



Information Sheet

Upcoming Transit Service Adjustments in the Lendrum and Malmo Neighbourhoods

Throughout the year, Edmonton Transit Service (ETS) monitors ridership levels and rider feedback to help adjust service levels and explore more efficient and effective ways to help riders get to their destinations. A review of Route 725 servicing Lendrum and Malmo neighbourhoods has determined this route does not meet minimum performance standards due to low ridership.

As part of June 2025 service changes, ETS will replace conventional bus service with On Demand Transit in the Lendrum and Malmo neighbourhoods. On Demand Transit will provide riders in these neighbourhoods access to transit service during all periods that Route 725 operated as well as evenings and on Sundays.

On Demand Transit will operate within regular service hours for both neighbourhoods (Monday to Friday, 6am-10pm; Saturdays, 9am-7pm; and Sundays and holidays, 10am-6pm). Riders using On Demand Transit will have access to the Southgate Transit Centre as their transit hub.

Community Information Session

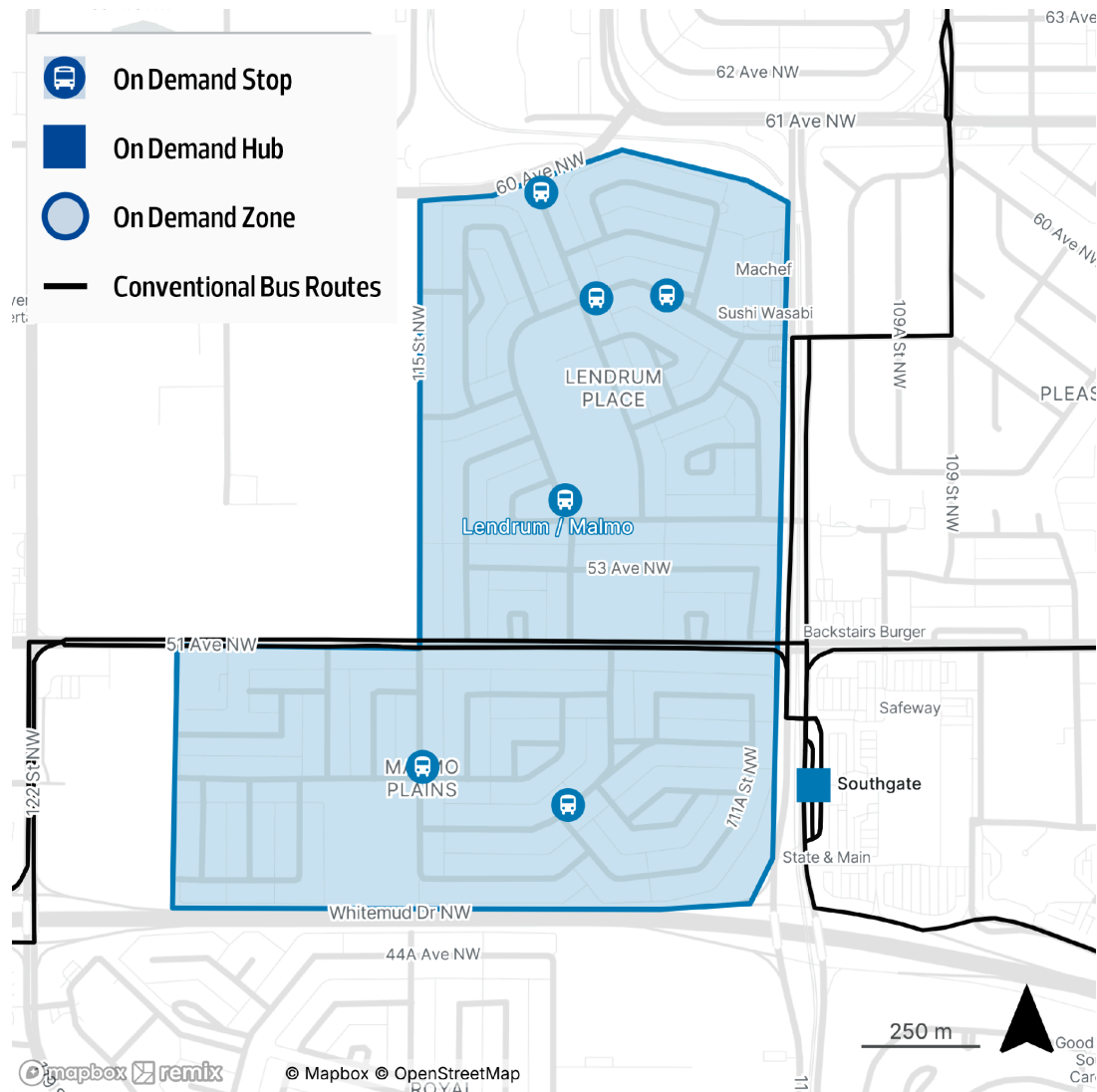
A free [virtual information session](#) regarding these changes will be held on **Wednesday, June 18, at 7 p.m.** The link to the virtual session will be available at edmonton.ca/TransitAlerts.

What is On Demand Transit

On Demand Transit takes riders from a set pick up/drop off spot in their neighbourhood to a designated transit hub. These buses are accessible for riders with limited mobility and include child-friendly seats.

To book a trip, riders can book through the Edmonton On Demand Transit app, use the website, phone the call centre at 780-496-2400 or, use an On Demand Transit service phone (located at Southgate Transit Centre). Download the app through Google Play or Apple App Store. To learn more about On Demand Transit and how to use the service, visit edmonton.ca/OnDemandTransit.

On Demand Transit Map for Lendrum and Malmo



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Frequently Asked Questions

Will Avalon School still have transit service?

Yes, we will continue to operate Route 651 for Avalon School this September. Students can also take On Demand Transit directly to the school from Southgate as it will also have an On Demand stop.

What are the safety features for On Demand Transit?

For your safety, all On Demand Transit buses are equipped with seat belts. There are also one to two, depending on the vehicle, built-in safety seats for young children. Mobility devices can be secured to the floor. All vehicles have surveillance cameras, similar to regular ETS buses.

Similar to regular bus service, after 6 p.m., you can request the On Demand Transit vehicle to stop anywhere along a main road within the Lendrum and Malmo neighbourhoods. The operator will look for a suitable location but cannot go directly to your door.

How can I report any safety concerns to ETS?

All Edmontonians deserve a safe and secure transit journey, including you. If you see harassment, disorder or suspicious behaviour, or if you feel unsafe, report it immediately. If you feel unsafe on a train or bus or in a transit centre, there are several ways to get help.

- In an emergency, call 911.
- Use a blue emergency help phone or wall-mounted red emergency buttons to connect with ETS security personnel. When the button is activated, a surveillance camera automatically monitors/records the area.
- Tell the bus or train operator, other uniformed ETS personnel or law enforcement personnel.
- Program the Transit Watch number into your phone (780-442-4900). Call or text any time of day.
 - ETS security personnel will respond as quickly as possible to help address the concern and dispatch resources as needed.

More information about safety and security can be found at edmonton.ca/ETSSafety.

For more information, please visit edmonton.ca/OnDemandTransit.