



THE CITY OF  
**CALGARY**

# accessability

*Transportation services for people with disabilities*

## Customer satisfaction survey

The 2005 Access Calgary Customer Satisfaction Survey was completed with a random sampling of Access Calgary customers. Highlights include:

- Overall rating of service is considered 'Excellent, Good or Okay' for Handi-Bus (98%), Shared Ride Taxi (97%), and Accessible Taxi (98%).
- The majority of customers feel that drivers are nice, vehicles are clean, drivers provide needed help, and the trips are comfortable.
- Areas needing improvement are on-time service and better scheduling.
- Customers would like more understanding of the 20-minute time window.
- Customers say booking agents are friendly (98%), riders feel safe in vehicles (96%), and Access Calgary service meets their needs (92%).
- The majority of customers who had an Access Calgary interview agree with the decision about their service, were able to get an interview when needed, and felt the person interviewing them understood their needs.
- Customers say the most important service aspects are on-time pick up and drop off, driver care and courtesy, door-to-door service, and providing for safety and security.

Thank you to all who participated in this survey. The input is valued greatly as Access Calgary strives for continuous improvement.



access  
calgary



**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 schedulers

Six schedulers work seven days a week to schedule the 4,000-plus weekday trips and 1,000-plus weekend trips. The scheduler's role is to construct efficient runs, combine trips and create logical shared-ride schedules under tight deadlines and within budget for the next service day. These runs are forwarded daily by 7 p.m. to each of the three service providers (Handi-Bus, Checker Cabs and Associated Cabs). Schedulers use specialized software called Trapeze to produce the schedules. It takes into consideration the disability of the person, the service required, and then combines and sequences the trips based on vehicle type (accessible or sedan), capacity and availability.

Schedulers must be fast and decisive to complete the daily task for the next day's work to ensure all customers requesting transportation are accommodated. They are a hard working and dedicated group.



## Stair policy

A leading cause of injury for Access Calgary drivers is slipping and falling when handling wheelchairs. The current stair policy is being revised to reduce the risk and increase safety for customers, caregivers, family and Access Calgary drivers.

Access Calgary drivers currently assist customers using wheelchairs (combined person/chair weight of no more than 250 pounds) to go up a maximum of five steps, or 10 steps if there is a landing midway to rest. Effective September 1, 2006 this policy will change and the driver will only assist the customer up one step plus the threshold/doorsill. This is consistent with the majority of specialized transportation providers.

For customers who may need to have modifications made to their place of residence, there are several funding options available through the Provincial and Federal Government:

- Residential Access Modification Program (RAMP)
- Residential Rehabilitation Assistance Program (RRAP)
- Easter Seals Ability Council
- Department of Veterans Affairs
- Canada Mortgage and Housing Corporation

To determine whether you are eligible for one of these programs please contact the individual program or the Accessible Housing Society at 282-1872 for further information.

## Calgary Handi-Bus change in lift policy

Effective May 1, Access Calgary will allow ambulatory customers (those who can walk) to board and exit Calgary Handi-Bus vehicles using the rear lift.

Ambulatory customers have been required to climb the steps at the side door. This change will allow much easier access for those customers who find it difficult to climb steps and will allow a greater number of vehicles to be used for customers who are currently limited to sedan taxis because of their difficulty with steps.

The following conditions will determine use of the lift:

- The customer has a mobility aid that cannot fit up the stairs (e.g. a large walker).
- The customer's disability is severe enough that he or she is unable to negotiate the stairs, even with assistance.

## Access Calgary Advisory Committee

The Access Calgary Advisory Committee (ACAC) is looking for customers interested in participating on the committee. The committee has a total of 10 members made up of Access Calgary service users, representatives from various agencies, interested parties and Calgary Transit staff.

The Committee reports to the Director of Calgary Transit. The mandate is to provide Calgary Transit with input and advice on transportation services for people with disabilities. Members are required to serve a one- or two-year term.

## Low Income Transit Pass

The Low Income Transit Pass Program (LITP) has been in operation since August, 2005 with over 6,000 people qualifying for and using this program.

The renewal process for the LITP is in June 2006. All people currently registered must reapply between now and June (once Notice of Assessment is received with Taxes). Access Calgary customers can renew in person or by mail.

Call Calgary Transit Customer Service at 262-1000 for more information on applying for or renewing the LITP.

Meetings are held on the second Wednesday of every month from 4:30 p.m. to 6:30 p.m. at the Calgary Transit Administration Building (928 – 32nd Ave. N.E). Anyone interested in joining this committee is asked to respond in writing, indicating their interest and background information that would assist in selecting the candidates. The mailing address is: Access Calgary, Attn: Manager of Access Calgary, P.O. Box 2100 Station M #170, Calgary, AB, T2P 2M5. Applications must be submitted by June 30, 2006.

## ACROBAT Tips

### Access Calgary's Automated Trip Confirmation and Cancellation Service

Many customers call after 7 p.m. to confirm or cancel booking requests for the following day. Using the ACROBAT LINE will provide more timely and accurate information without waiting on hold for a Passenger Agent. ACROBAT will allow customers to confirm or cancel trips within the next "7" days.

#### TO USE ACROBAT

You need a touch-tone telephone. Listen carefully to the recording and it will guide you through the system.

1. Call Access Calgary at **537-7777** (24-hours daily).
2. The recording says, "To access our 24-hour automated trip cancellation and confirmation service, press #1."
3. Choose from the menu.
  - Press #1 to confirm or cancel a trip.
  - The line will take you to the first trip request you have within the next seven days.
  - Follow the instructions to confirm or cancel the trip.
  - Press #2 to go to the next trip.

More detailed instructions are in the Access Calgary Handbook of Services.

If you have any questions or have trouble using the ACROBAT service, call 537-7777, dial #4 and a Customer Service Agent will be happy to help.

## TIDBITS

### Show the pass

Customers using a Low Income Transit Pass on Access Calgary, must show it to the driver on each trip so that it can be recorded on the trip sheet.

### Emergency contact updates

If any emergency contact information has changed, please call Access Calgary with an update. It is essential to have the correct information on the customer file.

### Mail in customer feedback form

There is a new feedback form available as another option to submit items to Customer Service for followup. The Mail-in Customer Feedback Form is available in Access Calgary vehicles and various community agencies.

### Contact numbers

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](http://accesscalgary.ca)**

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