



# AccessABILITY

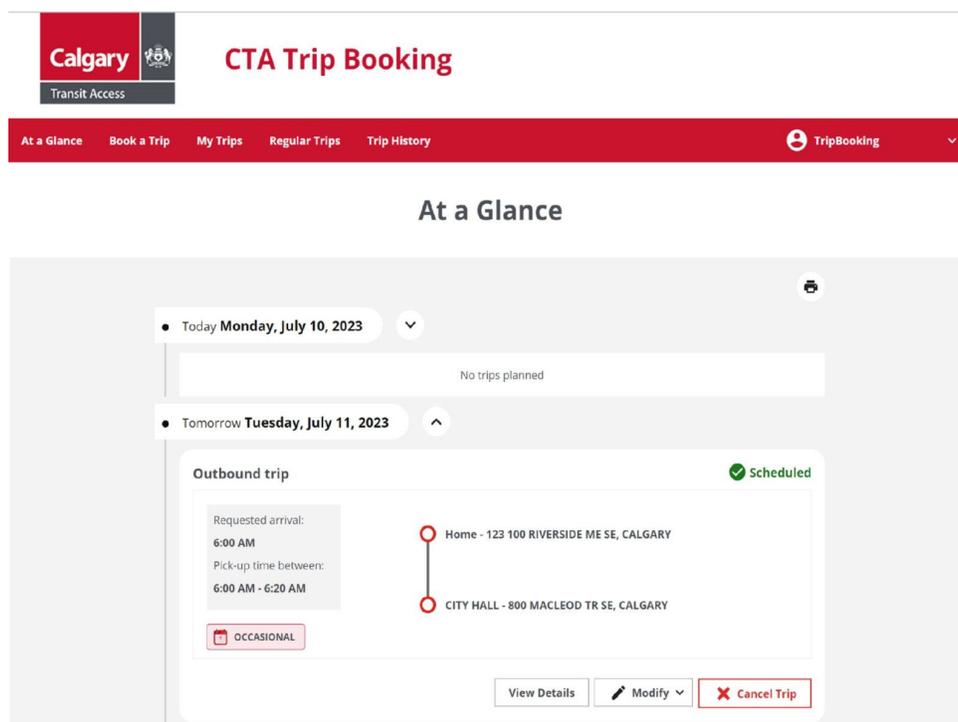
## Calgary Transit Access Newsletter Spring Edition

April 2024

You're receiving this newsletter because you have used Calgary Transit Access services within the last 12 months. If you want to unsubscribe, click the link at the bottom of the newsletter.

### New & Improved Online Trip Booking Experience

Did you know that you can book and manage your trips online? Our newly upgraded Trip Booking Tool allows you to view, book, and cancel your own trips online any time, from the convenience of your own computer, tablet, or mobile device.



You can use our Trip Booking tool to:

- Request, pause, and manage regular (subscription/recurring) trips
- Submit a request for a same-day trip
- Update your contact information
- Add notes about specific pick-up and drop-off locations for non-landmarks, such as a business name, door location, or unit number
- View and download your trip history

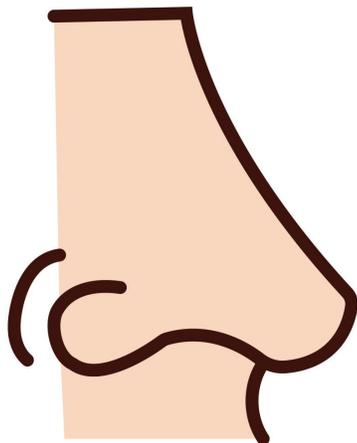
A free myID account is required in order to use CTA Trip Booking. If you don't

already have a myID account, you can create one and sign up for CTA Trip Booking by following the [instructions on our website](#).

Prefer to book and manage your trips by phone? Our booking line (403-537-7777, option 2) remains open from 9 a.m. to 5 p.m. daily, except statutory holidays.

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## No Scents Make Good Sense



Calgary Transit Access is committed to connecting you with people and places you care about by **providing safe, accessible, reliable, and courteous public transportation services.**

To promote inclusivity and accommodate individuals with scent sensitivities or allergies, we're excited to introduce our scent-free campaign aimed at fostering a more comfortable and accessible transit experience for all.

Here are a few simple ways you can support this initiative:

1. **Choose Unscented Products:** When preparing for your journey, opt for unscented personal care products, including soaps, lotions, and deodorants. Scented products contain chemicals which can cause serious health problems to many individuals. By minimizing the use of fragrances, you can help create a more comfortable environment for everyone on board.
2. **Be Mindful of Others:** While aboard our vehicles, please be mindful of your fellow passengers. Avoid applying or reapplying strong perfumes or colognes and consider the potential impact of your scent choices on those around you.

Join us in embracing scent-free travel and help us create a more inclusive and welcoming transit experience for everyone. Thank you for your support!

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## Holiday Hours for Spring/Summer 2024



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

### **Victoria Day (May Long)**

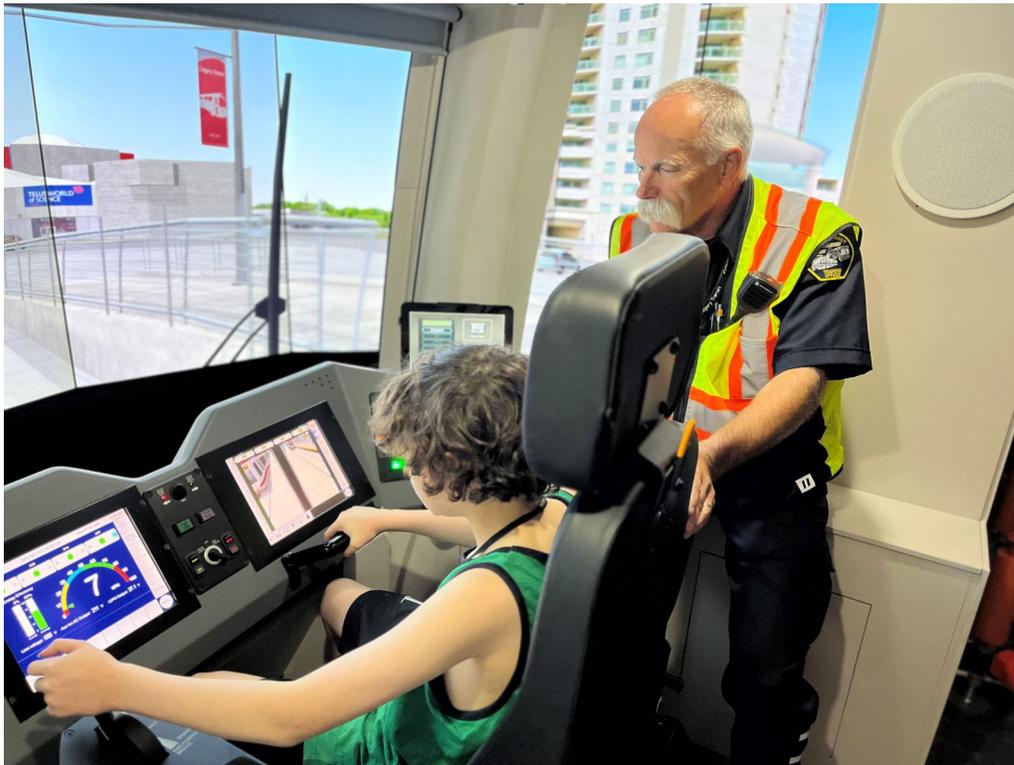
Monday, May 20

### **Canada Day**

Monday, July 1

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## Registration Opening Soon for *Get on Board Summer Camp*



Starting on April 17, the *Get on Board Travel Training Summer Camp* registration is open.

*Get on Board* is an innovative program specifically designed for youth aged 15 to 21 with disabilities, aiming to empower them with the skills needed to navigate Calgary Transit independently and safely.

Clare Russell, Travel Trainer Community Liaison, emphasizes the camp's value, "It provides an outstanding opportunity for youth with disabilities to gain familiarity with the Transit system, fostering independence, and critical

navigational skills."

This year, we're hosting three sessions starting in mid-July, featuring a curriculum that includes safety training with a Calgary Transit Peace Officer, an exclusive behind-the-scenes tour of the Oliver Bowen Maintenance Facility, lessons in trip planning and fare payment, and insights from our Customer Service team.

Registration is available through [Liveandplay.ca](https://liveandplay.ca), ensuring a quick and easy process for anyone interested. For more details and to determine if this program suits your family member, please visit our [Accessibility website](#) on April 17.

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## Housekeeping

Calgary Transit Access (CTA) is a shared-ride public transportation service for Calgarians who cannot use public transit due to disability. To help maintain a safe and comfortable environment for customers and drivers, please keep the following in mind:

- When booking a trip for a group, please make sure that all customers travelling together are included at the time of booking. Due to limited space in vehicles, we may not be able to accommodate last-minute additions.
- Please limit what you bring on board to two grocery-sized bags. Drivers are not responsible for carrying your bags.



- If you live in a building with a common entrance, please be ready at this entrance at the beginning of your pick-up window, even if you have not received a courtesy call. Your driver will meet you at the first set of exterior doors but will not buzz up to your apartment or condo if you are not there.

- For the safety of our drivers, please secure any pets before your driver arrives to pick you up.
- As the weather gets warmer, please note that not all CTA vehicles have air conditioning. We recommend wearing layers for your comfort.



- The time you spend on board a CTA vehicle may be impacted by demand for service, traffic, or weather and could be longer than expected. Please bring medication, appropriate clothing, snacks, or anything you need for your safety and wellbeing.
- If you are booking a trip online to a strip mall or place with multiple businesses, please include the name of the business you are visiting in the notes section so that your driver knows where to pick you up for your return trip. Please also do not plan your arrival before the business opens as this may cause delays to other customers.

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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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