

# accessability

*Transportation services for people with disabilities*

## Driver recognition awards presented

The Access Calgary Advisory Committee selects one driver per month from all driver commendations received from customers. The winning driver receives a recognition certificate and gift card in appreciation for the wonderful service they provide.

Access Calgary is proud to announce the monthly winners of the 2011 Access Calgary Driver Recognition Award:



February – Marjan, Calgary HandiBus Association



March – Jean Claude (right), Checker Taxi  
April – Muhammad (left), Checker Taxi



May – Omar (left), Checker Taxi  
June – Khalil (right), Checker Taxi

The Access Calgary Driver Recognition Award is your opportunity to recognize great drivers. Please keep sending in your commendations to Access Calgary Customer Service at 403-537-7777 (press #4).



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

## Calgary Transit



## Access Calgary Advisory Committee membership

We are pleased to announce the following have been appointed to the Access Calgary Advisory Committee for the term September 2011 to August 2012:

Diana Brent	Jim Brown
Brad Davis	Mark Flores
Wayne Gordanier	Stephen Hansen
Barry Lindemann	Dianne Radu
Uma Thakor	D'Arcy Walsh

Thank you for volunteering to work with Access Calgary to continue providing shared-ride public transportation services to our customers. You may contact the Committee by email at [accesscalgaryinfo@calgary.ca](mailto:accesscalgaryinfo@calgary.ca).



## Customers recognize outstanding employees

**Our customers have noticed the great work our staff does.**

Access Calgary is pleased to take this opportunity to recognize our employees who received customer commendations. They are:



Yasmin D, passenger agent	Douglas S, customer service supervisor
Lorraine D, passenger agent (twice)	Lorrie M, passenger agent
Roxanne M, passenger agent	Jennifer S, operations controller
Jean C, passenger agent (twice)	Donna R, passenger agent
Maryellen G, customer service representative	Mary F, passenger agent
Dawn S, passenger agent (4 times)	Marie T, interview scheduler
Kim H, passenger agent (3 times)	Carolyn S, passenger agent (twice)
Lorne L, operations controller (twice)	David H, passenger agent
Dana R, passenger agent	Sheila W, passenger agent (twice)
Doug B, operations controller	Blanca F, passenger agent
Judy G, passenger agent	Elizabeth F, passenger agent
Larry L, scheduler	Jennifer C, operations controller
Wendy M, operations controller (3 times)	Christine L, eligibility specialist (twice)
Ryan Y, passenger agent (twice)	

Congratulations to all of you!

Our customers' satisfaction is important to us. Thank you for taking the time to let us know you appreciate the service.

If you'd like to submit a commendation for one of our employees, or if you have a concern about our service, contact Customer Service at 403-537-7777 (press #4).



## Access Calgary celebrates 10th anniversary

It's hard to believe that Access Calgary has been co-ordinating shared-ride public transportation services for 10 years! We couldn't do it without our customers, staff and drivers from Calgary HandiBus Association, Checker Taxi, Southland Transportation, Associated Cabs and Mayfair Taxi.

Access Calgary has learned a lot in the last 10 years but we also recognize that there are always opportunities for improvement. A few of the initiatives implemented since Access Calgary started include: bringing on Southland Transportation as a service provider, implementing mobile data computers on the vehicles, and accepting the Low-income Transit Pass, day passes and monthly passes as fare payment.

Access Calgary is working on new projects that we hope will help make the service better for our customers. Some of these projects include calling



customers when the Access Calgary vehicle is getting close to their home to pick them up, and booking a trip using the Web.

Your support over the last 10 years is appreciated and we look forward to continuing to provide exceptional shared-ride public transportation services to Calgarians.

## Customer Open House

On June 7, 2011, Access Calgary held an Open House from 2:00 p.m. to 7:00 p.m. The format was changed to a less formal drop-in (information booth) style. Various areas of Access Calgary, the Access Calgary Advisory Committee, as well as each of our service providers hosted a booth to provide information to customers. More than 40 people came by to learn about Access Calgary and take a tour of the facility, making the event a resounding success!

In an effort to increase opportunities to meet our customers, we would like to know if you prefer the Open Houses to occur on a different day or time. Would a Saturday work better for your schedule, or how about a weekday evening?



Let us know your preference before Dec. 20, 2011. Would you like to see the Customer Open House take place on a:

- 1) Weekday morning, afternoon or evening.
- 2) Saturday.

Call Customer Service at 403-537-7777 (press #4).

## APTA peer review conducted for Access Calgary



In June, Access Calgary hosted an American Public Transportation Association (APTA) Peer Review which focussed on driver training. The Review was conducted by a panel of paratransit peers consisting of APTA members from Victoria, Dallas, Seattle, Toronto and Washington. Combined, these peers had more than 120 years of experience in the paratransit industry.

The panel was asked to review training methods and materials provided by service providers to its drivers involved in Access Calgary's shared-ride public transportation service. The panel also reviewed service provider policies, such as the various ways used to board a wheelchair customer into a vehicle (i.e. facing in or out of the vehicle).

As part of the Review, the panel met with all four service providers, various Access Calgary staff and the Access Calgary Advisory Committee. In addition, the panel members experienced the shared-ride service first-hand by going on rides in each of the different types of vehicles.

The Review resulted in the panel making the following recommendations:

- 1) Access Calgary work with the service providers to develop a standardized training manual for all drivers.
- 2) Be more precise regarding the methods of training drivers.
- 3) Clarify policies and procedures and apply them consistently.
- 4) Increase on-road supervision.
- 5) Invest in technology and software to increase efficiency.

Work has begun with the four service providers to develop a standardized training package. Included in the material will be a train-the-trainer session to ensure the information is consistently provided in the way it is intended. It is expected that the new training material will be complete and in use by Fall 2012.

An on-road supervisor has been hired to better monitor service to our customers, and new scheduling software that will enable Access Calgary to use its resources more efficiently is under consideration.

Stay tuned for updates in the next newsletter.

## What is "conditional eligibility"?

It is the identified barriers or conditions that prevent an individual from using Calgary Transit fixed-route public transportation service (buses and CTrains).

Applicants are determined "conditionally eligible" for Access Calgary shared-ride public transportation service based on the unique circumstances causing their barriers.

These conditions take into account factors such as:

- The individual's mobility limitations or abilities.
- Environmental barriers or weather considerations.
- The accessibility of the fixed-route service in the areas the customer needs to travel.

You will find descriptions of these conditions on pages 30 to 32 of the November 2010 edition of the Access Calgary Handbook. If you want a Handbook or have questions about the eligibility conditions, please call Eligibility Services at 403-537-7770 (press #1).

## Respectful workplace



Access Calgary's mission is to provide a safe, fair, positive and respectful environment where all customers, drivers, families, agents and caregivers can work together to deliver a great service.

A friendly reminder of the rules of conduct for customers, caregivers and/or their guardians when using Access Calgary services:

- No smoking on-board.
- No use of abusive, threatening or obscene language or actions towards staff, other customers or the driver (e.g. hitting, getting out of the seat, spitting, yelling).
- No operating or tampering with any equipment while on-board.

There is zero tolerance towards such behaviour and we ask for your co-operation in ensuring a safe and respectful workplace for everyone.

## To contact Access Calgary, dial 403-537-7777 then...

### Press 1

to confirm your trip times through the automated telephone system (ACROBAT).

### Press 2

to request a trip or make a trip change.

### Press 3

for stand-by requests, late bus enquiries and same day cancellations.



### Press 4

to provide feedback, service concerns, compliments or general information.

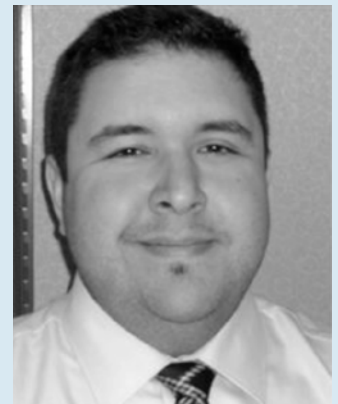
### Press 5

to apply for or renew your registration or change your personal information.

### Press 6

to get Access Calgary's holiday hours.

## Meet the new customer service co-ordinator



Doug Soza has a formal education in public relations and psychology. Prior to coming to Access

Calgary, Doug worked at Bell and Telus in the customer service field. He has now been with Access Calgary for over a year, originally working in the Call Centre, taking requests for trips. While in the Call Centre, Doug would often help out in the Customer Service area.

Doug enjoys spending his spare time playing football, basketball and hockey.

With Doug's education and experience, Access Calgary is proud to say he is a great asset in his new role.

## Meet the new operations supervisor

Ben Gabriel comes to Access Calgary with over 28 years of service with The City of Calgary. He has extensive experience in the taxi industry and his most recent role at The City was as the Senior Taxi Inspector/Peace Officer at Livery Transport Service.



As the Operations Supervisor, Ben is responsible for monitoring service and on-time performance, as well as working with agencies and the service providers to ensure our customers continue to receive quality service.

Ben is very active in martial arts and enjoys spending his leisure time with his grandchildren.

## Happy retirement!



Three long-term employees of Access Calgary have recently retired. These employees have each served the customers of Calgary Transit, Access Calgary and formerly, the Calgary

HandiBus Association in excess of 20 years.

Linda Whyte served Calgarians in many roles, and most recently in the Access Calgary Audit area reconciling ontime performance and fare payment matters. Her commitment to her duties and attention to detail will be missed.

Donna Robinson worked in the Access Calgary Call Centre, as well as in the Dispatch office. Many customers and operators will remember Donna's engaging nature and her focus on ensuring the trips customers needed were delivered.

John Kastelik has been a long-serving operations controller and honed his talent in both scheduling trips and as a driver. John's big personality, warm hugs and abundant energy always kept everyone in good spirits.

We wish Linda, Donna and John well in their retirement.

## It's all about you!

We'd like this newsletter to be more about you – our customer! We hear many inspiring stories about our customers, and we think others would love to hear them too. Do you know someone who inspires you? Has a customer achieved a goal you'd like others to know about? If so, give us a call at 403-537-7770 (Press #1).

## REMINDERS

The season of winter storms, cold temperatures and icy condition is upon us.

For your safety and the safety of our drivers, please remember to keep all sidewalks and steps clear of snow, ice, and other debris or obstacles.

Sometimes vehicles get stuck in the snow or break down, and customers need to be transferred to another vehicle. You're urged to dress appropriately for the weather.



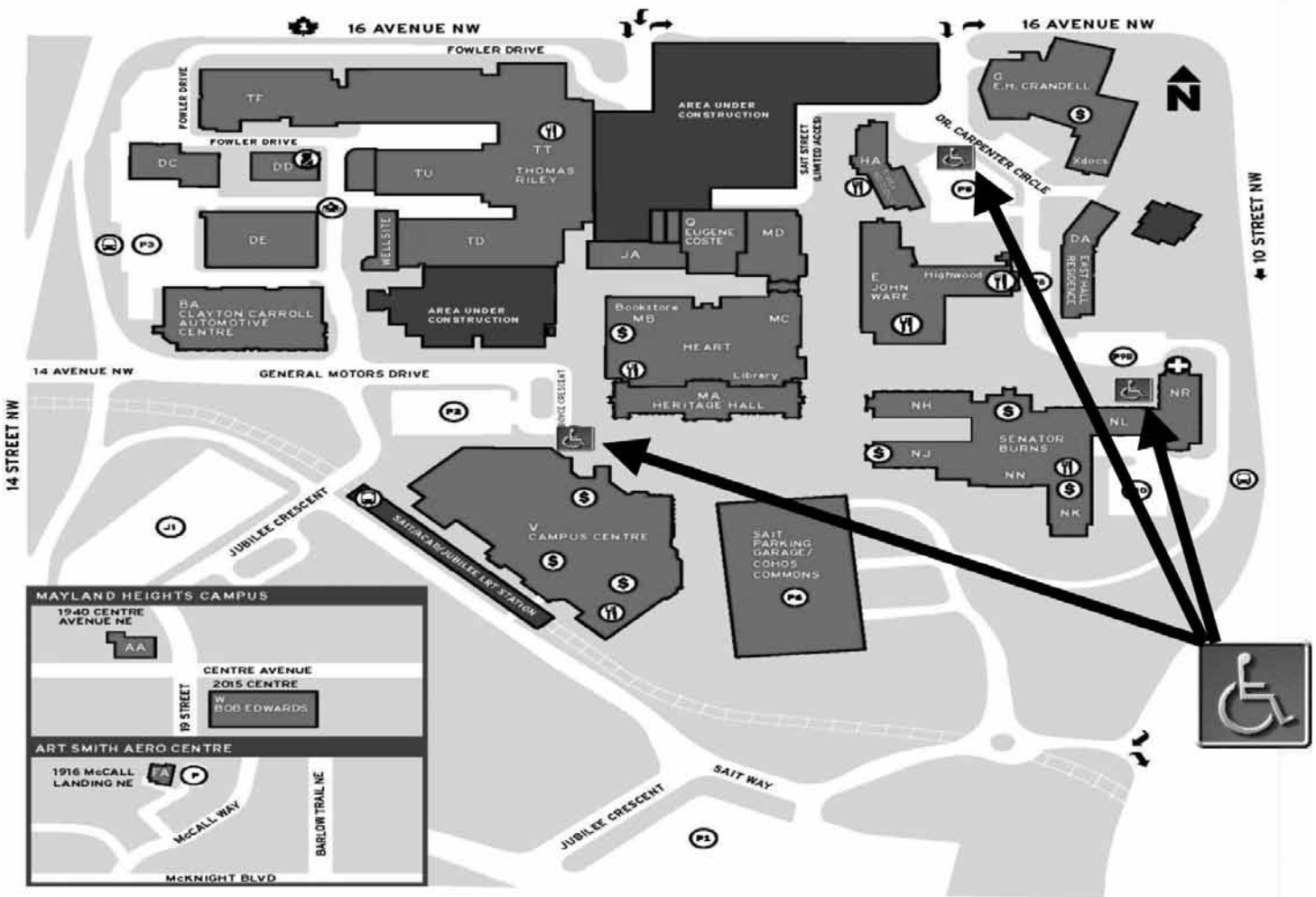
## SAIT pick up/drop-off locations

There are three Access Calgary pick-up and/or drop-off locations at the Southern Alberta Institute of Technology (SAIT), 1301 16th Ave. N.W.

Keep this map handy for when you book your trips to or from SAIT. It will help you and our passenger agents to understand exactly where you need to be picked up or where you need to be dropped off.

When you book your trip, simply tell the passenger agent that you want to go to one of the following locations, and they'll look after the rest:

1. SAIT Burns Building
2. SAIT Campus Centre
3. SAIT Tower/Highwood



## We're listening

You asked for an easier and quicker way to find our contact numbers.

Well, here's a way. The enclosed magnet contains our contact numbers and should make your search a lot easier. Just place it on your fridge, toaster or anywhere else that is handy for you. We hope you like it!

## Holiday schedule



**IMPORTANT! All subscription trips** (except dialysis) will be **cancelled** from Sunday, Dec. 25, 2011, to Sunday,

Jan. 1, 2012, inclusive. If you need a trip during that time, you must call Access Calgary at 403-537-7777 (press #2).

If you do not require your subscription trip at any other time during the holiday season, please call 403-537-7777 (press #2) in advance to cancel.

Access Calgary Booking and Customer Service lines will be closed on Sunday, Dec. 25, 2011, Monday, Dec. 26, 2011 and Sunday, Jan. 1, 2012.

## Contact numbers

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

From the voice menu, make your choice from the following:

- #1 Acrobat (24-hours daily)
  - automated telephone system
- #2 Advance bookings (daily 9 a.m. to 5 p.m.)
  - request a trip or trip change
- #3 Same day booking inquiries (daily 6 a.m. to midnight)
  - includes: stand-by requests, late bus inquiries and same-day cancellations
- #4 Customer service (Mon. to Fri. 8:30 a.m. to 4:30 p.m.)
  - feedback, service concerns, compliments or general information
- #5 Eligibility services (Mon. to Fri. 8:30 a.m. to 4:30 p.m.)
  - apply for or renew registration or change personal information
- #6 Holiday hours

**TTY (daily 9 a.m.-5 p.m.)**

**403-537-7977**

**Access Calgary Eligibility Services** (Mon. to Fri. 8:30 a.m. to 4:30 p.m.) **403-537-7770**

**Access Calgary website**

**accesscalgary.com**

**Calgary Transit website**

**calgarytransit.com**



### Did you know?

The best time to call to request a trip is after 11:00 a.m.

## Tell your friends and family!

**This newsletter is available on the Access Calgary website.**

Go to: [accesscalgary.com](http://accesscalgary.com) and click on Newsletters in the left-hand column.

**If you would like this newsletter in an alternative format or different sized font, call 403-537-7770.**