

We are writing to inform you of a positive change to our casual trip request process. Starting May 1, 2009, all Access Calgary customers will be able to request all casual trips up to 4 days in advance, for any trip purpose.

This is a change from our current process which lets customers request time-sensitive trips 7 days in advance and non-time sensitive trips 2 days in advance. The reason for this change is to make requesting trips easier for customers, as they will no longer have to keep track of different timeframes for different types of trips.

Currently, over 99% of casual booking requests are accepted, and this will continue with the new process.

Below is a chart of when to request trips with the new process.

Day of Trip	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
When to Request Trip	Between Thursday 9am and Sunday 1pm	Between Friday 9am and Monday 1pm	Between Saturday 9am and Tuesday 1pm	Between Sunday 9am and Wednesday 1pm	Between Monday 9am and Thursday 1pm	Between Tuesday 9am and Friday 1pm	Between Wednesday 9am and Saturday 1pm

Customers are being notified of this change through a letter to be sent out at the beginning of April. Information will also be posted on the Access Calgary website, and will be on the phone message when customers call in.

We look forward to the positive impact this will have on the service we provide to Access Calgary customers. Should you have any questions about the change to this process, please contact our Customer Service line at 403-537-7777 option 4.

Coordinator Operations
 Access Calgary
 Calgary Transit