

# On Demand Transit

## HOURS OF SERVICE

### Neighbourhood service

**Monday – Friday** ..... 6 a.m. to 10 p.m.  
**Saturday** ..... 9 a.m. to 7 p.m.  
**Sunday (& holidays)** ..... 10 a.m. to 6 p.m.

### Seniors service

**Monday – Friday** ..... 7 a.m. to 7 p.m.  
**Saturday** ..... 9 a.m. to 4 p.m.  
**Sunday (& holidays)** ..... 9 a.m. to 4 p.m.

\* The Stop Request program is available for On Demand Transit. After 6 p.m., if you would like to get off the bus at a safe location other than your designated drop off spot, please let the operator know.

## BOOKING A TRIP

### Traveling with mobility aids and children

All On Demand Transit shuttles are fully accessible and are equipped with two built-in child safety seats. Please identify at the time of booking if you require space for a wheelchair, mobility scooter, walker or stroller, or require the use of a child safety seat. If your child weighs less than 20 pounds/9 kilograms, you must bring an infant carrier.

### Arrive on time

Look for the bus ID number (located above the door, driver window, rear door and front windshield) at your pick-up spot to make sure you board the right vehicle. Buses may wait for you for up to one minute if you are not there. Your bus arrival time will be provided to you when you book. If you need to cancel your trip, please call 780-496-2400 at least 20 minutes before your scheduled pick up.

### How to book a trip

- + Use the **Edmonton On Demand Transit app**
- + Take advantage of vehicle tracking, push notifications and text messages
- + Book online at [edmonton.ca/OnDemandTransit](http://edmonton.ca/OnDemandTransit)
- + Call the **On Demand Transit call centre** at **780-496-2400** to talk to a live agent during service hours
- + If you do not have access to a smartphone:
  - + Use **On Demand Transit phones** at select transit hubs to contact the **On Demand Transit call centre**
  - + Ask an operator in a **On Demand Transit shuttle bus** to book your trip



On Demand Transit shuttle

On Demand Transit connects select neighbourhoods, large seniors' residences and attractions to Edmonton's regular bus and LRT network seven days a week.

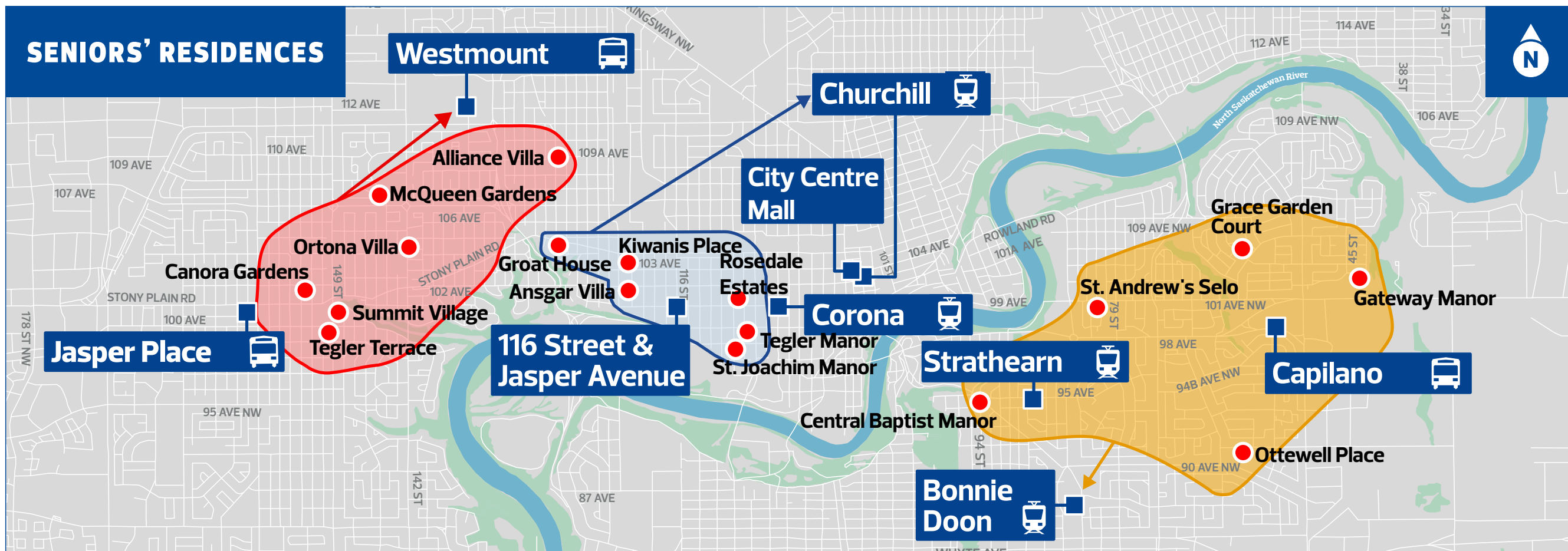
Simply book a trip and a bus will be scheduled to pick you and other riders up between designated transit hubs and pick-up spots in your community.



For more information, visit [edmonton.ca/OnDemandTransit](http://edmonton.ca/OnDemandTransit)

- /takeETS
- @edmontontransit
- x.com/takeETSalert
- ETS Connect

Edmonton Transit Service



Seniors' Residences	Transit Hubs	Phone	Seniors' Residences	Transit Hubs	Phone	Seniors' Residences	Transit Hubs	Phone
+ Alliance Villa (12620 109 Avenue)	+ Jasper Place Transit Centre	☑	+ Ansgar Villa (10170 120 Street)	+ 116 Street & Jasper Avenue	⊗	+ Central Baptist Manor (9403 95 Avenue)	+ Bonnie Doon LRT Stop (connect to Valley Line LRT)	⊗
+ Canora Gardens (10160 151 Street)	+ Westmount Transit Centre	☑	+ Kiwanis Place (10330 120 Street)	+ Corona LRT Station (connect to Capital/Metro Line LRT)	☑	+ Gateway Manor (4215 102 Avenue)	+ Capilano Transit Centre	☑
+ McQueen Gardens (14311 McQueen Road)			+ Rosedale Estates (10101 111 Street)	+ Churchill LRT Station (connect to Valley/Capital/Metro Line LRT)	⊗	+ Grace Garden Court (6303 104 Avenue)	+ Strathearn LRT Stop (connect to Valley Line LRT)	⊗
+ Ortona Village (10421 142 Street)			+ St. Joachim Manor (11020 99 Avenue)	+ City Centre Mall Transit Centre	⊗	+ Ottewell Place (6207 92 Avenue)	+ Edmonton Public Library (Idylwyld Branch)	☑
+ Summit Village (10041 149 Street)			+ Tegler Manor (9943 110 Street)			+ St. Andrew's Selo (8025 101 Avenue)		
+ Tegler Terrace (9918 149 Street)			+ Groat House (12627 Stony Plain Road)					

## Planning a Trip With Connections to Bus and LRT

If your trip includes On Demand Transit, use the third-party Transit app to plan your trip. When the Edmonton On Demand Transit app is installed on your mobile device, you will be able to book a trip in the Transit app. Other trip planning tools do not include On Demand Transit at this time.

### Customer Service

Detailed information about how to use On Demand Transit is available at [edmonton.ca/OnDemandTransit](http://edmonton.ca/OnDemandTransit) or by calling **780-496-2400**.

If you have any concerns about On Demand Transit, please call the On Demand Transit call centre at **780-496-2400**.

### Transit Watch

Report safety concerns, like harassment, disorder or suspicious behaviour directly to ETS staff in our control centre. Text or call **780-442-4900**, anytime. ETS will respond and may dispatch appropriate security staff, if needed.

### TTY Service

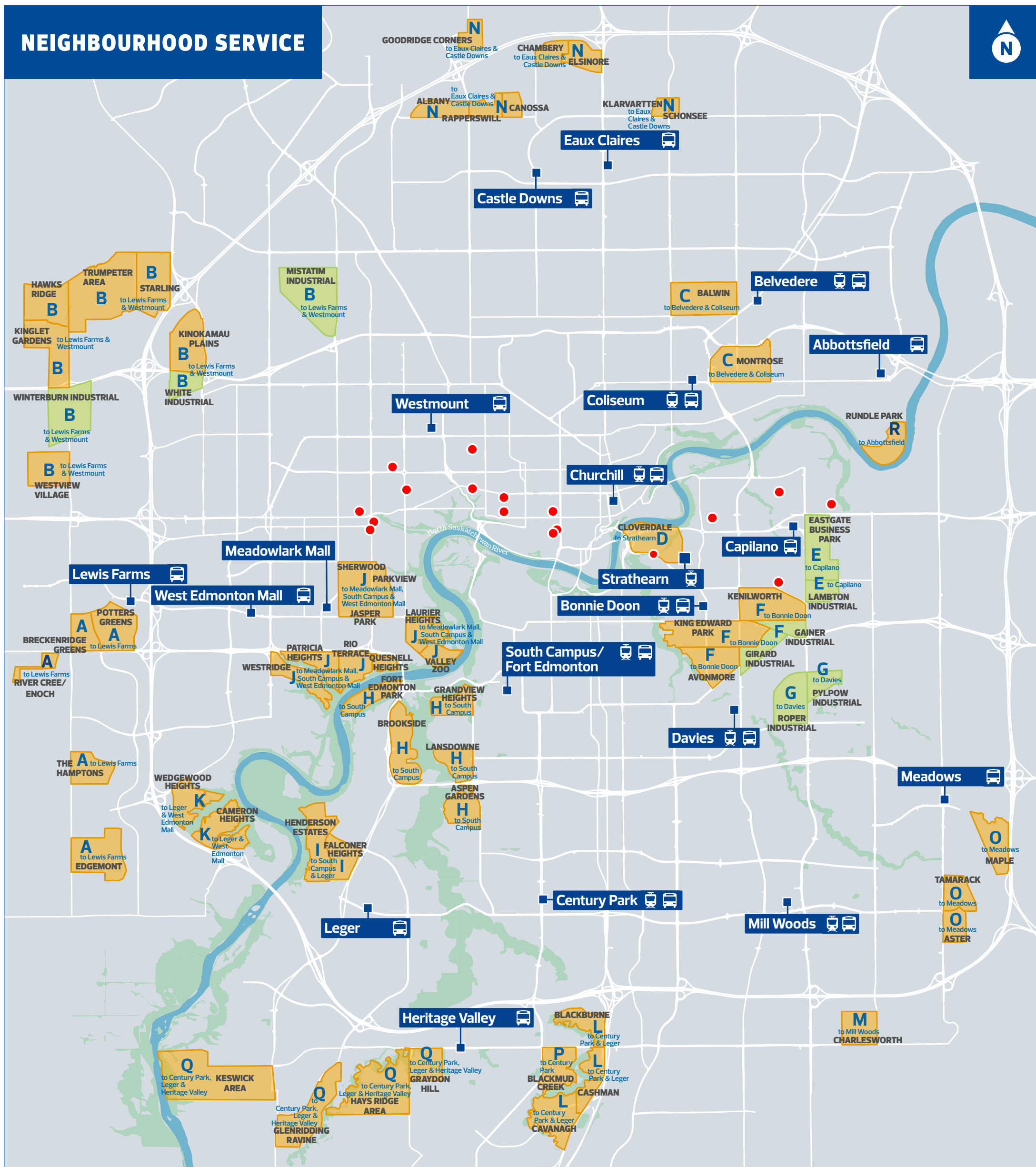
Call **780-944-5505** to contact the On Demand Transit call centre to book a trip.

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## INFORMATION

## SENIORS' RESIDENCE SERVICE

# NEIGHBOURHOOD SERVICE



■ Residential
   
■ Industrial
   
● Seniors' Residences

Edmonton Transit Service

Zone	Transit Hub(s)	Phone	Neighbourhood
A	Lewis Farms Transit Centre	☑	+ Breckenridge Greens + Edgemont (portion) + Potter Greens + The Hamptons (Hope Road) + River Cree / Enoch
B	Westmount Transit Centre Lewis Farms Transit Centre	☑ ☑	+ Hawks Ridge + Kinokamau Plains Industrial (portion) + Mistatim Industrial (portion) + Starling + Trumpeter + Westview Village + Winterburn Industrial (portion)
C	Coliseum Transit Centre/LRT Station Belvedere Transit Centre/LRT Station	☑ ☒	+ Balwin + Montrose
D	Strathearn Stop	☒	+ Cloverdale
E	Capilano Transit Centre	☑	+ Eastgate Business Park (portion)
F	Bonnie Doon Stop	☒	+ Avonmore + Gainer Industrial + Girard Industrial + Kenilworth + King Edward Park
G	Davies Transit Centre/LRT Station	☒	+ Roper Industrial (portion) + Weir Industrial (portion)
H	South Campus Transit Centre/ LRT Station	☑	+ Aspen Gardens + Brookside + Fort Edmonton Park + Grandview Heights + Lansdowne
I	Leger Transit Centre South Campus Transit Centre/LRT Station	☑ ☑	+ Falconer Heights + Henderson Estates
J	South Campus Transit Centre/ LRT Station Meadowlark Shopping Centre West Edmonton Mall Transit Centre	☑ ☒ ☑	+ Jasper Park + Laurier Heights + Parkview + Quesnell Heights + Rio Terrace + Sherwood + Valley Zoo + Westridge
K	Leger Transit Centre West Edmonton Mall Transit Centre	☑ ☑	+ Cameron Heights + Wedgewood Heights
L	Century Park Transit Centre/ LRT Station Leger Transit Centre	☑ ☑	+ Blackburne + Cashman + Cavanagh
M	Mill Woods Transit Centre	☒	+ The Hills at Charlesworth
N	Eaux Claires Transit Centre Castle Downs Transit Centre	☒ ☒	+ Albany + Canossa + Chambery + Elsinore + Klarvatten + Northwest Police Campus + Rapperswill + Schonsee
O	Meadows Transit Centre	☒	+ Aster + Tamarack + Maple
P	Century Park Transit Centre/LRT Station	☑	+ Blackmud Creek
Q	Century Park Transit Centre/ LRT Station Leger Transit Centre Heritage Valley Transit Centre	☑ ☑ ☒	+ Glendriding Ravine + Graydon Hill + Hays Ridge + Keswick
R	Abbottsfield Transit Centre	☒	+ Rundle Park

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