Welcome to a New Direction in Public Transit — Service Plus

Service Plus allows ETS to customize services to better meet the changing needs of our customers. Buses providing these services range from the regular 40 foot transit vehicles to smaller 16 - 24 passenger vans; some are wheelchair accessible.

Service Plus currently includes: SouthPark Service Plus, Evergreen Service Plus, Westmount Community Bus and Dial-a-Bus in Riverbend, Castle Downs, Southwood, Knottwood.

Service Plus — an integral part of the expanding ETS Family of Services.

What is Dial-a-Bus?

Dial-a-Bus is a method of providing transit service during low passenger demand periods at a lower cost than conventional transit service, without sacrificing the quality of service to the customer. It accomplishes this by providing service only when and where requested by passengers.

The Dial-a-Bus has a telephone installed beside the operator. Customers can call the operator directly to request to be picked up at a specific bus stop. The Dial-a-Bus operator determines the most efficient routing for each trip within the designated service area.

How Does it Work?

The Knottwood Dial-a-Bus operates between Lakewood Transit Centre and the Knottwood and Millhurst communities. It has a fixed departure schedule at Lakewood Transit Centre, with timed connections to and from Route 66 (Downtown).

All of the bus stops within the service area have a BusLink number for easy reference. The bus stop numbers are shown on the map in this brochure and are displayed on the transit sign at each bus stop. Service will be faster if you give the operator the number of your bus stop. **Please keep this brochure for future use.**

To Travel To Your Home

(from Lakewood Transit Centre to Knottwood or Millhurst)

No phone call is necessary for Dial-a-Bus service from Lakewood Transit Centre. Follow these easy steps:

1. **Check the enclosed schedule for your Dial-a-Bus departure times from Lakewood Transit Centre.**
2. **Board the Dial-a-Bus and tell the bus operator the number of the bus stop nearest to your destination.** Call the Transit Information Line at 421-4636 before you begin your trip if you are uncertain of your destination bus stop number.
3. **The bus operator will go to all requested stops within the Dial-a-Bus service area.** If you are not familiar with the Knottwood and Millhurst communities, please ask the bus operator to call out your stop.

The operator will determine the best drop off and pick up route for each trip within the service area to minimize passenger waiting and travel time.

To Travel From Your Home

(from Knottwood or Millhurst to Lakewood Transit Centre)

Trips from Knottwood and Millhurst to Lakewood Transit Centre are booked by telephone. You should make your phone call at least 30 minutes before your planned trip. Follow these easy steps:

1. **Check the enclosed schedule to determine which time periods the Dial-a-Bus is in operation.**
2. **Call 446-5069.** Allow time for the bus operator to take your call. If the bus operator does not answer after 10 rings, please call 428-8195 for assistance.
3. **Tell the operator the number of the bus stop where you wish to be picked up.** The operator will confirm the approximate time that the bus will be at your stop. Depending on the direction of the operator's intended routing, you may be requested to board the bus at a stop on the opposite side of the street.
4. **Be at the stop on time.** The bus operator will be watching for you, but must complete all pick-ups and drop-offs in time for other passengers along the route. The bus will not wait at a transit zone if a patron is late. You would have to re-book your trip if you missed the bus. If you must cancel a booked trip, please call 446-5069 right away to let the operator know. The quality of this service depends on your cooperation.
5. **Welcome aboard.** Your Knottwood Dial-a-Bus will complete its pick-ups and drop-offs, then travel the most direct route to Lakewood Transit Centre.

Connections at Lakewood Transit Centre

The Dial-a-Bus is scheduled to provide connections to and from Route 66 (Downtown).

Local Trips

If you are making a local trip within the Knottwood Dial-a-Bus service area, tell the operator the bus stop number of your destination when you board. You will be served directly when possible, or you may be served via Lakewood Transit Centre when necessary for schedule reasons.

Transit Fares

Regular cash transit fares are charged for all passengers. Edmonton Transit System passes, tickets and valid transfers are also accepted.

Not a Taxicab

The Knottwood Dial-a-Bus will not make stops off of the regular route shown in this brochure.

The **Stop Request** program allows passengers to get off transit buses at locations along the Dial-a-Bus route other than designated bus stops, any day of the week, from 9 p.m. until the end of service. Ask your operator for more information.

Transit Information: 496-1611

Route and schedule information is available by calling 496-1611. We're open weekdays from **6:30 a.m.** to **10:30 p.m.** and weekends and holidays from **9:00 a.m.** to **5:00 p.m.**

Direct Connect
Edmonton Transit is in the Talking Yellow Pages.

493-9000 4160 Talking Community Pages

Transfer Policy

You should request a transfer when you pay your fare. Transfers are valid on any Edmonton Transit LRT or bus regular route on the date of issue and allow travel, **including return trips**, for a period of **90 minutes** from the time of issue. As the proof of payment for your transit trip, transfers must be retained for your entire trip.

Edmonton Transit System
Owned and operated by the City of Edmonton

Printed on Recycled Paper

Knottwood Dial-a-Bus 192

ETS

Knottwood
Millhurst

446-5069

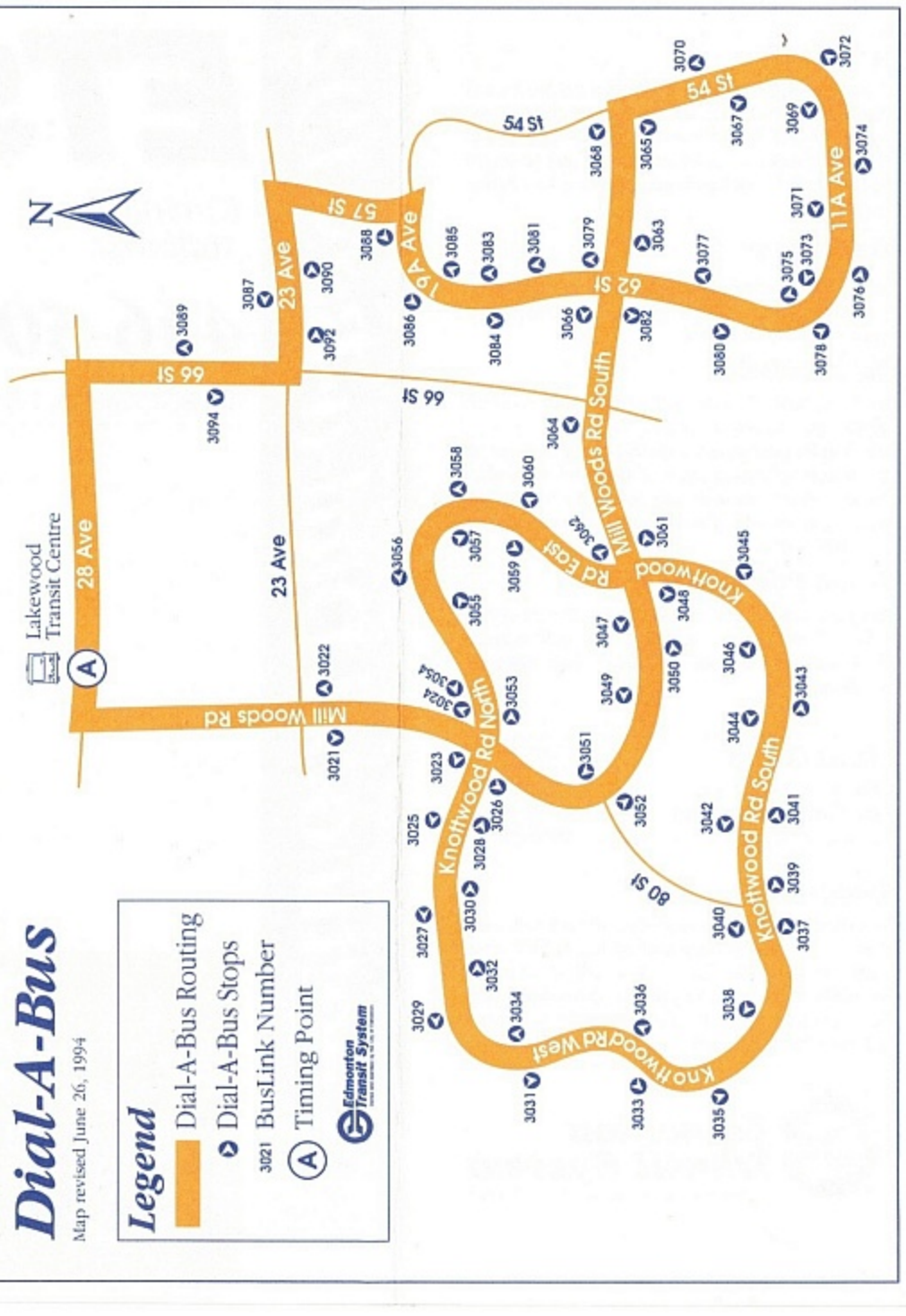
Revised June 26, 1994

service plus

www.barp.ca

Knottwood Dial-A-Bus

Map revised June 26, 1994



Legend

- Dial-A-Bus Routing
- Dial-A-Bus Stops
- 3021 BusLink Number
- (A) Timing Point

Edmonton Transit System

Weekday Evenings

Dial-a-Bus	Lakewood Transit Centre Westbound (A)
PM	6:54
	7:24
	7:54
	8:24
	8:54
	9:24
	9:54
	10:24
	10:54
	11:24
	11:54
	12:24
	12:54G
LAST BUS	LAST BUS

Saturday Evenings

Dial-a-Bus	Lakewood Transit Centre Westbound (A)
PM	6:54
	7:24
	7:54
	8:24
	8:54
	9:24
	9:54
	10:24
	10:54
	11:24
	11:54
	12:24
	12:54G
LAST BUS	LAST BUS

Sundays & Holidays

Dial-a-Bus	Lakewood Transit Centre Westbound (A)
AM	5:09
	5:54
	6:24
	6:54
	7:24
	7:54
	8:24
	8:54
	9:24
	9:54
	10:24
	10:54
	11:24
	11:54
PM	12:24
	12:54
	1:24
	1:54
	2:24
	2:54
	3:24
	3:54
	4:24
	4:54
	5:24
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	6:54
	7:24
	7:54
	8:24
	8:54
	9:24
	9:54
	10:24
	10:54
	11:24
	11:54
	12:24
	12:54G
	LAST BUS

Subject to change without notice

G = Garage