

On Demand Transit

SENIORS' RESIDENCE SERVICE

On Demand Transit brings transit users to nearby transit hub locations where they can connect to regular transit services.

Seniors' residence sites with On Demand Transit service and their designated transit hub locations are listed to the right.

Ways to book On Demand Transit trips:

1. Call the On Demand Transit Call Centre: **780-496-2400** (TTY Service to reach the Call Centre: **780-944-5505**)
2. Go online: edmonton.ca/OnDemandTransit
3. Use the Edmonton On Demand Transit app for your smartphone
4. Use On Demand Transit phones or push the button on the call box at select transit hubs to contact the On Demand Transit call centre
5. Ask an operator in a On Demand Transit shuttle bus to book your trip

Hours of 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.

No phone available



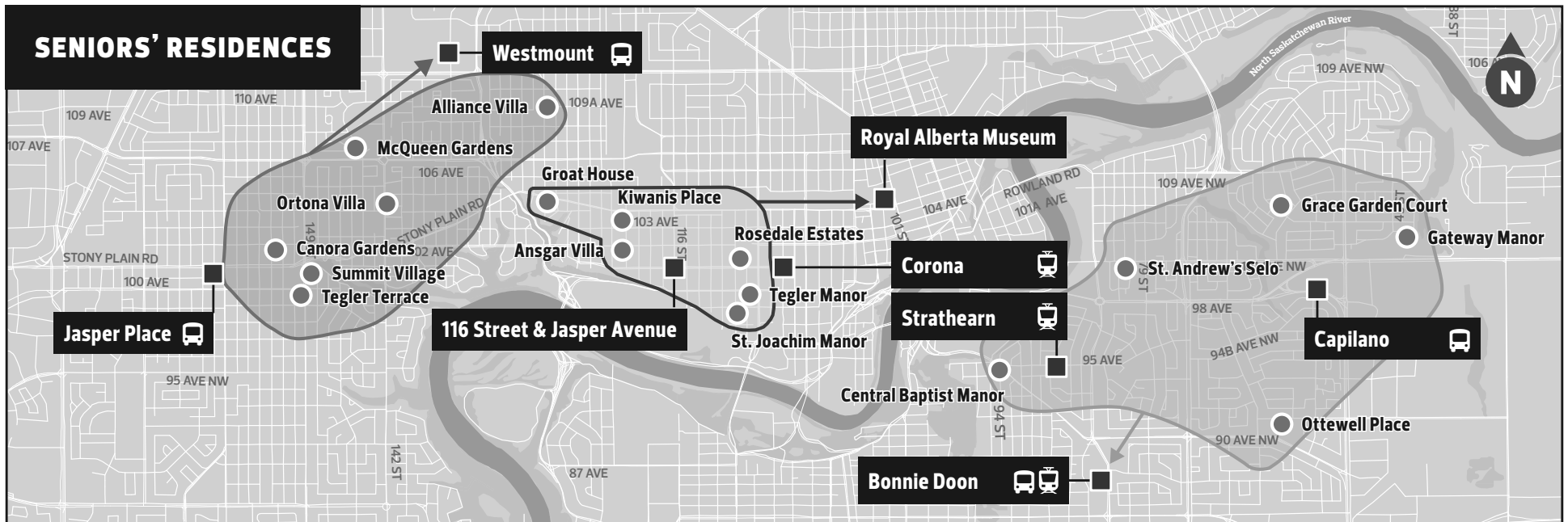
Phone available



Seniors' Residences	Transit Hubs	Phone
<ul style="list-style-type: none"> + Alliance Villa (12620 109 Avenue) + Canora Gardens (10160 151 Street) + McQueen Gardens (14311 McQueen Road) + Ortona Village (10421 142 Street) + Summit Village (10041 149 Street) + Tegler Terrace (9918 149 Street) 	<ul style="list-style-type: none"> + Jasper Place Transit Centre + Westmount Transit Centre 	<ul style="list-style-type: none"> ☑ ☑
<ul style="list-style-type: none"> + Central Baptist Manor (9403 95 Avenue) + Gateway Manor (4215 102 Avenue) + Grace Garden Court (6303 104 Avenue) + Ottewell Place (6207 92 Avenue) + St. Andrew's Selo (8025 101 Avenue) 	<ul style="list-style-type: none"> + Bonnie Doon Stop + Capilano Transit Centre + Strathearn Stop (Future Service) + Edmonton Public Library Idylwylde Branch 	<ul style="list-style-type: none"> ⊗ ☑ ⊗ ⊗
<ul style="list-style-type: none"> + Ansgar Villa (10170 120 Street) + Kiwanis Place (10330 120 Street) + Rosedale Estates (10101 111 Street) <ul style="list-style-type: none"> + 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) 	<ul style="list-style-type: none"> + 116 Street and Jasper Avenue + Corona LRT Station + Royal Alberta Museum 	<ul style="list-style-type: none"> ⊗ ☑ ⊗

On Demand Transit

Edmonton
Transit
Service



INFORMATION

Customer Service

If you have any concerns about On Demand Transit, or require detailed information about how to use the service, please call the On Demand Transit call centre at **780-496-2400**.

TTY **780-944-5505**

Dial 780-944-5505 from your TTY device to reach the On Demand Transit call centre.

Transit Watch

780-442-4900

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

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.