







Calgary Transit Access Trip Booking Manual

CTA Trip Booking is a web-based tool that allows customers to view, book, change, and cancel trips online. This manual is a supplementary guide to our online help pages.

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How to Create a myID Account

In order to book trips through online CTA Trip Booking, you will need to either:

- 1. Have a preexisting myID account.
- 2. Create a myID account.
- (1) If you already have a **preexisting myID account**, you will need to register your account with CTA Trip Booking; skip to "Register for Calgary Transit Access Trip Booking" on page 6.
- (2) If you **do not have a myID account**, follow the steps below for help creating one:

How to Register for a myID Account:

- 1. Go to www.calgary.ca.
- 2. Scroll to the bottom of the page and click "myID" under Other City of Calgary websites.
 - Note: This is the myID login page, we recommend bookmarking this page as this is where you
 will login to book trips through CTA Trip Booking.
- 3. Select "Create a myID account":

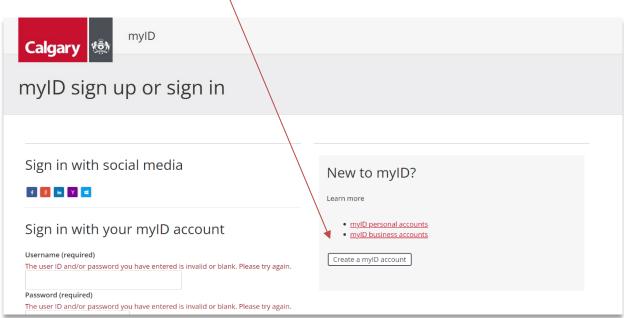


FIG 1: myID sign up or sign in.

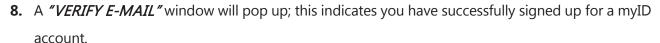
- **4. Enter all the required information** as indicated on the form:
 - Note: myID will require you to validate your email with a "One time passcode", please make sure the email you entered is correct and accessible.
 - If you receive an error code for the username entered reading "Username is not valid or has been claimed by another user..." please re-enter a valid username until you receive the confirmation "Username is available".
- 5. Read and agree to the "Terms of Use" and "Privacy Policy":
 - Check the box once completed.
- **6.** Check the box and follow the prompts to confirm "I'm not a robot".
- ✓ I'm not a robot

 reCAPTCHA
 Privacy Terns

 Create

FIG 3: myID; Sign-up; New account form > "I'm not a robot/create account".

- **7.** Review the information for any errors, then:
 - Select "Create" to submit your myID account.



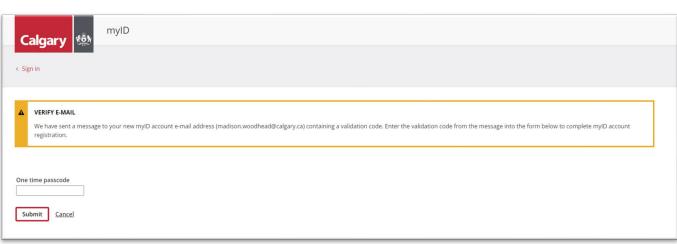


FIG 4: myID; Sign-up; New account; Verify Email; One time passcode verification.

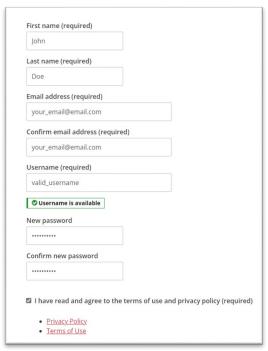
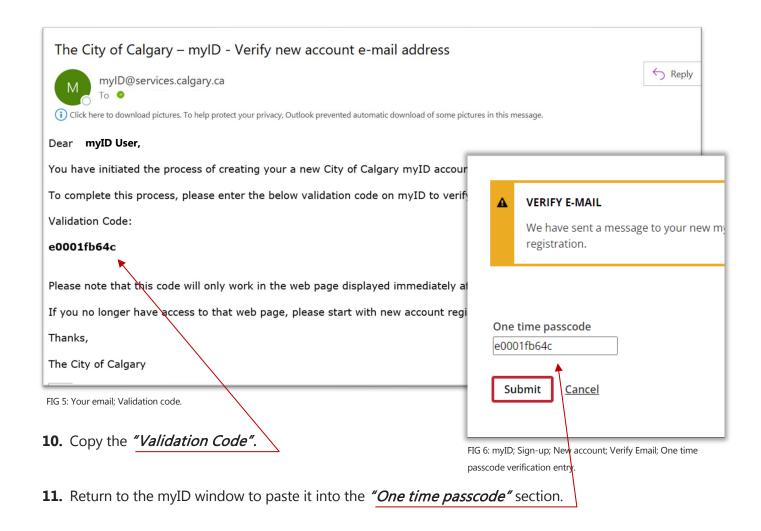


FIG 2: myID sign up; New account form.

- 9. Check your email for the "One time passcode":
 - This will be called the "Validation Code" in your email:



12. Select "Submit" to finalize your myID account.

You have now successfully created and verified your myID account, proceed to registering your account with CTA Trip Booking.

Register Your myID Account with CTA Trip Booking

Register your myID account with CTA Trip Booking so you can start booking trips online. Follow the steps below if you already have a myID account:

How to Register Your myID Account with CTA Trip Booking:

1. Once you are logged in, you will see the "myID dashboard":

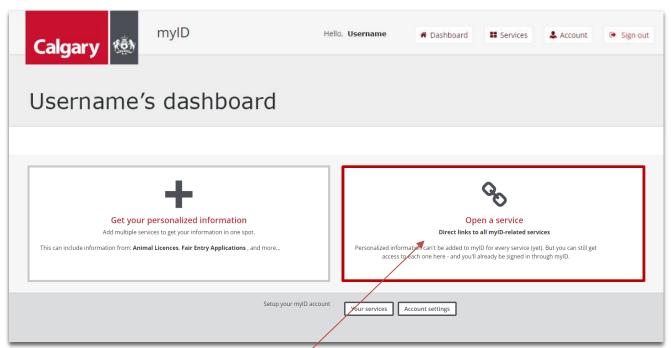
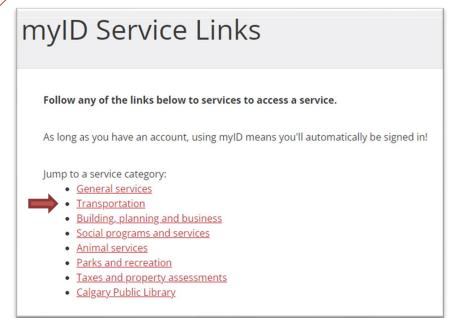


FIG 7: myID; Logged into myID account; Usernames dashboard > Open a service.

- 2. Click on the "Open a service" box.
- 3. "myID Service Links" page:
- **4.** Select "*Transportation*" from the service category list.
 - or scroll down to the "Transportation" section.



5. Locate "Transit Access Trip Booking" from the list of services:

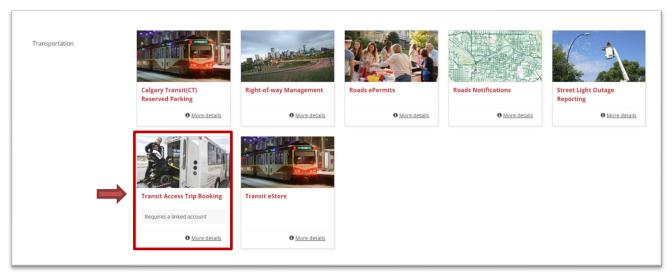


FIG 9: myID; Logged into myID account; myID Service Links; Transportation > Transit Access Trip Booking.

- **6.** Select the "Transit Access Trip Booking" heading:
 - You will be prompted to create a link between your myID account and your Calgary Transit Access Trip Booking account.
 - You will only need to complete this connection once.
- 7. Enter your Calgary Transit Access customer "registration number", followed by your Calgary Transit Access "PIN number":
- 8. Select "Submit":
 - A message will appear in a green box indicating your account has been linked successfully.
- **9.** Select "Go to Transit Access Trip Booking" to complete the process:
 - It may take a few seconds to load, but eventually you will be brought to the "At a Glance" homepage:

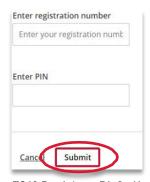


FIG 10: Transit Access Trip Booking myID login > Submit.



At a Glance

FIG 11: CTA Trip Booking; At a Glance (Homepage).

Note: we recommend bookmarking this page for future logins.

How to Login to CTA Trip Booking Account

If your myID account has been successfully registered with CTA Trip Booking, proceed with the following login steps below. Otherwise, review the steps above on "How to Create a myID Account" and "Register Your myID Account with CTA Trip Booking".

How to Login to Your CTA Trip Booking Account:

- **10.** Go to www.calgary.ca
- **11.** Scroll to the bottom of the page and click "myID".
- 12. Login to your myID account.
- 13. Select "Open a service".
- **14.** Select "*Transportation*" from the service category list.
- 15. Select "Transit Access Trip Booking".

You will be brought directly to your "At a Glance" homepage on the CTA Trip Booking site.

Note: we recommend bookmarking this page for future logins.

"At a Glance" Overview

The "At a Glance" homepage shows your overview of trips for today and tomorrow.

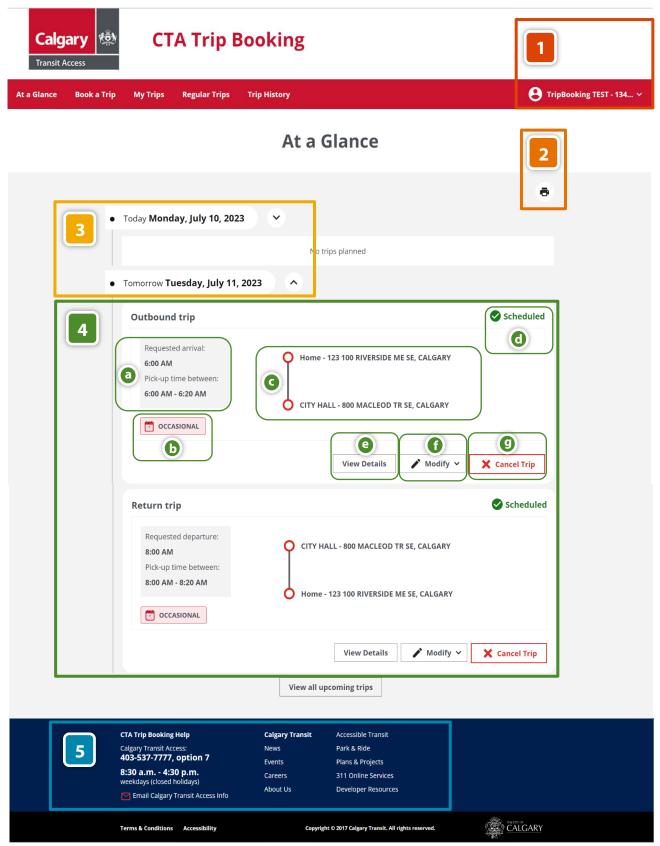


FIG 12: CTA Trip booking; At a Glance (Homepage).

- Customer Account This tab shows the customer's name and customer ID number. This is also where you can access "My Profile and Settings", "My Trip", "My Addresses", and "Logout".
- **Print** The "At a Glance" page can be printed or saved to your computer in PDF format.
- Trip Dates Trip dates will show for "today" and "tomorrow". To view more scheduled dates/trips, select "View all upcoming trips" at the bottom of the "At a Glance" page.
- 4 Trip Booking Details:
 - Trip Times Shows the "Requested arrival" or "Requested departure" time of trip, and the "Pick-up time between" window: you should be ready to be picked up at the beginning of this window.
 - **Occasional** This indicates whether this is an "Occasional" trip or "Regular" trip.
 - See page 11 for more details on "Occasional" and "Regular" trips.
 - Pick-up and Drop-off Locations The first (top) address is where you'll be picked up from, and second (bottom) address is where you'll be dropped off at.
 - **Trip Status "Scheduled"** with a green check mark means the trip is booked.
 - View Details This will allow you to view more details of your scheduled trip.
 - Modify The "Modify" option allows you to "Modify Trip Request" or "Modify Contact Info and Instructions Only". Note: The deadline for making changes to a scheduled trip is at 11:59 p.m., the day before the trip is scheduled.
 - Cancel Trip Cancel your trip at least two hours before the start of the pick-up window to avoid a late cancellation.
- CTA Web Footer This allows you to access the CTA Trip Booking Help link, shows the CTA Customer Servicer phone number and hours, CTA email, and links to Calgary Transit pages. The footer is on the bottom of every page.

"Book a Trip" Overview

The "Book a Trip" page allows you to "Book an Occasional Trip" or "Book a Regular Trip". See descriptions below.

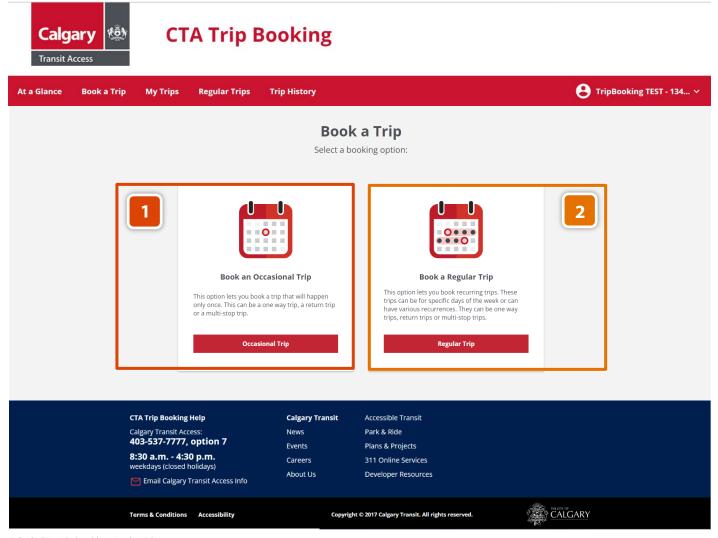


FIG 13: CTA Trip booking; Book a Trip.

- Book an Occasional Trip This option lets you book a trip that will happen only once. This can be a one-way trip, a return trip, or a multi-stop trip.
- Book a Regular Trip This option allows you to book recurring trips. These trips can be for specific days of the week or can have various recurrences. They can be one-way trips, return trips or multistop trips.

"Book an Occasional Trip" Overview

An "Occasional Trip" is a trip booking that will only occur once. This overview section will explain the different features and functions for booking an "Occasional Trip". For step-by-step instructions for how to book an Occasional: One Way, Round Trip, and Multi Trip; please see pages 35 – 40.

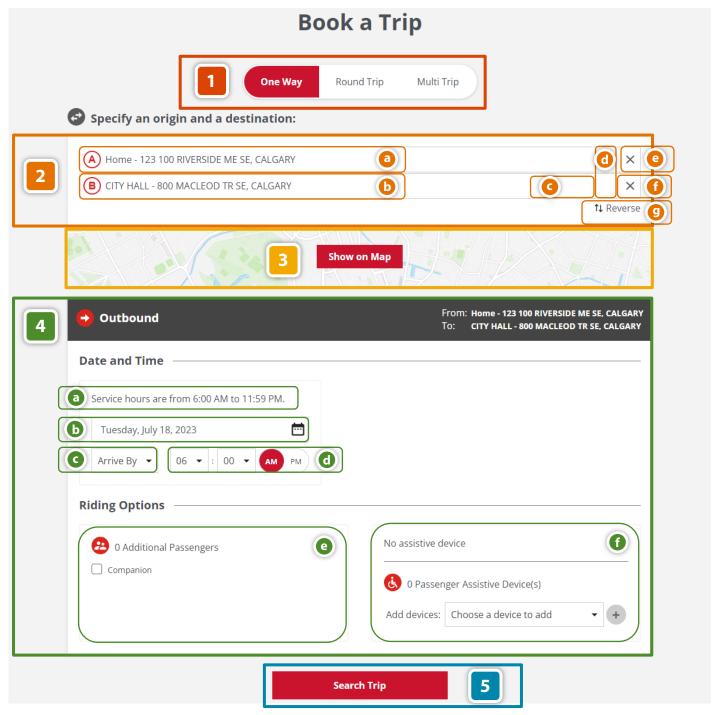


FIG 14: CTA Trip booking; Book a Trip; Occasional Trip; One Way Trip.

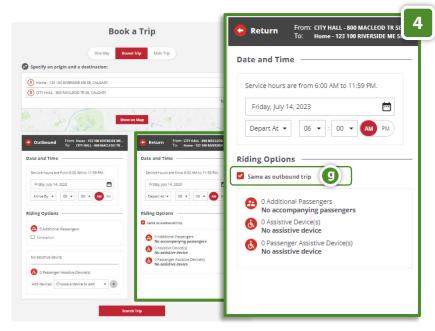
- Trip Request One Way/Round Trip/Multi Trip This indicates what type of trip you are requesting. A "One-Way Trip" is from an origin to a destination.
- Origin and Destination Address Section:
 - (A) (a) "A" Origin The location you will start from. Your pick-up address.
 - (B) (b) "B" Destination The location you are requesting to go to. Your drop-off address.
 - ♥ G Favorites Saved addresses that you frequent.
 - 49 d History This is a list of the last ten recent locations that you have entered into Trip Booking.
 - × (e) "X" Clear/delete the address entered.
 - Map Find the address you're looking for on a map.
 - 1 Reverse Switch your pick-up location (A) with your drop-off location (B).
- Show on Map Once both Origin (A) and Destination (B) addresses are entered, you may view the locations of "A" and "B" on a map.
 - To close the map, select Hide Map (hide map) located at the bottom of the map.
- 4 Outbound or Return Trip Details:
 - Service Hours Calgary Transit Access hours of service.
 - **Date** Select the date of your desired travel.
 - G Arrive By or Depart At Book a trip by either your desired arrival time or departure time.
 - **Time** Select time of desired travel. This will be your tentative arrival or departure time depending on what was selected in section.
 - Additional Passengers If travelling with another person, check the "Companion" box.
 - **1** Assistive Device Please indicate any assistive devices here.
 - Use the + (add) icon to add more than one device.
- **Search Trip** Once all the information is entered, please review to confirm everything is correct, then proceed to "Search Trip" to continue to "Review Occasional Trip Request" page.

Round Trip & Multi Trip Specifics

Below are details that are specific to "Round Trip" and "Multi Trip"; please see the "Occasional Trip"

Overview" section for general booking assistance.

Round Trip:

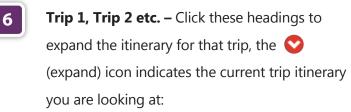


Same as outbound trip – Leave
box checked if "Rider Options" are
the same for your as "Outbound"
and/or "Trip 1" rider option details.

 Note: In "Multi Trip" this is named: "Same as Trip #1"

FIG 15: CTA Trip Booking; Book a Trip; Occasional Trip; Round Trip.

Multi Trip:



- Delete Delete a trip by clicking the (delete) icon.
- Note: The trip itinerary details must be expanded for the delete icon to appear.
- 7 Add Another Trip Click the "Add Another Trip" button to add to your trip itinerary.

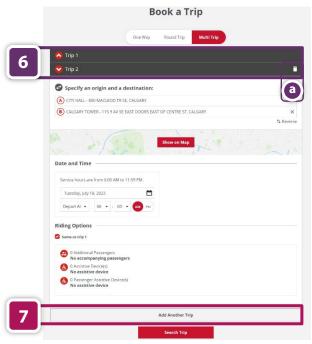


FIG 16: CTA Trip booking; Book a Trip; Occasional Trip; Multi Trip.

Review Occasional Trip Request Overview

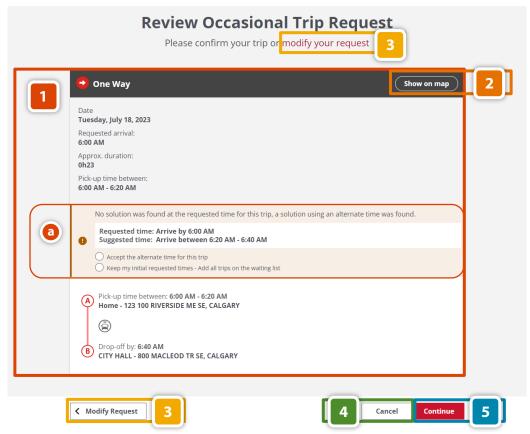


FIG 17: CTA Trip Booking; Occasional Trip; One Way Trip; Review Occasional Trip Request.

- **Trip Details** Review all information pertaining to your trip itinerary.
 - No Solution Found If the requested trip time is unavailable, an alternative "suggested time" may be shown. You can either:
 - "Accept the alternative time for this trip", or "keep my initial requested times"
 and be placed on a waiting list.
- Show on Map Visually review your trip addresses ("A" & "B") in the map view:
 - **Note:** Close map view by clicking the (t) (close window) icon in the top left corner.
- Modify Request If modifications to your trip are required, select either "Modify Request" or "modify my request" to make changes to your itinerary before continuing.
- Cancel Cancel your current trip request.
- Continue If everything is correct, "Continue" to complete your trip request.

Complete Your Occasional Trip Request

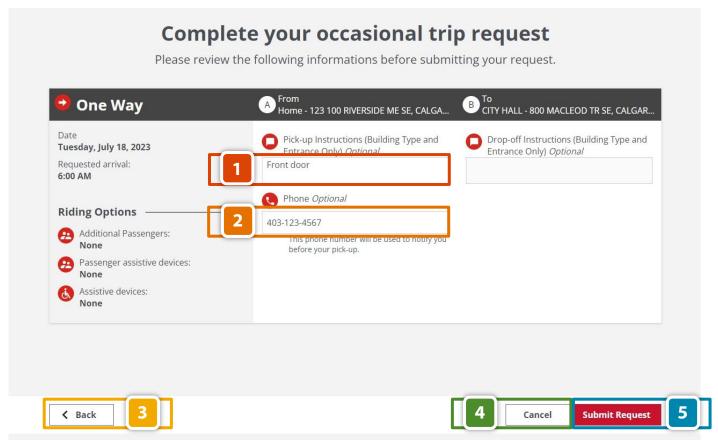


FIG 18: CTA Trip Booking; Book a Trip; Occasional Trip; One Way Trip; Complete Your Occasional

- Pick-up and Drop-off Instructions (optional) Leave specific instruction for "Pick-up" and "Drop-off". Keep them short and concise, for example: "front door".
 - Note: instructions are only available for non-landmark locations. Landmark locations will have predesignated pick-up/drop-off areas.
- Phone Number (optional) Leave a phone number to be notified before your pick-up time.
- Back Return back to the "Review Occasional Trip Request" page.
- Cancel "Cancel" booking your trip.
- **Submit Request –** Review all information, then select "Submit Request" to continue booking.

Your Occasional Trip Has Been Booked Successfully

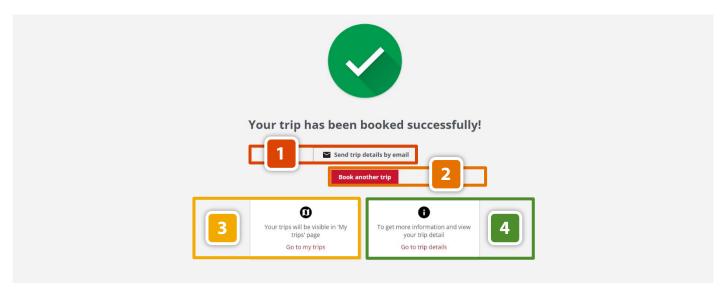


FIG 19: CTA Trip Booking; Book a Trip; Occasional Trip; One Way Trip; Complete Your Occasional Trip

- **Email Your Trip Details –** Email yourself your trip details.
- Book Another Trip Need to book another occasional trip? Click here.
- My Trips Click here to view all your scheduled trips on the "My Trips" page.
- Trip Details Click here to view your "Trip Details".

"Book a Regular Trip" Overview

A "Regular Trip" is a recurring trip that you can schedule to repeat on select days of the week, weekly or monthly. This overview section will explain the different features and functions for booking a "Regular Trip". For step-by-step instructions on how to book a Regular: One Way, Round Trip, and Multi Trip, see pages 41 – 49.

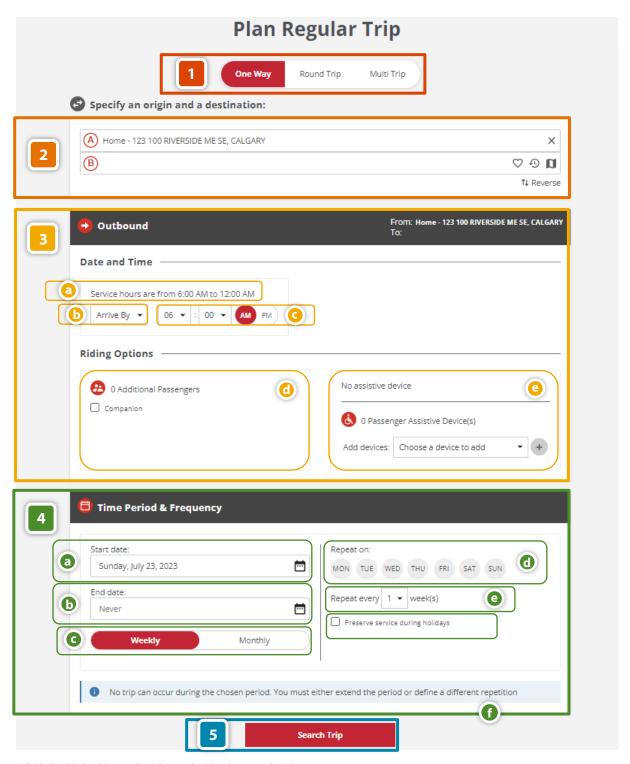


FIG 20: CTA Trip booking; Book a Trip; Regular Trip; Plan a Regular Trip.

- Trip Request One Way/Round Trip/Multi Trip This indicates what type of trip you are requesting. A "One-Way Trip" is from an origin to a destination. A "Round Trip" is from an origin to a destination, then back to the origin. A "Multi Trip" is three or more trips in one day.
- Origin and Destination Address Section See pages 12 13 if clarification is needed.
- Outbound or Return Trip Details:
 - Service Hours The Calgary Transit Access hours of service.
 - **(b)** Arrive By or Depart At Book trip by either your desired arrival time or departure time.
 - Time Select time of desired travel. This will be your tentative arrival or departure time depending on what was selected.
 - Additional Passengers If travelling with another person, check the "Companion" box.
 - Assistive Device please indicated any "Assistive Devices" here:
 - Use the + (add) to add more than one device.
- Time Period & Frequency:
 - **Start Date –** Select the starting date for your regular trip.
 - **b** End Date Option to select the end date, or "Never" for your regular trip.
 - Weekly/Monthly Select to schedule your recurring trip(s) to happen on a "Weekly" basis, or "Monthly" basis:
 - See page 20 for more details for the "Weekly" and "Monthly" frequency setting.
 - **@ Repeat On –** Select the days (Monday Sunday) of the week for your recurring trip.
 - Repeat Every ___ Week- Repeat your trip every one, two, three, or four weeks.
 - Preserve Service During Holidays Check this box if you require your recurring trip(s) to preserve their schedule on holidays. If left unchecked, trips will be paused on holidays.
- **Search Trip** Once all the information is entered, please review to confirm everything is correct, then proceed to "Search Trip" to continue to the "Review Regular Trip Request" page.

Time Period & Frequency: Weekly

Select the "Weekly" frequency to schedule multiple days, or a single day to recur on a weekly basis.

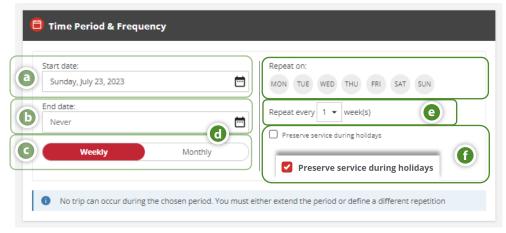


FIG 21: CTA Trip booking; Book a Trip; Regular Trip; Round Trip; Time Period & Frequency: Weekly

- Select the days of the week you would like to schedule your recurring trip(s).
- Select whether you would like to repeat this schedule:
 - Every week (1), two weeks (2), three weeks (3), or every four weeks (4).
- ① Check the "Preserve service during holidays" box if you wish for service to not be disrupted on holidays.

Time Period & Frequency: Monthly

Select the "Monthly" frequency to schedule one day per month as your recurring trip.

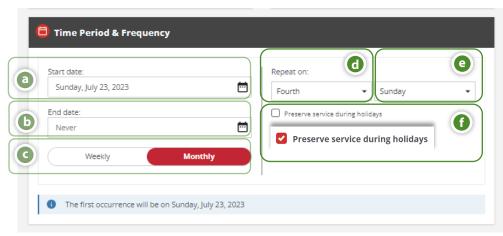


FIG 22: CTA Trip Booking; Book a Trip; Regular Trip; Round Trip; Time Period & Frequency: Monthly

- Select the day of the week you would like to schedule your recurring trip(s).
- Select to schedule this trip to occur:
 - Every first, second, third, fourth, or last selected day of the month.
- ① Check the "Preserve service during holidays" box if you wish for service to not be disrupted on holidays.

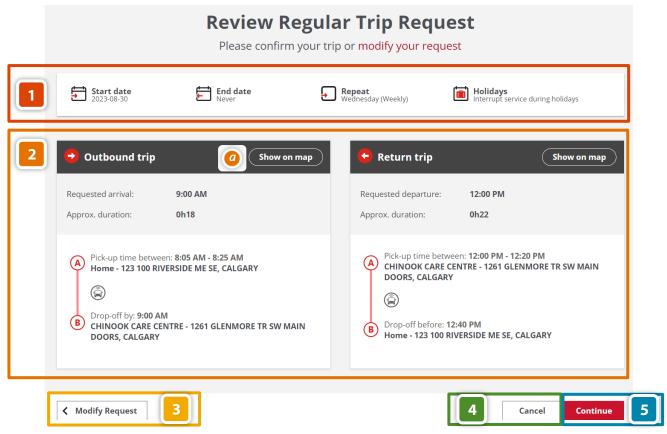


FIG 23: CTA Trip booking; Regular Trip; Round Trip; Review Your Regular Trip Booking.

- **Frequency Details –** Review the start date, end date, repeat frequency, and holiday settings.
- Trip Details Review the details for your outbound and return trips.
 - 3 Show on map: Visually review your trip addresses ("A" & "B") entered in map view
 - **Note:** Close map view by clicking the (t) (close window) icon in the top left corner.
- Modify Request If you want to modify your request, select either "Modify Request" or "modify my request" to make changes to your itinerary before continuing.
- Cancel Cancel your current trip request.
- **Continue** If everything is correct, "Continue" sending your trip request.

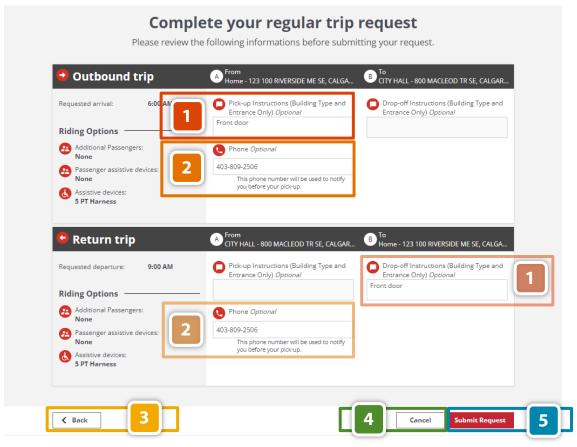


FIG 24: CTA Trip booking; Regular Trip; Round Trip; Complete Your Regular Trip Request.

- Pick-up and Drop-off Instructions (optional) Leave specific instruction for "Pick-up" and "Drop-off". Keep them short and concise, example: "front door".
 - Note: instructions are only available for non-landmark locations. Landmark locations will have predesignated pick-up/drop-off areas.
- Phone Number –(optional) Leave a phone number to be notified before your pick-up time.
- Back Return back to the "Review Occasional Trip Request" page.
- **Cancel** Cancel your trip booking request.
- **Submit Request** Review all information, then continue by clicking "Submit Request".

Regular Request Booked Successfully

This page indicates your "Regular" (recurring) trip has successfully been booked. For further help on "How to Book a Regular Trip" that includes "One Way", "Round Trip", and "Multi Trip", see page 41 of this manual.

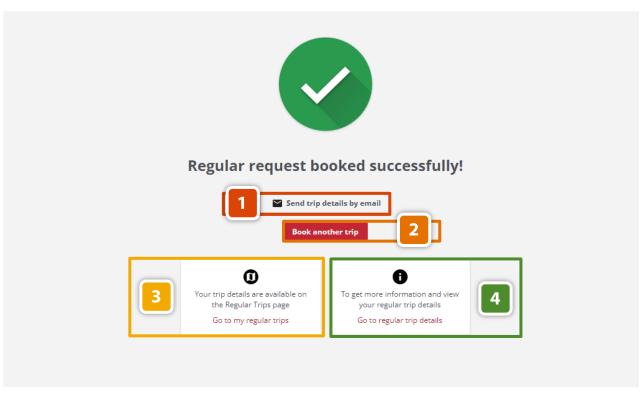


FIG 25: CTA Trip booking; Regular Trip; Round Trip; Regular Trip Booked Successfully.

- Send Trip Details by Email Email yourself your trip details.
- Book Another Trip Need to book another occasional trip? Click here.
- Go To My Regular Trips Click here to view all your scheduled trips on the "My Trips" page.
- Go To Regular Trip Details Click here to view the details of your trip booking.

"My Trips" Overview

The "My Trips" page is similar to the "At a Glance" page but with more features and settings. You can view your trip history, show cancelled trips, schedule a regular trip interruption, or email yourself your trip schedule. This overview section will give you a broad generalization of the different features and functions for the "My Trips" page.

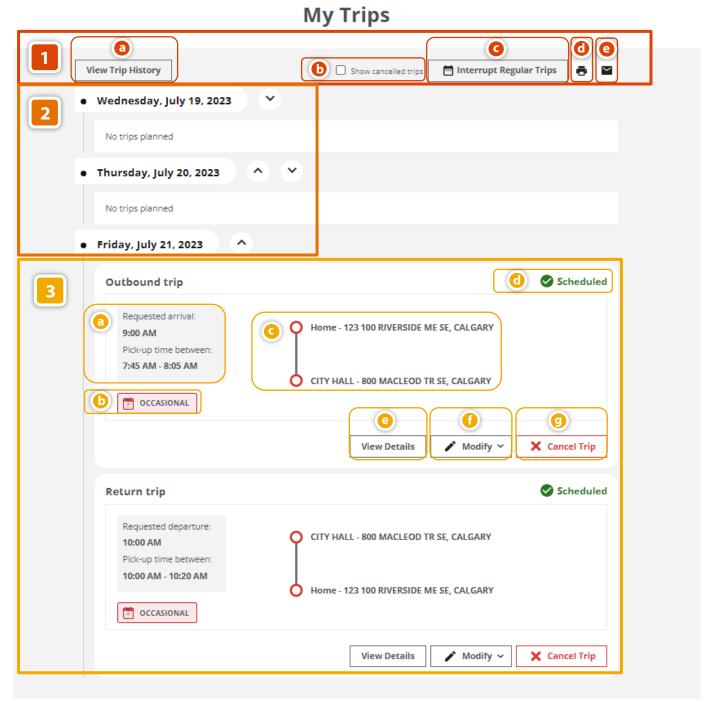


FIG 26: CTA Trip Booking; My Trips.

My Trip:

- 1 View Trip History Click here to view your previous trip history.
- **Show Cancelled Trips –** Check the box to view trips you have cancelled.
- Interrupt Regular Trips Schedule a temporary interruption (pause) on a regular trip.
- Print Print your upcoming trips.
- Email Email your next upcoming trips.
- **Trip Dates** Show trip information for your upcoming trips.
- Trip Details:
 - Trip Times Shows the "Requested arrival" or "Requested departure" time of trip, and the "Pick-up time between" window: you should be ready to be picked up at the beginning of this window.
 - Occasional Indicates whether the trip is "Occasional" or "Regular".
 - See page 11 for more details on "Occasional" and "Regular" trips.
 - Pick-up and Drop-off Locations The first (top) address is where you'll be picked up from, and second (bottom) address is where you'll be dropped off at.
 - 1 Trip Status "Scheduled" with a green check mark means the trip is booked.
 - O View Details View the details for the selected trip.
 - Modify Allows you to "Modify Trip Request" or "Modify Contact Info and Instructions
 Only". Note: The deadline for editing a trip is at 11:59 p.m. the day before your scheduled trip.
 - Cancel Trip Cancel your trip at least two hours before the start of the pick-up window to avoid a late cancellation.

"Trip Details" Overview

Trip Details

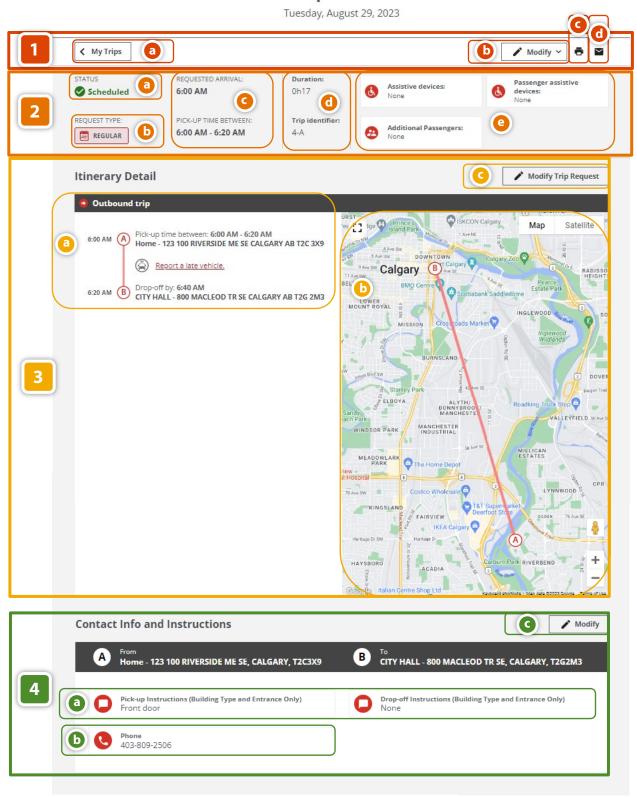


FIG 27: CTA Trip Booking; Trip Details

- 1 Trip Details (header):
 - My Trips Select (My Trips) to exit trip details and go to the "My Trips" page.
 - **b** Modify Modify your trip: "Modify trip request", or "Modify contact info and instructions only".
 - **Orint Print your "Trip Details"**.
 - **d** Email Email yourself your "Trip Details".
- 2 Trip Details:
 - a Trip Status "Scheduled" with a green check mark means the trip is booked.
 - For "Waitlisted" trips, see page 35 for more info.
 - Trip Type Indicates whether the trip is "Occasional" or "Regular".
 - **Trip Times -** Shows the "Requested arrival" or "Requested departure" time of trip, and the "Pick-up time between" (Please be ready to be picked up at the beginning of this window).
 - Ouration/Trip Identifier "Duration" is the estimated travel time from "A" to "B". "Trip identifier" is the assigned number and letter combination that identifies a trip in the system.
 - Rider Options This section displays your "Rider Options". (i.e. Assistive devices, Additional passenger's, etc.).
- 3 Trip Itinerary:
 - 1 Trip Details This section will display: Outbound (or Return), and "A" & "B" addresses.
 - (b) View On Map View the locations of "A" & "B" on a map.
 - Modify Trip Request Modify your trip itinerary.
- 4 Contact Info and Instructions:
 - Pick-up / Drop-off Instructions Your personalized pick-up and drop-off instructions.
 - **B** Phone The number you will be contacted at before your trip.
 - Modify Modify your contact information and instructions.

My Trip "Add Interruptions" Overview

This is an overview of the "My Trip > Interrupt Regular Trip > Add Interruptions" page, where you can temporarily pause Regular (recurring) trips by adding a trip interruption.

Add Interruption

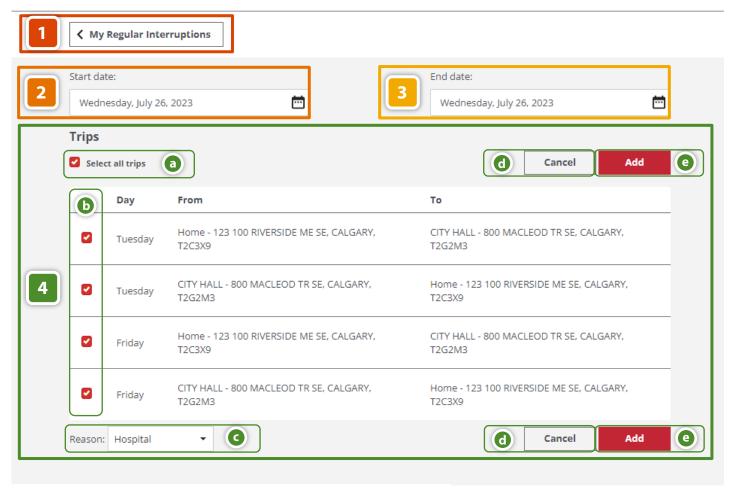
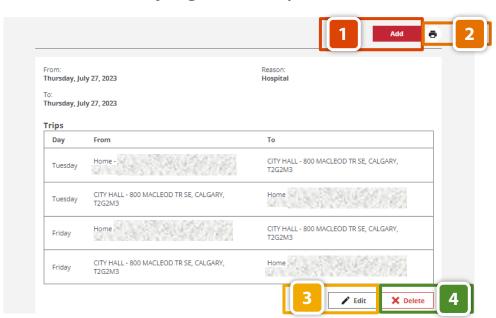


FIG 28: CTA Trip booking; Regular Trip; Round Trip; Regular Trip Booked Successfully.

- My Regular Interruptions View all currently scheduled interruptions.
- Start Date Select the starting date to view your "Regular" scheduled trips from that date.
- End Date Select the end date to view your "Regular" scheduled trips until that date.

4 Trips:

- Select all trips Check this box to select ALL regular scheduled trips between the selected start and end dates to temporarily be interrupted.
- **Select days** Individually check the box(es) to schedule a temporary interruption for a specific day/trip.
- **Reason –** Select the reason for the temporary trip interruption.
- Cancel Click here to "Cancel" adding a new trip interruption; you will be redirected to the "My Regular Interruptions" page.
- Add Click "Add" to submit the trip interruption.



My Regular Interruptions

FIG 29: CTA Trip Booking; My Trips; Add Trip Interruption.

- Add "Add" another "Trip Interruption".
- Print "Print" your current "Trip Interruptions".
- Edit "Edit" your current "Trip Interruptions".
- Delete "Delete" the current "Trip Interruptions".

"My Profile and Settings" Overview

The "My Profile and Settings" page includes your "Profile Details" and "Communication Preferences".

Please note: the "Profile Details" section is based on the information provided to us through Eligibility or Customer Service; to make any changes to this section you will need to contact Eligibility Services.

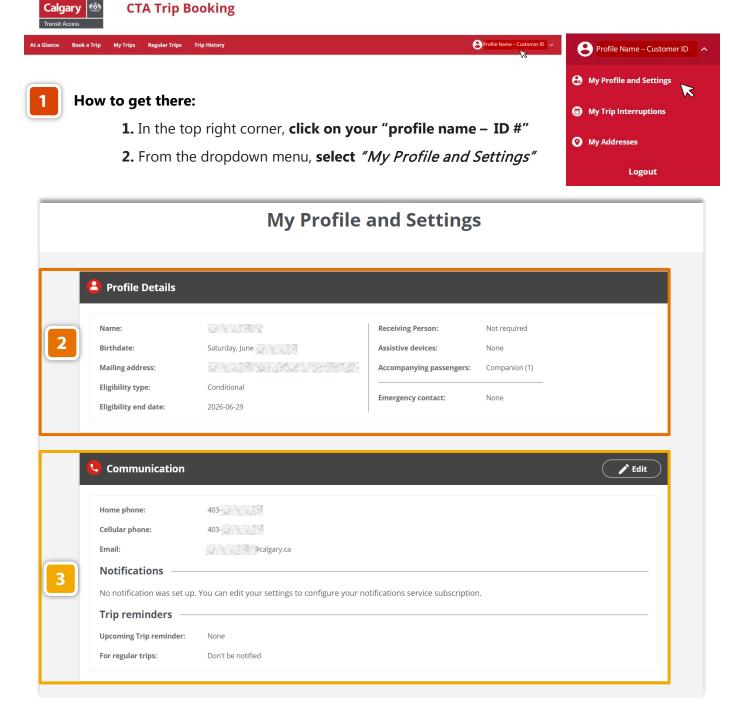


FIG 30: CTA Trip Booking; My Profile and Settings.

- Profile Details The "Profile Details" section includes your personal information. This section cannot be updated online:
 - To update any of this information in the section, please contact **Eligibility Services**.
- Communication The "Communication" section includes your contact number(s), email address, and notification preferences. This section can be updated online:
 - To edit, select the (edit) button in the top right corner of the block.

Edit Communication Preferences

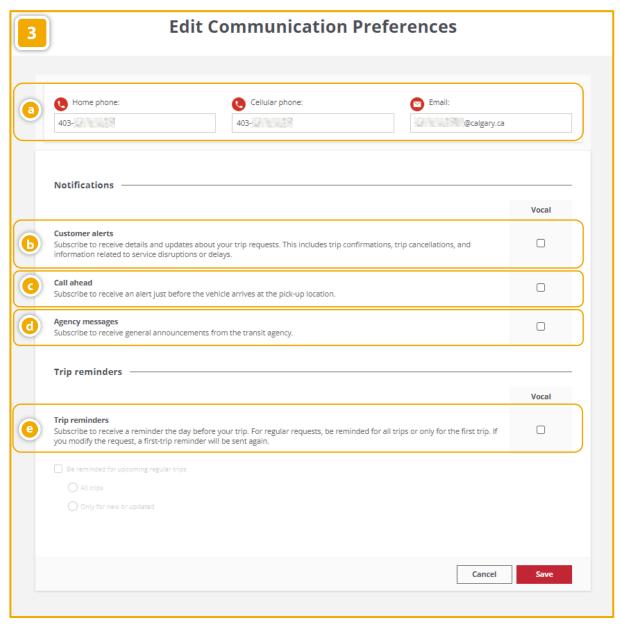


FIG 31: CTA Trip Booking; My Profile and Settings; Communication > Edit; Edit Communication Preferences

3

Edit Communication Preferences:

- Contact Information "Home Phone", "Cellular Phone", and "Email"
- Customer Alerts Subscribe to receive details and updates about your trip requests. This includes trip confirmations, trip cancellations, and information related to service disruptions or delays.
- Call Ahead Subscribe to receive an alert just before the vehicle arrives at the pick-up location.
- **agency Messages –** Subscribe to receive general announcements from the transit agency.
- Trip Reminders Subscribe to receive a reminder the day before your trip. For regular requests, be reminded for all trips or only for the first trip. If you modify the request, a first-trip reminder will be sent again.

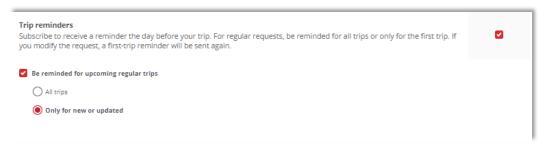


FIG 32: CTA Trip booking; My Profile and Settings; Communication > Edit; Edit Communication Preferences; Trip reminders; Be reminded for upcoming regular trips > (1) All Trips, (2) Only for new or updated.

- **Cancel "Cancel"** editing your communication preferences without saving.
- **Save "Save"** edits made to your communication preferences.

"My Addresses" (Favorites) Overview

The "My Addresses" page allows you to review, add, edit, and delete your favorite addresses. Favorite saved addresses allow you to add commonly visited addresses for quick and easy entry when booking a trip.

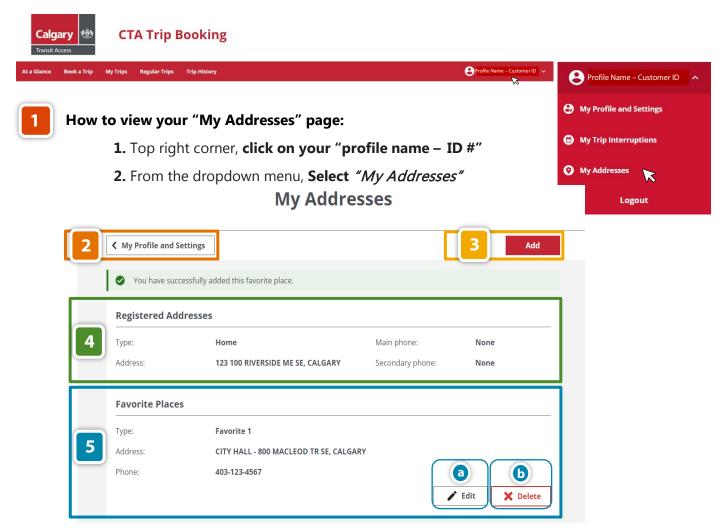


FIG 33: CTA Trip Booking; My Profile and Settings; My Addresses

- My Profile and Settings Click here to go to back to the "My Profile and Settings" page.
- Add Click here to add a new address to your favorite addresses list.
 - See page 33 for additional help adding a new favorite place.
- Registered Addresses This is your personal profile information: address, contact number(s), etc.
- Favorite Places This is a list of addresses added to your favorites list.
 - Edit Select "Edit" to update your favorite saved address.
 - **Delete** –Select "Delete" to remove an address from your favorites list.

Add a New Favorite Place

Have an address that you frequently visit? Add it as a favorite place for quick access when booking your next trip.

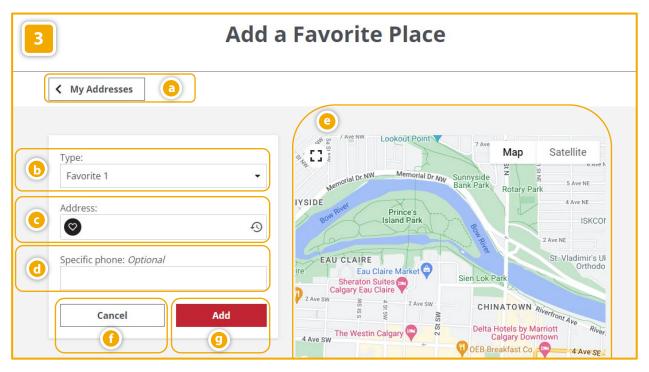


FIG 34: CTA Trip booking; Regular Trip; Round Trip; Regular Trip Booked Successfully.

- My Addresses Click here to go back to "My Addresses" page (see page 33).
- **Type –** Select from "*Favorite 1" "Favorite 8"* in the dropdown menu.
- Addresses Enter the "Address" for your new favorite place entry or click the (recent) icon to view your recently visited locations.
- **Specific Phone** (optional) Add a contact number for your new entry.
- Map View the address on a map.
- Cancel Cancel your new favorite place entry without saving.
- Add Click to "Add" the new address to your favorite places.

✓ You have successfully added this favorite place.

How to Book an Occasional Trip:



An occasional trip is a trip booking that will only happen once. For an overview of the Occasional Trip booking features, go to page 12.

This can be a:

- One-way Trip (page 35)
- Round Trip (page 37)
- Multi Trip (page 39)

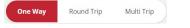
Occasional: One Way

An occasional one-way trip is one trip from an origin to a destination that will only occur once. Please note: a one-way trip does not include a return trip. **This trip itinerary will only occur once (occasional)**. If you wish to book a regular (recurring) one-way trip, please see page 41.

How to Book an Occasional One-Way Trip:

- 1. Select "Book a Trip" from the top menu bar.

 Book a Trip
- 2. Select "Occasional Trip".
- 3. Select the "One Way" option located below the "Book a Trip" title.



- **4.** Enter your "Origin" (starting) address, labelled (A). Your home address will be entered by default but can be changed.
- **5.** Enter your "Destination" (ending) address, labelled (B)
 - Click the \heartsuit (heart) icon to select from your list of favorite addresses.
 - Click the [©] (recent) icon to select from your address history list.
 - Click the 🔳 (map) icon to select the address on a map.

Date and Time:

- **6.** Select the "Date" for your one-way trip:
 - Click the (calendar) icon to select the trip date from a calendar.
- 7. Select either "Arrive By" or "Depart At" from the dropdown menu:

- (arrive by): I want to arrive at my destination by a certain time.
- (depart at): I want to leave my origin at a certain time.
- 8. Select the time: Select the "hours" and "minutes" from the dropdown menus, then select "AM" or "PM".

Riding Options:

- **9.** Additional Passengers (Companion):
 - If you are travelling with another person, check the "Companion" box. Companion
 - If you are travelling alone, leave this box unchecked.

10. Assistive Device(s):

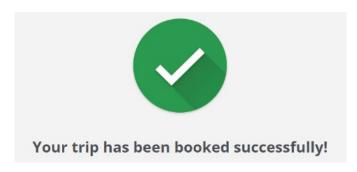
- Select from the dropdown menu if you are travelling with an assistive device. Choose a device to add
- Click the (add) icon to add more than one assistive device.
- **11.** With everything entered correctly; click "Search Trip".

Review Occasional Trip Request:

- **12.** Review all the information for your one-way trip and ensure all details are correct.
- 13. Select "Continue" to "Complete your occasional trip request".

Complete Your Occasional Trip Request:

- **14.** Enter specific "Pick-up Instructions" (optional).
- **15.** Enter a "Phone" umber (optional).
 - Note: This phone number will be used to notify you before your pick-up.
- **16.** "Submit Request" to finalize your one-way trip booking.



Occasional: Round Trip



An occasional "Round Trip" is a trip from an origin to a destination then destination back to the origin. **This trip itinerary will only occur once (occasional)**. If you wish to book a regular (recurring) round trip, see page 44.

How to Book an Occasional Round Trip:

- 1. Select "Book a Trip" from the top menu bar.

 Book a Trip
- 2. Select "Occasional Trip".
- 3. Select the "Round Trip" option located below the "Book a Trip" title on the left.



- **4.** Enter your "Origin" (starting) address, labelled (A).
- **5.** Enter your "Destination" (ending) address, labelled (B):
 - Click the ♥ (favorite) icon to select from your list of favorites.
 - Click the ¹⁰ (recent) to select from your address history list.
 - Click the (map) icon to select the address on a map.

Outbound: Date and Time: Outbound

- **6.** Select the "Date" for your "Outbound" return trip:
 - Click the 🗖 (calendar) icon to select the trip date from a calendar.
- 7. Select either "Arrive By" or "Depart At" from the dropdown menu.
 - Arrive By (Arrive by) meaning: I want to arrive at my destination by "X" time.
 - Depart At (Depart at) meaning: I want to leave my origin at "X" time.
- 8. Select the "hours" and "minutes" from the dropdown menus, then select "AM" or "PM".

Outbound: Riding Options:

- 9. Additional Passengers (Companion):
 - If you are travelling with someone else, check the "Companion" box.
 - If you are travelling alone, leave this box unchecked.

- Select from the dropdown menu if you have an assistive device with you.
- Click the (add) icon to add more than one assistive device.

Return: Date and Time:



- **11.** The return "Date" will automatically be the same as your "Outbound" trip.
- **12.** Select either "Depart At" or "Arrive By" from the dropdown menu.
 - Arrive By (Arrive by) meaning: I want to arrive at my destination by "X" time.
 - Depart At (Depart at) meaning: I want to leave my origin at "X" time.
- 13.Select the time: Select the "hours" and "minutes" from the dropdown menus, then select "AM" or "PM".

Return: Riding Options:

- **14.** If the riding options are the "Same as outbound trip" leave this box checked.
 - If they are not, uncheck this box and repeat steps 9 10.
- 15. With everything entered correctly, click "Search Trip" to "Review Occasional Trip Request".

Review Occasional Trip Request:

- **16.** Review all details of your round-trip booking and ensure everything is correct.
 - Note: Select "Modify Request" to go back if any changes are required.
- 17. Select "Continue" to "Complete your occasional trip request".

Complete Your Occasional Trip Request:

- **18.**Enter specific "Pick-up Instructions" (optional) for your "Outbound" and "Return" trip.
- **19.**Enter a "Phone" number (optional) for your "Outbound" and "Return" trip.
 - Note: This phone number will be used to notify you before your pick-up.
- 20. "Submit Request" to finalize your round-trip booking.

Occasional: Multi Trip



An occasional "Multi Trip" booking is a trip itinerary that includes more than one scheduled trip, example: Trip 1, Trip 2, Trip 3, etc. **This trip itinerary will only occur once (occasional)**. If you wish to book a regular (recurring) multi trip, please see page 47.

How to book a Multi Trip:

- 1. Select "Book a Trip" from the top menu.
- 2. Select "Occasional Trip".



3. Select the "Multi Trip" option located below the "Book a Trip" title on the left.



Round Tr



Trip Details:

- **4.** Enter the "Origin" (starting) address, labelled: (A) for trip "X".
- **5.** Enter the "Destination" (ending) address, labelled: (B) for trip "X".
 - Click the ♥ (favorite) icon to select from your list of favorites.
 - Click the ¹⁰ (recent) to select from your address history list.
 - Click the (map) icon to select the address on a map.

Date and Time:

- **6.** Select the "Date" for your multi trip, Trip "X":
 - Click the (calendar) icon to select the trip date from a calendar.
- 7. Select either "Arrive By" or "Depart At" from the dropdown menu.
 - Arrive By (Arrive by) meaning: I want to arrive at my destination by a certain time.
 - Depart At (Depart at) meaning: I want to leave my origin at a certain time.
- 8. Select the "hours" and "minutes" from the dropdown menu(s), then select "AM" or "PM".

Riding Options:

Please note: If riding options are the same for all trips, leave the "same as Trip 1" checked.

9. Additional Passengers (Companion):

- If you are travelling with another person, check the "Companion" box.
- If you are travelling alone, leave this box unchecked.

- Select from the dropdown menu if you have an assistive device with you.
- Choose a device to add
- Click the (add) icon to add more than one assistive device.
- **11.** Select "Add Another Trip" to add to your multi trip itinerary:

Add Another Trip

Repeat steps 4 – 11 until all trips are added.

12. With everything entered correctly; Select "Search Trip" to "Review Occasional Trip Request".

Review Occasional Trip Request:

- **13.** Review all the information for your multiple trips, ensure everything is correct.
- 14. Select "Continue" to "Complete your occasional trip request".

Complete Your Occasional Trip Request:

- **15.** Enter specific "Pick-up Instructions" (optional).
- **16.** Enter a "Phone" number (optional).
 - Note: This phone number will be used to notify you before your pick-up.
- **17.** "Submit Request" to finalize your multi trip booking.



How to Book a Regular Trip:



A Regular Trip, also called a subscription or recurring trip, can be scheduled to repeat weekly or monthly. A Regular Trip can be booked as a:

- One-way Trip (Pg. 41)
- Return Trip (Pg. 44)
- Multi Trip (Pg. 47)

Regular: One Way

A regular one-way trip is one trip from an origin to a destination only. **This trip itinerary will be recurring (Regular).** If you wish to book a one-way trip that will happen once (occasional), please see page 35. Please note: a "one way" trip does not include a return trip.

How to Book a Regular One-way Trip:

1. Select "Book a Trip" from the top menu bar.



2. Select "Regular Trip".



3. Select the "One Way" option located below the "Plan Regular Trip" title on the left.



- **4.** Enter your "Origin" (starting) address, labelled: (A).
- **5.** Enter your "Destination" (ending) address, labelled: (B).
 - Click the \heartsuit (favorite) icon to select from your list of favorites.
 - Click the ⁴⁰ (recent) icon to select from your address history list.
 - Click the (map) icon to select the address on a map.

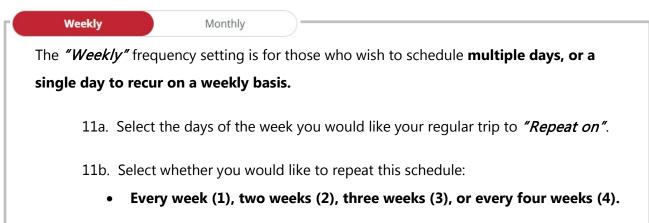
Date and Time:

- **6.** Select either "Arrive By" or "Depart At" from the dropdown menu.
 - Arrive By (Arrive by) meaning: I want to arrive at my destination by a certain time.
 - Depart At (Depart at) meaning: I want to leave my origin at a certain time.
- 7. Select the "hours" and "minutes" from the dropdown menu(s), then select "AM" or "PM".

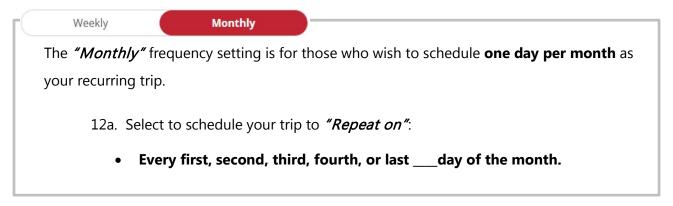
Riding Options:

- 8. Additional Passengers (Companion):
 - If you are travelling with another person, check the "Companion" box.
 - If you are travelling alone, leave this box unchecked.
- **9.** Assistive Device(s):
 - Select from the dropdown menu if you have an assistive device with you.
 - Click the (add) icon to add more than one assistive device.
- **10.** Select the "Start Date" and "End Date" for your regular one-way trip:
 - Click the (calendar) icon to select the trip date from a calendar.

11. Time Period & Frequency: Weekly



12. Time Period & Frequency: Monthly



13. Check the "Preserve service during holidays" if you wish for service to not be disrupted during holidays.

14. Review all the information entered, then select "Search Trip".

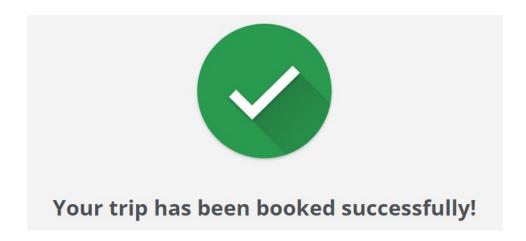
Review Regular Trip Request:

This is the review page for your one-way regular trip, ensure everything is correct before proceeding.

15. Select "Continue" to "Complete your regular trip request".

Complete Your Regular Trip Request:

- **16.**Enter specific "Pick-up Instructions" (optional).
- **17.**Enter a "Phone" onumber (optional).
 - Note: This phone number will be used to notify you before your pick-up.
- 18. "Submit Request" to finalize your regular one-way trip booking.



Regular: Round Trip



An regular "Round Trip" is a trip from an origin to a destination then destination back to the origin. **This trip itinerary will be recurring (Regular)**. If you wish to book a round trip that will occur once (occasional), please see page 37.

How to Book a Regular Round Trip:

- 1. Select "Book a Trip" from the top menu bar.

 Book a Trip
- 2. Select "Regular Trip".
- 3. Select the "Round Trip" option located below the "Plan Regular Trip" title on the left.
- **4.** Enter your "Origin" (starting) address, labelled: (A)
- **5.** Enter your "Destination" (ending) address, labelled: (B)
 - Click the ♥ (favorite) icon to select from your list of favorites.
 - Click the (recent) to select from your address history list.
 - Click the (map) icon to select the address on a map.

Date and Time:

- **6.** Select either "Arrive By" or "Depart At" from the dropdown menu.
 - Arrive By (Arrive by) meaning: I want to arrive at my destination by "X" time.
 - Depart At (Depart at) meaning: I want to leave my origin at "X" time.
- 7. Select the "hours" and "minutes" from the dropdown menu(s), then select "AM" or "PM".

Repeat steps 6 and 7 for your return trip time.

Riding Options:

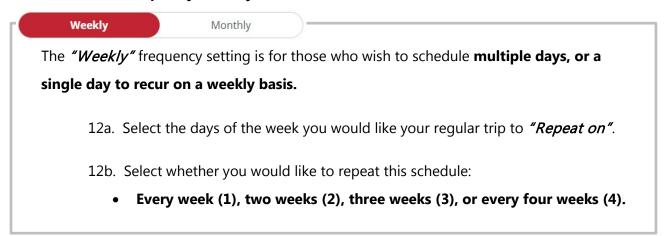
- 8. Additional Passengers (Companion):
 - If you are travelling with another person, check the "Companion" box.
 - If you are travelling alone, leave this box unchecked.

- Select from the dropdown menu if you have an assistive device with you.
- Click the (add) icon to add more than one assistive device.

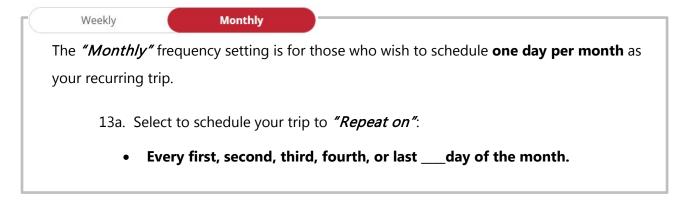
Return: Riding Options:

- **10.** If the riding options are the "Same as outbound trip" leave this box checked.
 - If they are not, and you need to add a "Companion" or "Assistive Device", uncheck this box and repeat steps 8 and 9.
- **11.** Select the "Start Date" and "End Date" for your regular one-way trip:
 - Click the (calendar) icon to select the trip date from a calendar.

12. Time Period & Frequency: Weekly



13. Time Period & Frequency: Monthly



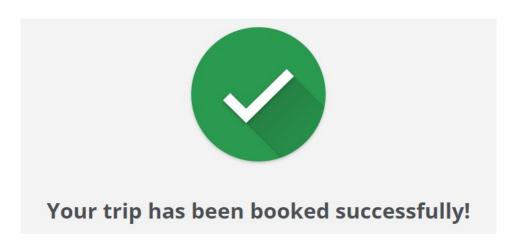
14. With everything entered; Click "Search Trip" to "Review Regular Trip Request".

Review Regular Trip Request:

- **15.** Review all details of your round-trip booking, ensure everything is correct.
 - Note: Select "Modify Request" to go back if any changes are required.
- **16.** Select "Continue" to "Complete your occasional trip request".

Complete Your Occasional Trip Request:

- 17. Enter specific "Pick-up Instructions" (optional) for your "Outbound" and "Return" trip.
- **18.** Enter a "Phone" \(\bigcup \) number (optional) for your "Outbound" and "Return" trip.
 - Note: This phone number will be used to notify you before your pick-up.
- 19. "Submit Request" to finalize your regular round trip booking.



Regular: Multi Trip



A regular "Multi Trip" booking is a trip itinerary that includes more than one scheduled trip, example: Trip 1, Trip 2, Trip 3, etc. **This trip itinerary will be recurring**. If you wish to book a multi trip that will occur once (occasional), please see page 39.

How to Book a Regular Multi Stop Trip:

1. Select "Book a Trip" from the top menu.



2. Select "Regular Trip".



3. Select the "Multi Trip" option located below the "Plan Regular Trip" title on the left.

Trip Details:

- **4.** Enter the "Origin" (starting) address, labelled: (A) for trip "X".
- **5.** Enter the "Destination" (ending) address, labelled: (B) for trip "X".
 - Click the ♥ (favorite) icon to select from your list of favorites.
 - Click the ⁴⁰ (recent) icon to select from your address history list.
 - Click the (map) icon to select the address on a map.

Date and Time:

- **6.** Select either "Arrive By" or "Depart At" from the dropdown menu.
 - Arrive By (Arrive by) meaning: I want to arrive at my destination by "X" time.
 - Depart At (Depart at) meaning: I want to leave my origin by "X" time.
- 7. Select the "hours" and "minutes" from the dropdown menu(s), then select "AM" or "PM".

Riding Options:

Additional Passengers (Companion):

- If you are travelling with another person, check the "Companion" box.
- If you are travelling alone, leave this box unchecked.

- Select from the dropdown menu if you have an assistive device with you.
- Click the (add) icon to add more than one assistive device.

Please note: for any trips after Trip 1, leave "same as Trip 1" checked, unless riding options are different for each trip.

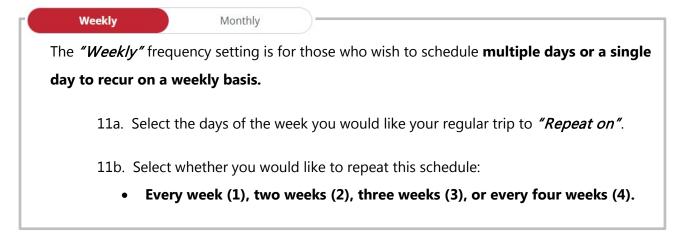
9. Select "Add Another Trip" to add to your multi trip itinerary:



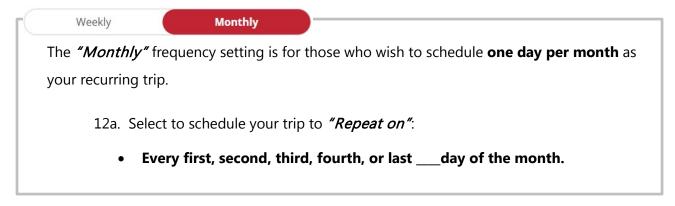
Repeat steps 4 – 10 until all trips are added.

- **10.** Select the "Start Date" and "End Date" for your regular multi trip:
 - a. Click the (calendar) icon to select the trip date from a calendar.

11. Time Period & Frequency: Weekly



12. Time Period & Frequency: Monthly



13. With everything entered correctly; Select "Search Trip" to "Review Occasional Trip Request".

Review Regular Trip Request:

- **14.** Review all the information for your multiple trips, ensure everything is correct.
- 15. Select "Continue" to "Complete your Regular trip request".

Complete Your Regular Trip Request:

- **16.** Enter specific "Pick-up Instructions" (optional).
- **17.** Enter a "Phone" umber (optional).
 - Note: This phone number will be used to notify you before your pick-up.
- 18. "Submit Request" to finalize your multi trip booking.



How to Cancel a Trip



Trips must be cancelled at least two hours before the start of their "Be Ready At" time window. This will allow other customers to have trips that otherwise may not be accommodated.

Please note: Regular trips can be paused with a "**Trip Interruption**". See page 52 for instructions on setting this up.

Trips can be cancelled through the "At a Glance" page or the "My Trips" page.

How to Cancel a Trip:

- Select either "At a Glance" or "My Trips" located in the top menu bar.
- Find the trip you want to cancel and select "Cancel Trip".

A "Warning" window of the trip itinerary will be displayed on the screen.

Review all the information to ensure it is the correct trip you want to cancel.

- Select "Yes" to cancel the trip.
 - Select "No" or "X" if this **is not** the trip you want to cancel.
- A confirmation page will be shown "Transaction Details Successful Trip Cancellation".

Review Cancelled Trips



How to View Cancelled Trips:

- **1.** Select "My Trips" located in the top menu bar.
- 2. Check the "Show Cancelled Trips" box (located directly below the "My Trips" title).
- **3.** This page will show you the trips you have cancelled. The trip status on the right side of each trip on this page will say "cancelled".



FIG 34: CTA Trip Booking; Cancelled Trip heading example.

How to Add a Trip Interruption to a Regular Trip

If you plan to be away for any length of time, you can temporarily pause your Regular (recurring) trips by adding a trip interruption. Regular trips can be paused for a maximum of 4 weeks, or 28 days.

How to Add a Trip Interruption:

- 1. Select either "Regular Trips" or "My Trips" located in the top menu bar.
- 2. Select "Interrupt Regular Trips"
- 3. Select the "Start Date" and "End Date" for your temporary trip interruption.
 - You can "select all trips" between these dates to be temporarily paused,
 - Or individually select the trips you want to pause.
- 4. Select the "Reason" for the temporary pause:
 - "Hospital", "Short Term Pause", "Vacation".
- 5. Review, then click "Add" to complete your trip interruption.

If you have another trip interruption to add:

6. Select "Add" at the bottom of the page, then repeat steps 1-5.

How to View Your Trip Interruptions:

- 1. Click your profile name (2) (top right).
- 2. Select "My Trip Interruptions" from the dropdown menu.

How to Edit or Delete Trip Interruption:

- 3. Complete steps 1 2 above to view your trip interruptions in "How to View Your Trip Interruptions".
- 4. Find the trip interruption you'd like to delete or edit.
- 5. Click "Edit" to edit the trip interruption.
- 6. To delete the trip interruption, click on "Delete". Then select "Ok" to delete the trip interruption.

How to Add, Edit, or Delete a Favorite Address

This page allows you to add, edit and delete your favorite addresses. You can have up to 8 locations saved in your favorites list.

How to Add a New Address to Your Favorites List:

- 1. Click your profile name (2) (top right).
- 2. Select "My Addresses" from the dropdown menu.
- 3. Select "Add" to add a new address.
- 4. Select a pre-labelled name under "Type" (Favorite 1 8).
- 5. Enter the "Address" of the location you'd like to add.
 - Note: landmarks and addresses are accepted.
- 6. Enter an optional "Specific Phone" number for this address.
 - This number will be used to notify you prior to pick up.
 - If no number is entered the default will be the contact number on file.
- 7. Select "Add" to save your new favorite address entry.

How to Edit or Delete a Location from Your Favorite Places List:

- 1. Click your profile name (2) (top right).
- 2. Select "My Addresses" from the dropdown menu.
- 3. In the "Favorite Places" section: Locate the address you would like to edit or delete.
 - Select "Edit" to make changes to the address.
 - Select "Edit" to save your changes.
 - You have successfully updated this favorite place.
 - Select "Delete" to remove the address from your favorites list.
 - Select "Ok" to delete address.
 - You have successfully deleted this favorite place.

Troubleshooting

Waitlisted Trips (No Solution Found)

If a trip cannot be accommodated at the requested time, you may be given the option to waitlist your trip request.

- **1.** Upon clicking Search Trip you receive a notification that "No solution was found at the requested time".
- 2. You can choose to "Modify", "Cancel", or "Continue" with your request:

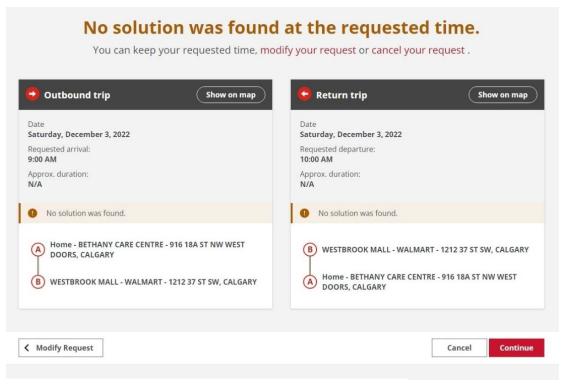


FIG 35: CTA Trip Booking; no solution found

- a. If you choose to: "Modify" or "Cancel" your request:
 - You will be brought back to the "Book a Trip" page where you can modify as needed.
- b. If you want your request to be waitlisted, click "Continue":
 - You will be brought to the "Complete Your Trip Request" page where you can enter pick-up/drop-off instructions.
- **3.** Once you have filled in all required information and press Submit Request. You will see that your request has been submitted successfully and the trip will now be placed on a waitlist.

4. Once a trip has been waitlisted, you will need to confirm the pick-up window after 7:00 p.m. the night before.

Request Not Completed

Some landmark locations have set hours for drop off or pick up. If you receive an error message that says "Your request could not be completed", it may be because your selected drop off and pick up times are outside of the set hours for your origin or destination.

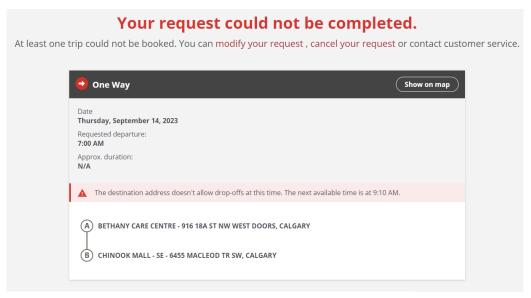


FIG 36: CTA Trip Booking; request not completed

If you receive this message, try adjusting your requested departure or arrival time to the next available time presented. Please note – you may need to adjust your requested times for both the origin and destination.

If the error persists, please call our CTA Trip Booking help line at 403-537-7777, option 7.

Glossary

Active trips – Requested trips that are booked.

At a Glance – This page shows the overview of your trips for today and tomorrow. On this page you can also review, cancel, and print those trips.

Be Ready At – This time indicates the beginning of your 20-minute window. You must be ready at your pick-up location at the beginning of this window.

Book a Trip – This page allows you make trip requests. There are two options for trip requests: Occasional (occurs once), or Regular (recurring).

Confirm a Trip – This shows that you are aware of the time window that your vehicle will arrive at for that trip. You will be asked to confirm a trip if your trip request could not be accommodated immediately.

Destination – The location you are requesting to go to. Your drop-off address.

Favorite Locations – This is a list of locations that you frequently travel to and from. This list is based on your customer profile. You can add, edit, or delete these on the My Places page.

Multi Trip – A multi trip is three or more trips in one day. For example:

- Trip 1 could be from your home (point A) to the grocery store (point B).
- Trip 2 could be from the grocery store (point A) to the mall (point B).
- Trip 3 could be from the mall (point A) to your home (point B).

Next Trips – This page shows the overview of your trips for today and the next four days. On this page you can also review, cancel, and print those trips.

One Way – This is a trip from an origin to a destination.

Origin – The location you will start from; your pick-up address.

Recent Locations – This is a list of where you have previously traveled.

Regular Trip – A Regular Trip, also called a subscription or recurring trip, can be scheduled to repeat weekly or monthly. Regular trips can be one-way, return, or multi-stop trips.

Report a late vehicle – If your vehicle has not arrived within the 20-minute window, you can report the vehicle as late. This will inform our Dispatch team that the vehicle is late.

Return Trip – This is the trip back to your origin from a destination.

Ride With – When making a trip request, you have the option to add a travel passenger to your trip or to change your assistive device. Your options will be based on what is on your customer profile.

Round Trip – A round trip is from an origin to a destination, then another trip back to the origin.

Trip – A trip is from point A to point B. For example:

Booking a return trip:

- Trip 1 is from your home (point A) to the grocery store (point B).
- Trip 2 is from the grocery store (point A) to home (point B).

Booking multiple trips in one day:

- Trip 1 could be from your home (point A) to the grocery store (point B).
- Trip 2 could be from the grocery store (point A) to the mall (point B).
- Trip 3 could be from the mall (point A) to your home (point B).

Trip identifier – The assigned number and letter combination that identifies a trip in the booking system.

Trip interruption – Putting a pause on your subscription trips for a period of time. For example, if you have a subscription trip for every Wednesday at 10:00 AM and you are going on vacation for three weeks, you can set a trip interruption to this subscription trip for the three weeks you are away.