

THE EVERY DAY WAY TO SCHOOL ON ETS



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A Beginner's Guide

Welcome to ETS! We're Edmonton's local transit system which includes bus, light rail train, and disabled adult transit services. Knowing how to use local public transportation is a great life skill that will help you become more independent and be able to explore and enjoy your community. Check out this guide to find out how easy it is to use to get to school or anywhere you need to go.

To use ETS, you only really need three basic things — a fare to board, information for the best trip, and the right attitude!

1. FARE

Everyone who uses ETS has to pay a fare to ride — it's only fair! Our transit system is funded partly through city taxes and partly from what is collected in fares.

- You can pay your fare by cash or a transit ticket dropped in the farebox, or by showing a monthly pass which you show the driver when you board
- If you use transit a lot, the best bet is to get yourself a monthly student pass which gives you unlimited access to ETS, seven days a week.
- If you have paid by cash or a ticket, the driver will issue you a transfer which is valid for up to 90 minutes if you need to continue your trip on other buses or LRT.

Buying passes and tickets:

Buying your monthly pass from your school is the best way to go, as schools subsidize the cost of passes to students.

Otherwise, you can get transit fare products

- through our many sales outlets in grocery and convenience stores throughout the city;
- fare vending machines (tickets only) found at any LRT station; or
- by shopping on-line at www.takeETS.com and get fare products sent to you at home.

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2. THE RIGHT INFO - KNOW YOUR TRIP

Before you venture out to the bus stop or LRT station, be sure to know what buses or train service you will need so you don't wait for transit any longer than you need to. Planning your trip ahead of time is the best way to ensure you are making the fastest trips to your school or wherever you need to go on ETS.

Besides regular bus routes, ETS also provides school special trips to help get students to and from school. These specials can sometimes service several schools and are available to students and other transit customers to use.

On-line www.takeETS.com

- 1) Check out the School Services tool on the ETS website to find out which regular and school special routes serve your school!
- 2) Go to the Trip Planner to plan your trip. All school specials that you can use will show up in the trip results. Just enter your start location, where you are travelling to, and the time and date you need to travel into the ETS Trip Planner and it will provide you up to six options with all the details — what buses or trains you need, when and where to catch them, whether you need to transfer and times to transfer and how long the whole trip will take.
- 3) Pick the best trip plan for you!

Phone: 311 You can call the City of Edmonton information line to get personalized help with planning your trip.

Text 31100 When you are at a stop and want to know when the next service is coming, you can text the bus stop

3. THE RIGHT ATTITUDE — COURTESY AND RESPECT

The most important things to bring aboard ETS are common sense, courtesy and respect! While you are on transit vehicles, at transit stops, centres or LRT stations, you are in public spaces that are there for everyone's use and enjoyment.

The Operator

- Remember that the transit operator is in charge. Their job is to manage traffic and what is happening on the bus while getting everyone safely to their destinations.
- Transit operators are also your link to information and safety. Feel free to ask operators for assistance whenever you are aboard transit. In rare cases where emergency services are required, they can access police or ambulance response via ETS central control centre.

Start off on a good note

- Don't push or shove when boarding or exiting the bus or train. Entering and leaving single file is the most comfortable and fastest way to get people on and the bus or train on its way again.
- Give your operator a friendly nod or hello when you board - it really makes their day!
- On bus, fill up the back of the bus first — don't crowd the entrance area as it will delay boarding and fewer people will be able to get on the bus. And on LRT, move through the train and don't block doorways.

Be a good transit user and fellow passenger

- Give up your seat if there is someone who needs it more. The elderly, people using wheelchairs, canes or crutches or parents with children in strollers need the seat, especially near the front entrance — or priority seating — part of the bus.
- Keep snacks and beverages tidy and sealed while on board transit.
- Keep your feet off seats — no one wants to share your footprints.
- Take your backpack off your back when you board transit to reduce chance of injuring seated passengers as you move through the bus.
- When you find a spot, put your backpack or belongings on your lap, not on a seat next to you. Bags aren't people and they don't need a seat!
- Swearing and offensive language belong inside your head, not on transit. Ugly language can really make a bus ride miserable for everyone aboard. Remember to also keep the volume low on music, conversations and cell phones, too.
- Vandalizing the bus is wrong. Always has been, always will be. We all pay for it in the end.

For routes, schedules, trip planning and anything ETS, you can always check www.takeETS.com
Be the first to find out about ETS promotions, events and contests by 'liking' us on Facebook!
www.facebook.com/takeETS.