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AccessABILITY

Calgary Transit Access Newsletter Winter Edition

December 2023

Holiday Hours for Winter 2023-24

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



Christmas Day

Monday, December 25

Boxing Day

Tuesday, December 26

New Years Day

Monday, January 1

Family Day

Monday, February 19

Please note, regular (recurring) trips will be paused for the holidays from December 23 – January 7, 2024.

If you need a regular trip to stay active over the holidays, you can check the *Preserve service during holidays* box when booking or modifying a trip online (shown below), or by requesting this with a passenger agent over the phone.

📅 Time Period & Frequency

Start date:
Monday, October 23, 2023

End date:
Never

Weekly
Monthly

Repeat on:

MON
TUE
WED
THU
FRI
SAT
SUN

Repeat every 1 week(s)

Preserve service during holidays

The first occurrence will be on Wednesday, October 25, 2023

Search Trip

Housekeeping

Winter Safety Tips

As the weather gets colder, we want to remind our customers of a few safety tips to help keep you and your drivers safe this winter season:



- Ensure there's a safe path for entry to your residence so your trip doesn't get cancelled at the last minute due to unsafe pathway conditions. Please keep the path, stairs, ramp, or driveway to your front door free of snow. Use sand, brine mix, or salt on slippery surfaces to prevent slips, trips, and falls.
- If you need help clearing snow, consider asking a loved one or neighbour for help.

- With extended hours of darkness in the winter, please leave an outside light on to help you and the driver see better. It also allows the driver to locate your address number quickly and easily.
- Remember to dress for the weather. Wear a winter coat, toque, gloves, and warm shoes or boots so you can stay safe and comfortable during your trip.



Stay safe!

Be Ready for Your Pick-Up



As Calgary Transit Access (CTA) is an eligibility-based public transportation service, being ready at the beginning of your pick-up window helps us stay on time for all customers sharing a ride. Please have your coat and shoes on and your bag, purse or backpack handy.

If you live in a house with a separate entrance, wait inside your front window or door where the driver can see you.

If you live in a building with a common entrance, wait for your driver in the lobby near the doors where the driver can see you. Your driver will come to the first set of exterior doors, when it's time to go and escort you to the vehicle.

One Notification Call

CTA notification calls are now linked to **only one** phone number per customer file. Automated calls can be requested to remind you of an upcoming trip, to alert you of changes to your trip or when your vehicle is under 10 minutes away. You can change the phone number on your customer file under *Profile Settings* on the online Trip Booking Tool, or by calling 403-537-7777, option 5.

Same-day notification calls are a courtesy only, and other factors may change the arrival time of your vehicle. Regardless of if or when you received an automated call, please be ready at your pick-up location at the beginning of your pick-up window.

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

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



Email sent to: karen.smith@example.org

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