

What is Calgary Transit Access?

Calgary Transit Access is a shared-ride, door-to-door public transportation service for Calgarians with a disability who are prevented from using Calgary Transit.

“Shared-ride” means you have other customers traveling with you in a vehicle. “Door-to-door” means from the exterior door of your pick-up location to the exterior door of the building at your destination.

How to Book A Trip

To book next-day travel you must call by 1 p.m. You can book a trip up to four days in advance. Phone lines are open 9 a.m. to 5 p.m. every day except statutory holidays.

Call 403.537.7777 and press 2 to book a trip.

Please have the following information ready when you call:

- Your name and registration number
- The dates and times of your trip(s)
- The full address for where to pick you up and where to drop you off
- The type of mobility aid you will be using (e.g. a walker or a wheelchair)

Same day Service

Same-day bookings are subject to availability and are not guaranteed.

Call 403.537.7777 and press 3

**Hours of service:
6 a.m. to 12 midnight daily**

Where is my ride?

Call 403.537.7777 and press 3 if your trip is more than five minutes past the end of your pick-up window (e.g. your pick-up window is 10:30 a.m. – 10:50 a.m. and your vehicle has not arrived by 10:55 a.m.).

For everyone's comfort and safety...

As space is limited on our vehicles, the amount you can carry on board is limited to two grocery sized shopping bags per customer.

Travel times

Travel times vary based on the number of customers sharing the ride, the distance travelled, road conditions, etc. Please bring extra medication, water and or snacks if needed in case your on board time is lengthy.

My Registration Number

My Pin Number

Contact numbers

**Calgary Transit Access:
403.537.7777**

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

-
- #1 Acrobat (24 hours daily)**
- Automated telephone system to confirm or cancel your trips.
-
- #2 Advance bookings (daily 9 a.m. – 5 p.m.) except statutory holidays**
- Request a trip or trip change.
-
- #3 Same-day booking inquiries (daily 6 a.m. – midnight)**
- Includes stand-by requests, late bus inquiries and same-day cancellations.
-
- #4 Customer service (Mon. – Fri., 8:30 a.m. – 4:30 p.m.)**
- Feedback, service concerns, compliments or general information.
 - Email: calgarytransitaccessinfo@calgary.ca
-
- #5 Eligibility services (Mon. – Fri., 8:30 a.m. – 4:30 p.m.)**
- Apply for or renew registration, book an eligibility interview or change personal information.
-
- #6 Holiday hours**

Calgary



Transit Access



Calgary Transit Access

User Guide

Call 403.537.7777

calgarytransit.com/access

calgarytransitaccessinfo@calgary.ca

Cancelling your trip

Please cancel your trip at least two hours before your pick-up window begins. (e.g. if your pick-up window is 10:30 a.m. – 10:50 a.m. you must cancel before 8:30 a.m.). Remember to cancel your return trip also.

Two ways to cancel:

1. Automated cancellation line (24 hours a day)

Call 403.537.7777 and press 1

You will need your registration number and your password or PIN.

2. Call 403.537.7777 and press 3 to speak with an agent

Phone lines are open from 6 a.m. to 12 midnight daily.

Travel fares

Pay for your Calgary Transit Access trip(s) with any one of the following:

- a Calgary Transit adult or youth ticket
- A Calgary Transit youth or adult monthly pass
- a Calgary Transit low-income monthly pass
- a U-pass

Note: We do not accept cash, CNIB cards or the Calgary Transit Senior's Transit pass as payment.

Trip Times

When you book your trip, you will be given a 20-minute pick-up window. This window is the timeframe in which the vehicle can be expected to arrive. For example, if your pick up window is 10:20 – 10:40 a.m., you should be ready to go at 10:20 a.m.

Please be ready at the start of this pick-up window to prevent delays.

You will also receive an automated call when your vehicle approximately 8 minutes away from picking you up.

The driver will wait for a maximum of 5 minutes for you so it is important you are ready to go on time.

Service Animals

Due to limited space, only registered service animals may travel on Calgary Transit Access vehicles.

Hand to Hand (HH) or Caretaker required

If you require someone to meet you at your destination they need to be there on time to meet you. The arrival time of the customer you are meeting can be calculated by taking the scheduled pick up time and adding the amount of time it takes to drive directly to the drop off location.

Subscription bookings

If eligible, you may book trips that occur on the same days, at the same times and to the same destination.

Automated Call Outs

Calgary Transit Access will provide an automated call:

- to remind you of your upcoming trips.
- to alert you about any changes to your trip times.
- when your vehicle is approximately 8 minutes away.

Please keep all your personal information up to date

Call 403.537.7777 and press 5 to change your phone number on file or to make any other updates to your personal information.

What is my password or PIN?

Your password or PIN is the four-digit number of your month and day of birth (i.e. if your birthday is April 30, your password or PIN is 0430).

Calgary Transit Access Rules of Conduct

By using Calgary Transit Access services, customers, caregivers and/or guardians have agreed to the following:

- No use of abusive, threatening or offensive language or actions toward other customers, Calgary Transit Access staff including drivers, e.g. hitting, getting out of the seat, spitting, yelling or swearing.
- No smoking or e-cigarettes.
- No operating or tampering with any equipment.

Customers displaying offensive or dangerous behaviour will have their Calgary Transit Access services suspended. The suspended customer or their legal guardian/caregiver must comply with changes deemed necessary by Calgary Transit Access before riding again.

****Please note that compliance is mandatory****

Please be considerate of other passengers and do not use fragrance, cologne, perfume or other strong scents when using Calgary Transit Access service.