



# AccessABILITY

## Calgary Transit Access Newsletter Fall Edition

September 2021

### Face coverings on public transportation

We are continuing to ask that all of our customers who are able to, regardless of your vaccination status, please continue to wear a face covering when taking a trip with us.

The City continues to require anyone using public transportation services like Calgary Transit Access or Calgary Transit to wear a mask.

You can learn more about where The City requires face coverings for those who are able to wear one [by clicking here](#).

For information on the recently reactivated provincial mask mandate, [click here](#).

Face covering **REQUIRED**

All persons must wear a face covering at indoor City-owned and operated facilities, on transit and in public vehicles.



Exceptions include children under two years of age, or persons with an underlying medical condition or disability which inhibits their ability to wear a face covering.

Visit [calgary.ca/covid19](http://calgary.ca/covid19) for more information.

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### Municipal Election: Where & When to Vote

Advanced voting in the 2021 Municipal Election begins on October 4 and goes until October 10.

Be sure to visit [Calgary.ca](http://Calgary.ca) to learn more about [accessible voting](#).

There is information available about [the candidates](#) running for Mayor or Council in the 2021 municipal election, [polling stations](#) and more.



## Housekeeping

Clocks Fall Back one hour on November 7 so remember, before bed on **November 6**, change your clocks!

When you call to request a trip, **please have the following information available so that we can help you quickly**; not having this information means slower service for you and other customers.

- First and last name
- Street address of where you are going
- Confirm your pick-up address

### Don't Forget!

Daylight hours are getting shorter so keep your porch light on! This helps drivers see your house number when you're being picked up or dropped off.

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## Don't slip up this year!

Winter is around the corner so please remember to clear your pathways, steps or ramps and use some sand or salt on icy paths so that you and your driver are safe going to and from the vehicle.

If there isn't a clear, safe path for drivers to escort customers, your trip may be cancelled at the door.

We also recommend accepting the escort to or from your door when your driver offers you their arm. This is an easy way to prevent slipping, tripping or falling for our customers including those using mobility devices.

### What are some easy ways I can prevent slipping, tripping or falling?

Both slips and trips can happen when the ground is slippery from wet or icy conditions but things on the ground in the way like cords, tree roots or fallen branches can also cause issues. Keeping the path to/from your home is an easy way to make sure neither you nor your driver is at risk when going to/from the vehicle for your ride.

### What are some tips I can use to prevent a slip, trip or fall?

- Wear shoes with a good grip; for customers who use mobility devices, if you can, make sure the parts contacting the ground have good grip.

- Keep your path clear of tripping hazards.
  - Clean up spills right away or ask someone who can to help you.
  - Accept the escort when your driver offers it - your driver is there to support you and provide assistance with mobility devices as needed.
  - Use a railing if one is available (a wall can work if there isn't a railing) and put your phone away so you are focused on where you're going.
  - Use a sand or brine mixture in the winter months to melt ice that forms on pathways.
  - Shovel pathways (or ask someone like a friend, neighbour or family member to do so) when it snows.
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## **Holiday Hours Fall 2021**

The Customer Service, Booking & Eligibility phone lines will be **closed** for the following statutory holidays:

**National Day for Truth & Reconciliation**

Thursday, September 30

**Thanksgiving**

Monday, October 11

**Remembrance Day**

Thursday, November 11

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## Where Can I Find Info on CTA COVID-19 Safety?

Service updates related to COVID-19 are updated regularly on the [CTA home page](#). Here, you will find information about vehicle capacity, cloth face coverings and the screening questions being asked of customers when they book a trip. Another great resource is the [Calgary Transit COVID-19 Safety page](#). If you have questions that you can't find an answer to online, our Customer Service Centre is open Monday to Friday, 8:30 a.m. to 4:30 p.m.

Home / Calgary Transit Access

### Calgary Transit Access



#### COVID-19 Service Update

Calgary Transit Access (CTA) will be lifting the two passenger limit onboard our vehicles starting on August 1, 2020. This is possible because of the introduction of the new City of Calgary Bylaw 26M2020 which makes wearing a cloth face covering (mask) at all indoor public spaces and on all public vehicles mandatory. If you'd like to learn more about wearing a mask, please visit our safety page. We understand some of our customers may require an exception to the mask bylaw for medical reasons.

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## Frequently Asked Questions (FAQs)

### Where do I need to wear a mask?

Customers are expected to wear a face covering when using public transportation services, including onboard CTA vehicles which are considered public transportation vehicles. More information about face coverings [is available here](#).

### I took a trip with a customer who was not wearing a mask. What can I do?

CTA provides eligibility based, public transportation services which means you're likely to be sharing your trip with at least one other customer. If you're uncomfortable riding with another person who is not wearing a face covering, you may want to consider using something other than public transportation services.

Certain medical issues or disabilities may prevent someone from wearing a face covering and we need to be respectful of this. If you have a concern about a trip you took with someone who was not wearing a mask, you can contact Customer Service. If it is possible onboard the vehicle, please maintain social distancing if the person is not wearing a face covering.

### Who is exempt from wearing a mask?

The following groups are exempt from the Face Covering bylaw:

- Children under two years of age.
- Anyone with an underlying medical condition or disability that inhibits their ability to wear a face covering.
- Anyone unable to place, use or remove a face covering safely without assistance.
- Anyone eating or drinking at a public premises that offers food or beverage services.
- Anyone engaging in athletic activity.
- Anyone caregiving for or accompanying a person with a disability where wearing a face covering would hinder the accommodation.

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## COVID-19 Safety & Information: Online Resources



The City of Calgary has information on COVID-19 posted on Calgary.ca. You can click the below button to visit their resource page which includes safety information.

[Learn More](#)



Calgary Transit Access has posted information about what we're doing to keep you safe; there are links to Calgary Transit pages with more safety information.

[Learn More](#)



The Province posts COVID-19 updates at the below link. You can find information on safety and phased reopening by clicking below.

[Learn More](#)



The Mental Health Commission of Canada (MHCC) has resources for how to cope during the pandemic. Click below to navigate to their site.

[Learn More](#)

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Many of our readers have not consented to receiving the newsletter. Without your consent, you could be removed from our mailing list without notice.

[YES I Want to Receive This Newsletter](#)

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### Contact Us

Customer Service Centre  
403-537-7777

Monday to Friday from  
8:30 a.m. to 4:30 p.m.

[SEND US AN EMAIL](#)



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