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# AccessABILITY

## Calgary Transit Access Newsletter Summer Edition

July 2022



### Face Coverings: No Longer Required on Public Transit

The Province of Alberta lifted the mask mandate on June 14, 2022. Customers are no longer required to wear a face covering on public transit. We do continue to ask that our customers practice regular hand washing and distancing where possible in order to keep one another as healthy as possible.

### Summer Time Heat Safety

August is coming and it often produces some of the hottest days in Calgary. As the temperatures increase, so do the risks of heat related illness. Remember these tips for staying cool when in higher temperatures: If possible, schedule more physically demanding activities for cooler times of the day.

Make sure to dress for the conditions - cool, loose and breathable fabrics in lighter colours are a great option.

Remember to take breaks and try to rotate periods of sun exposure with time in the shade. Wear sunglasses, a hat if you can and sunscreen. Drink lots of water to stay hydrated; don't wait until you feel thirsty.

Know the signs of heat-related illnesses and how to treat them. Some of the most common heat-related illnesses are:

- Heat cramps or spasms or pain often in the arms, legs, back or stomach
- Heat exhaustion, which includes the following symptoms:
  - nausea, weakness or dizziness.
  - rapid, weak heartbeat



- o profuse sweating and pale, cold and clammy skin

Remember to take care of yourself when it's hot out!

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## Holiday Hours Summer 2022

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

### Heritage Day

Monday, August 1

### Labour Day

Monday, September 5

### National Day for Truth & Reconciliation

Friday, September 30

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## CTA LINK: VOLUNTEERS NEEDED! - Incentives

Did you know that we are now offering incentives for LINK volunteers? Volunteers who complete ten round trips are eligible to receive two booklets of ten tickets (in hard copy) OR 25 digital tickets when you opt to use the My Fare app. For more information on My Fare, including how to sign up, [click here](#). If you think you're interested in volunteering for the LINK pilot, 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 across Calgary so if you're interested, please contact Customer Service at **403-537-7777** and they can sign you up.



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## Trip Requests & Times

When you call our Booking Centre to request a trip, please be aware, we may not have the exact time slot you have requested available. Booking in advance may reduce this issue but it may not so it's best to accept the time offered by the Agent when you call to book. If you decide you don't want to accept the time offered to you, your trip will be waitlisted and scheduled later. It's important to note that waiting will not result in the trip being scheduled at your requested pick-up or drop-off time. In most cases, your trip will be scheduled at the time originally offered to you by the Agent.

Trips not confirmed at the time of your booking request may have time changes; these changes are to make sure we're scheduling rides in the most efficient way possible so that all of our customers get where they need to go. Please consider using the CT Access online trip booking tool to request your rides. More information can be found at [CTA Trip Booking](#).

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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**

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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](#)

