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AccessABILITY

Calgary Transit Access Newsletter Spring Edition

March 2025

Empowering Students with Vision Loss: Learning Transit, One Stop at a Time



Public transit opens up a world of independence, but for students with vision loss, learning how to navigate the system can take time and practice.

That's why Calgary Transit Access (CTA) Travel Trainers continue to offer specialized tours to help students with low or no vision build confidence and independence in using the transit system.

Angela Leavens, a Vision Strategist with the Calgary Board of Education (CBE), recently returned for another tour with 10 students from both the CBE and Calgary Catholic School District. As an advocate for accessible learning experiences, she's seen firsthand how these sessions make an impact.

"This program is invaluable because it provides students the confidence to take one step closer to independent travel," Leavens shared. "Navigating transit can feel overwhelming at first, but through this hands-on experience, students gain the skills to feel safer and more prepared when using public transportation."

These tours allow students to explore at their own pace, ask questions, and get hands-on experience in a low-stress environment. From understanding wayfinding systems to practicing boarding procedures, each session helps youth feel more prepared to navigate the city.

By equipping students with the knowledge and confidence they need,



the Travel Training program is fostering a new generation of transit users who feel empowered to move independently.

Summer Camp Registration Opening Soon!

Looking for a fun and educational summer experience for a friend or family member in your life? **Get on Board Summer Camp** is returning for 2025, offering youth with disabilities, aged 15-21, the chance to build confidence and learn transit navigation skills in an interactive setting.

Campers will get a behind-the-scenes look at transit operations, meet key personnel who keep the system running, and even try out a train simulator.



Whether it's learning how to plan routes, understanding safety features and learning from Peace Officers, or practicing real-world transit skills, this camp is all about preparing for independent travel.

Registration details will be available in early April on the [LiveandPlay website](#).

Holiday Hours for Spring 2025



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

Good Friday

Friday, April 18

Easter Sunday

Sunday, April 20

Victoria Day (May Long)

Monday, May 19

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.

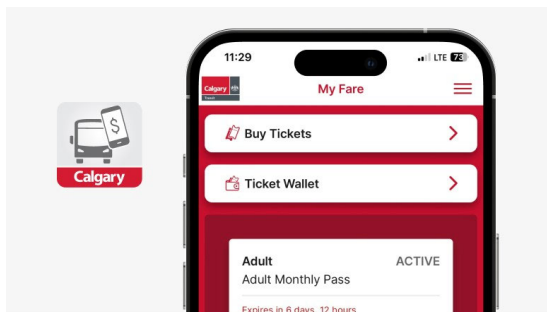
Housekeeping

CTA Courtesy Calls – Temporary Technical Difficulties

CTA courtesy calls are currently experiencing technical issues, and there may be interruptions to driver arrival notification calls. To ensure you do not miss your ride, please be ready at the start of your pickup window.



For example, if your scheduled window is 10:20 – 10:40 a.m., be at your location and ready to go by 10:20 a.m. Thank you for being prepared in advance for your ride to keep everyone on time.



CTA Trip Payments Reminder

A reminder that a valid fare is required for each CTA trip. For details on current fares, visit calgarytransit.com.

Additionally, seniors who use an adult low-income transit pass to ride with CTA may be eligible for an [annual low-income pass](#).

If you have any questions about fares or need assistance, please contact CTA Customer Service.

Stay Safe While Traveling

- Remove personal items from the backs of wheelchairs and walkers to prevent safety hazards.
- Traveling with a pet? Service dogs are always welcome, but all other pets must be secured in a carrier or on a leash.
- Be weather-ready! As spring arrives, the mornings can be cool, but afternoons may warm up, so dress in layers for comfort.



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Contact Us

Customer Service Centre
403-537-7777

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

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