



AccessABILITY

Calgary Transit Access Newsletter

Fall/Winter Edition

October 2020



COVID-19 Safety Update

The City has extended the face covering bylaw to December 2020; the bylaw will then be reviewed by Council to decide if it needs to be extended again. We're asking all of our customers to keep wearing their face covering when taking a trip with Calgary Transit Access (CTA). If you've taken a trip with a customer who is not wearing a face covering, we'd like to ask you not to assume anything about the customer; there are

medical reasons some people may not be wearing a face covering so please, be patient and be kind to one another. More information about the bylaw is included in this newsletter's Frequently Asked Questions (FAQ) section, below. You can download a copy of Bylaw 26M2020 by visiting calgary.ca.

CTA is a public transit service which means that you're very likely to be sharing your ride with at least one other customer, possibly more. Wearing a face covering is just one tool in trying to slow the spread. Regular handwashing, staying home when you feel sick and social distancing where possible are other ways we can keep each other safe.

We understand this can be stressful, especially in a situation where you're taking a trip with a customer who is not wearing a mask. If you're uncomfortable with this, it may be time to consider another mode of transportation that is not public transit. Chief Sampson of the Calgary Emergency Management Centre (CEMA) has a great message about keeping ourselves and our loved ones safe as the pandemic continues. You can check out what he has to say by [clicking here](#).





Holiday Hours

Fall/Winter 2020

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

Remembrance Day

Wednesday, November 11

Christmas Day

Friday, December 25

Boxing Day

Saturday, December 26

New Years' Day 2021

Friday, January 1

Snow Clearing

Winter is coming! We're asking all of our customers to remember that having a cleared driveway or path to your home is important for your safety and for your driver's safety.

We want everyone to get to where they're going without having to worry about slipping or tripping.

Please remember to clear the path, stairs, ramp or driveway to your front door and to use some sand, brine mix or salt on slippery surfaces.

For customers who need some help with snow clearing, it might be a good idea to talk to a loved one or neighbour to see if they can adopt your path for the winter.

If there isn't a clear, safe path for drivers to escort customers, your trip may be cancelled at the door.





Don't Forget!

Daylight hours are getting shorter so keep your porch light on! This helps drivers see your house number when you're being picked up or dropped off.

November 1

Clocks Fall Back 1 Hour so remember, before bed on **October 31**, change your clocks!

Your Pick-up Window

When customers take a trip with CTA, there is a 20-minute pick-up window. For trips booked online or over the phone with one of our Passenger Agents, the 20-minute window is confirmed unless your trip is wait-listed.

We ask customers to be ready for their trip at the start of the pick-up window because your ride might show up any time during those 20 minutes. If your pick-up window is between 11 and 11:20 a.m., please be ready and somewhere the driver can see you inside the door of where you're being picked up at 11 a.m. If you're travelling with a companion or Personal Care Attendant (PCA) they also need to be ready to go with you at 11 o'clock.

Sometimes, your ride may arrive early because traffic was light or for another reason. If your ride arrives at 10:50 a.m. and you're not ready because your pick-up window starts at 11 a.m., it's ok to take the last 10 minutes to finish getting ready. The driver can wait for you until the start of your 20-minute pick-up window at 11 a.m. As long as you're ready to go at 11 a.m., there's no need to rush. We're here to help you get to where you're going!



Waiting for Your Ride

We want to remind everyone not to rush outside to meet your ride, especially as the weather gets colder. It's important to be ready to go when your driver arrives which means having your coat and shoes on, with the bag you may be taking, like a purse or backpack, packed. Your driver will come to the main door and escort you to the vehicle.

If you live in a house, the best way to let your driver know you're ready, is to wait inside at your front door where they can see you – if you have a screen door, you can wait behind it with the main door open. Remember, in the cold weather, it's best to wait inside. If you live in an apartment or condo, you can wait for the driver in your front lobby near the doors where they can see you. Being ready keeps trips on time.

Where Can I Find Info on CTA COVID-19 Safety?

Service updates related to COVID-19 are updated regularly on the [CTA home page](#). Here, you will find information about vehicle capacity, cloth face coverings and the screening questions being asked of customers when they book a trip. Another great resource is the [Calgary Transit COVID-19 Safety page](#). If you have questions that you can't find an answer to online, our Customer Service Centre is open Monday to Friday, 8:30 a.m. to 4:30 p.m.

Home / Calgary Transit Access

Calgary Transit Access



COVID-19 Service Update

Calgary Transit Access (CTA) will be lifting the two passenger limit onboard our vehicles starting on August 1, 2020. This is possible because of the introduction of the new City of Calgary Bylaw 26M2020 which makes wearing a cloth face covering (mask) at all indoor public spaces and on all public vehicles mandatory. If you'd like to learn more about wearing a mask, please visit our [safety page](#). We understand some of our customers may require an exception to the mask bylaw for medical reasons.

Frequently Asked Questions (FAQs)

Where do I need to wear a mask?

Calgarians are expected to wear a face covering in any part of an enclosed space or vehicle that the public can access. This includes onboard CTA vehicles which are considered public transportation vehicles. More information about face coverings [is available here](#).

Where can I get a copy of the face covering bylaw?

You can visit calgary.ca to review or download a copy of Bylaw 26M2020.

I took a trip with a customer who was not wearing a mask. What can I do?

CTA provides eligibility based, public transportation services which means you're likely to be sharing your trip with at least one other customer. If you're uncomfortable riding with another person who is not wearing a face covering, you may want to consider using something other than public transportation services.

Certain medical issues or disabilities may prevent someone from wearing a face covering and we need to be respectful of this. If you have a concern about a trip you took with someone who was not wearing a mask, you can contact Customer Service. If it is possible onboard the vehicle, please maintain social distancing if the person is not wearing a face covering.

Who is exempt from wearing a mask?

The following groups are exempt from the Face Covering bylaw:

- Children under two years of age.
 - Anyone with an underlying medical condition or disability that inhibits their ability to wear a face covering.
 - Anyone unable to place, use or remove a face covering safely without assistance.
 - Anyone eating or drinking at a public premises that offers food or beverage services.
 - Anyone engaging in athletic activity.
 - Anyone caregiving for or accompanying a person with a disability where wearing a face covering would hinder the accommodation.
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COVID-19 Safety & Information: Online Resources



The City of Calgary has information on COVID-19 posted on Calgary.ca. You can click the below button to visit their resource page which includes safety information.

[Learn More](#)



Calgary Transit Access has posted information about what we're doing to keep you safe; there are links to Calgary Transit pages with more safety information.

[Learn More](#)



The Province posts COVID-19 updates at the below link. You can find information on safety and phased reopening by clicking below.

[Learn More](#)



The Mental Health Commission of Canada (MHCC) has resources for how to cope during the pandemic. Click below to navigate to their site.

[Learn More](#)

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](#)

