
2019: Reviewing the Highlights

2019 was a busy year at Calgary Transit Access (CTA). Although CTA saw a \$2.4 million reduction to our operating budget, we still managed to complete a record number of trips. That's right, even with cuts, we were able to provide customers with efficient service by providing a total of 1,236,819 trips in 2019.



We also set a new record of 93 per cent for our on time performance, which is the highest it has been in five years.

In 2019, we started confirming eligibility interview times with automated phone calls to customers applying to or for those renewing with CTA.

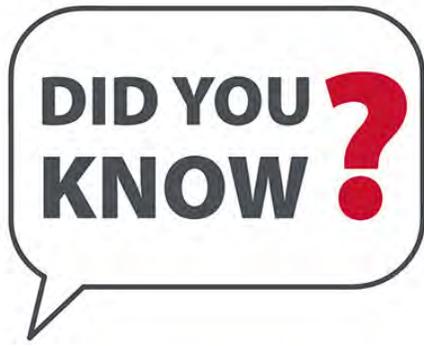
We'd also like to share that our online booking system has been gaining steadily in popularity. When we launched online booking in 2018, we had 670 customers who signed up. Last year, 1,025 customers signed up and 33,515 of all trips provided were ones that had been booked online. In other words, the number of trips booked online has grown by over 400 per cent. Web bookings accounted for 14 per cent of same day and casual request bookings in 2019. We don't currently offer subscription bookings online but it's a quick and easy way for you to schedule a same day or casual trip request. These are some big numbers and we are proud to continue bringing you great service.

2020: Where Are We Headed?

It's hard to believe but January is already done and we're well on our way to another productive year. We wanted to share some of the things we're excited to be working on with you because they all have one thing in common: being efficient while bringing you even better customer service. Our Travel Training program is one area we're working on growing by getting more trainers on board. This is really exciting because it means we will be able to offer Travel Training to more customers than ever before.

We love getting customer feedback as it helps us to look into ways to serve you better. Last year, a new type of trip was created for special events. Booking an "event" type trip lets us drop you off and pick you up before the event starts and after it ends -so no more early pick-ups. Thanks for sharing your feedback so that we could make our service even better.





144,876 trips were booked online in 2019

93 per cent of trips were on time

1,236,819 trips were provided in 2019

[Travel Training/Train the Trainer](#) Help to Sign up for [Online Booking](#) Book your trip online using [MyID](#)

Your Eligibility Questions Answered

Many of our readers are already customers of Calgary Transit Access (CTA) and so they have been through the eligibility process but others who have subscribed may not be customers. We want everyone to know what eligibility requirements are for CTA services, so we have outlined details which may be helpful if you or a loved one is thinking about applying.

There are many reasons you might think about applying to CTA but did you know that service is based solely on the ability of a person to use fixed route transit services? What that means is that people who can't use Calgary Transit CTrain or bus services because of physical or cognitive disabilities can apply to CTA. All of Calgary Transit's buses and CTrains are fully accessible; kneeling buses and CTrains equipped with ramps which lower to meet the station platform make it easier for customers with mobility issues. Low floor buses serve all of our 155 routes and all of our 45 CTrain stations have elevators, ramps, or are ground level accessible.



If you think you need CTA services, you'll fill out an eligibility application together with your healthcare provider; there could be a charge for this and fees vary so talk to your healthcare provider about it. Next, the application is submitted to our Eligibility department and the applicant is contacted to set up an interview. Because every person has different circumstances to be considered, we meet with each applicant. Many people with a disability or mobility/assistive device are able to use Calgary Transit CTrain and bus services which are fully accessible. If you're in a situation where you're worried about taking the CTrain or a bus, you can contact us to setup some Travel Training. Travel Training is a short-term, one-on-one program designed to help seniors and people with disabilities learn how to use Calgary Transit services safely and independently. Customers would have a few one-on-one sessions with a Travel Trainer, based on their individual needs and abilities.

Travel Training provides you with a detailed understanding and the confidence you need to take public transit to your destination.

Freezing Cold Freezes Lift

We had quite the cold snap in January with minus 40 windchills, snow and ice. CTA customer, Elizabeth Handerson, says she felt really lucky on one of those particularly frigid days that her operator, Rajinder Sidhu, didn't leave right after dropping her off at home.

Elizabeth uses an electric scooter mobility aid to get around because she has one leg. When she got home that afternoon in January, she went as she always did to her lift which takes her to her door. Usually, the operator assists her to the lift and then she lets them know they can leave. Elizabeth was on her lift and had started going up to her door when it froze in mid-air. The cold had caused one of the fuses to blow, leaving her stranded. Just as she was wondering what she was going to do, she heard the operator who had come into the garage. Raj had noticed she was stuck, so he asked her how he could help.

Elizabeth gave Raj the code to unlock her front door so he could go through the house to a shed in the yard where another ramp was located. He was able to collect the ramp, bring it out to the garage, help Elizabeth to the ground and then they used the same ramp to get her inside.



"I lost my right leg five years ago," says Elizabeth. "Temperature regulation in my left foot has been a problem since then and the extreme cold just makes it worse." She went on to say that with temperature issues, she is at high risk to lose her left foot so being inside in a warm place is really important. Elizabeth said that Raj really went above and beyond that afternoon which she truly appreciates. Great work, Raj!

Holiday Hours



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

Family Day
Monday, February 17

Good Friday
Friday, April 10

Easter Sunday
Sunday, April 12

Victoria Day
Monday, May 18

The Dispatch phone line is open on all holidays from 6 a.m. to Midnight for same day booking requests and trip information only.

Calgary Transit Access Welcomes New Drivers

Join us in welcoming six new operators to CTA! These folks have just graduated from our training program, the first crop of new drivers for 2020 and for the decade. Our training program teaches drivers how to serve our customers, what it means to drive for CTA and how to get around Calgary safely. Welcome, Guvan, Nigel, Tyler, Randy, Amar and Sarbjit! Our newest team members hit the road on February 4.



**From left to right:
Training Officer Sean Breakspear, Guven Polat, Nigel Cameron, Tyler Steele, Randy Petrie,
Amar Singh, Sarbjit Sangha, Training Officer Joe Brown.**

Reminders!

March 8

Clocks Spring Ahead 1 Hour so remember, before bed on March 7, change your clocks!

Am I an Active Customer?

Customers who haven't taken a trip for two years will have their status changed to Closed. Customers with a Closed status have to reapply for service.



Booking Your Ride on the Phone

When you call CTA to book a trip, the Passenger Agent (PA) will take down information such as the date, time and address of where to pick you up and drop you off. That's a lot of detail so when they're done, the PA will repeat all of the information about your trip back to you to make sure they got it right. We want to pick you up and drop you off in the right place, at the right time. Please help your booking agent by letting them know if the information they repeat back to you is wrong or if it's missing something. This helps us to make sure your ride is a great ride, and it helps us to get you where you're going.

Contact Us

Customer Service Centre
403-537-7777

Monday to Friday from
8:30 a.m. to 4:30 p.m.