

**Learn how to  
safely and  
confidently  
ride ETS.**



ETS provides FREE Bus and LRT training.

For more information or to book a session call (780)496-3000 or go to [www.takeETS.com/newcomers](http://www.takeETS.com/newcomers).

## **HOW TO REACH US**

Mobility Choices Travel Training  
**780-496-3000**

Travel Training E-mail  
**[ETSTravelTraining@edmonton.ca](mailto:ETSTravelTraining@edmonton.ca)**

ETS Information  
**311**

Website  
**[www.takeETS.com](http://www.takeETS.com)**

ETS BusLink  
**780-496-1600**

ETS Lost and Found  
**780-496-1622**

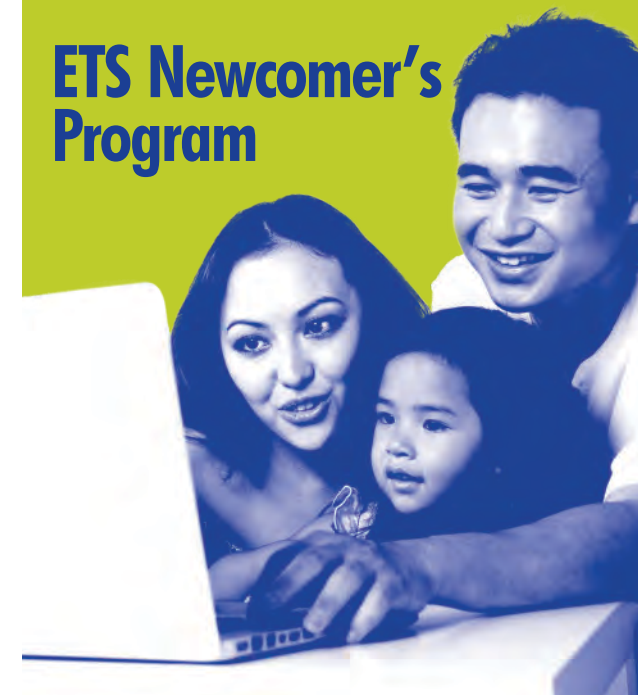
Transit Watch  
**780-442-4900**

**takeETS.com**

**ETS**

# **THE EVERY DAY WAY TO USING ETS**

**ETS Newcomer's  
Program**



**takeETS.com**

## Edmonton Transit Newcomer's Program

At Edmonton Transit, we recognize the importance of maintaining a public transit system that is fully accessible for all! The ETS Newcomers Program gives immigrants and newcomers the opportunity to have the following services:

- Free customized group presentations or individual instruction
- ETS printed material and customer tools, including the step-by-step user friendly Newcomer's Guide
- Bus or LRT demonstrations

### Some of the resources offered:

- Presentations include: ETS telephone information line (311), safety and security tips, ETS Bylaws, paying for your fare, Trip Planner
- Printed material for planning your bus or LRT trip



## Plan your Bus or LRT Trip

Our program offers group and individual presentations and instruction about using our online resources:

- How and where to buy fare products includes detailed information about the different types of passes, how to use tickets and cash, what transfers are, where to buy fare products
- How to access ETS Newcomer's Guide to Public Transit online
- How to use the ETS Trip Planner and Route Brochures
- How and where to buy fare products
- How to use Bus Link and Text Messaging
- How to get information about service changes, detours, and special events
- Special promotions, new services and features, and all the latest information about ETS

## Learn how to use Transit

For newcomers and immigrants in Edmonton, public transit may be overwhelming to someone who hasn't used it before. Using our helpful information about ETS services and features will help you become a confident and independent transit user in no time!

Edmonton Transit has several training and travel tools for customers:

- Newcomer's Guide for customers that need an overview of how to use the bus and LRT
- Bus Hailer Kit for customers with visual impairments or memory difficulties
- Customer Communication cards for customers who have difficulty verbally expressing their Transit trip needs
- Mobility Card for ramp and kneeling feature use
- Individual trip booklets for customers who have difficulty remembering their Transit trip
- One-on-one or group practice sessions for customers that need extra assistance using the bus and LRT

