



Transit hosts tour for students with vision loss

In early February, Calgary Transit's Travel Trainers held a training session for youth who experience vision loss to feel more confident in taking the bus or CTrain to help them navigate the world around them, both safely and independently.

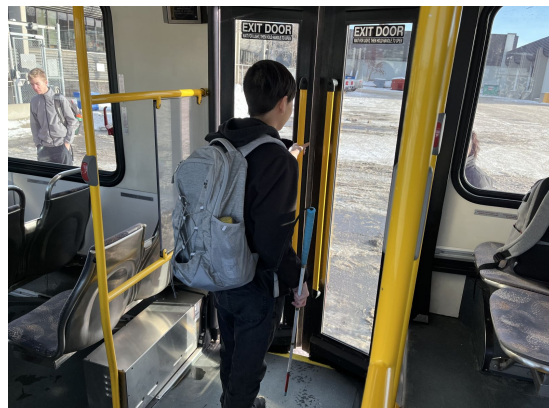
A group of eight students and their support staff from the Calgary Board of Education (CBE) and Calgary Catholic School District were invited to attend a private tour to learn the ins and outs of transit.

The tour covered topics like fares and transfers, how to use accessible seating and bike racks, locate stop buttons, listen for stop announcements, access safety features like help buttons, and ask an operator for extra time or assistance, if needed.

Angela Leavens, CBE Vision Strategist, commented on the importance of the tour, "The Travel Training team was extremely patient in explaining the process of taking transit in a way that supports learning. Not only that, but it's rare for visually impaired people to have opportunities to meet one another and spend time learning in an environment custom-tailored for their community."

William Jalotjot, student, had never taken transit before the tour, but knows how vital understanding how to get around the city is for his everyday life.

"My parents will be driving me around less and less, as I will be taking transit to get to school soon. Plus, I plan to take trains during an upcoming trip to Japan, so I was grateful for this experience and the friends I connected with."





Do not disturb: Service dogs have an important duty

Some of our customers travel with a service dog, and while they may be cute, they are not pets. They are highly trained to perform specific duties for their handlers and have the right to access any public space, including public transportation.

Service dogs are generally identified by a vest or harness, and the handler is responsible for always maintaining control of the service dog.

If you see a service dog while taking a trip with Calgary Transit Access, it is important to remember that they are working and need to stay focused on their duties. Please don't distract them by touching them, calling to them, offering food, or otherwise trying to get their attention. Service dogs are trained to ignore distractions, but a lapse in focus could put their handler in danger. Thank you for your cooperation.

Are you familiar with the cancellation policy?

Starting in April, we will be reinstating our cancellation policy which had been paused due to the pandemic. Late cancellations and no shows impact our ability to provide efficient service to our customers.



To help us keep rides on time, we ask that you cancel your trips (and return trips) as soon as possible at least two hours before your scheduled pick-up window.

If you cancel a trip late three or more times in a 30-day period, or 40 per cent of trips in a subscription booking, you will receive a letter to remind you of our cancellation policy. Six or more late cancellations in a 60-day period may result in a suspension of service. Our full cancellation policy for casual trips and subscription bookings is available in the [**CTA Handbook**](#).

We understand that in some cases it may not be possible to cancel a trip more than two hours ahead of time. If you are concerned about a late cancellation, call CTA Customer Service at 403-537-7777 and we will make all reasonable attempts to address or resolve your concern.



Holiday Hours Spring 2023

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

Good Friday

Friday, April 7

Easter Sunday

Sunday, April 9

Victoria Day (May Long)

Monday, May 22

Housekeeping

Automated Call Reminder

Calgary Transit Access may send an automated call to remind you of an upcoming trip, to alert you of changes to your trip or when your vehicle is under 10 minutes away.

These 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.**

This will help keep us on time for all customers.



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](#)



WEBSITE

