



# AccessABILITY

## Calgary Transit Access Newsletter Summer Edition

August 2024

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### Summer camp sparks interest in transit

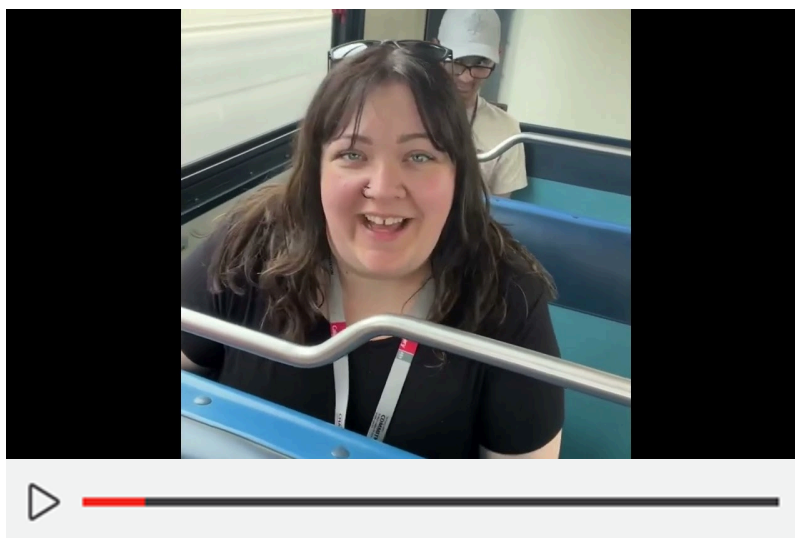
Imagine a place where young individuals with disabilities are empowered to explore their independence and build confidence. The *Get on Board* Summer Camp, hosted by CTA Travel Trainers, offers youth aged 15-21 a unique and enriching two-day experience.

Campers tour the Transit Support Centre, getting a behind-the-scenes look at the city's transportation network. They meet the people who keep the system running and learn about transit operations.

The journey continues as campers board a bus and head to a CTrain station, where they discover how to navigate routes, understand schedules, and meet Peace Officers dedicated to ensuring everyone's safety. They also get a taste of what goes into driving a train at an interactive train simulator.

The *Get on Board* Summer Camp isn't just about getting around—it's about building confidence, making friends, and discovering new possibilities. Every camper leaves feeling more capable and ready to explore the world on their own terms.

Watch the full video below to see the incredible experiences our campers had in their journey toward independence.



Should someone you know be interested in attending camp next summer, registration details will be shared on the [Accessibility page](#) in spring 2025.

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## **Safety reminder: Remove personal belongings from the back of wheelchairs and walkers**



CTA operators have recently reported concerns of items getting caught in wheelchair and walker wheels, which results in a safety hazard. To promote the safety of yourself and the operator, please ensure all personal items are removed from your wheelchair or walker before the driver arrives and escorts you to the vehicle.

Thank you for contributing to a safe ride for all!

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## **Summer rollout: New shuttle buses**



Calgary Transit Access is rolling out 27 brand-new shuttle buses by the end of August 2024. They'll replace some of our older models, which have served us well but are now past their prime.

The replacement shuttles offer more comfort (including A/C) and a smoother ride while delivering better fuel efficiency, enhanced reliability, and lower maintenance costs. The new shuttles also have a different loading system, with the wheelchair lift located on the side of the vehicle rather than the back.

We understand that the new shuttles might take some getting used to, but we are confident that they'll provide us the safe and reliable service you expect from CTA.

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**Don't wait for the call - Be ready to go!**

Are you signed up to receive a courtesy call from CTA when your ride is on the way? We strongly encourage you to be ready at the pick-up location at the start of your 20-minute pick-up window, rather than waiting for CTA to call.

For example, if your pick-up window is 10:20 – 10:40 a.m., you should be ready to go at 10:20 a.m. Please do not wait until you receive a call to proceed to your pick-up location.

Though we are committed to providing timely and accurate information to customers, the call ahead can come any time before or during your pick-up window, depending on demand for service at the time of your ride. There are also some circumstances where the call may not occur (E.g. multiple customers have requested pick-up from the same location at the same time).

Drivers will wait for a maximum of five minutes before moving on to the next customer pick-up. Please ensure you are ready to travel at the start of the scheduled time to avoid missing your ride.

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## Bringing a pet along? Here's what you need to know

Recently, we've seen an increase in dog bites involving our operators, and we need your cooperation to prevent these incidents.

To ensure a safe and comfortable experience for all, Calgary Transit Access has guidelines for passengers traveling with pets to keep in mind on their next trip:



1. **Service dogs:** Service dogs are always welcome and are exempt from standard pet restrictions.
2. **General pet info:** Pets can be accommodated if space permits, but must not disrupt other passengers. They should be in carriers or on leashes and remain with their owners.
3. **Pet carriers:** Pets in carriers must stay on the passenger's lap or in designated spaces, ensuring they don't block aisles or seats.
4. **Responsibility:** Owners must keep pets under control or secured in an area away from the entrance before your driver arrives. This will help prevent unwanted interactions like jumping or biting, and accidental escapes.
5. **Larger dogs:** Larger dogs may require additional fare and space considerations. Please be prepared for this possibility.

In case of any incidents, such as a dog bite, we will investigate and may suspend access to our services. Your cooperation is crucial in maintaining a safe environment for everyone. For more details, speak to a booking agent.

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## Holiday Hours

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

### Civic Holiday

Monday, August 5

### Labour Day

Monday, September 2

### National Day for Truth and Reconciliation

Monday, September 30

### Thanksgiving Day

Monday, October 14

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## Housekeeping: Customer summer safety

Calgary has already experienced a significant heat wave this summer and August will surely bring more heat, and likely some periods of wildfire smoke.

Here are our tips to commute safely this summer.



- Limit your time outside and stay in the shade if possible. For example, wait just inside the exterior door of your pick-up location until the CTA vehicle arrives.
- Wear sunglasses, a hat if you can and sunscreen.
- Bring a bottle of water with you and stay hydrated.
- Dress in layers so you can make adjustments based on the temperature. Cool, loose and breathable fabrics in lighter colours are a great option.
- Bring a handheld portable fan to keep you cool.
- Take a look at the weather report for temperature and air quality information ahead of your trip and adjust your travel plan as necessary.

We hope you have a safe, enjoyable summer!

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## 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](#)

