



### Keep a Clear Pathway

Winter is here and with it comes colder temperatures, snowy and wet conditions, as well as ice accumulation.

Every year, we ask our customers to remember that having a cleared driveway or path to your home is important for your safety and for your driver's safety.

To avoid having a trip cancelled at the door, ensure you have a safe path for entry to your residence.

Please clear the path, stairs, ramp or driveway to your front door and use sand, brine mix or salt on slippery surfaces. We want everyone to get to where they're going without having to worry about slipping or tripping.

For customers who need some help with snow clearing, we recommend you speak to a loved one or neighbour to see if they can adopt your path for the winter.

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### Train the Trainer Reaching New Heights

For more than 15 years, Calgarians with disabilities needing support in using public transportation have relied on the Travel Training team to build confidence in taking transit through one-on-one training. Over time, the Travel Trainers saw great demand for their services, which bred an idea called Train the Trainer.

Starting in 2017, the Train the Trainer program was set up to provide workshops for key agency partners in Calgary to share with their own clients, some of whom are not eligible for CTA services.

“This program provides a wonderful opportunity for caregivers to teach and support their own customers with support of Calgary Transit. As agency partners become trained, multiple individuals benefit from their training which expands the network of support available,” said Trelena Abrahamson, Travel Trainer and Community Liaison.



Organizations such as school placed learning programs for children with special needs or those on the autism spectrum, mental health clinics and group homes have been approached and signed up to take the program in the past.



“It has really blossomed in 2022—in fact, we are having the best year yet for this program, and it’s really encouraging,” said Abrahamson.

In 2022, six workshops were held, and 22 agency representatives became certified as trainers. An average of 10 trainers are active per month and have successfully trained 38 customers on Calgary Transit.

“We’re excited to support these trainers to enable their clients to the point that they are no longer reliant on CTA services or even need to apply. Simply put, it creates a snowball effect of how many people we’re able to help—and we’re looking forward to even more agencies reaching out in 2023!” said Clare Russell, Travel Trainer and Community Liaison.

If you know of an agency who could benefit, please have them reach out to the [\*\*Travel Trainers\*\*](#) for more information.

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## Holiday Hours Winter 2022

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

### **Christmas Day**

Sunday, December 25

### **Boxing Day**

Monday, December 26

### **New Years Day**

Sunday, January 1

### **Family Day**

Monday, February 20

Please note, regular re-occurring trips will be stopped for the holidays from December 26 – January 8, 2023. This applies for all regular trips, **except dialysis**.

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## Housekeeping

### **Dress properly for cold conditions**

As the weather gets colder, we want to remind our customers to dress appropriately for the conditions.

A proper winter coat, toque, gloves, and shoes/boots that are warm are important, so that you can stay safe while waiting for your ride.

### **Different coloured cabs sent for pick ups**

Please note, you may see a white or yellow cab at your next CTA pick up. Checker Cabs took over Mayfair Taxi a few months ago, and has merged the white Mayfair vehicles into their fleet.





As part of CTA service, you may notice some trips will have white-coloured cabs picking you up for the next few months until Checker is able to paint these cabs yellow to match the remainder of their vehicles.

### **Emergency contact info**

Please be sure to keep your emergency contact information updated with CTA. If you have not reviewed it in a while, we recommend confirming the contact details with the Booking Centre when you call in for your next trip request.

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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**

