



Get on Board camps return this summer



This summer, Get on Board camps return for youth aged 15 to 21 with disabilities who want to feel more confident getting around the city.

Get on Board focuses on practical transit skills that support independence. Campers learn how the system works, practice navigation, and get comfortable using transit.

Participants go behind the scenes, talk directly with Transit staff and Peace Officers, and take part in hands-on activities, including a train simulator. The experience is designed to make transit feel familiar, approachable, and manageable.

The goal is not just learning how transit works. It is building confidence, independence, and real-world decision-making skills that carry into daily life. Registration opens in April on the [Live and Play website](#).

Meet Travel Trainer Clare Russell

For the past seven years, Travel Trainer Clare Russell has been helping Calgarians build the confidence to get around the city using Calgary Transit.

With a background in social work, the role felt like a natural fit after helping out with the Travel Training summer camp in 2018, which sparked an interest in the program and its impact.

Travel Training focuses on teaching seniors and people with disabilities how to use Calgary Transit safely and independently.

Every customer's experience is different, so training is tailored to their needs and comfort level, with a plan that helps set them up for success.



No two days look the same. One day might involve working one on one with a customer out on the transit system, while another could mean delivering a presentation in the community, or a mix of both. That variety is part of what makes the job so rewarding.

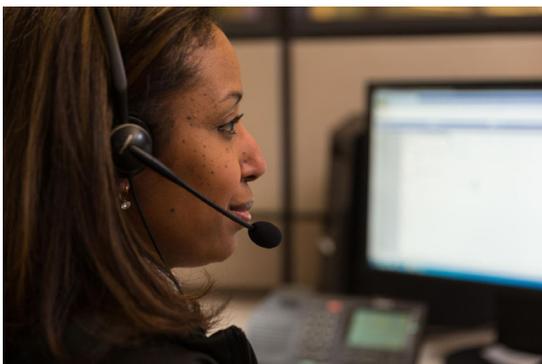
Some of her proudest moments come from seeing former trainees out on transit later on, travelling independently. Those small, everyday successes happen often and never get old.

Outside of work, Clare enjoys watching hockey, spending time with her large family, especially her nieces, going for walks with her partner, and house hunting.

Her advice for customers who feel nervous about transit is to start small. The more you practice, the less scary it becomes, and confidence builds one trip at a time.

Holiday hours for Spring/Summer 2026

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



Good Friday
Friday, April 3

Easter Sunday
Sunday, April 5

Victoria Day
Monday, May 18

Canada Day
Wednesday, July 1

Please note: If you need a regular (recurring) trip to stay active on a holiday, you can check the "Preserve service during holidays" box when booking or modifying a trip online, or by requesting this with a passenger agent over the phone.

Housekeeping

As you plan upcoming trips, we want to share a few helpful reminders to support a smooth and comfortable experience.



Busy booking times

Mondays around 9 a.m. are typically one of our busiest times for trip bookings. If you have flexibility in your schedule, consider booking trips later in the day or later in the week to help improve availability during peak times.

Bringing bags on board

To help keep trips safe, accessible, and comfortable for everyone, please bring only what you can comfortably hold on your lap during the trip. Space on board can be limited, especially during shared rides, and keeping personal items manageable helps ensure clear aisles and a smoother experience for everyone.



Contact Us

Customer Service Centre
403-537-7777, option 4

Monday to Friday from
8:30 a.m. to 4:30 p.m.

[Send us an email](#)

