

# 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.

\* Rides can be booked 30 minutes before the start of service until 30 minutes before the end of service.  
 \*\* The Stop Request program is available for On Demand Transit. After 6 p.m., if you would like to get off the shuttle at a safe location other than your designated drop off spot, please let the operator know.

## Neighbourhood and Seniors' Residence Service

## BOOKING A TRIP

### 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

### 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 shuttle 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. Shuttle buses will wait for you for one minute if you are not there. Your shuttle 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.



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

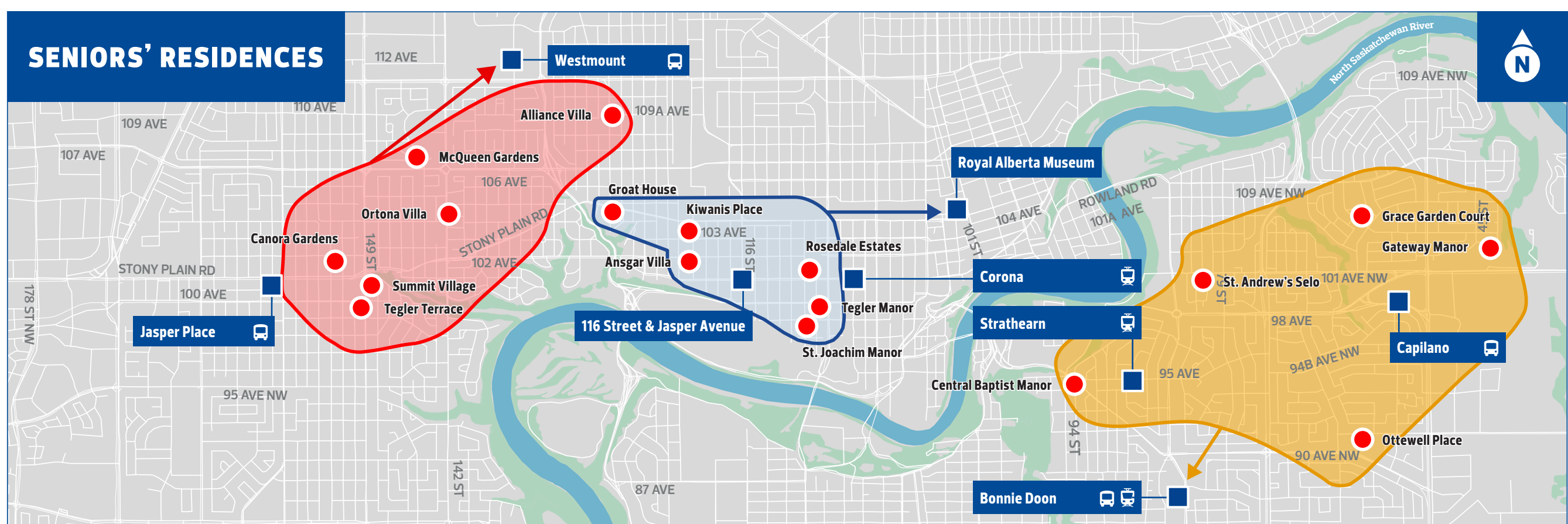


On Demand Transit shuttle

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

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

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



Seniors' Residences	Transit Hubs	Phone
+ Alliance Villa (12620 109 Avenue)	+ Jasper Place	☎
+ Canora Gardens (10160 151 Street)	+ Transit Centre	
+ McQueen Gardens (14311 McQueen Road)	+ Westmount	☎
+ Ortona Village (10421 142 Street)	+ Transit Centre	
+ Summit Village (10041 149 Street)		
+ Tegler Terrace (9918 149 Street)		

Seniors' Residences	Transit Hubs	Phone
+ Ansgar Villa (10170 120 Street)	+ 116 Street and Jasper Avenue	☎
+ Kiwanis Place (10330 120 Street)	+ Corona LRT Station	☎
+ Rosedale Estates (10101 111 Street)	+ Royal Alberta Museum	☎
+ Rosedale in the Park (10103 111 Street)		
+ Rosedale Villa (10107 111 Street)		
+ St. Joachim Manor (11020 99 Avenue)		
+ Tegler Manor (9943 110 Street)		
+ Groat House (12627 Stony Plain Road)		

Seniors' Residences	Transit Hubs	Phone
+ Central Baptist Manor (9403 95 Avenue)	+ Bonnie Doon Stop	☎
+ Gateway Manor (4215 102 Avenue)	+ Capilano Transit Centre	☎
+ Grace Garden Court (6303 104 Avenue)	+ Strathearn Stop (future service)	☎
+ Ottewell Place (6207 92 Avenue)	+ Edmonton Public Library Idylwyld Branch	☎
+ St. Andrew's Selo (8025 101 Avenue)		

## SENIORS' RESIDENCE SERVICE

### ETS Real-Time

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 from 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 unsafe behaviour and suspicious activity or packages to uniformed ETS staff, or call **Transit Watch** at **780-442-4900**. You can also discreetly send a text message to **780-442-4900** and a Transit Watch staff member will respond. They may also dispatch appropriate security staff, if needed.

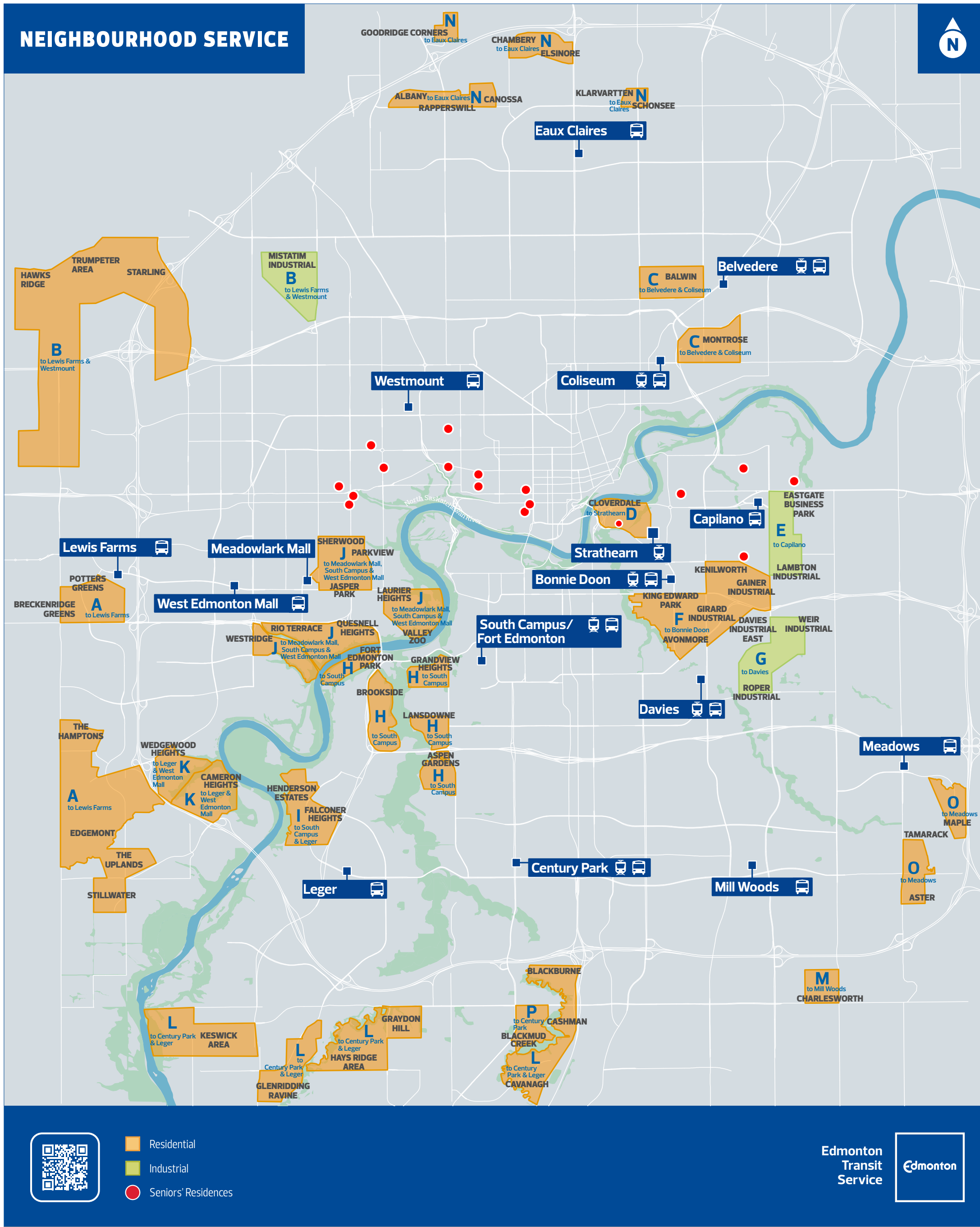
### TTY Service

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

## INFORMATION

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# NEIGHBOURHOOD SERVICE



Hub Zone	Transit Hub(s)	Phone	Neighbourhood
A	Lewis Farms Transit Centre	☑	+ Breckenridge Greens + Edgemont + Potter Greens + Stillwater + The Hamptons (Hope Road) + Uplands
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	☑ ☒ ☑	+ Jasper Park + Laurier Heights + Parkview + Quesnell Heights + Rio Terrace + Sherwood + Valley Zoo + Westridge
K	Leger Transit Centre West Edmonton Mall	☑ ☑	+ Cameron Heights + Wedgewood Heights
L	Century Park Transit Centre/ LRT Station Leger Transit Centre	☑ ☑	+ Blackburne + Cashman + Cavanagh + Glenridding Ravine + Graydon Hill + Hays Ridge + Keswick
M	Mill Woods Transit Centre	☒	+ The Hills at Charlesworth
N	Eaux Claires Transit Centre	☒	+ Albany + Canossa + Chambery + Elsinore + Klarvatten + Rapperswill + Schonsee
O	Meadows Transit Centre	☒	+ Aster + Tamarack + Maple
P	Century Park	☑	+ Blackmud Creek

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