

# Top 10 Transit Tips



As residents return to their school and work routines, below are some tips in response to the most frequently asked questions from OC Transpo riders. Follow these and you will be well on your way to getting to your destination:

- 1 Before boarding any bus, plan your trip by using the Travel Planner tool at [octranspo.com](http://octranspo.com) or call 613-741-4390.**

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- 2 When in doubt, call the OC Transpo Customer Service line at 613-741-4390.** This is especially useful if you can't find your address in our Travel Planner or don't have access to a computer.

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- 3 Plan your trip from your handheld device by using [octranspo.mobi](http://octranspo.mobi).** Mobi is OC Transpo's mobile website for transit users, and can be viewed with iPhone, Blackberry and Android phones. It features bilingual information regarding bus stops, route schedules and trip planning with the Travel Planner.

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- 4 Get the latest, up-to-the-minute transit information on when your bus will actually arrive at your stop by using the 560560 Next Bus Arrivals service.** This powerful tool takes the guesswork out of your transit trip by providing real-time schedules for your bus at your stop. You can actually receive up to the next three scheduled arrival times for your route. To use it:
  - Simply send an SMS text message to 560560 plus your stop number; or
  - On the Transitway, send the first few letters of the station name to receive the same info.

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- 5 Sign up to the 560560 service to receive alerts on unplanned events or delays to the transit service.** Customers can choose to receive alerts on their phone using SMS messaging, or at an e-mail address. You can specify the type of information you want, including specific bus routes, cancelled trips, major detours, elevator status at Transitway stations and any changes to the O-Train service.

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- 6 Get to the Park & Ride lots early as they fill up quickly!** Park & Ride facilities across the city provide more than 5,000 free parking spaces for commuters so take advantage of one of them today.

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- 7 Help speed up the boarding process by having your fare ready when you board.** Your fellow passengers will thank you for it!

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- 8 If you are a University of Ottawa or Carleton University student, remember to use your U-Pass.** It gives you free access to the transit system until April 30, 2012. Important Reminder: Today is the last day that University of Ottawa students can use their visitors' passes or last year's student card to access OC Transpo. After today, students must present a valid U-Pass card.

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- 9 If you are a senior, you can ride for free all day on Wednesday and from noon onward on both Monday and Friday.** Plan your trip at [octranspo.com](http://octranspo.com) or call us at 613-741-4390. If you need assistance, we can help.

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- 10 If you're travelling home by bus after 9 p.m., you can ask the operator to let you off before or after your bus stop, closer to your destination.**

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