



AccessABILITY

Calgary Transit Access Newsletter Winter Edition

February 2021

COVID-19 Safety Update

We're coming up to the one-year mark since the COVID-19 pandemic sent us into lockdown. While life is a lot different these days, we wanted to let our customers know what has changed and what is still the same.

We've had some customers asking about our screening questions, mostly about whether they need to go through them if they've been vaccinated.

CTA is going to continue asking our health screening questions when customers call in to request a trip until further notice. Even once vaccinations have been given to the general public, we are likely to continue asking those questions as an extra way of keeping each other safe. So when your Passenger Agent asks you the screening questions, please continue to be patient and answer them, even if you have been vaccinated. By working together, we can do our best to try to stay safe and healthy.

As you may know, Dr. Theresa Tam, Canada's Chief Public Health Officer, has said in the news that physical distancing and the need for face coverings is likely to continue even once we have the majority of Canadians vaccinated.

We will continue to take our direction on all COVID-19 related health measures from Alberta Health Services and Health Canada.

Please continue to wear your face covering, wash your hands regularly and maintain at least two metres of physical distance between yourself and others wherever possible.

If you feel unwell, please stay home.





Holiday Hours Spring 2021

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

Good Friday
Friday, April 2

Easter Sunday
Sunday, April 4

May Long Weekend
Monday, May 24

Don't Slip! Accept the Escort

Part of the great service CTA offers customers is that of an escort to or from your first external door. It's been pretty slippery out there this winter and we want our customers to stay safe so please, if your Operator offers you support to get to the vehicle or your door and you feel like you need the escort, say yes. If you need support and it wasn't offered, please ask.

You may remember in our last edition, we talked about clearing snow and ice away from paths, stairs and driveways. So many of our customers have done a great job of keeping things clear. We wanted to say thank you because your efforts to keep things shovelled whether you did it yourself or someone helped you to do it, really make a difference. We don't want you or our Operators slipping on snow and ice.



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



Housekeeping

Clocks Spring Ahead 1 Hour so remember, before bed on **March 13**, change your clocks!

When you call to request a trip, please have the following information available so that we can help you quickly; not having this information means slower service for you and other customers.

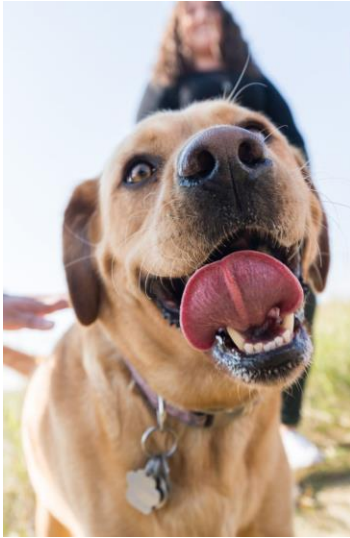
- First and last name
 - Street address of where you are going
 - Confirm your pick-up address
-

CTA LINK

We're excited to share a new CTA service with our customers! This spring, Calgary Transit Access (CTA) LINK will be launching as a pilot project in select communities. LINK blends CTA services with fixed-route services like the CTrain or the MAX Bus Rapid Transit (BRT) service. We've got a number of volunteers who are keen to try out this service while we're in the pilot stage. Their participation will help us to make sure LINK is meeting customer needs.

How does it work?

A CTA vehicle picks you up for part of your trip and brings you to an LRT, MAX or bus station where you would complete your trip by connecting to the fixed-route service best suited to your needs. The service is for customers who are eligible for CTA but who want some added independence or flexibility when taking a trip. This service is for customers who are able to use the CTrain or bus with some additional travel training.



Please keep your pet under control

An important reminder to our customers who have pets to please make sure they are under control when your ride comes to pick you up.

This is for the safety of our Operators, you and your pet. Not everyone has the same feelings about pets, especially large dogs which may be scary to some people.

Even if your pet is really well behaved, please make sure when you're being picked up for a trip that they are not able to jump on or run at an Operator.

We thank you for making sure your furry friend is under control and also recognize that service animals have their own set of rules.

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.

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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.

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](#)

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.

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