



EDMONTON TRANSIT SERVICE



Edmonton

**Building Great Neighbourhoods**  
**Baturyn Transit Disruptions**

April 2025

Transit Planning, Ridership, and Revenue

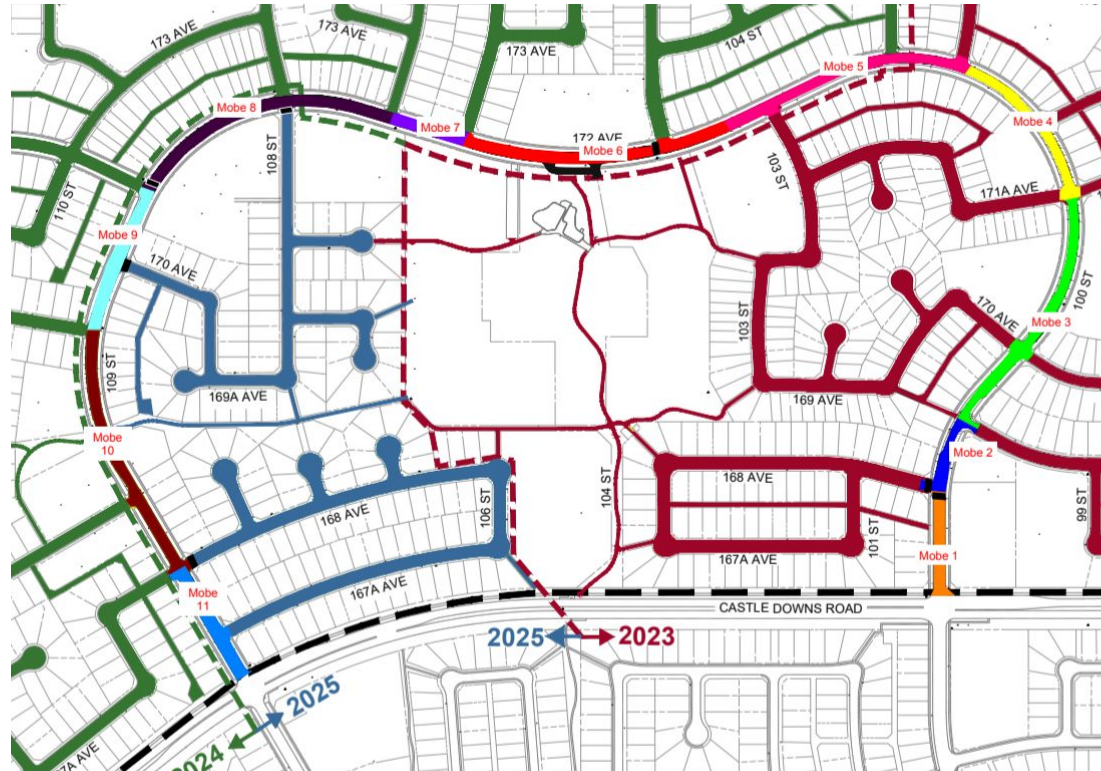
# Project Overview

- As part of the Baturyn Neighbourhood and Alley Renewal Project, crews will be reconstructing the main corridor of 100 Street, 172 Avenue, and 109 Street
- The west section as well as the entire main roadway through Baturyn will be constructed in rolling phases between April and October 2025
- This three-year project has had the most disruptive phases condensed into one summer season

# Construction Scope



# Scope of Construction

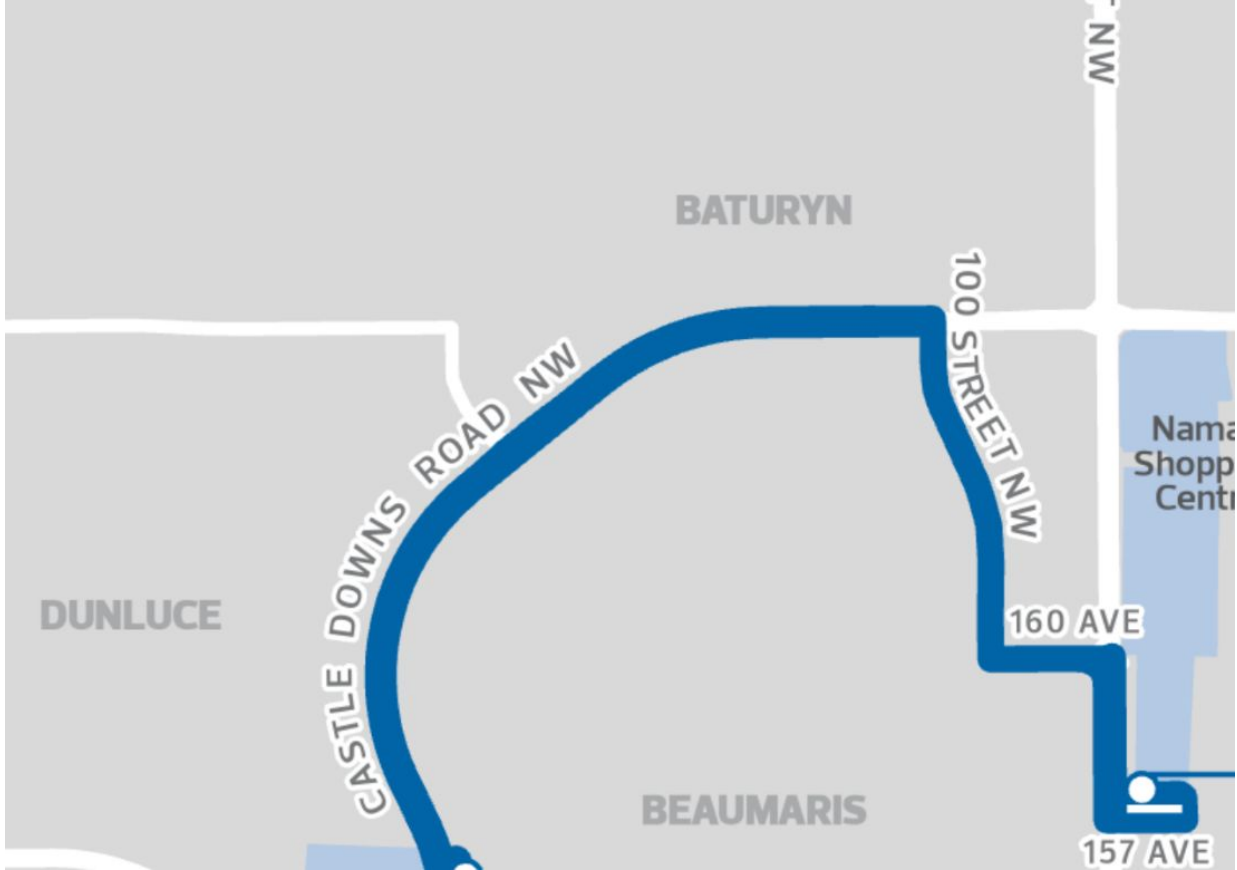


# Route Detours

# Transit Disruptions

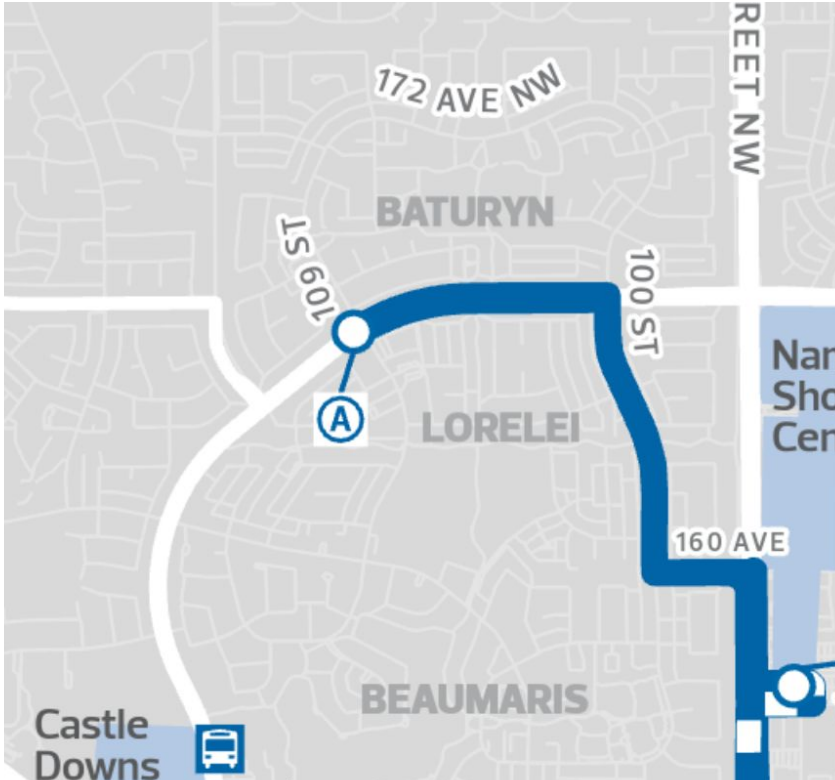
- Through the 2025 construction season, at least one segment of 109 Street, 172 Avenue, or 100 Street will be excavated, disrupting conventional transit service into Baturyn
- On Demand and DATS will be able to navigate through cul-de-sacs and crescents.

# Route 103

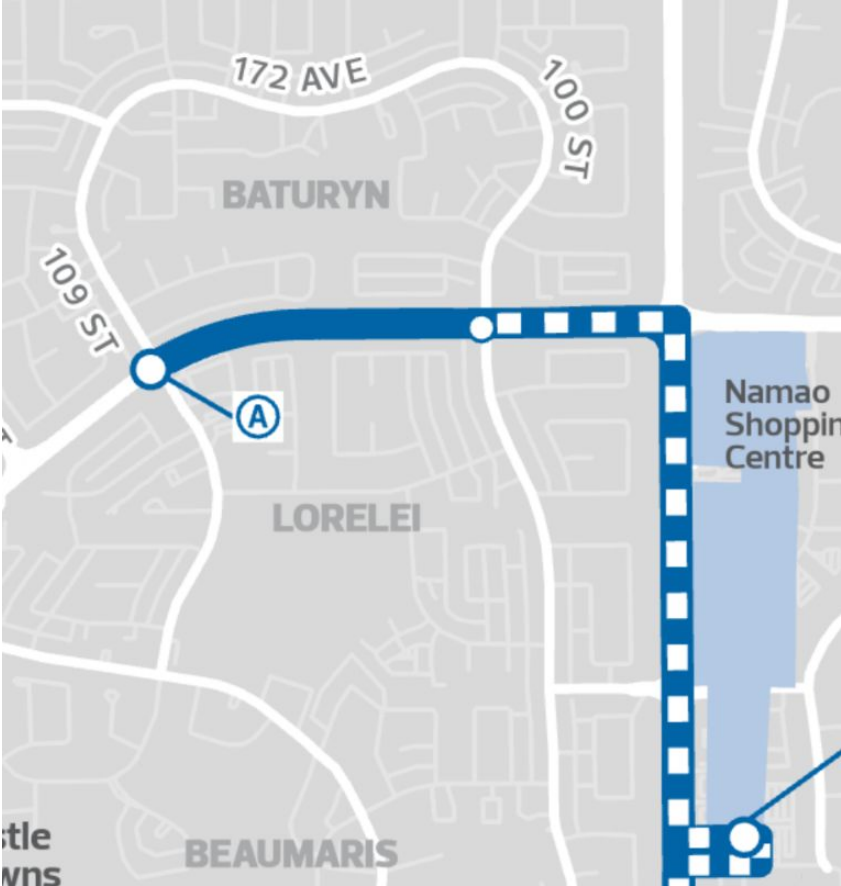




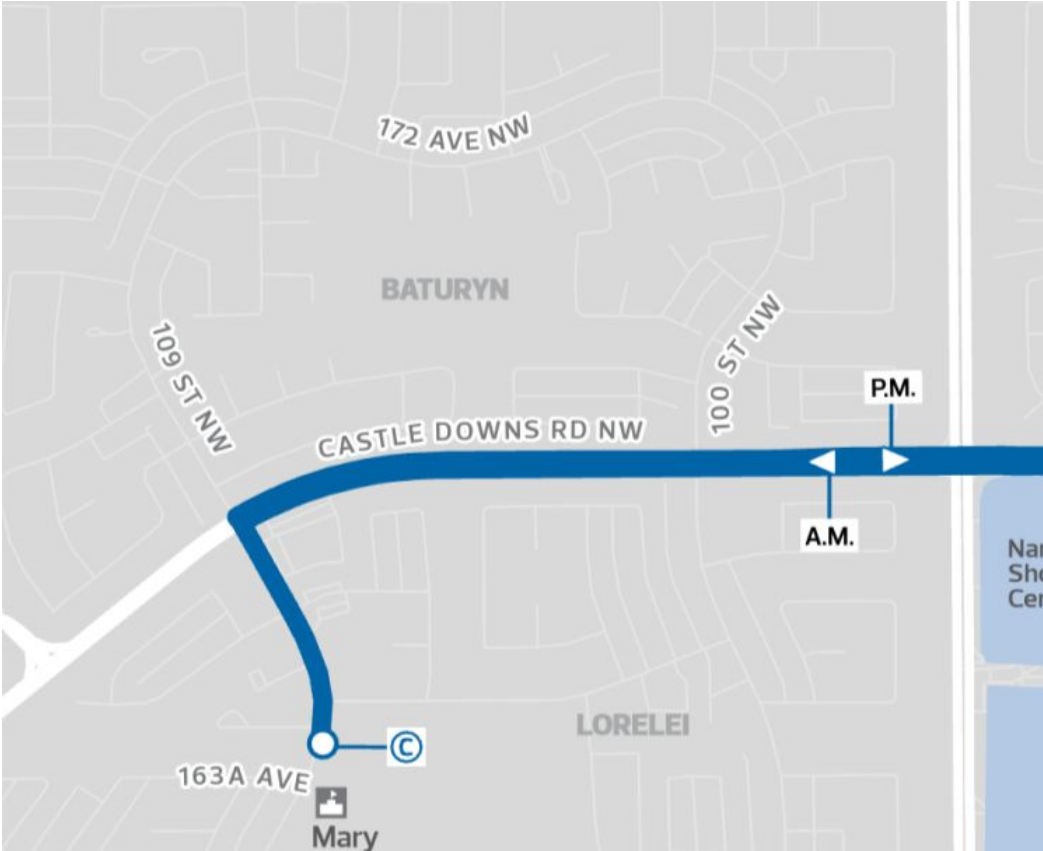
# Route 130X



# Route 614



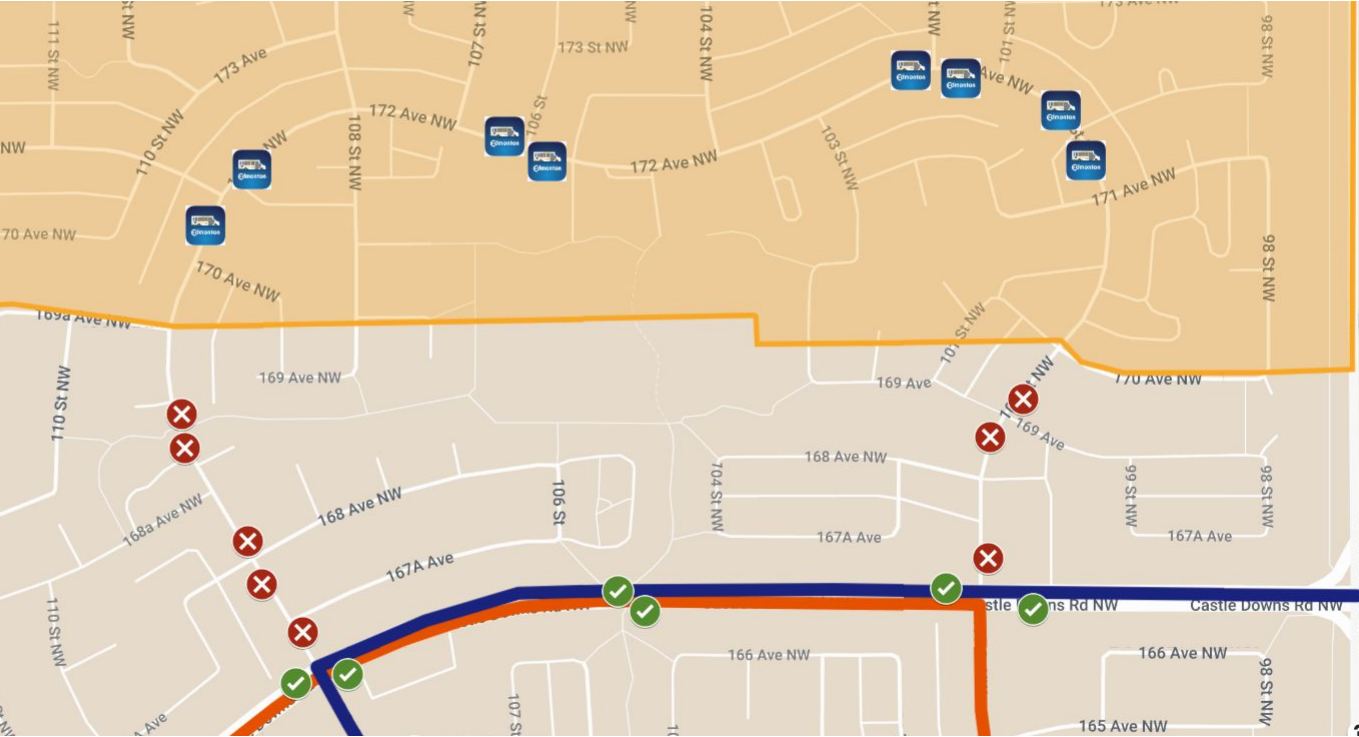
# Route 616



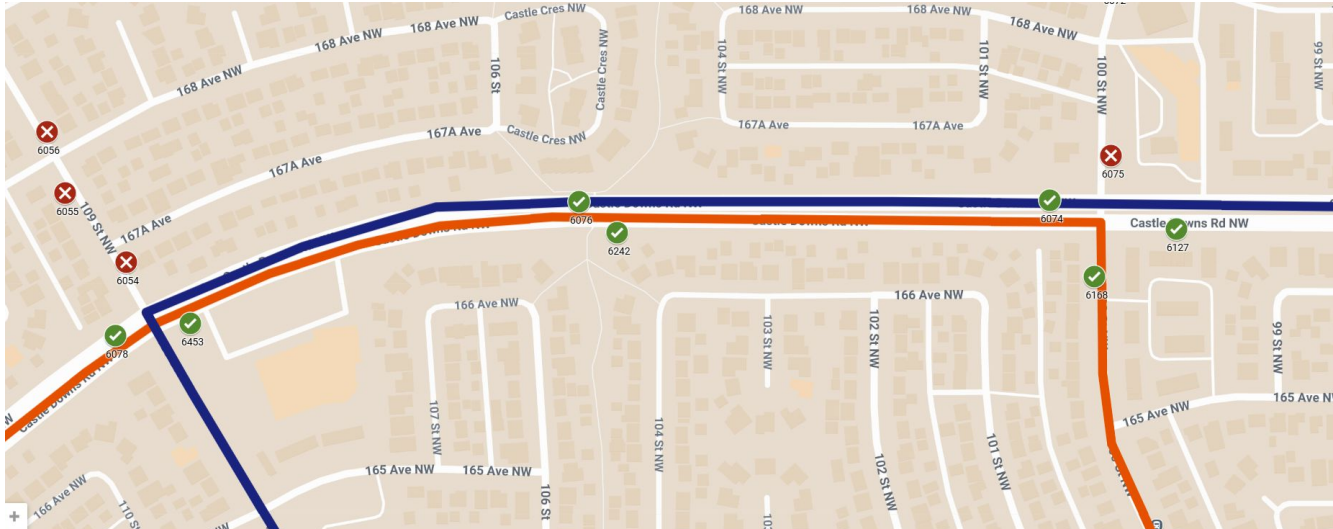
# Temporary On Demand Transit to North Baturyn

- Residents who live north of 169A/170 Avenue will have access to On Demand Transit (ODT) service
- ODT will take passengers to Mary Butterworth School, Eaux Claires Transit Centre and Castle Downs Transit Centre
- Anticipated demand is high so boarding Routes 103/130X/614/616 on Castle Downs Road NW is encouraged

# Temporary On Demand Transit to North Baturyn



# Temporary Stops



- Three eastbound temporary stops on Castle Downs Road (#6453, #6242, & #6127)
- Two westbound temporary stops on Castle Downs Road (#6074 & #6076)

# On Demand Transit

# On Demand Transit Signs

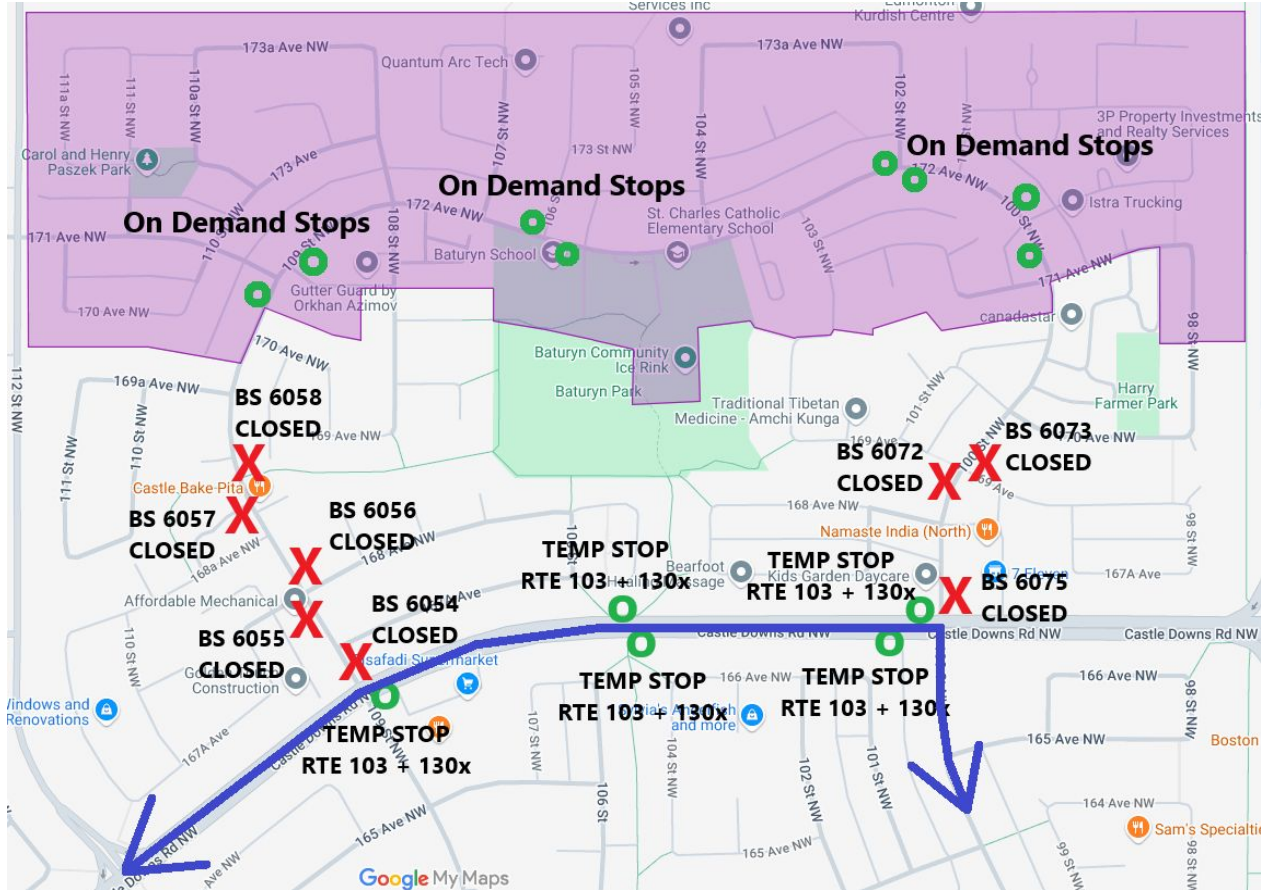


These stops will have their signs replaced with On Demand transit signs

- #6059/6060 - 109 Street & 171 Avenue
- #6063/6064 - 106 Street & 172 Avenue
- #6067/6068 - 102 Street & 172 Avenue
- #6069/6070 - 100 Street & 171A Avenue

On demand buses will take passengers to Mary Butterworth School, Eaux Claires Transit Centre and Castle Downs Transit Centre





# On Demand Transit Buses



- 10 -14 riders
- Wheelchair lift, or ramp
- Safety-belts, child safety seats



Photos credit: PWTransit Canada

# If you have On Demand Transit ...

- You can take it to your transit hub where you can connect to regular bus routes or LRT, and you can take it to travel back to your neighborhood from your transit hub.
- To use On Demand Transit you must book your trips.  
*(Up to 60 minutes before you need to travel, each way).*
- You do not pay fare on On Demand transit buses. You pay transit fare when you transfer to regular transit bus or LRT.



# When is On Demand Transit available?

On Demand Transit is available every day of the week.

Hours of Service  
Neighborhood service

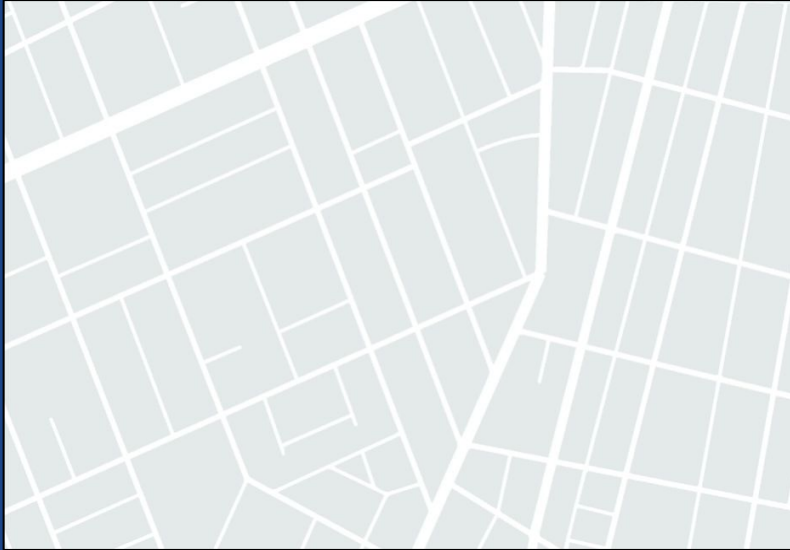
**Monday to Friday:**  
6am - 10pm

**Saturday:**  
9am - 7pm

**Sundays and holidays:**  
10am - 6pm



# On Demand Transit - How to use Step-by-Step



*Credit: Via Transportation*

1. Book your On Demand trip to your transit hub
2. Go to the On Demand stop you booked for pick up
3. Ride the On Demand bus to your transit hub
4. At your transit hub, connect to the regular ETS bus route or LRT that you need.

## **For the return trip -**

- Book your On Demand trip from your transit hub to your neighborhood stop.
- Ride the On Demand bus from the transit hub to your neighborhood stop.

# On Demand Transit - Tips

## Booking trips

- Book your trip up to 60 minutes before you need to travel. You will get two trip options to choose from.
- You can book trips for other people travelling with you.
- If you are using a wheelchair, walker, or stroller on your trip, please let On Demand Transit know when booking.
- To cancel your trip, call 780-496-2400 20 minutes before your scheduled pick up time.

## Arrive on time to the stop for your pick up

Look for the On Demand Transit **bus ID number** on the bus to make sure you get on the right bus, or ask the driver.



# On Demand Transit Stops - Signs

## EXAMPLE:

Neighborhood stop



Signs at neighborhood pick up/drop locations.

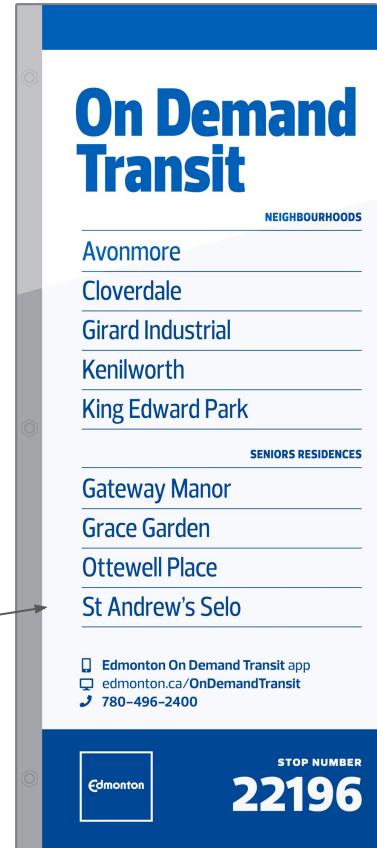
Show what transit hubs you can book a trip to from that location.

## Booking options:

- call centre
- website
- app

## EXAMPLE:

Transit Hub stop



Signs at transit hub locations.

Show On Demand areas you can book a trip to from that hub.

# Ways to book your On Demand trip



## On Demand Transit Call Centre

**Call 780-496-2400**

*Open 30 minutes before service starts.*

**Mon - Fri:** 5:30 am - 10 pm

**Sat:** 8:30 am - 7 pm

**Sun & Holidays:** 9:30 am - 6 pm

Book your trips.

Customer Service



## Edmonton On Demand Transit app

Book your trips and track your bus with your smartphone.



## Online - [edmonton.ca/OnDemandTransit](https://edmonton.ca/OnDemandTransit)

Book your trips and track your bus.



# Booking and On Demand Trip - Call Centre

Call the On Demand Transit Call Centre to book your trip up to 60 minutes before you need to travel

**780-496-2400**

*Open 30 minutes before service starts.*

**Mon - Fri:** 5:30 am - 10 pm

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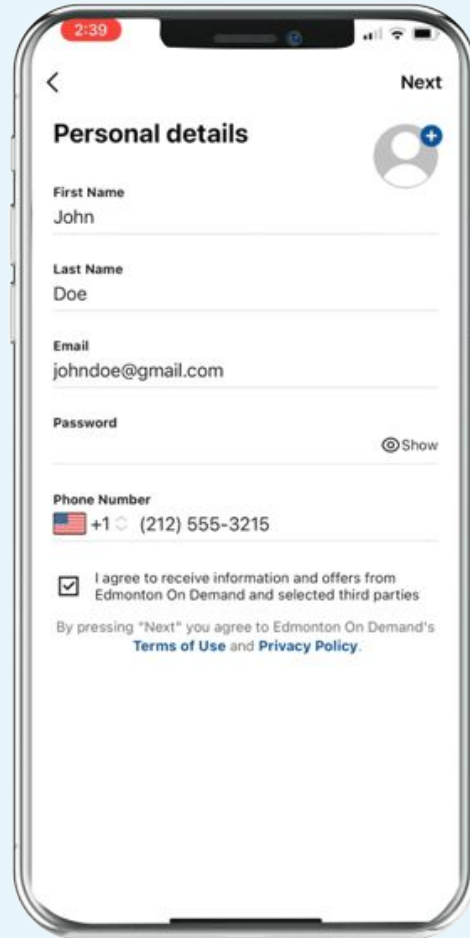
**Call centre agent will book your trip.**

- **Let agent know**
  - what neighborhood or hub you are travelling from/going to
  - if you are booking for more than one person
  - if you are using a wheelchair, walker or stroller
- **Agent will confirm your trip**, pick up location and when bus will arrive, and bus ID number of your bus.

# Loading the App



# Rider Account Creation



A smartphone mockup displaying a rider account creation form. The form is titled "Personal details" and includes fields for First Name, Last Name, Email, Password, and Phone Number. A "Next" button is visible in the top right corner. The form is set against a light blue background.

2:39

< Next

**Personal details**

First Name  
John

Last Name  
Doe

Email  
johndoe@gmail.com

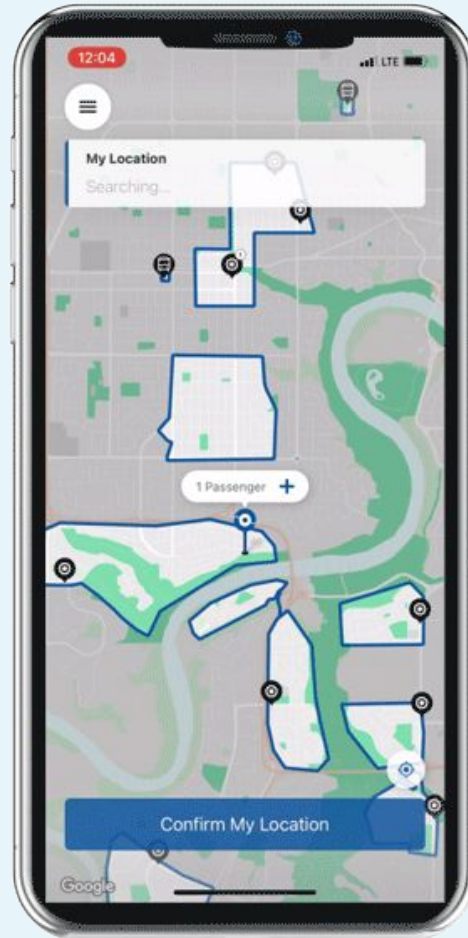
Password Show

Phone Number  
+1 (212) 555-3215

I agree to receive information and offers from Edmonton On Demand and selected third parties

By pressing "Next" you agree to Edmonton On Demand's [Terms of Use](#) and [Privacy Policy](#).

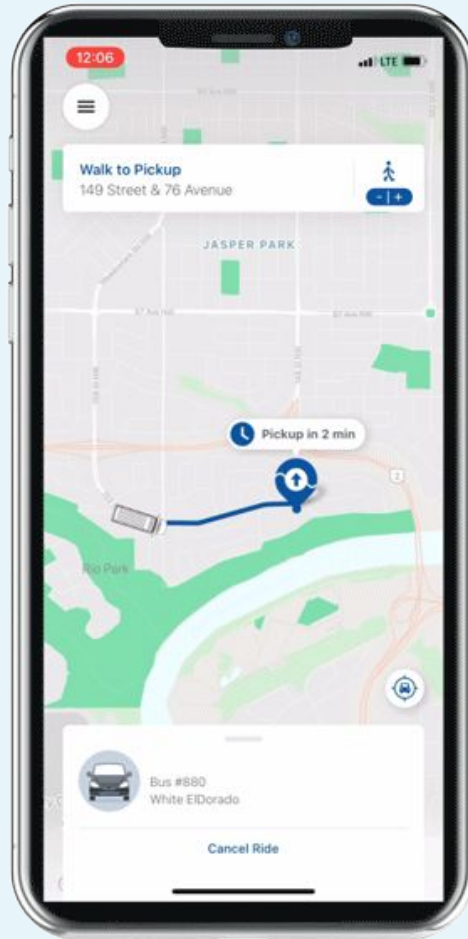
# Requesting a Ride



# Booking a Ride



# Tracking a Ride



# Booking an On Demand Trip - Online

Go to [edmonton.ca/ondemandtransit](https://edmonton.ca/ondemandtransit)



Book Trip Online

Create and sign in to your account to book your trips.

Book a Ride

1, Enter the On Demand Transit stop closest to you.

2. Enter your transit hub - Mill Woods Transit Centre.

3. Pick the trip you want.

4. Select "Book this Ride".

edmonton

My Location  
Stop ID 99059

My Destination  
Mill Woods Transit Centre

1 Passenger

Back

Select a ride

	14th May   in 13 Minutes	Free
	14th May   in 18 Minutes	Free

Book This Ride

Map showing route between Mill Woods Transit Centre and Stop ID 99059.

# Tools and Resources



# On Demand Transit - Customer Service

## **Questions or concerns**

On Demand Transit call centre  
780-496-2400

## **For detailed information**

### **On Demand Transit**

[edmonton.ca/OnDemandTransit](https://edmonton.ca/OnDemandTransit)

## Rider Resources

- The detours will be reflected for Routes 103, 130X, 614, & 616 to provide accurate trip predictions in online trip planning tools
- If you wish to book individual or group travel training, please call ETS Travel Training line at 780-496-3000 or email [etscustomertraining@edmonton.ca](mailto:etscustomertraining@edmonton.ca).

Questions?