



AccessABILITY

Calgary Transit Access Newsletter Summer Edition

August 2020



COVID-19 Update: Keeping Customers Safe

Calgary Transit Access (CTA) remains committed to keeping our customers informed about safety during this challenging time. There has been a lot of information to process relating to COVID-19 safety which can be quite overwhelming. This edition of the AccessABILITY newsletter includes some resources for customers to stay up-to-date on changes to CTA's safety rules when taking a trip with us. With The City introducing the new, temporary **Face Coverings Bylaw** on August 1, CTA has begun to gradually increase passenger capacity onboard vehicles. Throughout August, we will be slowly adding passengers to trips; this may go on into September. We're closely monitoring trip numbers so that we can slowly return to full capacity onboard vehicles. We're asking those of our

customers who are able to, to wear a face covering when taking a trip. We are also asking for your understanding as not all customers are able to wear a mask for medical reasons or reasons related to their disability. You can stay current on any changes to service **by visiting our website.**

If you have any questions or concerns, please reach out to Customer Service, Monday to Friday, 8:30 a.m. to 4:30 p.m. or send us an email at **calgarytransitaccessinfo@calgary.ca**. We're here to answer your questions.



Disinfecting

We thoroughly clean and disinfect all vehicles.



Distancing

Be sure to practice physical distancing where possible by staying 2 metres apart.



Wash your hands

Be sure to wash your hands often. It helps prevent the spread of disease. This is the single most effective way to protect yourself.

How Can I Stay Updated on CTA Safety During COVID-19?

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 can I get a disposable mask?

For a limited time, CTA drivers are handing out face coverings onboard some vehicles. If you forgot your mask or if you need a new one, you can ask your driver if they have any disposable masks for customers. You can also visit one of two [customer service centres](#) downtown to pick up a mask. Remember, these masks are for one-time use only and should be thrown in the garbage when you're done with them, to help reduce risk for others.

Will my vehicle be full?

CTA is monitoring demand and will increase capacity as needed.

Where do I need to wear a face covering?

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 public transportation vehicles.

I just took a trip with a customer who was not wearing a mask. What can I do?

We are working on educating customers about the importance of wearing a face covering. To support this, we are providing face coverings where possible but we are also aware that not everyone can wear a mask. 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 face covering, 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.

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. We understand this can be highly stressful and are doing our best to ensure masks are provided in cases where a customer doesn't have but is able to wear a face covering.

Who is exempt from wearing a face covering?

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.
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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](#)

**Do you know where you can find more information
about CTA, safety and COVID-19?**

Yes

No



Holiday Hours

Summer/Fall 2020

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

Labour Day

Monday, September 2

Thanksgiving Day

Monday, October 12

Many of our readers have not consented to receiving the newsletter. Without your consent, you could be removed from our mailing list without notice.

Please take a moment to click this button:

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.

SEND US AN EMAIL