Board is final and binding. Please contact Calgary Transit Access Eligibility if you have any questions at **403-537-7777 and press 5.**

## Shared responsibilities

Providing shared-ride service is a joint responsibility of Calgary Transit Access, its service providers, our customers and their families/caregivers. By following these guidelines, you will help ensure safe, efficient and responsive service for all Calgary Transit Access customers.

### Calgary Transit Access responsibilities

- Provide safe, courteous and efficient service.
- Provide travel training service to enable customers to use Calgary Transit fixed-route public transportation (buses and CTrains).
- Provide service from the exterior door of your pick-up location to the exterior door of the building at your destination.
- Attempt to call if a change is made to your pick-up window.
- Assist customers boarding and exiting the vehicle.
- Secure mobility devices.
- Assist with securing seatbelts, if requested.
- Assist with a reasonable number of bags. Suggested maximum of two shopping bags due to space limitations. To ensure safety, you must hold your bags on your lap during the trip.
- Assist customers using walkers or crutches up or down curbs or steps.

**NOTE: Drivers will not push customers sitting in a transport wheelchair or while sitting on a walker as it is not safe to travel in this manner. Also, customers cannot travel in vehicles while sitting in a transport chair (or on a**



walker) as the device cannot be secured safely.

## Wheelchairs

The driver will assist a customer in a wheelchair up/down a maximum of one step plus the door threshold.

**NOTE: The ability to assist with stairs is at the driver's discretion. Drivers will determine if the situation is safe for themselves and customers. Factors in determining if the situation is safe include weight, snow, ice and debris.**

## Customer/caregiver responsibilities

- Be ready at the start of your confirmed pick-up window so you do not delay other customers; e.g., if your pick-up window is between 10 and 10:20 a.m., you must be ready (have your coat/shoes on, etc.) and waiting at the building's exterior door at 10 a.m.
- Cancel trips as early as possible – minimum two hours before start of trip window to prevent a late cancellation.
- Call ahead of time if you need a trip on a statutory holiday.
- Call ahead does not replace or change your 20 minute pick-up window.
- Confirm if your wait-listed trip has been accommodated by calling Acrobat **403-537-7777 and press 1** any time between 7 p.m. the day before and one hour before your requested trip.
- Pause your subscription trips if you are going to be away (up to 30 days).
- Ensure your residence, and where possible, your destination, is accessible; i.e. debris, snow and ice are removed.
- Wear your personal seatbelt and the vehicle's seatbelt during transport, unless provincially exempted and the exemption has been submitted to Calgary Transit Access.
- Wait for assistance when entering/exiting the vehicle.
- Keep your personal information up to date with Calgary Transit Access, such as address, emergency contact information, mobility aids, etc. by calling **403-537-7777 and press 5**.
- Ensure children are properly secured by the child's parent/caregiver.

- Secure any approved restraint devices (five-point harness must be secured by caregiver).
- Transfer to another seat if travelling with a transport wheel chair (four small wheels).
- Please ensure someone is available to assist you upon arrival if:
  - You require help beyond the exterior door of the building at your pick-up or destination locations.
  - You require assistance with exterior stairs that exceed the stair policy.
  - You require assistance carrying mobility equipment.
  - Calgary Transit Access has determined an attendant is required because your conduct compromises the safety and/or comfort of yourself, other customers or the driver.
- Be considerate to customers, drivers, the vehicle and Calgary Transit Access staff.

### Status

Please note, if you don't book a trip (use our service) for two years, your status will automatically change to inactive. This means your eligibility is expired and if you still require the service, you will need to go through the application process again.

### 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 obscene language or actions toward other customers, Calgary Transit Access staff or drivers, e.g. hitting, getting out of your seat or releasing seatbelts when driving, swearing, spitting, yelling.
- No smoking.
- No operating or tampering with any equipment.
- Customers displaying offensive or dangerous behaviour may 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 note that compliance is mandatory.**





## Calgary Transit Access Agreement

By using our services, you are committing to the Calgary Transit Access Agreement:

- I agree to comply with the Calgary Transit Access Rules of Conduct.
- I agree that Calgary Transit Access may use personal information about me in order to provide transportation services.
- I agree that Calgary Transit Access may give my name, phone number, address, photo and other relevant information to Calgary Transit Access's contracted service providers and to external consultants for customer satisfaction surveys or polling.
- I will tell Calgary Transit Access if I no longer need to use Calgary Transit Access services.
- I understand that falsification of information could result in the loss of my use of Calgary Transit Access services.

**IMPORTANT: Please be considerate of other passengers and don't use fragrance, cologne, perfume or other strong scents when using Calgary Transit Access service.**

## Other services

### Lost items

For lost items, contact Customer Service at **403-537-7777 and press 4**. Customer Service will provide instruction on how to retrieve your item.

### Group trips

Calgary Transit Access does not provide field trips for schools or other organizations (shopping programs, swim programs, zoo outings, etc.). Group bookings for registered customers are available. Please speak to an agent (**403-537-7777 and press 2**) for more information.

Charters are available from Calgary Transit, Checker Transportation Group, Associated Cab, Southland Transportation Ltd., First Student Bus Lines and other transportation companies.



### **School-aged customers**

Children with disabilities aged six and over may ride Calgary Transit Access shared-ride service if eligible. We do not provide service on behalf of the Calgary Board of Education. Children attending private school will require an eligibility interview to assess their eligibility for service. Calgary Transit Access may require school-aged customers to travel with an adult.

### **Travel training**

Calgary Transit offers free training and materials to Calgarians who want to learn how to use the wheelchair accessible buses and CTrains. The benefits of this training are expanded travel options with frequent service times and much greater independence and flexibility. This training is offered year round. Please call Travel Training directly at **403-537-7862**.

## **Frequently asked questions**

### **What should I do if my trip is late?**

If your trip is more than five minutes past the end of your pick-up window, call **403-537-7777 and press 3**. A pick-up window is 20 minutes. For example, if your pick-up window is 11 to 11:20 AM and it is 11:25 AM, it is five minutes past the end of your pickup window.

### **Are there accessible taxis?**

Various taxi companies operate accessible taxis that can be hired at regular taxi rates. If you require trips outside Calgary Transit Access's hours or prefer a private taxi for some trips, e.g. the airport, this may be an option.

### **How will I know which type of vehicle will pick me up?**

The kind of vehicle that comes to pick you up is based on the availability of the vehicles available at the time your ride is scheduled. Calgary Transit Access is not able to advise in advance which type of vehicle will pick you up. Ambulatory customers and those who can safely transfer from a folding manual wheelchair to a seat should be prepared for any type of vehicle. All drivers sent by Calgary Transit Access will have your name, address, registration number and destination information.

## **I am unable to climb the stairs of the accessible bus. What options do I have?**

Ambulatory (walking) customers may ride up the lift of the bus.

## **I prefer a taxi. How can I make sure a van or bus doesn't come to pick me up?**

Customers cannot choose the type of vehicle that comes to pick them up. It is based on the availability of vehicles at the time of the trip.

## **How do I know if my appointment is considered a medical appointment or not?**

If you are unsure whether your appointment qualifies as a medical trip, refer to [medical appointments](#) for a list of what qualifies. You can also call **403-537-7777 and press 5** for help answering this question.

## **Can I use my Calgary Transit bus pass for Calgary Transit Access trips?**

Yes, you can use your Calgary Transit bus pass for Calgary Transit Access trips. The following is a list of accepted forms of payment for Calgary Transit Access: Calgary Transit adult tickets, daily passes, youth tickets, U-pass, adult monthly passes, youth monthly passes or a valid Low Income Monthly Transit Passes. Calgary Transit Access does not accept the annual Senior Citizen Transit Pass or CNIB cards.

## **When do I receive automated phone calls?**

Calgary Transit Access will send an automated call to remind you of an upcoming trip(s), to alert you of any changes to your trip times, and when your vehicle is under 10 minutes away.

## **My doctor is never on time. For what time do I request my return trip?**

Before requesting your trip, call your doctor's office and indicate you are travelling with Calgary Transit Access and need to know approximately how long your appointment will be. You should also add some extra time to ensure you will be ready for pick-up. When you arrive for your appointment, inform the receptionist of your return trip time.



### **My doctor needs to see me today. Can I book a trip for today?**

Calgary Transit Access provides limited same-day trips. These trips are only accommodated if there is room available in a vehicle.

### **If I am going somewhere with more than one entrance/exit (like a mall or the Stampede Grounds), where do I meet my ride?**

Calgary Transit Access has designated pick-up doors and gates, usually at the most accessible location. When making your trip request, ask the agent to confirm which entrance/exit is used. If you're using the online booking tool, there is currently no feature to indicate a pick-up landmark/location so it is best to contact the booking agent at **403-537-7777 and press 2**, if you are being picked up at a location where there is not one clear entrance or exit.

### **Does the same vehicle pick me up for every trip?**

You will likely have different drivers and vehicles for every trip.

### **Can Calgary Transit Access guarantee me the front seat?**

Due to the volume of trips and the number of customers Calgary Transit Access serves, this is not feasible. Customers can, however, ask the driver to try to switch seating positions if possible.

## **Statutory holidays**

**Bookings, Eligibility and Customer Service lines are closed on statutory holidays. If you require a trip the day after a statutory holiday, request the trip at least the day before the holiday.**

### **Holiday: subscription trips cancelled**

Calgary Transit Access automatically cancels subscription trips (except for trips for dialysis treatment) on the following holidays. **If you still require a trip on any of these holidays, you will need to call 403-537-7777 and press 2 to**



Calgary



## Transit Access

### book a casual trip.

- New Year's Day
- Family Day
- Good Friday
- Easter Sunday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

If the holiday falls on a Saturday, subscription trips will be cancelled on both the holiday and the Friday before. If the holiday falls on a Sunday, subscription trips will be cancelled on both the holiday and the Monday after.

**IMPORTANT: If you require a trip the day after a statutory holiday, you must request it the day before the holiday or four days in advance of the day of travel. Please contact us at 403-537-7777 then press 4 if you have any additional questions.**

## Quick reference numbers

My customer registration number is:

My pin number is: (month and day of birth, for example: April 30 would be 0430)

### Online booking

Visit [calgarytransit.com/CTAonlinebooking](http://calgarytransit.com/CTAonlinebooking)

**Calgary Transit Access Operations: 403-537-7777**



From the voice menu, make your choice:

**1. Acrobat (24-hours daily)**

Automated telephone system.

**2. Advance bookings (Daily 9 a.m. – 5 p.m.)**

Request a trip or trip change.

**3. Same day booking inquiries (Daily 6 a.m. – midnight)**

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.

[calgarytransitaccessinfo@calgary.ca](mailto:calgarytransitaccessinfo@calgary.ca)

**5. Eligibility Services (Mon – Fri, 8:30 a.m. – 4:30 p.m.)**

Apply for or renew registration, change personal information or book an eligibility interview.

[calgarytransitaccesseligibility@calgary.ca](mailto:calgarytransitaccesseligibility@calgary.ca)

**6. Holiday hours**

Travel training inquiries **403-537-7777 and press 5**

(Mon – Fri, 8:30 a.m. – 4:30 p.m.)

**Calgary Transit Access email:** [calgarytransitaccessinfo@calgary.ca](mailto:calgarytransitaccessinfo@calgary.ca)

**Calgary Transit website:** [calgarytransit.com](http://calgarytransit.com)

**Calgary Transit:** 403-262-1000