



FREQUENTLY CALLED NUMBERS

Access Calgary: (403) 537-7777

(for booking and customer service)

Press 1 for confirmation/cancellation

Press 2 for advance bookings

Press 3 for same day bookings/late bus inquiries

Press 4 for concerns/compliments

Access Calgary: (403) 537-7770

(for registration and general information)

TTY Access Calgary: (403) 537-7977

www.accesscalgary.ca



ACROBAT

ACROBAT is a computerized service to confirm or cancel trips.

- Call (403) 537-7777 and **press 1**
- Then **press 1** again

Make choice from menu or press 0 to talk to a passenger agent.

- Enter registration number and 4 digit password (month and day of birth)



TIPS FOR USING ACCESS CALGARY

When booking your trip...

- If you can, call after 11 a.m., when phones are less busy.
- Tell the passenger agent about your appointment start and end time.
- Have all information about your trip ready.
- Leave enough time for your appointment.
- Cancel unwanted trips as early as possible and at least two hours in advance.
- Save time by using ACROBAT to confirm and cancel your trip requests.



TIPS FOR USING ACCESS CALGARY

- Be ready at the door at the start of your pick-up window.
- Have sidewalks and stairs cleared of snow and debris.
- Caregivers must travel with you or meet you at your drop-off point if required.
- For sensitive health conditions bring any medicine or food needed in case of a delay.
- Tell the receptionist at the doctor's office that you are travelling with Access Calgary and your pick-up time.
- If your contact information or mobility status changes tell Access Calgary.



CUSTOMER FEEDBACK

When to call:

When you have something good or bad to report to Access Calgary about your service.

Where to call:

(403) 537-7777 and **press 4**

What to say:

The person answering will ask you questions to find out what you are calling about.

What will happen:

Customer service will look into your issue and call you back if you request.

You can also mail in a feedback form. They are available from the drivers.



GENERAL INFORMATION

- Trip cost is one adult or youth transit ticket.
- Monthly low income, adult or youth passes are accepted on Access Calgary. *Seniors passes are not accepted.
- To apply for a low income pass call (403) 262-1000.
- See Access Calgary Handbook for more detailed information.



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Casual: 4 days in advance,
up to 1 p.m. before day of travel

Time Sensitive: Up to 4 days in advance

Same Day: As available

Subscription: 10 days prior to first trip

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Vehicles: 6 a.m. – 12 midnight

Bookings: 9 a.m. – 5 p.m.
(closed statutory holidays)

Automated Line: 24 hours

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OTHER TRANSPORTATION OPTIONS WITH CALGARY TRANSIT

- To find out Calgary Transit schedules and if the route has a low floor bus call **(403) 262-1000**.
- Look at a Calgary Transit map to see if a low-floor bus is accessible on your route if you need one.
- Contact Tele-ride to find out the bus schedule at your bus stop. Call **(403) 974-4000**. You will need the 4 digit number on your bus stop.
- All CTrain stations are accessible. Look for the blue light on the train to indicate accessible doors.

www.calgarytransit.com