

Building confidence, one stop at a time

For many of this year's **Get on Board Summer Camp** participants, the journey wasn't just about learning how to ride Calgary Transit. It was about discovering their own independence, often for the very first time.

Hosted by Calgary Transit's Travel Trainers, the camp welcomed youth aged 15 to 21 living with disabilities for a two-day, hands-on experience. Campers learned how to plan routes, find stop numbers, navigate CTrain stations, and use fare machines—practical skills that help them feel more prepared to travel on their own.



This year also marked an exciting step toward greater inclusion.

For the first time, American Sign Language (ASL) interpreters supported deaf and hard-of-hearing campers, making sure everyone could participate fully.



"It was incredible to see campers engaging, asking questions, and connecting with each other—with the support in place to ensure everyone was included," said Clare Russell, Travel Trainer Liaison.



Campers toured the Transit Support Centre, met Peace Officers, trainers, and operators, and even got to try a virtual CTrain simulator to see what it's like behind the controls.

The hands-on learning left a strong impression. One camper, Tyson, shared: "I liked that we got to practice doing stuff, not just talk about it. That's how I learn best."

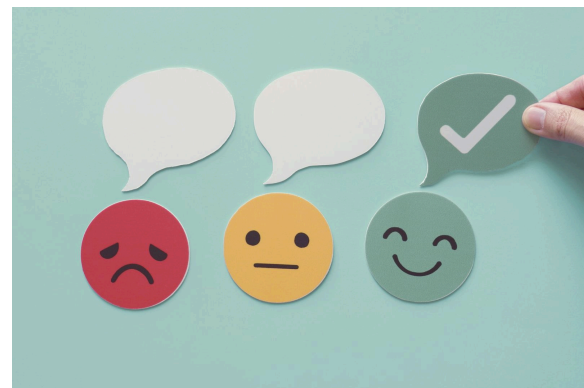
With sessions held on **July 14–15 and July 28–29**, this year's camp gave youth more than just transit skills. It gave them the confidence to broaden their horizons and take the next step toward traveling on their own terms.

To learn more about Get on Board Summer Camp, visit [**calgarytransit.com/accessibility**](https://calgarytransit.com/accessibility).

Tell us about your CTA journey

Calgary Transit Access (CTA) is inviting customers and caregivers aged 18 and over to share their experiences using the service.

We want to hear about the full journey—from eligibility and booking to riding with CTA and beyond.



What to Expect

To participate, fill out the sign-up form below. If selected, you'll receive a survey link from Leger, the research company conducting this study for CTA.

The online survey takes about 10–15 minutes to complete. It includes accessibility features for those using assistive technologies for vision, hearing, or physical interaction. You can complete it at your convenience and at your own pace.

Your feedback will help us improve CTA services. We'll share the results once the research is complete. We appreciate your feedback!

Sign Up Here

Inclusive and affordable recreation for all abilities

The City of Calgary is committed to offering inclusive, accessible, and affordable recreation for people of all abilities. From drop-in activities to registered programs, everyone is welcome.

A variety of adaptive programs are available for individuals with disabilities, including adaptive skating, sledge hockey, floor curling, Dance Yourself Fit, golf, and more.



To help reduce cost barriers, eligible residents can apply through Fair Entry to receive Recreation Fee Assistance, which offers 75–90% off most registered programs, drop-in visits, and passes.

For even more options, the **[Adapted Recreation Discovery Guide](#)** lists additional programs available through community partners.

There's something for everyone—come move, connect, and have fun! To learn more or apply for fee assistance, visit **calgary.ca/recreation**.

Connecting youth to transit at YouthLink's Summer Safety Day



On Saturday, May 31, Calgary Transit's Travel Trainers joined more than 20 community partners at YouthLink's Summer Safety Day—a fun, hands-on event that welcomed over 600 youth and families for a day of safety-focused learning and community connection.

Held at the YouthLink Calgary Police Interpretive Centre, the event featured free food, family-friendly activities, and interactive educational experiences.

A highlight at our booth? A visit from Transit Teddy, Calgary Transit's beloved mascot, who greeted kids with high-fives and posed for plenty of photos.

Our Travel Trainers were there to share the supports available for youth navigating public transit, especially those who are new to the system or may experience anxiety or barriers. Through programs like the *Get on Board Summer Camp* and one-on-one Travel Training, our team helps young Calgarians develop real-world skills that enable them to travel independently and safely.

We were encouraged by the energy and engagement of everyone who attended—and we're already looking forward to next year!

Holiday Hours for Summer 2025

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



Civic Holiday

Monday, August 4

Labour Day

Monday, September 1

National Day for Truth & Reconciliation

Tuesday, September 30

Thanksgiving Day

Monday, October 13

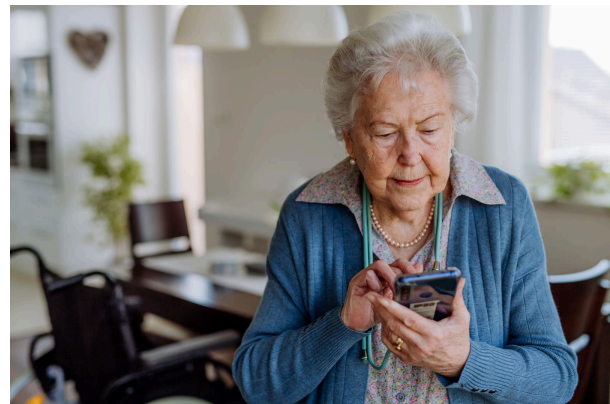
Please note, if you need a regular trip to stay active over the holidays, you can check the "*Preserve service during holidays*" box when booking or modifying a trip online, or by requesting this with a passenger agent over the phone.

Housekeeping

Book early, ride easy!

Whenever possible, please book your CTA trips at least one day in advance.

While we do our best to accommodate same-day (standby) requests, they are not guaranteed and depend on space and availability.



Trips booked in advance are scheduled and confirmed, giving you peace of mind—and helping us provide more reliable service for all riders. You can book online through the [**CTA Trip Booking Tool**](#) or by calling 403-537-7777 (option 2). Your advance booking helps us deliver smoother, more efficient service.

Pets on board: Keeping it safe and stress-free

We love our furry companions, but safety comes first! If you're traveling with a pet, please note:

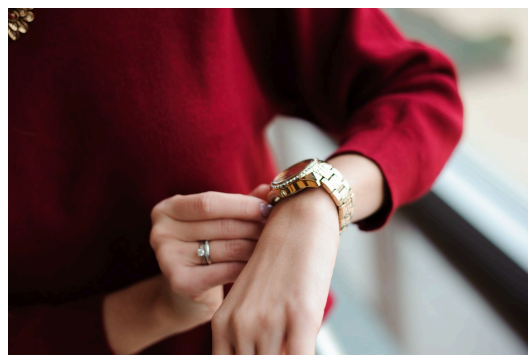


- Service dogs are always welcome.
- Other pets must be leashed or in carriers and remain under your control.
- Please secure pets away from entrances before the vehicle arrives to prevent jumping, biting, or escapes.

Thanks for helping us make every ride safe for drivers and passengers alike.

Be ready before your ride

To help keep trips running on time, please be ready to travel at the start of your 20-minute pick-up window—even if you haven't yet received a call from us. CTA drivers wait a maximum of five minutes, and we can't guarantee a follow-up if you're not at the pick-up point.



Don't forget your belongings

Before exiting a CTA vehicle, take a moment to double-check for personal items. A quick scan can save you the stress of trying to track down something later.

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



WEBSITE

