

New Calgary Transit Access Scheduling Software

Calgary Transit Access recently moved to a new scheduling software program. This system improvement will allow for the sustainability of the service and paves the way for customer focused features, such as online bookings and more accurate information on vehicle arrival times. It will also allow us to continue providing service to more Calgarians who depend on Calgary Transit Access. The transition to this new program was not free of challenges, particularly in the first week of the launch. Some customers experienced long delays in service. We sincerely apologize for the

inconvenience. The system issues have been resolved and the service is back to normal.

On behalf of the staff at Calgary Transit Access, we thank you for your patience and understanding during this transition. We are committed to providing safe, responsive and courteous public transportation services for our customers.

For more information, please contact Customer Service at 403.537.7777, then press 4.



Karim Rayani, Manager of Calgary Transit Access

Customer Information Session

Customers are invited to attend a **Calgary Transit Access Information Session**.

Learn about our new scheduling system, tour our facility and meet our team of knowledgeable staff!

Date: Thursday, Nov. 24

Time: 2 p.m. - 6 p.m.

Location: Westbrook CTrain station - 1417 33 ST S.W.

Register for more info:

Call 403.573.7777 - press 5.

Travel Times when Booking Trips

One of the benefits of the new software program includes real-time scheduling for trips based on vehicles available in your area. We are now able to inform you of your trip times at the time of booking rather than you having to call in the night before to confirm your trip times.

How it works:

When you call in to book a trip, an Agent will review all of the vehicle options available in the area and will advise you of available trip times. You will then get a suggested trip time for your ride upfront.

Our Agents will work with you to find a time that works based on availability of vehicles and budget.



Winter is coming

Calgary weather can be unpredictable to say the least! We cannot predict traffic patterns due to bad weather and poor road conditions. Please ensure you are booking your trips with enough time to allow for traffic issues so you will not be late. Customers are also asked to keep sidewalks and steps at their residences clear of snow, ice and other debris. This improves safety for both customers and Calgary Transit Access drivers. Our weather can change quickly and unexpectedly. Please ensure you and those in your care are dressed appropriately for all trips. If the vehicle you're in feels either too warm or too cool, speak with the driver and they will try to adjust the temperature so that everyone on board is comfortable.



Holiday Hours

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

Remembrance Day
Friday, Nov. 11

Christmas Day
Sunday, Dec. 25

Boxing Day
Monday, Dec. 26

New Years Day
Sunday, Jan. 1, 2017

All subscription bookings with the exception of dialysis will be cancelled on: Dec. 24, 2016 – Jan. 1, 2017 (inclusive).

If your regular/subscription booking is still required for any of the dates above you may call in and request an occasional/casual booking.

Interviews Spots are Filling Quickly

Eligibility for Calgary Transit Access service is determined on a case by case basis. Once a completed application form is received, we will contact you to schedule an in-person interview in order to review your application and determine if you meet eligibility requirements. These requirements are based on your physical and/or cognitive ability to use Calgary Transit Services. Please note that an interview may also be required to renew services for some customers. Interviews are held at three locations:



- Spring Gardens Administration Building - 928 32 Ave. N.E.
- Customer Service Centre - Downtown - 125 7 Ave. S.E.
- Westbrook Station Administration Building - 1417 33 St. S.W.

We receive many applications each day, so please be sure to complete your eligibility paperwork and send it back to us as soon as possible so we can contact you to book an interview.

Please contact Eligibility Services if you have any questions at 403.537.7777, then press 5.

Enhanced Automated Call Outs

In addition to the call outs you receive the night before, our new system can now provide even more information about your upcoming trips. Previously, a customer would *only* receive a call the evening before a trip if there was a time change.

Today, customers receive two types of calls:

- 1) "Reminder" calls the evening before their trip – to help ensure that trips are not forgotten and to clarify your trip times.
- 2) "Confirmation" calls advising customers of a change to an upcoming trip. The change may be for a Subscription trip or an upcoming Occasional trip. You will be advised of the effective date of the change.

Coming soon!

- "Call Ahead" - Customers will soon receive an automated call notifying them when their vehicle is 7-10 minutes away.

This call will help you prepare to be ready at the door when the vehicle arrives, which will in turn be a big help to keeping vehicles on time for all of our customers.

While customers will see an increase in the number of calls being received, these calls provide important reminders and trip information to ensure customers are prepared and trips are not missed. This is one of the ways we are trying to provide a better service to our customers.

These features are only helpful if we are calling your correct phone number. We ask that our customers please keep their personal information current and accurate with Calgary Transit Access. **To update your information please call 403.537.7777, then press 5.**

Calgary Olympic Park Pick up Locations





Travel Training for Seniors

- hosted by Calgary Transit Access

On Sept. 8, 65 seniors from the Bridgeland/Riverside Community attended a Travel Training event, hosted by Calgary Transit Access. This event aimed to provide information to seniors about the new Route 90 which came into effect Sept. 5 as part of the 2016 Calgary Transit Service review. The group was given a detailed guided tour of Route 90 driving through downtown Calgary, Parkhill and ending at the 39th Avenue CTrain station. Information for other routes, accessibility features, transfer points and information on interesting places to see was provided by Calgary Transit's staff David, Dale, Filip, Theresa and Trelena.

Events like this are a part of Calgary's Age Friendly Strategy which aim to make many aspects of Calgary life more accessible for Calgary's aging population; including transportation. This event was the fifth of its kind held by Calgary Transit Access in the past year.

Get on Board Summer Camp 2016

Calgary Transit Access has just wrapped up another successful Travel Training Summer Camp. The unique "Get On Board" camp provides a fun and engaging way to teach youth (aged 11-18) with disabilities how to use public transit independently.

The partnership between the Calgary Board of Education, the Calgary Catholic School District and Calgary Transit make this camp possible.

Travel training was an invaluable experience for the nearly 50 participants we had this year. Some youth are Calgary Transit Access customers, most are students at junior and senior high schools and Mount Royal University's Transitional Vocation Program.

Please watch the Calgary Transit Access website in the Spring for application forms for 2017's camp, or 403.537.7862 for more information on travel training.



Seat Belt Exemption Requirements



Requesting not to wear your seat belt cannot be by preference. Calgary Transit Access will not transport any customer without a seat belt unless specific seat belt exemption requirements are met. The Alberta Traffic Act has specific requirements for those unable to wear a seat belt due to medical reasons:

“In accordance with Section 88 of the Traffic Safety Act, an individual is required to produce to the police authorities or the courts a certificate signed by a qualified medical practitioner. The medical certificate must be written on the letterhead of the medical practitioner and include the name and address of the person exempted and the medical reasons for the exemption. The certificate must also state the dates on which the exemption begins and ends and must be for a period of not more than one year” (Alberta Traffic Act).

Customers that find seatbelts uncomfortable are encouraged to find other solutions such as belt extenders and padding to make the seatbelt more comfortable. Correct positioning of the seatbelt and helpful tips and techniques from occupational therapists and other health care professionals may also help to accommodate the wearing of seatbelts in Calgary Transit Access vehicles. Buckling up is the law and your safety is our top priority.

Agency Meeting – Nov. 23, 2016

If you are an agency staff member or representative, please join us for the next Agency Meeting where we will discuss initiatives, programs, and changes that affect transportation for people with disabilities.

Date: Wednesday, Nov. 23, 2016

Time: 2 - 4 p.m

Location: Spring Gardens Administration Building - 928 32 Ave. N.E.

If you work for an agency and wish to attend, please RSVP prior to Nov. 22 by calling 403.537.7777, then press 5.

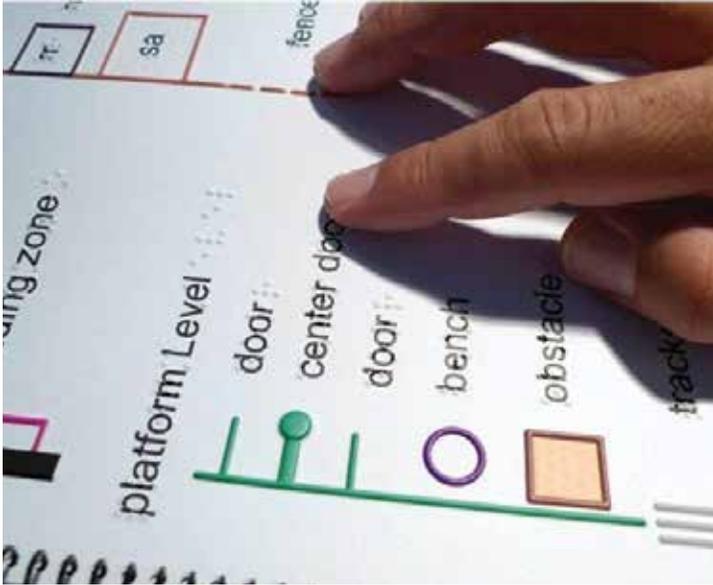
Please donate



The Canadian Red Cross Health Equipment Loan Program (HELP) provides Canadians with short-term loans of health equipment for a small donation to the Red Cross. If you or a family member has equipment in good working condition such as walkers, canes, wheel chairs, etc that are no longer being used, the Red Cross would be happy to accept this equipment to lend out to others in need.

For more information, please contact the Red Cross at 403.273.4426

Test Calgary Transit's Tactile CTrain Map



Are you a confident CTrain user? Do you wish to become one? Calgary Transit and the Canadian National Institute for the Blind (CNIB) are partnering to test a tactile map for CTrain users with vision loss.

Volunteers are invited to experience using Calgary Transit's first-ever tactile map. People of all ages and any level of visual impairment can take part. Your feedback from this pilot project will help the program grow.

The maps are designed to allow customers with vision loss greater mobility, comfort, independence, safety and confidence to travel the CTrain system.

The handheld tactile maps allow a person with vision loss to read a map of the CTrain station. The maps will give users a greater understanding of the layout of four pilot stations, including Bridgeland/Memorial Station, City Hall Station, Downtown West/Kerby Station and Chinook Station.

The map also includes information about bus loops, plazas, entrances, exits, elevators, escalators, stairs, help phones, and ticket vending machines. Most importantly, it identifies obstructions including platform edges.

Volunteers will take part in an easy training session with travel trainers to introduce you to the map and answer any questions you may have.

This is a great opportunity to increase your ability to use the CTrain and help make day-to-day life better for people with vision loss. Please consider volunteering for map testing.

To register, please contact Trelena Maloff by telephone at 403.537.7862.

Driver Training Update

Calgary Transit Access and Checker Yellow Cab have embarked on a long term training initiative. Classes began in August and will continue with two classes per week for approximately one year. There are over 100 dedicated Checker drivers who deliver Calgary Transit Access trips on a regular basis.

This new training program is 15 hours long and covers Calgary Transit Access (CTA) history, disability awareness, defensive driving, mobility disabilities (with manual wheelchair practical experience), CTA policies and procedures, cognitive disabilities, sensory disabilities and customer communication.

This training initiative will help us deliver the best possible service to meet our customers needs.



Above: The first training class participants graduated Aug. 11, 2016

Below: Training Officer Sean Breakspear demonstrates the proper way to tip and negotiate up and down curbs with a manual wheelchair.





Calgary Transit Access Advisory Committee Members 2016 – 2017

We are pleased to announce the following have been appointed to the Calgary Transit Access Advisory Committee for the term September 2016-August 2017:

Jim Brown
Barry Lindemann
Dianne Radu
Stewart Midwinter
Patrick Pellegrino
Teri Baylis
Cal Schuler
Mario Henriques
Ed McCulloch
Gregory McMeekin

Thank you for volunteering to work with Calgary Transit Access to continue providing shared ride public transportation services to our customers. You may contact the Committee by email at calgarytransitaccessinfo@calgary.ca

Driver Recognition Awards

The Calgary Transit Access Advisory Committee selected the following drivers for the Driver Recognition award. Two drivers are selected randomly from commendations sent in by you.

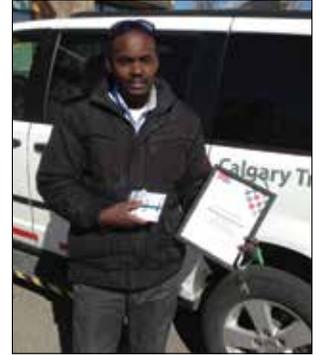
Please keep sending in your commendations for exceptional drivers to Calgary Transit Access Customer Service at 403.537.7777, then press 4.



Adnan Al-Khazaly
Checker
January, 2016



Mesha Causevic
Calgary Transit Access
January, 2016



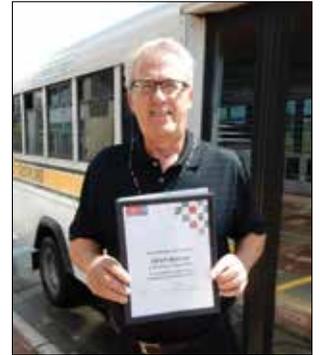
Mohamed Abdirahman
Care Calgary
February, 2016



Rob Houston
Calgary Transit Access
February, 2016



Jemal Chemali
Care Calgary
March, 2016



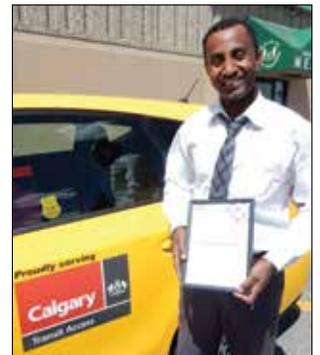
Ulrich Banner
Southland
April, 2016



Abel Sisay Yohannes
Checker
April, 2016



Muhammad Amjad
Checker
May, 2016



Kasa Begna Leta
Checker
May, 2016

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 specific customer commendations. They are:

- Amber – 1
- Aneesa – 1
- Angela – 2
- Ashlynn – 3
- Azim – 1
- Ben – 1
- Brenda – 2
- Bruce – 2
- Carol – 4
- Carolyn – 1
- Cheryl W – 4
- Dawn S – 1
- Debbie P – 2
- Devon – 6
- Idman – 3
- Jahsharra – 1
- Jaspreet – 2
- Jennifer – 3
- Jeremy – 1
- Joanna – 1
- Jodie – 2
- Joe – 1
- Karn – 2
- Kerry – 1
- Kim H – 1
- Kim L – 1
- Lori-Anne – 1
- Mary – 1
- Matt – 1
- Phillip (PA) – 2
- Scott – 1
- Sean – 1
- Shaun – 1
- Sheila – 4
- Steph – 3
- Tasneem (Taz) – 3
- Terri – 2
- Trelena – 1
- Wendy – 2
- Zara – 2

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 at **403.537.7777** and **press option 4**.

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.) – Request a trip or trip change.	
#3	Same-day booking inquiries (daily 6 a.m. – midnight) – Includes stand-by requests, late vehicle 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 service, renew registration, book an interview or change personal information.	
#6	Holiday hours	

For more information visit calgarytransit.com and click on Accessible Transit, then click on more about Calgary Transit Access.

THIS NEWSLETTER IS AVAILABLE ONLINE:

This newsletter is available on the Calgary Transit website. Go to: calgarytransit.com and click on Accessible Transit, 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 403.537.7770.