

## Introducing Online Trip Booking

Calgary Transit Access (CTA) customers can now choose between booking their trip over the phone or online. The new Calgary Transit Access Trip Booking web application will allow you to view, book and cancel trips online, from the convenience of a computer or smart phone.

**Please note: you must have the latest iOS software or the minimum requirement of Windows 7 to use the web bookings application.**

### Register for a training session

We will be offering customer training sessions at the following Calgary Public Libraries in order to assist any customers with how to register and use web bookings.

**If you would like some assistance on how to get started with web bookings, please register for one of the sessions below by emailing your name, registration number and the session you would like to attend to: [calgarytransitaccessinfo@calgary.ca](mailto:calgarytransitaccessinfo@calgary.ca)**

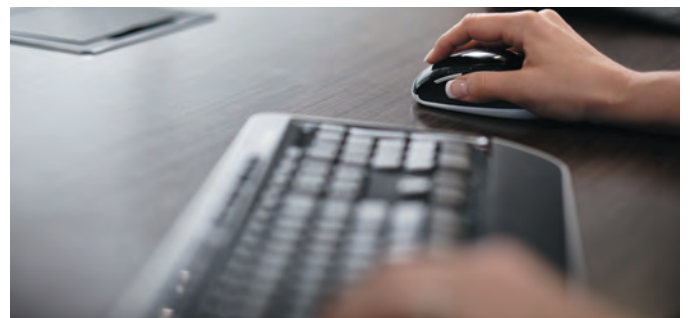
- |           |                          |   |
|-----------|--------------------------|---|
| • Feb. 4  | 1–3p.m. or 6–8p.m.       | Crowfoot Library, 8665 Nose Hill Dr. N.W.       |
| • Feb. 5  | 10a.m. – noon or 1–3p.m. | Vivo Library, 11950 Country Village Link N.E.   |
| • Feb. 6  | 10a.m. – noon or 1–3p.m. | Saddletown Library, 7555 Falconridge Blvd. N.E. |
| • Feb. 7  | 10a.m. – noon or 1–3p.m. | Village Square Library, 2623 – 56 St. N.E.      |
| • Feb. 8  | 1–3p.m. or 6–8p.m.       | Forest Lawn Library, 4807 – 8 Ave. S.E.         |
| • Feb. 11 | 1–3p.m. or 6–8p.m.       | New Central Library, 802 – 3 St. S.E.           |
| • Feb. 12 | 10a.m. – noon or 1–3p.m. | Westbrook Library 1417 – 33 St. S.W.            |
| • Feb. 13 | 10a.m. – noon or 1–3p.m. | Fish Creek Library, 11161 Bonaventure Dr. S.E.  |
| • Feb. 14 | 1–3p.m. or 6–8p.m.       | Quarry Park Library, 108 Quarry Park Rd. S.E.   |

A big thank you to all staff at the Calgary Public Libraries for this great partnership!

### Online trip booking features

- View, edit, book and cancel trips.
- Manage a list of your favorite addresses – add, edit or delete up to 8 locations.
- Send your next trips and trip details by email.
- Edit and put holds on your subscription trips.

**More information on how to register, getting started and FAQs inside this newsletter!**



## Getting Started

### What are the system requirements to use online trip booking?

Your device must have the latest iOS software or the minimum requirement of Windows 7 to use the web bookings application. CTA Trip booking is optimized for desktop and laptop computers, as well as Apple and Android tablets and mobile devices. CTA Trip Booking is best used on the latest version of these web browsers:

- Internet Explorer
- Google Chrome
- Safari

### Do I have to book my trips online?

No. We want to make booking a trip as easy as possible for you. If you prefer to book over the phone, you still can.

### I am a CTA customer; does that mean I am automatically registered to use CTA Trip Booking online?

You must sign up for a myID account and complete a one-time registration process to sign up for CTA Trip Booking.

### How do I register for CTA Trip Booking online?

First, you will need an email address and a myID



account to sign up for CTA Trip Booking. You can register for a myID account at: [www.calgary.ca](http://www.calgary.ca) and click on The City of Calgary home page. The insert included with this newsletter will take you through the registering process step by step.

#### Step 1: Sign up for a myID account

- Sign up for a myID account if you don't already have one.
- Select "Create a personal account" and follow the steps indicated.

#### Step 2: Register for Calgary Transit Access Trip Booking

- Once you are logged into myID, the homepage will show a list of available services.
- Click on "Calgary Transit Access Trip Booking" and enter your Calgary Transit Access registration number and PIN.
- Click on submit. You will be brought to the Trip Booking "At a Glance" homepage, where you can begin booking your trips.

### What is my registration number?

When you became a CTA customer you were provided with registration number. If you do not remember it or cannot find it, please contact us at **403.537.7777** then press 5.

### How do I find my 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).

### Where can I get help with online trip booking?

Once you are registered you can access the online help page which contains how-to videos and tutorials, a glossary and more! You can find this at the bottom of the CTA Trip Booking site.

You can email [calgarytransitaccessinfo@calgary.ca](mailto:calgarytransitaccessinfo@calgary.ca) or call **403.537.7777** and then press 7.

Please note: In order to support the environment and be more cost efficient, we will be moving to a more electronic format to deliver our newsletter in 2019. There will still be printed copies available for those customers that prefer this format.

Please ensure you have registered your email address with us. Email us at [calgarytransitaccesseligibility@calgary.ca](mailto:calgarytransitaccesseligibility@calgary.ca) or call **403.537.7777 then press 5** to add or update your information.

To view this and future newsletters please visit: [calgarytransit.com/accessible-transit/resources](http://calgarytransit.com/accessible-transit/resources).

## Fare is Fair.

All Calgary Transit Access customers and companions are required to show a valid Calgary Transit pass or pay a ticket for every trip.

We expect our drivers to receive payment, so when they ask to see your pass or ticket, please understand this is part of their job.

Please ensure you present a valid pass or ticket at the beginning of your trip whenever you ride.



**We are unable to accept cash, CNIB cards or the Calgary Transit Seniors bus pass as payment.**

We appreciate your cooperation.



## Holiday Hours

The Calgary Transit Access Booking line, Customer Service and Eligibility will be closed on:

**Family Day**  
Monday, Feb. 18/2019

**Good Friday**  
Friday, April 19/2019

**Easter Sunday**  
Sunday, April 21/2019

**Victoria Day**  
Monday, May 20/2019

If you require a trip the day after a statutory holiday, you must request your trip the day before the holiday (or as early as four days in advance of the day of travel).

**Please note: If the holiday falls on a Saturday, subscription trips will be canceled on both the holiday and the Friday before.**

If the holiday falls on a Sunday, subscription trips will be canceled on both the holiday and the Monday after.

# Customer Profile: Online Trip Booking with Colleen McGann and Gerald Doucette

**Gerald Doucette** has been a Calgary Transit Access customer for over 30 years, using CTA services to travel to hockey, his Tuesday night group and date nights. When he heard that CTA trips could be booked online, he couldn't wait to give it a try.

"A friend in my Tuesday night group mentioned he started booking his trips online," says Gerald. "That night I went home and signed up right away. The process was simple and quick and now I book most of my trips online."

Gerald immediately shared this news with his girlfriend, **Colleen McGann**. Colleen has been a CTA customer for over 20 years, and typically books 10-14 trips a week. She is a member of several associations and volunteers at the Cerebral Palsy Association.

"I first heard about online trip booking through an agency meeting where CTA staff introduced this tool to us," Colleen recalls. "When Gerald called and told me how easy it was to sign up, I decided to try online trip booking."

Signing up is as easy as registering for a personal myID account. myID is a City of Calgary online tool that allows citizens to access multiple City of Calgary



services using a single account. Once a myID account is set up, it can be linked for CTA online trip booking with a CTA Customer Registration number and PIN.

"It's nice that online trip booking is tied to myID because all the services are there in one place," mentions Colleen. "Once you sign in, you can see all the things you can do."

Online trip booking has been in the works since 2016, with the first "beta" version tested with a focus group of ten customers in 2017. During this time, CTA worked closely with these customers to receive feedback on the trip booking tool.

The next phase, which Gerald and Colleen were part of, was a production "soft launch" with nearly 200 customers participating. This phase consisted of several versions of the software. After taking in feedback from customers, new features were introduced and improvements were made. Online trip booking has also been tested with text-to-speech and screen reading programs to ensure functionality.

"Booking a trip is straightforward and the navigation is clear. I really like that there is a map to show your destination," says Gerald. "I can book a trip so quickly because I've added the places I visit often to my Favourites List. I also like that it's easy to choose different types of trips, since most of my trips are round trips."



The latest version of online trip booking, now available to all CTA customers, is a result of years of hard work and testing to ensure it's easy to use, reliable and informative.

"It's nice to be able to book a trip from my phone when I'm on the go or a few days in advance from home," says Colleen. "I don't have to call in or be on hold, so it's convenient if I'm doing other things. There have been a few times when I've been out of town and it was great to be able to book

a trip and not worry about calling in when I had some spare time."

Colleen and Gerald typically book trips using a laptop or desktop computer and occasionally use their smartphones to check the status of a trip. Online trip booking is supported on desktop and laptop computers as well as all Apple and Android devices. It can also be used with most web browsers.

There have been continuous improvements made to online trip booking, including emailing trip information options, cleaner navigation, more trip type options and waitlisting. A trip may be waitlisted when a requested trip cannot be accommodated in the system. The customer will be given the option to either cancel that trip request, put the trip on the waitlist, or accept another suggested time.

"I appreciate some of the features that have been added," mentions Colleen. "The 'Report a Late Vehicle' feature and wait-listing have been helpful. If I ever encounter a problem with booking online, Calgary Transit Access staff has been helpful and try to resolve my issue."

Customer support specific to online trip booking is available by emailing [calgarytransitaccessinfo@calgary.ca](mailto:calgarytransitaccessinfo@calgary.ca), or calling **403.537.7777** and **then press 7**. In addition, there is a Help Page on the trip booking site that contains how-to videos, a step-by-step manual, glossary and FAQs.

"I'm so pleased that this service is available," says Gerald. "For all customers, but especially for those who are non-verbal or can't speak as well. It gives them the freedom and that extra independence to book a trip themselves and not rely on someone else."

As we work towards meeting Customer Commitment goals of being easy to use, reliable and to improve on-time performance, Calgary Transit Access is excited to share online trip booking with all of our customers.

## QUICK FACTS:

- Register for a myID account to get started
- View, edit, book, waitlist and cancel trips
- Manage a list of your favorite addresses – add, edit or delete up to 8 locations
- Send your next trips and trip details by email
- Edit and put holds on your subscription trips
- Supported by desktop, laptop, Apple and Android devices version 7 or higher
- Compatible with text-to-speech and screen reading programs



# New sign-off process for Handover (HH) required customers

One of our most important core values at Calgary Transit Access (CTA) is to provide safe and reliable service to our customers.

Our most vulnerable customers are those that require to be handed over – “hand to hand” (also referred to as HH or caretaker required). HH customers need to be met by a caregiver at a destination and can never be left alone. This notation is added during the eligibility process. Drivers see this comment and are trained not to leave the customer until they are handed over to the person designated on their booking.

To ensure customers are safely handed over to the correct person, CTA has introduced a sign-off process.

Whenever a customer is dropped off at any destination, drivers will be asking for the caregiver to initial that the customer was handed over to them safely.

Any locations, including coffee shops, medical offices, hospitals, restaurants, etc – including the customer’s home (if they are designated as HH at home) will require sign off.

The safety of our customers and staff is our top priority. The sign-off documentation will be referenced if we receive a concern about a customer not being handed over to the correct person.

Should you have any questions regarding this new procedure please email [calgarytransitaccessinfo@calgary.ca](mailto:calgarytransitaccessinfo@calgary.ca) or call Customer Service at 403.537.7777 then press 4.

Thank you for helping us ensure all customers are transported and dropped off safely at their destinations.

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## Driver Recognition Awards

The Calgary Transit Access Advisory Committee selected the following drivers for a Driver Recognition award. Two drivers are selected randomly each month from commendations received.

**Please keep sending in your commendations for exceptional drivers to Calgary Transit Access Customer Service by email at [calgarytransitaccessinfo@calgary.ca](mailto:calgarytransitaccessinfo@calgary.ca) or call 403.537.7777 then press 4.**



**Dave Wildey**  
CTA



**Dawit Berhanu Mergia**  
Checker Yellow Cabs



**Jeff Vervoort**  
CTA



**Tahir Muhammad Khan**  
Checker Yellow Cabs

# Calgary Transit Access Employee Recognitions

Our customers have noticed the great work our staff does everyday! Calgary Transit Access is proud to take this opportunity to recognize our employees who received customer commendations. They are:

- Alex P.
- Dana R.
- Jodi D.
- Olean H.
- Amber S.
- Dawn S.
- Judy G.
- Paul C.
- Andrew G.
- Debbie P.
- Karn D.
- Phil W.
- Angela B.
- Debbie C.
- Kerry G.
- Roman G.
- Ashlynn (Ash) H.
- Doug B.
- Kim H.
- Samantha G.
- Ben T.
- Elizabeth F.
- Kyle H.
- Shaun K.
- Blanca F.
- Frances F.
- Kulbir C.
- Shawne M.
- Brenda F.
- Harbir G.
- Lai W.
- Sheila W.
- Bruce S.
- Idman M.
- Lorne L.
- Steph M.
- Carolyn S.
- Jacqui B.
- Margaret M.
- Tasneem (Taz) R.
- Carol P.
- Jennifer C.
- Matt H.
- Terri S.
- Cheryl W.
- Joanna S.
- Nina M.
- Titilayo F.
- Zara S.

## 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, please contact Customer Service **by email at [calgarytransitaccessinfo@calgary.ca](mailto:calgarytransitaccessinfo@calgary.ca)** or call at **403.537.7777 then press 4**.

## REMINDER:

Please ensure you have registered your email address with us.

Email us at [calgarytransitaccesseligibility@calgary.ca](mailto:calgarytransitaccesseligibility@calgary.ca) or call 403.537.7777 then press 5 to add or update your information.



# Contact Numbers

## Calgary Transit Access

**403.537.7777**

Please review the following as our phone menu options have changed:

1	<b>Acrobat (24 hours daily) – Automated telephone system to confirm or cancel your trips.</b>
2	<b>Advance Bookings (daily 9 a.m. – 5 p.m. except statutory holidays) – Request or change a trip.</b>
3	<b>Same-day Booking inquiries (daily 6 a.m. – midnight) – Late vehicle inquiries and same-day cancellations.</b>
4	<b>Customer Service (Mon. – Fri. 8:30 a.m. – 4:30 p.m. except statutory holidays) – Feedback, service concerns, compliments or general information. Email: <a href="mailto:calgarytransitaccessinfo@calgary.ca">calgarytransitaccessinfo@calgary.ca</a></b>
5	<b>Eligibility Services (Mon. – Fri. 8:30 a.m. – 4:30 p.m. except statutory holidays) – Apply for service, renew registration, book an interview or change personal information. Email: <a href="mailto:calgarytransitaccesseligibility@calgary.ca">calgarytransitaccesseligibility@calgary.ca</a></b>
6	<b>Holiday Hours</b>
7	<b>NEW! Online Trip Bookings Help (Mon. – Fri. 8:30 a.m. – 4:30 p.m. except statutory holidays) or email <a href="mailto:calgarytransitaccessinfo@calgary.ca">calgarytransitaccessinfo@calgary.ca</a></b>

## THIS NEWSLETTER IS AVAILABLE ONLINE:

Go to: [calgarytransit.com](http://calgarytransit.com) and click on Calgary Transit Access, then click on more about Calgary Transit Access and click on Resources. If you would like to receive an electronic copy of this newsletter, please call 403.537.7777 then press 5.