



EDMONTON

**311**  
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City of Edmonton information  
is always available at  
[www.edmonton.ca](http://www.edmonton.ca)

Online program registration  
[www.edmonton.ca/ereg](http://www.edmonton.ca/ereg)

Online ETS Transit Trip Planner  
[www.takeETS.com](http://www.takeETS.com)

Automated BusLink information  
**780-496-1600**

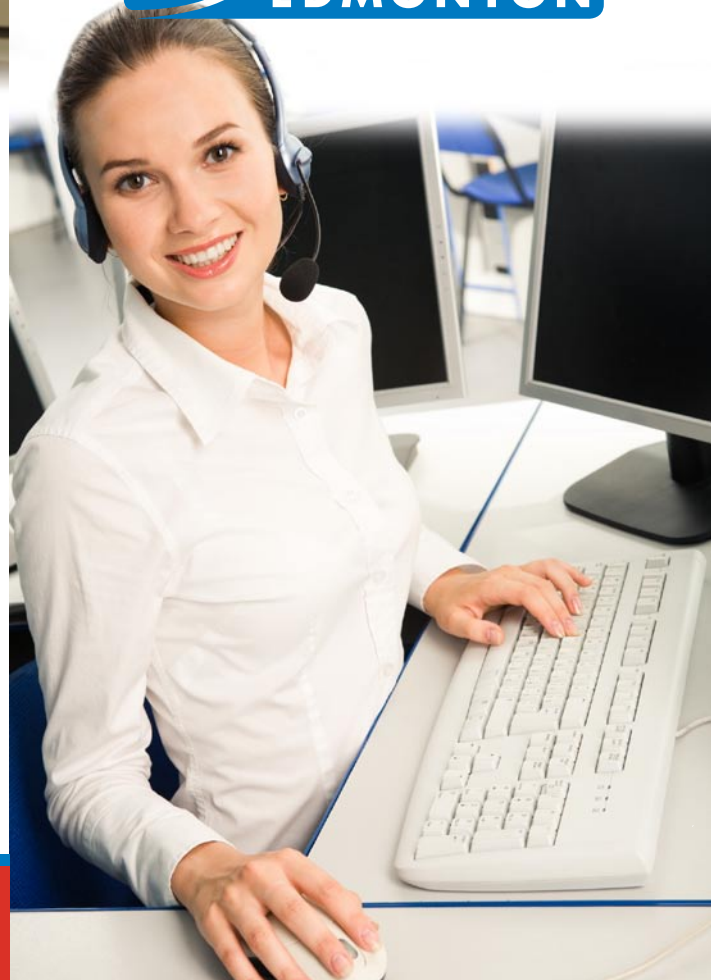
DATS - Disabled Adult Transit Service bookings  
**780-496-4567**

TTY 311 Service  
**780-944-5555**



Emergency assistance, fire, ambulance, police,  
call **911**

Information and referral to human services,  
community programs and volunteer  
opportunities, call **211** The Support Network



Your connection to  
**City of Edmonton**  
Programs & Services

# 24 hours a day, every day of the year

Call 311 for information and access to City of Edmonton programs and services. 311 agents are available 24 hours a day, every day of the year.



## General information

Find out everything you need to know. 311 agents have information on all City departments, programs and services.

## Program registration and bookings

Register for a program, camp or other activity. Book a court or tee time at a City facility.



## Inspections, licences, permits

Call 311 to book City of Edmonton services, including building and lot grading inspections. Purchase a pet licence or request permit and bylaw information.

## Transit information

Plan your next trip on Edmonton Transit, or find out about a special event park and ride service, holiday service, or schedules and fares.



## Roadway and waste management information

Receive up-to-date information on construction detours, road closures and waste management programs. Ask about the street cleaning, snow removal and garbage collection schedules for your neighbourhood.

## Comments, commendations, bylaw complaints

311 agents represent all City departments. You can be assured that your comment, commendation or bylaw complaint will be immediately forwarded to the appropriate department.



## Calling 311 from neighbouring communities

Dial 311 within Edmonton. Callers outside of Edmonton can call 780-442-5311 to reach 311.

## Special assistance

Non-English speaking callers may request the assistance of an interpreter. The 311 agent will connect with an external interpretive service to assist with the call. Callers using TTY can call 780-944-5555 to be connected to a 311 agent.

