



AccessABILITY

Calgary Transit Access Newsletter Spring Edition

April 2022



Face Coverings: Still Required on Public Transit

The City of Calgary continues to take direction on face coverings from the provincial government and Alberta Health Services (AHS). Customers are still required to wear a face covering on public transit if they do not have a condition that prevents them from wearing

one. Please continue to wear your face covering when taking trips with Calgary Transit Access and if you feel unwell, please stay home. You can learn more about provincial direction [here](#).

CTA LINK: VOLUNTEERS NEEDED!

For the past year, we've been piloting the new CTA LINK service. Once again, we're asking for your help as we need more volunteers to try the service. If you think you're interested, we'd be happy to set up some Travel Training for you. More information on Travel Training [is available here](#).

What is CTA LINK?

CTA LINK is a flexible service model that blends the CTA services you're using with fixed-route transit services. What that means is customers can take part of their trip with CTA and connect to the CTrain or one of the MAX Bus Rapid Transit (BRT) lines.

Don't worry about losing your regular CTA service or having to take LINK if it doesn't meet your travel needs. Your current eligibility status would not change if you volunteer to try LINK out and we could really use customer feedback to help us shape the service. This is a great chance for you to share your feedback with us. We're asking volunteers to try out the service for a few trips and let us know what worked for you, what you liked and what could be better.

You can look forward to a survey after you've taken a few LINK trips. Your feedback could help other customers by sharing your experience with us. We're currently serving select Hubs accross Calgary so if you're interested, please

contact Customer Service at **403-537-7777** and they can share more information about Hub locations.



Get Onboard: Registration for Travel Training Summer Camp is Open

Our annual Travel Training Summer Camp is accepting registration until July 4. The Introduction to Transit Camp sessions are open for ages 12 to 18 and run from July 25 to 27, while the Independent Travellers sessions for ages 15 to 21, are running from August 8 to 10. Sessions are spread across three days in three hour blocks per session. This year's camps will be held in person and begin at the Municipal Building, downtown.

If you think you or someone you know might be interested in signing up, be sure to check out our [web page](#) which has more information and the registration form required to participate.



Holiday Hours Spring 2022

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

Good Friday
Friday, April 15

Easter Sunday
Sunday, April 17

May Long Weekend
Monday, May 23

Getting to Know You: Ben Taylor, CTA Controller

There are a lot of people working both behind the wheel and behind the scenes at CTA to make your trips happen. Meet Ben Taylor, one of the people working in the Operations Control Centre (OCC) at CTA.

Ben has been a controller for seven years and one of the things that he does to make sure your trip goes smoothly, is related to keeping trips on time.

His days start at 5:30 a.m., usually with a review of the trip schedules to make sure buses are leaving the garage on time.



Working to monitor trips is just a small part of what the OCC does every day. Decisions made here have a direct impact on the customer experience. "Customers have a lot going on," says Ben. "Every situation we deal with is different and it requires us to think quickly because often, something is happening in real time and our team is working to make sure everything works out properly."

An example of this happened fairly recently when Ben was contacted by one of the drivers about an issue. He had driven a customer to an appointment only to realize she had left her mobility device, a walker, at her front door. Because her mobility device wasn't mentioned in her trip booking, her driver wasn't aware that it was missing. Fortunately, Ben was able to work quickly to make some adjustments so the driver could take the customer back home, collect her walker and then bring her back to her appointment - on time!

"It was really good to help," says Ben. "We take a lot of pride in what we do, in serving customers and providing safe, accessible, door-to-door service that they rely on."

Frequently Asked Questions (FAQs)

Where do I need to wear a mask?

Based on direction from the Province of Alberta, public transit customers are expected to wear a face covering when using public transportation services, including onboard CTA vehicles which are considered public transportation vehicles. More information about face coverings [is available here](#).

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 wearing a Face Covering:

- Children under two years of age.
- Anyone under the age of 13.

- Anyone with an underlying medical condition or disability that inhibits their ability to wear a face covering.

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](#)

