



AccessABILITY

Calgary Transit Access Newsletter Fall/Winter Edition

December 2025

Meet Passenger Agent - Randy Wong

Randy is one of the friendly voices behind Calgary Transit Access (CTA), where he's worked as a Passenger Agent for the past four years. He first heard about the job from his brother, a Checker cab driver, who spotted the posting and encouraged him to apply.

Now Randy spends his days helping customers get to medical appointments and vocational programs, turning trip requests—whether booked online or by phone—into scheduled rides through CTA's Giro system.



Behind the scenes, he works closely with Controllers who support partner drivers from Care Calgary, Checker, and Southland to ensure smooth, safe trips.

Outside of work, Randy loves spending time with friends and family, playing mahjong, camping, and travelling. He speaks English, plus some Cantonese and Vietnamese, which can be a real asset when helping diverse customers.

Winter is the toughest season, with more calls about drivers not arriving within pickup windows, but those are also the moments he's proudest of—finding creative solutions for riders with complex, time-sensitive trips.

His advice to customers: dress warmly, watch for ice, and know that your patience on stormy days really is appreciated!

New Travel Training Webpage



Calgary Transit's Travel Training team has a new webpage showcasing how they help seniors and people with disabilities learn to ride transit safely and with confidence.

The page highlights one-on-one training, support for community agencies, presentations, tours, and special programs like Get on Board Summer Camp.

Whether you're new to transit, supporting someone who is, or looking for resources for your organization, you can now explore everything the Travel Trainers offer in one place and find out how to connect with the team.

Check it out here:

calgarytransit.com/traveltraining

Booking and Changing Your Trip

There are a couple of easy ways to plan or change your Calgary Transit Access trip.

You can call **403-537-7777** or use the **CTA Trip Booking Tool** online, depending on how soon you need to travel.

When calling in, use these phone options:



Option 2 – Advance bookings

Use this when you're planning ahead.

- Available daily from 9:00 a.m. to 5:00 p.m. (except statutory holidays)
- Book trips up to four days in advance
- To travel the next day, you need to call by 1:00 p.m. the day before

Option 3 – Same-day bookings

Use this when your plans change on the day of travel.

- Available daily from 6:00 a.m. to midnight
- For stand-by trip requests, checking on a late bus, and making same-day cancellations

Whenever you can, try to book at least one day in advance. Same-day (standby) trips depend on space and availability, so they are not always guaranteed.

You can also manage many trips without calling by using the [**CTA Trip Booking Tool**](#). Online, you can request or pause regular trips, send a same-day trip request, update your contact information, add notes about your pick-up and drop-off locations, and view your trip history. You'll need a free myID account to sign in.

Holiday Hours for Winter 2025

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



Christmas Day

Thursday, December 25

Boxing Day

Friday, December 26

New Year's Day

Thursday, January 1

Family Day

Monday, February 16, 2026

All regular (recurring) bookings, except dialysis, will be cancelled from December 22, 2025 to January 4, 2026. If you still need your subscription trip during this time, please book it as an occasional trip using the CTA online booking tool or by calling Calgary Transit Access at 403-537-7777 (option 2). Regular bookings resume automatically on January 5, 2026.

Housekeeping

As winter settles in, snow and ice can affect road conditions, travel times, and how easily drivers can reach you. The reminders below can help keep your trip safe and comfortable for everyone:



Dress for winter weather.

Snow and colder temperatures can mean longer wait and ride times, so please wear warm layers and sturdy, non-slip footwear.

Be ready at the start of your pick-up window.

Please be prepared to travel at the beginning of your 20-minute window so drivers can stay on schedule and reduce delays for other riders.



Keep pathways clear.

Please make sure paths, ramps, and steps to and from the vehicle are free of snow, ice, and obstacles to support safe access.



Turn on an outside light.

With shorter daylight hours, switching on an exterior light at your pick-up location helps drivers find your address and see pathways.



Check for personal items.

Before exiting a CTA vehicle, do a quick check for scarves, hats, gloves, bags, and other belongings.

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](#)