

Bus Hailing Kit

Calgary Transit now offers bus hailing kits to customers with visual and cognitive disabilities. The kit contains a clear vinyl pouch, three sets of numbers from zero to nine and colored reflective strips that indicate bus kneeling / ramp. Operators will be able to identify customers at bus stops and help them board the bus. The kits are being distributed by the Canadian National Institute for the Blind (CNIB 403-266-8831) and Access Calgary.



Agency information meetings

Access Calgary and community agencies have agreed to meet twice a year to share information.

The first meeting was held Sept. 27. It was attended by 30 people representing 22 agencies. The meeting was an opportunity for Access Calgary to share some new initiatives and update agency staff on ongoing issues. Agency staff were able to tell Access Calgary and each other about some of the initiatives they are pursuing and how those initiatives might affect their needs for transportation.

The next meeting will be held in early April. An invitation will be sent out at least one month before the meeting.

Recertification interviews

The process to ensure eligibility of Access Calgary customers is in progress and interviews are being completed for those who have had the service but have never had an eligibility interview. When Access Calgary began in 2003, all the former Special Needs Taxi and Calgary HandiBus customers were automatically moved into the program without an eligibility interview. The understanding was that those customers would eventually go through the eligibility process to ensure they meet the current criteria of Access Calgary. Any current customers who have not yet been interviewed will receive an expiry letter and Access Calgary Application form with instructions about how to complete the process.

Contact information

Low Income Transit Pass	262-1000
Access Calgary Registration	537-7770
Access Calgary Trip Bookings	537-7777
Access Calgary Customer Service	537-7777
TTY	537-7977

Accessibility is available in alternate formats.

For more information call 537-7770.

Access Calgary Website: accesscalgary.ca

Calgary Transit Website: calgarytransit.com

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accessability

Transportation services for people with disabilities

More Accessible Taxis in Calgary!

Getting around in Calgary is about to get a whole lot easier for Calgarians travelling in wheelchairs.

In 2002, Access Calgary first provided an opportunity for taxi companies to bid on a contract for service using accessible taxis. Since then, Livery Transport Services (LTS) has been working diligently with stakeholders to increase the number of accessible taxis in Calgary. Earlier this year City Council approved the recommendation by LTS to issue 100 new accessible taxi plates.

LTS recently completed the driver selection process and awarded the new accessible taxi plate licenses. Now qualified drivers can train and purchase accessible taxis for on-demand service.

The taxis should be on the road in the next two to three months. This accomplishment goes a long way in addressing concerns of citizens about the lack of accessible taxis. TAXI!

New application form for Access Calgary now available

Access Calgary has a new application form. Revisions have been made to ensure that complete information to meet a customer's need for specialized transportation is collected. The new application form is on the Access Calgary web page. It is being sent to new customers and to those who have previously been interviewed and whose service is expiring. Agency representatives, doctors offices, etc. who have copies of the old application are asked to recycle those and use the new one.



Calgary Transit's Mission
is to provide safe,
accessible, and courteous
public transportation
service in response to the
needs of our customers.

Calgary Transit

Meet the Mobility Specialists

Access Calgary has five full-time and a few on-call staff called Mobility Specialists (Mobs). They are the staff who interview new or expiring customers to determine eligibility for the Access Calgary shared-ride service. The Mobs each conduct up to 20 interviews per week in various communities. Mobility Specialists have a variety of backgrounds including social work, kinesiology and community rehabilitation. They combine their expertise with a thorough knowledge of Calgary Transit in order to make decisions on eligibility for Access Calgary. Mobs complete any follow up activity, do the remaining data entry on each customer file to ensure they are able to book trips and participate in the Appeal Board process. They also remain as a link for each customer in case a customer has a change in their health condition that would affect their need for service.

The Mobs are involved in a number of special projects throughout the year that enhance the effectiveness of the eligibility process.

Thank you to the Mobs for all their ongoing work and to the facilities in Calgary that provide space for the interviews each week and make it more convenient for customers who live in all quadrants of the city.



Holiday shopping trips

To help ensure trips to malls and shopping centres are scheduled efficiently this holiday season, Access Calgary will be accepting trips in and out on the hour. The locations affected will be Chinook Centre, Market Mall, North Hill Mall, Northland Village, Sunridge Mall, Marlborough Mall and Southcentre Mall. Trip requests will be accepted to arrive and depart within a 20-minute window from Dec. 1 to Jan. 2.

For example, customers going into and out of Market Mall around 11:00 a.m. will be scheduled to arrive between 11:00 and 11:20 a.m. Trips leaving the mall will be scheduled to leave between 11:00 and 11:20 p.m.

Quick Reference Guide

A quick reference guide has been created for customers wanting to learn, or wanting a reminder about, how to use Access Calgary. The guide is a series of four small reference cards held together by a key ring that can be placed in a pocket, backpack or purse, or hung on a wheelchair or other mobility device. Call Access Calgary for a copy.

Statutory Holiday and Seasonal Closure Cancellations

Access Calgary will be cancelling all subscription requests on Nov. 10 and Nov. 11 for Remembrance Day. Booking and customer service lines will remain open on Nov. 10, but will close on Nov. 11. If subscription trips are still needed for these days, call the booking line up to seven days before the statutory holiday and the trip will be reinstated.

Access Calgary will be cancelling all subscription requests from Dec. 25 through to Dec. 29. If subscription trips are still needed on these dates, call the booking line up to seven days before the trip and it will be reinstated.

Customer Service phone lines will be closing at 1 p.m. on Dec. 22 and will reopen at 8:30 a.m. on Dec. 27.

Booking lines will be closing at 1 p.m. on Dec. 24 and will reopen at 9 a.m. on Dec. 27.

Ambulatory customers can now ride rear lift

Effective May 1, ambulatory customers (those who can walk) boarding or disembarking from a Calgary HandiBus can now use the rear lift of the vehicle. All lifts are equipped with a safety belt. The operator will ride the lift (subject to weight restrictions) with the customer to ensure safety.

Winter safety tips

Please ensure that sidewalks and steps at your residence are shovelled and clear of snow and ice. This precaution will improve safety for customers and Access Calgary operators.

Weather in Calgary can change quickly and unexpectedly. Please take time to dress appropriately for each trip. If you're feeling too hot or cold in a vehicle, tell the operator and they will do their best to adjust the temperature so everyone is comfortable.

New service provider

Welcome to Southland Transportation as a new service provider for Access Calgary trips. Southland will be providing service along with Calgary HandiBus, Checker and Associated Taxi companies. For any lost and found items on Southland vehicles call 287-1395 ext 296.

Stair policy revised

As mentioned in the Spring newsletter Access Calgary has revised the stair policy to reduce the risk of injury and increase the level of safety for both operators and customers. Effective Sept. 1, the operator is required to assist the customer up one step plus the threshold / doorsill. This policy is consistent with the majority of specialized transportation providers.