

Casual trip requests

Starting May 1, 2009, all Access Calgary customers will be able to request all casual trips up to 4 days in advance for any trip purpose.

This is a change from our current process, which lets you request some types of trips seven days in advance and others two days in advance. The reason for this change is to make requesting your trips easier, as you will not have to keep track of different timeframes for different types of trips.

Currently, over 99% of casual trip requests are accommodated, and this will continue with the new process. Medical appointments will continue to receive scheduling priority where feasible.

Below is a chart of when to make requests with the new process.

Day of trip	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
When to request trip	Between Thursday 9 a.m. and Sunday 1 p.m.	Between Friday 9 a.m. and Monday 1 p.m.	Between Saturday 9 a.m. and Tuesday 1 p.m.	Between Sunday 9 a.m. and Wednesday 1 p.m.	Between Monday 9 a.m. and Thursday 1 p.m.	Between Tuesday 9 a.m. and Friday 1 p.m.	Between Wednesday 9 a.m. and Saturday 1 p.m.

We look forward to the positive impact this change will have on Access Calgary customers.