

accessability

Transportation services for people with disabilities

New Drivers Recognition Award

Access Calgary has been pleasantly surprised by the increase in driver commendations since implementation of the Driver Recognition Award. The Access Calgary Advisory Committee selects one driver per month from all the commendations received in that month. The winning driver receives a certificate and gift card to show our appreciation for the service they provide to Access Calgary customers.

The first winner of the Access Calgary Driver Recognition Award for December 2010 was Abby, a Southland Transportation driver. Abby has been driving for Southland Transportation since 2006. Customers appreciate the great service Abby provides and took the time to send in a commendation. Southland graciously hosted the event on Jan. 21, 2011, which was attended by members of the Access Calgary Advisory Committee who presented the award, and by Access Calgary and Southland Transportation staff who were on hand to congratulate Abby on her award.



The January 2011 award winner was Tim, a driver from the Calgary HandiBus Association. This event was kindly hosted by the Calgary HandiBus Association on Feb. 28, 2011, as drivers were coming back at the end of the day so they could celebrate with Tim. Tim has been a driver with CHBA for about 20 years.



The Access Calgary Driver Recognition Award recognizes great drivers. It is all because customers like you have told us what a wonderful job they are doing. Please keep sending in your commendations to Access Calgary customer service at 403-537-7777, option 4.

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



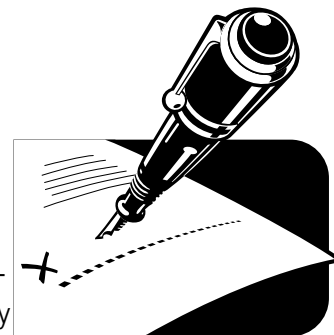
New renewal process

Access Calgary is pleased to announce the launch of a simpler eligibility renewal process for customers! We've developed a three-page Renewal Application that replaces the 14-page Full Application.

Under the updated renewal process, Access Calgary will review information it already has on file about a customer; such as the original application form and related documents. In most cases, a customer will be sent the simple three-page renewal application. The customer will then complete the application form and mail it back to Access Calgary, and have their service continue without interruption.

Please note, there may still be times when a customer will be required to submit more information (Mobility Supplement, Seizure

Supplement of Professional Verification) or they may be required to come in for an in-person interview – but usually this will only be required if we need more information or need to see/talk with someone in person.



As a general rule, if barriers still exist for a customer to be able to use Calgary Transit's fixed-route system or if a customer's mobility/health hasn't changed, then he or she may simply renew by returning a three-page Renewal Application

The new process should make renewing eligibility for Access Calgary shared-ride service much easier, quicker and less stressful for everyone!

If you have questions, contact Eligibility Services at 403-537-7770, press #1.

Is your agency moving or getting a new name?

Access Calgary understands that agencies from time to time relocate to a different facility or need to change their names. It's all part of progress!

A change of an agency location and/or agency name requires many adjustments in systems used by Access Calgary to make sure our customers receive the best possible service. To give you an idea of a few of the adjustments:

- It's likely customers' on-board time may change depending on their proximity to the new address.
- An agency relocation resulting in a significant distance change will likely require redesign of the drivers' runs.
- Access Calgary must do onsite visits to ensure there is safe access and sufficient loading area for the vehicles at the new location.

- On-road route testing must be done in order to accurately provide for travel and/or on-board time between trips going to/coming from the new location.
- Access Calgary has to work with the agencies to ensure there are safe loading zones for the customers. For example, the agency may need to change the times of one or more of its programs.

As you appreciate, when an agency makes a change it's not as simple as changing a name or address in a computer program for Access Calgary.

To help ensure a smooth and successful transition for both the agencies and our customers we ask that agencies provide a minimum of a month's advance notice.

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:

- Bruce S., controller (twice!)
- Carolyn S., passenger agent (twice!)
- Dawn S., passenger agent
- Donna R., passenger agent (twice!)
- Jean C., passenger agent
- John K., controller
- Kerry G., controller
- Kim H., passenger agent
- Lorne L., controller (three times!)
- Lorraine D., passenger agent

- Margaret M., passenger agent
- Matthew C., passenger agent
- Roxanne M., passenger agent
- Ryan Y., passenger agent
- Yasmin D., passenger agent

Congratulations to all of you! You make Access Calgary the wonderful service it is for our customers!

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.

Welcome to Access Calgary's new Operations Co-ordinator

Meet Ashraf (Ash) Mithani, Access Calgary's new Co-ordinator of Operations. Ash came to us from Calgary Transit's Dispatch area in January.



Ash has been with Calgary Transit since 1989 and worked in various areas including Dispatch, Service Design and recently covered as the Co-ordinator of Operations at Anderson Garage. In his personal life, Ash is married with children, and is an active volunteer in the community and had responsibility for oversight of nearly 1,500 volunteers over the last couple of years.

Ash's extensive knowledge of public transportation and Calgary Transit will be an invaluable asset to Access Calgary.

Customer drop-in open house

Customers are invited to attend an Access Calgary Open House on Tuesday, June 7. Customers can start dropping in after 2 p.m. and wrap up by 7 p.m.

Access Calgary is located at 928 32nd Ave. N.E. in the Calgary Transit Spring Gardens Garage.

There will be information booths set up with knowledgeable staff to answer questions. We will provide tours of the Access Calgary Operations area. Refreshments will be also be provided. Customers can expect to get lots of information about Access Calgary at this event!

You don't need to register for this event. For more information please contact Laura at 403-537-7861.



Agency meeting

The next Access Calgary Agency meeting will be held Tuesday, May 31 from 2:30-4 p.m. at the Calgary Transit Spring Gardens Administration Building (928 32nd Ave. N.E.). The purpose of the meeting is to share information between Access Calgary and agency staff/representatives on initiatives, programs and changes that affect transportation for people with disabilities.



Please RSVP prior to May 13 by calling 403-537-7770, press #1 if you wish to attend.

Can we carry extra baggage?

On occasion, Access Calgary receives requests from customers who want to carry items that are larger than or exceed the two shopping bag limit. Requests to carry additional items range from extra wheelchairs to oversized walkers and recreational equipment.

Due to space limitations and to ensure the safety of other customers, we are often unable to carry these items. We ask that customers who wish to carry items exceeding the two bag limit explore other ways to have these items transported.

Travel Training Summer Camp

Calgary Transit, Calgary Board of Education and Calgary Catholic School District are joining together to provide the Get on Board Travel Training Summer Camp.

At the camp, participants can expect to learn: how to use Calgary Transit services, the cost to ride Calgary Transit, how long a transfer is valid for, when to use the Help intercom, why you need to stand behind the yellow line and where their lost items on Calgary Transit end up.

Participants are youth (age 14 – 18) with a disability who would like to learn how to use Calgary Transit. Participants need to fill in an application form that will be available from the

Access Calgary website or their school by the end of May.

Camp takes place at City Hall School in the municipal building in three sessions that run consecutively from July 18 – 22 or July 25 – 29, and Aug. 1 – 4. Sessions are a half-day long (morning or afternoon).

The fee for camp is \$25 which is refunded if the participant attends the whole session.

For more information or if you have questions, please call the Travel Trainer at 403-537-7861.



Access Calgary advisory committee



Calgary Transit is accepting applications from customers interested in participating on the Access Calgary Advisory Committee.

The Committee's mandate is to provide Calgary Transit with input and advice on transportation services for people with disabilities. The Committee reports to the director of Calgary Transit.

There will be a total of 10 committee members made up of Access Calgary service users, representatives from various agencies, interested

parties and Calgary Transit staff. Members will serve a one-year or two-year term. Meetings take place on the second Wednesday of every month from 4:30 to 6:30 p.m. and are held at the Calgary Transit Administration Building (928 32nd Ave. N.E.).

People interested in becoming a member of this committee are asked to respond in writing indicating their interest and background information that would assist in the selection of candidates.

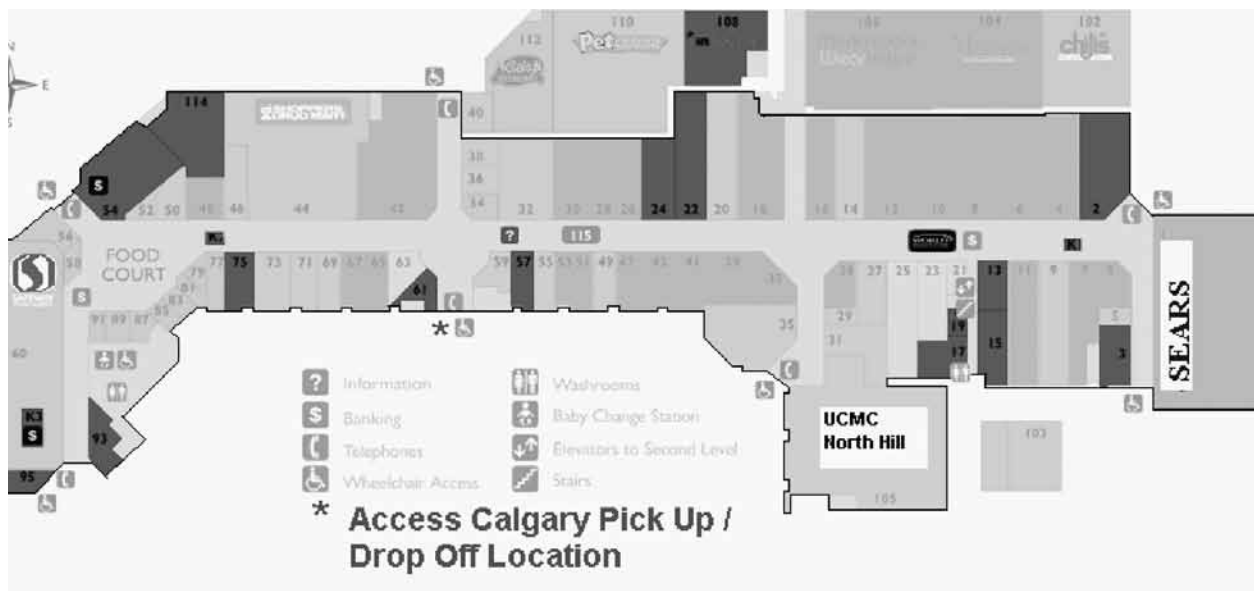
Responses must be sent to: Access Calgary, Attn: Manager of Access Calgary, P.O. Box 2100, Station M, #170, Calgary, AB, T2P 2M5. Applications must be submitted by July 15.

North Hill Centre pick-up and drop-off location

There is one Access Calgary pick-up and/or drop-off location at the North Hill Centre.

When you book your trip, simply tell the passenger agent that you want to go to the North Hill Centre and they'll look after the rest.

Keep this map handy for when you book your trips to or from the North Hill Centre – it will help you and our passenger agents understand exactly where you are going to be or where you need to go.



Fares

(Effective Jan. 1, 2011)

Tickets

Adult

Single ticket	\$ 2.75
(not available for purchase online)	
Book of 10 tickets	\$24.00

Youth (ages 6-14)

Single ticket	\$ 1.75
(not available for purchase online)	
Book of 10	\$15.00

Monthly passes

Adult	\$90.00
Youth	\$54.25
Low Income Monthly Pass	\$40.00

Low Income Monthly Pass is available only at:

- The Calgary Transit Customer Service Centre, 224 Seventh Ave. S.W.
- City Hall Cashiers
- Village Square and Southland leisure centres



Tickets and monthly passes are available from Transit vendors or can be purchased online at calgarytransit.com.

2010 Statistics

Trips	2010	2009
Total shared-ride trips provided	945,131	923,679
Preschool trips through Calgary HandiBus	50,368	48,667
Access Calgary Extra trips	59,200	60,344
Un-accommodated prior day trips	42	401
Phone calls		
Phone calls – Operations	481,465	451,846
Phone calls – Eligibility Services	11,907	15,323
Phone calls – Acrobat (automated telephone system)	528,938	503,357
Eligibility applications		
Interviews	2,121	2,204
Group home applications, ADSP's, etc.	4,052	4,412
Appeals	14	30

2011 Holiday schedule

Booking and Customer Service telephone lines will be closed on the following statutory holidays.

Friday, April 22
Sunday, April 24
Monday, May 23
Friday, July 1
Monday, Aug. 1
Monday, Sept. 5
Monday, Oct. 10
Friday, Nov. 11
Sunday, Dec. 25
Monday, Dec. 26

Good Friday
Easter Sunday
Victoria Day
Canada Day
Heritage Day
Labour Day
Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day

If you require a trip the day after a statutory holiday, you must request it the day before the holiday or four days in advance of the day of travel.

Access Calgary **automatically cancels subscription trips** (except for trips for dialysis treatment) on statutory holidays. If you require your subscription trip on a statutory holiday, please call 403-537-7777, press #2, to book a casual trip.

Access Calgary has a new handbook!

Access Calgary has recently updated its handbook!

You can view the Access Calgary Handbook by going to www.accesscalgary.com and clicking on AC Handbook in the General Information column on the left of the page.

If you'd like a printed copy, please give us a call at 403-537-7770, press #1.



Contagious?

Access Calgary is a "shared-ride public" transportation service. As such, when customers ride the service, they come into contact with many fellow customers as well as the drivers.

So, if you think you have a condition or illness that is contagious or infectious we urge you to let us know and minimize contact with others.

By taking precautions, you can protect yourself and those around you and prevent the spread of an illness.

Summer Camps

Spring is in the air and it's time to start preparing for Summer Camps. We want to ensure all children using Access Calgary are provided this opportunity. This takes effective preparation, planning and efficient scheduling. We will be accepting trip requests for Summer Camp programs from June 1 through June 24. When making your trip requests, please ensure you have the following:

- Customer name and registration #.
- Name and address of the Summer Camp.
- The dates and times customer will be attending.
- Other relevant information.

Trip requests received after June 24 may be time-changed or not accepted due to limited space availability.

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

Tell your friends and family!

This newsletter is available on the Access Calgary website.

Go to: 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.