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

**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
- 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 Seniors’ Residence Service or by calling the On Demand Transit call centre to book 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 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.

**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.

Riders 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 roadside location other than your designated drop off spot, please let the operator know.

For more information, visit edmonton.ca/OnDemandTransit.

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**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 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 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.