

Calgary Transit Access New name. New look. Same great service.



accessible transit customers and the citizens of Calgary that they are proudly being served by Calgary Transit. This will go a long way in improving the customer experience for Calgarians with special needs. While our Calgary Transit Access look and name is new, Calgarians can trust that we will continue delivering the same safe, responsive and courteous public transportation service our customers rely on.



From left to right: **Ab Huskic** – ATU 583 Representative; **Pat Pellegrino** – CEO CHBA; **Marni Halwas** – Director Fund Development CHBA; **Doug Morgan** - Director of Calgary Transit; **Rick Ratcliff** – ATU 583 President; **Karim Rayani** – Manager of Calgary Transit Access

Effective 2015 October 13, Access Calgary a division of Calgary Transit will change it's name to Calgary Transit Access. This is in response to feedback from customers and other stakeholders regarding confusion about who our transportation service providers are and who is responsible for the oversight of the service. Our new look is aligned with the new corporate branding for the City of Calgary. Customers will start seeing our clean visual identity taking shape in the form of vehicle decals,

driver identification, print and web materials, and signage. The refreshed branding helps streamline four starkly different looks from our service providers (Checker cabs, Care Calgary, Southland Transportation and Calgary Transit Access (formerly Handibus).

Our vehicles will share a common look so customers can identify the vehicle easily and have confidence in the great service we provide every day.

The new unified look sends a clear message to our 15,000 valued

OUR MISSION

Connecting you with people and places you care about by providing safe, accessible, reliable and courteous public transportation services.

Holiday hours

Calgary Transit Access
Booking line, Customer
Service and Eligibility
will be closed on:

Thanksgiving

Mon, October 12

Remembrance Day

Wed, November 11

Christmas Day

Fri, December 25

Boxing Day

Sat, December 26

New Years Day

Fri, Jan 1, 2016

If you require a trip the day after a statutory holiday, you must request your trip the day before the holiday or as early as four days in advance of the day of travel.

All Subscription bookings with the exception of Dialysis are cancelled on:

December 21 – January 1, 2016

If your subscription booking is still required for any of the dates above you may call in and make a casual booking.



Group Bookings Change

Calgary Transit Access will be changing the way we provide Group Bookings.

Any booking with 2 or more customers will be identified as a group booking, and each Calgary Transit Access Customer will be required to have their own booking.

What this means going forward:

When requesting a booking with more than one customer, please ensure you have all customer registration numbers ready and available for. Please ensure you contact Calgary Transit Access for any changes to a group booking, including same day cancellations, additions, or any other modifications.

How this will help:

This new process will help to ensure we have information on all customers traveling with Calgary Transit Access will be listed within the scheduling software and will help to ensure

there is adequate space within a vehicle to accommodate appropriate mobility aids. This new process will also allow us to identify more productive sequences of customer pick up and drop offs.

We appreciate your cooperation with these changes. Should you have any questions or concerns regarding this new direction, please contact Calgary Transit Access Customer Service at 403-537-7777, then press 4 for Customer Service..

DID YOU KNOW?

The best time to call to request a trip is after 11 a.m. as our phone lines are very busy during 9 a.m. – 11 a.m.

Agency Meeting – November 4, 2015

*The next Calgary Transit Access Agency meeting will be held on **Wednesday, November 4 from 2:30 – 4pm** at the Calgary Transit Spring Gardens Administration Building (928 – 32 Ave NE). The purpose of the meeting is to share information between Calgary Transit Access and agency/staff representatives on initiatives, programs and changes that affect transportation for people with disabilities.*

The meeting is for agency staff that work with people who have disabilities, hospital or care centre staff and anyone who works as a support for Calgary Transit Access customers. These meetings have been very well attended and space is limited. Please keep the number attending from your Agency to no more than 2 representatives.

Please RSVP prior to October 30 by calling 403-537-7770, and then press 1 if you wish to attend.

Calgary Transit Access Open House

Calgary Transit Access held its annual open house on June 10, 2015. Once again, the Open House was a big hit! We always enjoy meeting our customers face to face and showing you the work that takes place behind the scenes in order to provide service. We would like to thank all of our customers that came down to our Open House. It was a pleasure to meet you. A big thanks also to all Calgary Transit Access Service Providers and staff that were in attendance. If you did not make it this

year, no worries. We hope to see you in the summer of 2016!



Our Customer Commitment

What matters to you matters to us.

The Customer Commitment is our promise to deliver the six qualities of service that our customers and employees identified as the most important. It shows what we strive to achieve, and we will invest in projects and initiatives that can positively impact the customer experience in these areas. To be transparent and

accountable to our customers, we are measuring and publicly reporting on our performance in safety, reliability, helpfulness, information, ease of use, and cleanliness.

To learn more about our customer commitment, visit calgarytransit.com/customercommitment or call 403-262-1000.

Bike Lanes / 5 Ave Lane Reversal

Additional bike lanes have been added along 5 Street S.W., 12 Avenue S.W. and 8 and 9 Avenue this spring. This is to provide Calgarians with more transportation options in the downtown core. This follows the City Council approved Cycle Strategy.

In May 2015, the City has started a trial lane reversal on 5 Avenue S.W. This is to optimize the use of existing roadways to help traffic exit the downtown core.

Although both of these are meant to assist Calgarians in getting around in the downtown core it has made some locations more difficult for Calgary Transit Access to pick up and drop off our customers. We are working closely with Roads to add loading zones to ensure people are still able to get where they would like to go.

If you have a location that you are having difficulty getting to as a result of the bike lanes or lane reversals please call Calgary Transit Access Customer Service at 403-537-7777, then press 4 for Customer Service so we can find a solution.

Calgary Transit Access Advisory Committee membership

We are pleased to announce the following have been appointed to the Calgary Transit Access Advisory Committee for the term September 2015 – August 2016:

Jim Brown
Patrick Pellegrino

Stephen Hansen
Barry Lindemann
Stewart Midwinter
Dianne Radu
Wayne D. Gordanier
Jill Wager
D'Arcy Walsh

Thank you for volunteering to work with Calgary Transit Access to continue providing shared ride public transportation services to our customers. You may contact the Committee by email at accesscalgaryinfo@calgary.ca.

Who qualifies as an Attendant on Calgary Transit Access?

Some customers need to travel with someone in order to reach their destination. It is not the drivers responsibility to supervise customers or to assist them to a location inside a building.

An attendant (or PCA for personal care attendant) is someone that directly supports to manage behaviours and/or provide direct assistance to the mobility of a customer. The attendant is there for trips that you would be unable to safely complete on your own at anytime. An attendant must be 12 years of age or older and cannot be a registered Calgary Transit Access customer.

The Eligibility section of Calgary Transit Access determines which customers qualify for an attendant to travel with them. An Eligibility Specialist will discuss what type of assistance is required and will add an attendant to the customer file when it is warranted.

We appreciate your understanding that our resources are limited to provide this service and that only

some customers will qualify for this option. Please contact Eligibility at 403-537-7777, then option #5 if you have any questions.

WE'RE LISTENING!

If you have any questions or feedback, please contact us at 403-537-7777 and press option #4.

Get on Board Summer Camp 2015

Calgary Transit Access has just wrapped up another successful Travel Training Summer Camp. The unique "Get On Board" camp provides a fun and engaging way to teach youth (aged 11-18) with disabilities how to use public transit independently.

This camp is supported by the Calgary Board of Education, Calgary Catholic School District and Calgary Transit and was made possible through the help of numerous staff from Calgary Transit Access.

The travel training is invaluable. Some youth are Calgary Transit Access customers, but most are special needs program students at junior and senior high schools and Mount Royal University's Transitional Vocation Program. This year 34 youth participated in the camp.

Please watch the Calgary Transit Access website in the spring for application forms for 2016's camp

or call 403-537-7862 for more information on travel training.



Your concerns are being addressed!

Do you ever wonder what happens when you call into Customer Service with a concern or a commendation?

In order to ensure all customer concerns are addressed, Calgary Transit Access has a hard-working team of two full-time Customer Service Representatives and one Supervisor to ensure you are followed-up with as quickly as possible, and provided with a response if you have requested one.

When customers call in or submit a concern on-line, it is entered into our tracking system. It is the same system used by 311. Your compliment or concern is entered and called a "service request". Each service request has a unique identifying number. The system then tracks all these requests and ensures they are answered in a timely manner.

What is considered a timely response?

Calgary Transit Access requires that service requests be responded to in 5 business days. However, some requests may take longer to investigate depending the nature of the concern and investigation required. So, no matter what you are calling about - all Calgary Transit

Access sections try to respond within this time frame whenever possible.

What information does Calgary Transit Access require?

To submit a compliment or concern, we require your name, phone number and email address. Customer Service will work with the area of concern to review the concern and provide a response. If you have requested a call back, you will be notified of the resolution.

If you use the internet and provide us your email address, an email with directions on how to check the status of your service request will be sent directly to you. As we investigate and resolve the request, you will be kept up to date at each stage with email updates.

The City of Calgary is committed to responding to your concerns appropriately. We are striving towards a more customer centric approach in regards to any concern we receive. We understand that each customer and each solution is unique. We welcome any feedback you may have about our tracking system and the updates you receive.

Great News! You can now submit your compliments or concerns on-line anytime!

We understand that Customer Service is not always open when you need to call in a concern or commendation.

To provide an alternative, Calgary Transit Access customers as of September 1st, can submit any compliment or concern online.

In order to do this follow the 4 steps below:

- 1) Go to the City of Calgary website (Calgary.ca)**
- 2) Type in "311 Online" in the search bar**
- 3) click on "311 City Service Request Form"**
- 4) Under service type, select "Calgary Transit – Calgary Transit Access"**

Be sure to take note of your service request number and please provide an email address if you have one. You can also request a call back to hear about the resolution. We hope that offering an online solution will make it more convenient for our customers to let us know about the service they receive.

Winter is coming

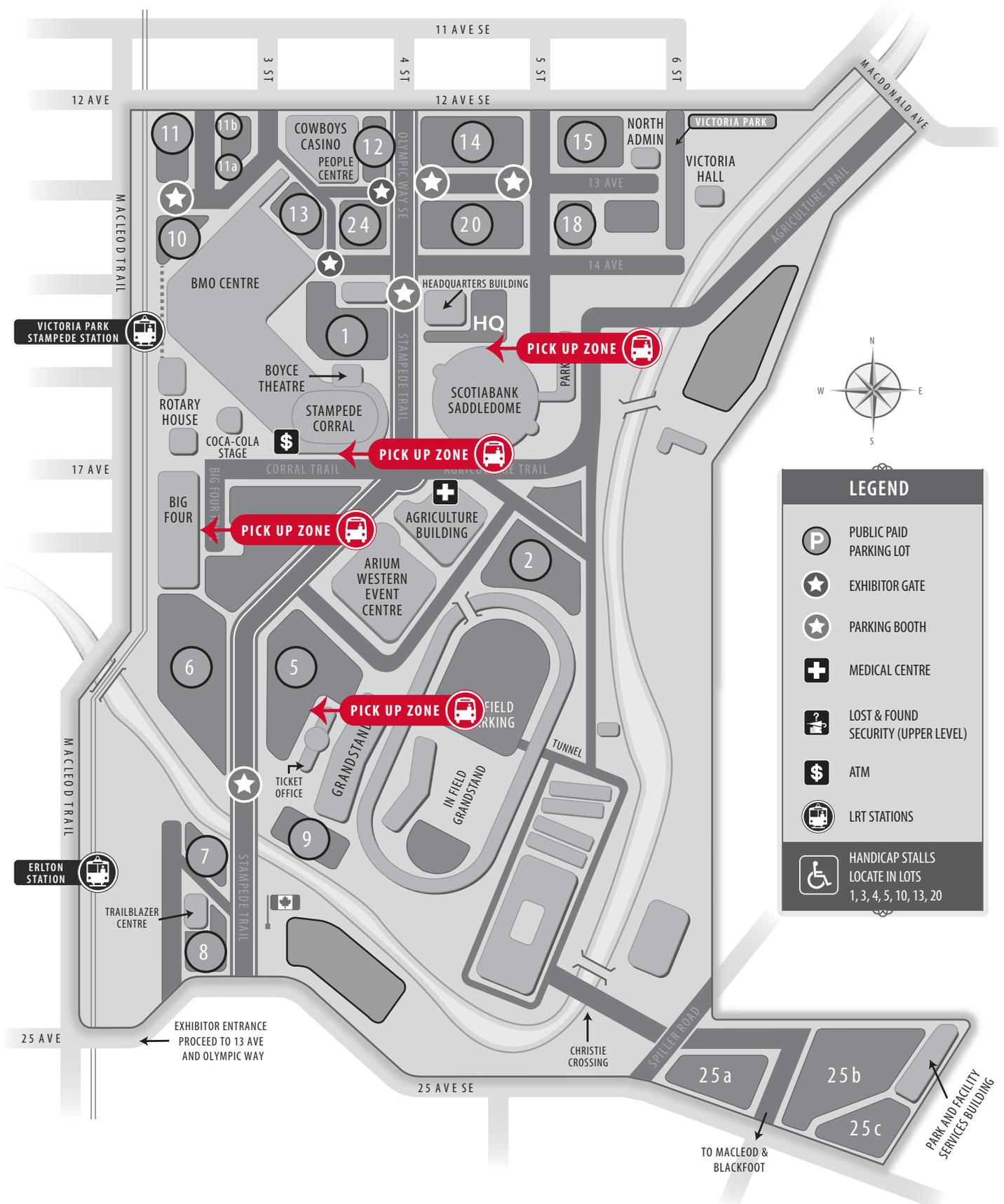
We cannot predict traffic patterns due to bad weather and poor road conditions. Please ensure you are booking your trips with enough time to allow for traffic issues so you will not be late. Customers are also asked to ensure sidewalks and steps at their

residences are clear of snow, ice and other debris. This improves safety for both customers and Calgary Transit Access drivers. Our weather can change quickly and unexpectedly. Please ensure you and those in your care are dressed appropriately for all

trips. If the vehicle you're in feels either too warm or too cool, speak with the driver and they will try to adjust the temperature so that everyone on board is comfortable.

Stampede Grounds Pick up Locations

These locations are for times other than July (off season) when the grounds are closed to vehicles.



Welcome



SIMON TUSEK

We would like to welcome Simon Tusek as our new Accessible Services Coordinator

Simon has been with Calgary Transit since 1989; he started out as a driver and progressively moved up, first working in the Control Centre as a Bus/LRT Controller (they look after any issues with service on the road as it occurs) and then over to our Safety and Training area as a Training Officer. He was promoted to Coordinator of Bus and LRT in 2010 and has worked on several key projects including the introduction of an LRT Simulator to train drivers and recently as Project Manager for the HandiBus transition to Calgary Transit.

Simon's key role will be to oversee the operations at the Calgary Transit Access Garage (formerly HandiBus) where he will be responsible for the drivers, Dispatch, Administration staff and working with Transit Fleet to ensure we meet our commitments and deliver a high quality of service to our customers.

In his personal life, Simon has a passion for Dragon Boat races and is an avid golfer.

Congratulations Simon! We look forward to having Simon on the Access team.

Driver Recognition Awards

The Calgary Transit Access Advisory Committee selected the following drivers for the Driver Recognition award. Two drivers are selected randomly from commendations sent in by you. Please keep sending in your commendations for exceptional drivers to Calgary Transit Access Customer Service at 403-537-7777 and press option #4.



Sarbjit - Checker Cabs
March 2015



Elham - Checker Cabs
April 2015



Tim - CHBA
April 2015



Khalil - Checker Cabs
June 2015



Jassa - Southland
June 2015



Ben - Care Calgary
May 2015



Dale - CHBA
May 2015



Booking a Trip: The Details Are Important

Trip accuracy is a top priority for the agents who take your bookings. Throughout the conversation, we confirm details of the booking including: the time, day, destination, and even the type of mobility aid being used.

To ensure your booking is accurate, our agents confirm the details of the trip again at the end of the call. If you detect an error in your booking this will allow us to change it before we finalize the trip. If you do not get a review of the booking details during the call, please request it from the agent you are speaking to.

If you need to confirm your trip times, you can get this information the night before (after 7pm) from our automated Acrobat system. This automated system is available 24 hours a day. Using the automated system is another way to ensure we have the correct trip details. Please call 403-537-7777 then press 1 to use our automated system.

Did you know that all calls to Calgary Transit Access are recorded? We will investigate any reports of booking errors to ensure we are training the necessary skills and that our agents



are taking the correct steps to book your trips accurately.

Contact numbers

| Calgary Transit Access Operations | | 403-537-7777 |
|---|--|--------------|
| From the voice menu, make your choice from the following: | | |
| #1 | Acrobat (24 hours daily) – Automated telephone system to confirm or cancel your trips. | |
| #2 | Advance bookings (daily 9 a.m. – 5 p.m.) – Request a trip or trip change. | |
| #3 | Same-day booking inquiries (daily 6 a.m. – midnight) – Includes stand-by requests, late bus inquiries and same-day cancellations. | |
| #4 | Customer service (Mon. – Fri., 8:30 a.m. – 4:30 p.m.) – Feedback, service concerns, compliments or general information. Email: AccessCalgaryInfo@calgary.ca | |
| #5 | Eligibility services (Mon. – Fri., 8:30 a.m. – 4:30 p.m.) – Apply for or renew registration or change personal information. | |
| #6 | Holiday hours | |

For more information visit calgarytransit.com and click on Accessible Transit, then click on more about Calgary Transit Access.

TELL YOUR FRIENDS AND FAMILY!

This newsletter is available on the Calgary Transit website. Go to: calgarytransit.com and click on Accessible Transit, then click on more about Calgary Transit Access, and click on Resources. If you would like to receive an electronic copy of this newsletter, please call 403-537-7770.