ETS Real-Time
Track your bus anywhere anytime from your phone or computer using these recommended real-time tools: edmonton.ca/RealTime, Google Maps, third-party Transit app

ETS Text & Ride
Text the bus stop number to 31100

ETS BusLink
Call 780-496-1600

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

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

TTY Service
Call 780–944–5555 for people with decreased hearing and/or speech abilities.

On Demand Transit
On Demand Transit (ODT) connects 37 neighbourhoods and 16 large seniors’ residences to Edmonton’s regular bus and LRT service. During the two-year pilot period, there is no fare payment collected when you board On Demand Transit shuttles. Instead, you pay your regular fare when you transfer to a regular bus or LRT.

To book your ride:
- Download the Edmonton On Demand Transit app
- Visit edmonton.ca/OnDemandTransit
- Call 780–496–2400

For more information, visit edmonton.ca/OnDemandTransit
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