### Reading the Schedule

To find the estimated times that a bus stops at a particular location, read down the column under that location.

To find the estimated times that a particular bus will stop at other locations, read across the row (left to right).

Reading across the row tells you the time required for the bus to travel between timing points.

#### Example

For the schedule below, to arrive at 102 St & MacDonald Drive by 7:56 a.m., you will need to board the bus at Capilano Transit Centre no later than 7:35 a.m.

#### 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 31000 or bus stop (space) bus route # to receive your bus schedule by text message.

#### ETS BusLink

Call 780-496-1600 for information about when the next bus or LRT is scheduled to arrive.

#### Customer Service 311

For assistance with service-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