

accessability

Transportation services for people with disabilities

Driver Training Phase 2

In 2008, as part of the first phase of driver training, Access Calgary and our transportation service providers (Calgary HandiBus, Checker, Southland, Associated Taxi), developed training material for delivery by the service providers to all their new drivers.



As part of Access Calgary's commitment to continually strive to improve customer service, a second phase of the Driver Training Program was developed. This phase required all drivers to enhance their existing training by taking part in an Access Calgary refresher session. The two-hour sessions began in November 2009 and were completed in March 2010.

The participants were given an opportunity to tour the Access Calgary operations. Most appreciated participating in the Training Program, meeting the Access Calgary representatives and networking/meeting with their colleagues from the different service providers. Those who participated in the training were recognized by receiving an Access Calgary Certificate of Completion.

Access Calgary can now be certain that all drivers are fully aware of what is expected of them when providing shared-ride public transportation, i.e., escorting all customers to the first exterior door, etc.

We look forward to continuing to develop and deliver driver training at every opportunity.

access
calgary

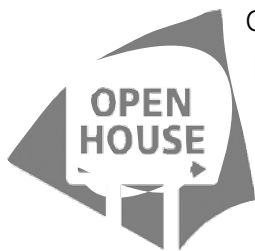


Calgary Transit's Mission

is to provide safe,
accessible and courteous
public transportation
service in response to the
needs of our customers.

Calgary Transit

Customer Open House



On May 26, Access Calgary will be hosting an Open House. There will be a morning session and an afternoon session. This will provide an opportunity for you to take a brief tour of Access

Calgary and hear presentations from each of our departments. There will be an opportunity for questions, but please remember, if you have issues or concerns with your Access Calgary service, please contact Customer Service.

Registration is required as space is limited. To register or find out more information, please call 403-537-7770, Option #1, to leave your name and number. We will call you back within one business day to answer your questions and/or confirm your attendance.

Access Calgary Operations Coordinator bids farewell



Al Hanna, Access Calgary Coordinator of Operations, is retiring this summer. Al joined Access Calgary in 2003, and his extensive experience in the

airlines helped him lead the Access Calgary Operations team over the past seven years. During this period, he developed good working relationships with staff and our transportation service providers to deliver nearly 4,000 trips each weekday to Access Calgary customers.

His contribution to The City has been invaluable and he will be missed. We wish Al and his wife Carol a long and happy retirement as they set off on their new adventures in British Columbia.

Is your information correct?

For the safety of customers and the efficiency of the Access Calgary service to you, if you have any updates to personal information, such as: emergency contact, mobility aid, address or phone number, please contact Access Calgary at 403-537-7770, Option #1.



FARES (Effective Jan 1, 2010)

Cash or tickets

Adult

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

Youth (ages 6-14)

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

Monthly passes

Adult	\$ 85.25
Youth	\$ 52.50

Low income monthly Transit pass \$ 41.50

Low income monthly pass is available only at:

- 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.

Which fare works best for you?

To make a Calgary Transit adult monthly pass worthwhile, you'd have to take a minimum of 31 one-way trips a month.

It's worthwhile purchasing a Calgary Transit youth monthly pass if you take a minimum of 30 one-way trips a month.

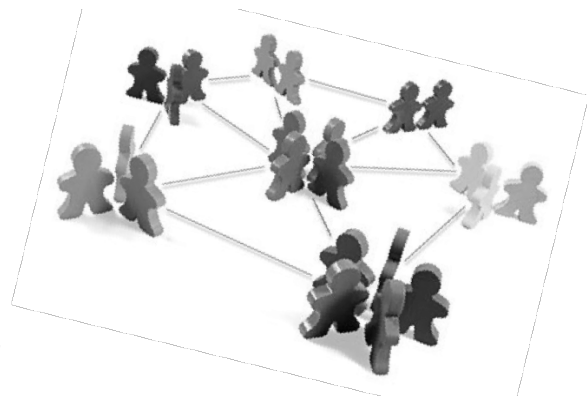
If you take less than the number of trips a month noted above, you may wish to buy a book of tickets instead of a monthly pass.



Agency meeting

The next Access Calgary Agency Meeting will be held Wednesday, May 20, 2010, from 2:30 to 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, Option #1, if you wish to attend.



2009 STATISTICS

Trips	2009	2008
Total shared-ride trips provided	923,679	906,301
Preschool trips through CHB	48,667	47,822
Access Calgary extra trips	60,344	71,394
Unaccommodated prior day trips	401	1,085
Per cent of trips accommodated	99.46%	99%
Phone calls		
Phone calls – Operations	451,846	434,416
Phone calls – Eligibility Services	15,232	14,492
Phone calls – Acrobat	503,357	432,714
Eligibility applications		
Interviews	2,204	1,990
Group home applications, ADSP's, etc.	4,412	3,875
Appeals	30	22

2010 Holiday schedule

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

Monday, May 24	Victoria Day
Thursday, July 1	Canada Day
Monday, Aug 2	Heritage Day
Monday, Sept 6	Labour Day
Monday, Oct 11	Thanksgiving Day
Thursday, Nov 11	Remembrance Day

Please note: Subscription trips will be automatically cancelled on the dates noted above.

If the subscription trip is still required, you may call four days in advance of the trip to request a casual booking.

Further information regarding the holiday schedule is available by calling Access Calgary at 403-537-7777 and choosing #6 from the voice menu.

Responsible use of shared-ride service

Customers are reminded that the services provided by Access Calgary are for their individual public transportation needs alone. It is important to be mindful that customers are not permitted to use any part of their service for the transportation needs of anyone else, including friends, family or caregivers. Any customer allowing another person to use any part of their Access Calgary services may risk losing their service privileges.

If you have any questions or concerns regarding appropriate use of Access Calgary public transportation services, please contact our office at 403-537-7770 and one of our team members will be happy to assist you.

Booking time-sensitive trips

When booking time-sensitive trips – in other words when you have to be at an appointment at a specific time – we recommend that you book your trip to arrive at **least 10 minutes** before the scheduled appointment time. This will allow you time to get from the Access Calgary vehicle to your appointment on time.



AC telephone guide

When calling Access Calgary, choosing the correct option will help us to serve you without unnecessary delay. The following instructions should help; keep them close to your telephone for easy reference when you need to make that quick call for service.

Operations 403-537-7777

Make your choice from the voice menu as follows:

- #1** Acrobat
 - 24-hour automated trip cancellation and confirmation service.
 - Follow the prompts.
- #2** Advance bookings (to book a trip) and booking changes.
- #3** Dispatch
 - Same-day service enquiries.
 - Stand-by requests.
 - Late bus enquiries.
 - Same-day cancellations.
- #4** Compliments, general information, service concerns.
- #5** Register for Access Calgary service or change personal information.
- #6** Holiday hours.

Eligibility Services 403-537-7770

Make your choice from the voice menu as follows:

- #1** To request an application.
- #2** To book an interview with an Eligibility Specialist.
- #3** To obtain information on the Access Calgary Extra Program.
- #4** To book a trip.
- * To hear the voice menu again.

Please note: If you choose the incorrect option, your call will be rerouted and will take longer.

Meet the Operations Controllers (Dispatch)

Operations Controllers are tasked with managing the day-of-service trips for Access Calgary. Each day, Controllers work with as many as 250 drivers from the four different service providers to provide nearly 4,000 trips a day.

They look after disruptions stemming from accidents, inclement weather, No Shows, cancellations, road closures, customer concerns and other events that impact service. Because of this, Controllers are sometimes required to alter a customer's schedule to

an earlier or later pick-up time, or they may be able to fit in short-notice standby trips or trips that could not be accommodated at the time of scheduling the day's trip requests.

All of this keeps the Operations Controllers hopping! As a team of dedicated professionals, they focus on the coordination of numerous events and ensure Access Calgary customers are provided with the best possible service.



Operations Controllers from left to right: Wendy, John, Donna, Lorne, Kerry, Bruce and Jennifer. Missing from photo: Doug.

Reminder – driver's responsibilities

Access Calgary drivers are required to escort customers from the first exterior door of their point of origin to the first exterior door of their destination.

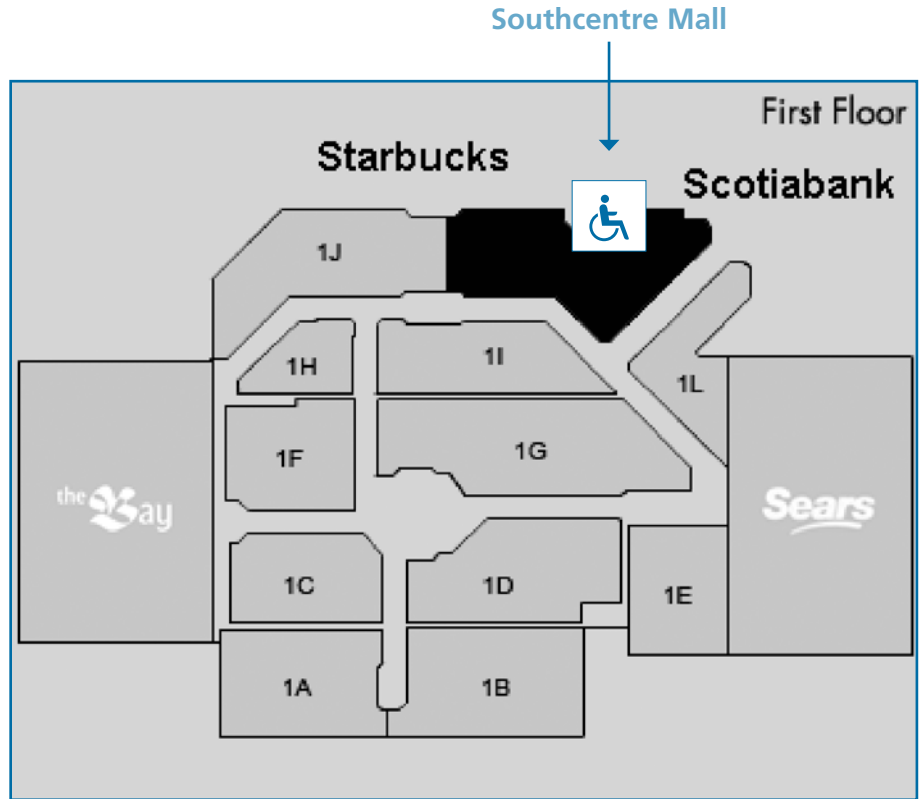
We understand that customers may be sensitive to this and often indicate they do not require an escort from/to the vehicles; however, for safety reasons, all Access Calgary drivers are required to escort every customer to/from the vehicles.



Southcentre Mall – pick-up and drop-off location

There is one Access Calgary pick-up and/or drop-off location at the Southcentre Mall.

When you book your trip, simply tell the Passenger Agent that you want to go to the Southcentre Mall, and they'll look after the rest.



Sunridge Mall – pick-up and drop-off locations

Did you know there are two pick-up and/or drop-off locations at the Sunridge Mall? Do you know where they are?

When you book your trip, give the passenger agent the name of the accessible pick-up/drop-off locations you require.

Keep these maps handy for when you book your trips to or from the Sunridge Mall or Southcentre Mall – they will help you and our passenger agents understand exactly where you are going to be or where you need to go!





Contact numbers

Access Calgary Registration	403-537-7770
Access Calgary Trip Booking	403-537-7777
Access Calgary Customer Service	403-537-7777
Calgary Transit Customer Service (low-income pass)	403-262-1000
TTY (hearing impaired customers)	403-537-7977
Calgary Transit website	calgarytransit.com
Access Calgary website	accesscalgary.ca

**Accessibility is available in alternative formats.
Call 403-537-7770.**

Tell your friends and family!

This newsletter is available on the Access Calgary website.
Go to: accesscalgary.ca and click on Newsletters in the left column.

Access Calgary Advisory Committee

The Access Calgary Advisory Committee is accepting applications from customers interested in sitting on the 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- 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 providing background information that would assist in the selection of candidates. Responses must be sent to Access Calgary, Attn: Manager of Access Calgary, Box 2100, Station M, #170, Calgary, AB, T2P 2M5. Applications must be submitted by July 15, 2010.