


## CALGARY TRANSIT SERVICES FOR THOSE WITH MOBILITY NEEDS

This is a brief summary of the two programs which are provided as Public Transit Services. Taxi services are in a different bucket with different service attributes.

PART 1 – Calgary Transit Access (CTA)	PART 2 – Access Calgary Extra (ACE)
<p><b>Shared Ride</b></p> <p><b>Calgary Transit Access is a specialized public transportation service offered to customers with accessibility concerns who cannot use Calgary Transit Buses or the CTrain. This includes customers with any type of disability who are not able to use the bus or train – i.e. cognitive disabilities, sensory disabilities etc.</b></p> <ul style="list-style-type: none"> <li>• 15,000+ registered customers</li> <li>• provided 1 Million+ advanced booking, shared ride trips/year</li> <li>• Operating budget of about approximately \$32 million</li> <li>• Ambulatory trips for 2017 (890,000)</li> <li>• Non Ambulatory trips for 2017 – customer who use a wheelchair or scooter (250,000)</li> <li>• The eligibility process includes an application with medical verification and an in-person interview. Renewal of customers occurs at least every three (3) years. <a href="#">Application Form</a></li> <li>• CTA, just like public transport is designed as a shared ride service</li> <li>• The City of Calgary has a fleet of vehicles to operate CTA but also requires contractors for this shared ride service</li> <li>• The Contractors of this service include:               <ul style="list-style-type: none"> <li>○ Checker Cabs</li> <li>○ Southland</li> <li>○ Care Calgary</li> </ul> </li> <li>• The Service is pre-arranged</li> <li>• The customer does not determine who the service provider will be</li> <li>• The service operates 6am-Midnight 365 days a year</li> <li>• Drivers are trained by CTA or Southland trainers endorsed by CTA using CTA material. Driver training for drivers is minimum 2 days up to 15 days depending on type of vehicle being used.</li> <li>• Service Delivery Status – there are no service delivery issues under this model. CTA can meet all of its requests with its current fleet and contractors.</li> <li>• Can look at the possibility of adding the ATPLE virtual dispatch system as a provider but must ensure integration with scheduling software, guarantee of delivery of service and performance controls as in existing contracts.</li> </ul>	<p><b>Access Card Extra (ACE)</b></p> <ul style="list-style-type: none"> <li>• <b>ACE Card – prepaid monthly amount allocated to eligible customer. A special program to supplement the Specialize Transit Service provided by Calgary Transit Access.</b></li> <li>• Exclusive card for customers who cannot access Transit Buses or CTrain. These customers have been accepted through the eligibility process and this program provides additional mobility options.</li> <li>• Customer can use on-demand Taxi Service 24/7 up to \$56/month.</li> <li>• Individual Use – not shared ride</li> <li>• Ambulatory trips in 2017 (21,000+)</li> <li>• Non Ambulatory trips in 2017 (6,000+)</li> <li>• Customers call contractors directly including               <ul style="list-style-type: none"> <li>○ Associated</li> <li>○ Checker</li> <li>○ Mayfair</li> </ul> </li> <li>• Program paid by the City of Calgary</li> <li>• Potential Service delivery issues given that customers contact taxi dispatch directly and rely on ATPLE holders</li> </ul> <div style="text-align: center; margin-top: 20px;">  <p>A circular blue stamp from the City of Calgary. The outer ring contains the text 'CITY OF CALGARY' at the top and 'CITY CLERK' at the bottom. The center of the stamp features the word 'RECEIVED' in large, bold, blue letters. Below 'RECEIVED', the date 'OCT 15 2018' is stamped. Underneath the date, there is handwritten text in blue ink: 'Item 9.3.3', 'CPS2018-1033', and 'Distribution'.</p> </div>