### Let’s Connect

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### Accessibility

All ETS buses and On-Demand Transit vehicles are accessible.

### Bicycle Racks

All ETS buses are equipped with bicycle racks except for On-Demand Transit vehicles and regional service buses that travel highways.

### Riding the bus with a monthly bus pass

Show your monthly commuter pass to the driver when you board the bus.

### Riding the bus using cash or tickets as a fare

#### Route 560 Commuter Bus to Downtown Edmonton

Riding to or from Edmonton

When boarding the Route 560 bus in Spruce Grove or Edmonton, please deposit the $6.25 cash fare or a Spruce Grove Transit ticket into the fare box.

#### Transferability

Transferability to Edmonton Transit service is not included in the Spruce Grove fare. Additional payment of the regular ETS fare is required when you board an Edmonton Transit bus or the LRT, with the exception of the Spruce Grove-ETS Integrated Pass.

#### Transfers

Edmonton Transit transfers are not valid when boarding Spruce Grove service in Edmonton.

### Where to purchase fare products

- Spruce Grove/Story Park Shoppers Drug Marts
- Spruce Grove City Hall
- Border Patroling Athletic Centre
- Story Park Town Hall

#### For additional information regarding Spruce Grove Transit:

www.sprucegrove.ca/transit

For questions about Edmonton Transit Service:

www.edmonton.ca/transit

For questions about On-Demand Transit Service:

www.etsconnect.ca

### SPRUCE GROVE ON-DEMAND LOCAL TRANSIT SERVICE

On-demand transit means customers book their trips in advance. There is no set schedule or fixed route. The buses run according to customer requirements and trips are determined based on the most efficient paths.

### Three ways to book your trip:

1. **Book the On-Demand Trip**
   - From the Edmonton Transit app
   - Call 780-962-8747

2. **Book an On-Demand Trip**
   - From Google Maps
   - From the On-Demand Transit website

3. **Book an On-Demand Trip**
   - From the On-Demand Transit app
   - From the On-Demand Transit website

### ETS Real-Time

To track your bus, barge from anywhere on your phone or computer using these recommended real-time visualization tools:

- Edmonton ETS, Transit RealTime, Google Maps, third-party Transit app

### ETS Text & Ride

Text/fax number to 780-442-4900 for bus stop (S) or bus route to receive your bus schedule/text message.

### ETS Ride-Link

Call 780-406-0900 for information about when the next bus is or LRT is scheduled to arrive.

### Customer Service 311

For assistance with transit-related questions, call 311, speak with an agent (7 a.m. to 9 p.m., 7 days/week. Closed on statutory holidays) or submit a request for assistance at edmonton.ca/311 calling from outside Edmonton, dial 780-442-5311.

### Transit Watch 780-442-4900

Report unsafe behaviour and suspicious activity or packages to identified ETS staff or call Transit Watch at 780-442-4900. You can also discreetly send a text message to 780-442-4900 and Transit Watch staff will respond. They may also dispatch appropriate security staff if needed.

### TTY Service

Call 780-944-3585 for people with diminished hearing or speech capabilities.

### On-Demand Transit

On-Demand Transit (ODT) connects 37 neighborhoods and 15 seniors’ residences to Edmonton’s regular bus and LRT service. During the two-year pilot period, there is no fare for On-Demand Transit riders. Instead, you pay your regular fare when you board a regular bus or LRT.

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MONDAY TO FRIDAY

560

EDMONTON TO SPRUCE GROVE TO EDMONTON

TIMING POINTS

1. Express Service Stops as indicated
2. Timing Point
3. LRT Station

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Map created and updated August 30, 2021.

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Subject to change without notice.