On Demand Transit Guide

On Demand Transit coming to select Edmonton communities **April 25, 2021**

What you need to know
edmonton.ca/**ondemandtransit**

Edmonton Transit Service

Edmonton

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On Demand Transit in Edmonton

On **April 25, 2021**, there is a new way to get around Edmonton. On Demand Transit connects **37 neighbourhoods** and **16 large seniors' residences** to the Edmonton transit network. Customers **book trips for shuttle bus service that runs seven days a week**.

On Demand Transit launches at the same time as Edmonton's new bus network, and provides an additional layer of service to those places where a big bus doesn't make as much sense. Together, these changes help to modernize Edmonton's transit system in preparation for growing our city to two million people. On Demand Transit and the bus network redesign provide the transit service that Edmontonians tell us they want: **safe, fast, convenient** and **reliable**.

On Demand Transit is operated as a two year pilot on behalf of the City of Edmonton by PWTransit Canada in partnership with Via Transportation Inc. They have extensive experience in providing on demand transit service to other communities in Canada and internationally.

This guide provides the information you need to get started using this new service. More detailed information is available online at **edmonton.ca/OnDemandTransit**. There is also a New Bus Network Guide with information about all the new bus routes available at **edmonton.ca/NewBusRoutes**.

WHAT IS ON DEMAND TRANSIT?

You can book a trip from a designated pick up location in your neighbourhood or at a designated transit hub. The trip can be booked using the ***Edmonton On Demand Transit* app**, website or phone. A shared passenger vehicle, with a professionally trained driver, will take the most direct route between the neighbourhood and the transit hub, where you can connect with regular bus and LRT service. The accessible vehicle will have space for a wheelchair, walker or foldable stroller.

WHY IS EDMONTON TRANSIT INTRODUCING ON DEMAND TRANSIT?

Some established and newer neighbourhoods won't have a regular bus route when Edmonton Transit launches a new bus network on April 25. This is where flexible On Demand Transit shuttle bus service comes in. It's a better fit for these areas than regular fixed transit service with big buses.

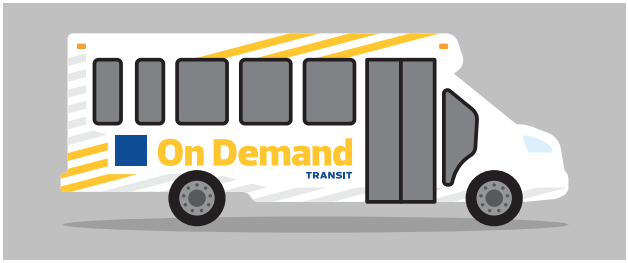
HOW WILL THIS BENEFIT YOU?

- **Convenient**: You get service when you need it.
- **Direct:** Go straight to the nearest transit hub without stopping after leaving the community.
- **Connected:** Evening and weekend service in most communities.
- **Safe:** Professionally-trained drivers will get you there.

How does On Demand Transit work?

All On Demand Transit areas have peak and off-peak service, including weekends. A trip can be booked up to 60 minutes in advance to take you between a set pick up spot in your neighbourhood or a designated transit hub.

There are three types of accessible shuttle buses ranging from 10 to14 passengers and all have space for at least one wheelchair, walker or child stroller. There are 52 shuttles equipped with a wheelchair lift that can also be used if you have difficulty with stairs. There are another five vehicles serving the seniors' residences and they have low-floor ramps for easy access and include space for two wheelchairs.

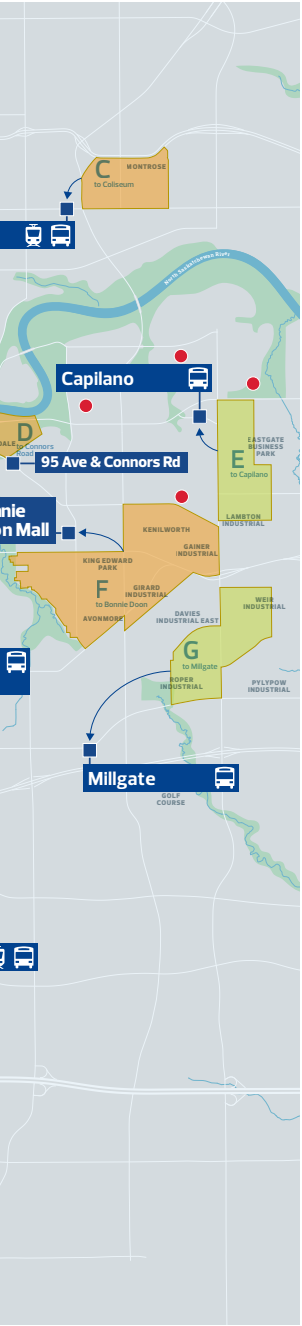


Your shuttle will be marked as "On Demand Transit"

SIX THINGS TO KNOW ABOUT USING ON DEMAND TRANSIT

1. Set up your On Demand Transit account through the *Edmonton On Demand Transit* app, the edmonton.ca/OnDemandTransit website or call the trip booking centre at 780-496-2400.
2. Be on time for your scheduled pick up. In fairness to other customers, the bus will wait for **one minute** if you are not there.
3. When booking, identify if you have difficulty with stairs, need space for a wheelchair, walker, child stroller or will require a child safety seat. You must bring your own infant carrier if your child weighs less than 20 pounds/9 kilograms. See page 20 for more information..
4. If you can't make a trip, make sure you cancel at least **20 minutes** prior to boarding versus keeping the trip and not showing up.
5. Make sure you **double check the vehicle number** before boarding so you get on the correct shuttle bus.
6. Sit back and enjoy the ride with your fellow passengers.

ON DEMAND TRANSIT SERVICE AREAS – NEIGHBOURHOODS MAP



On Demand Transit

Service Area	Hub
A	Lewis Farms Transit Centre, Westmount
B	Westmount Transit Centre
C	Coliseum Transit Centre/LRT Station
D	Connors Road/95 Ave
E	Capilano Transit Centre
F	Bonnie Doon Shopping Centre
G	Millgate Transit Centre
H, I, J, K, L	South Campus Transit Centre/LRT Station
M, N, O	Century Park Transit Centre/LRT Station
P, Q	Meadowlark Mall, South Campus Transit Centre/LRT Station, West Edmonton Mall
R, S	Leger Transit Centre, West Edmonton Mall
T, U	Lewis Farms Transit Centre
V	Meadowlark Mall, South Campus Transit Centre, West Edmonton Mall

Legend

Residential

Industrial

Seniors' Residences

On Demand Transit Neighbourhoods

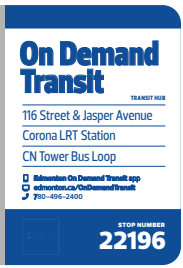
On Demand Transit is available in 37 neighbourhoods. Check to see if yours is listed below.

- Aspen Gardens
- Avonmore
- Breckenridge Greens
- Brookside
- Cameron Heights
- Cavanagh
- Cloverdale
- Eastgate Business Park (portion)
- Edgemont
- Falconer Heights
- Gainer Industrial
- Girard Industrial
- Grandview Heights
- Graydon Hill
- The Hamptons (Hope Road Area)
- Hawks Ridge
- Hays Ridge
- Henderson Estates
- Jasper Park
- Kenilworth
- Keswick
- Kinokamau Plains Industrial (portion)
- King Edward Park
- Lansdowne
- Mistatim Industrial (portion)
- Montrose
- Parkview (portion)
- Potter Greens
- Rio Terrace/Quesnell Heights
- Roper Industrial (portion)
- Sherwood
- Starling
- Trumpeter
- Weir Industrial (portion)
- Wedgewood Heights
- Westridge
- Winterburn Industrial (portion)

PICK UP/DROP OFF SPOTS

The number of On Demand Transit pick up/drop off spots varies by the size of the neighbourhood. In most neighbourhoods, the walking distance is about 400 metres (or five minutes) to the nearest pick up/drop off spot. For seniors' residences receiving On Demand Transit service, pick up spots are located very close to the building.

Pick up/drop off spots will have On Demand Transit signs. The spots are also shown on a map at edmonton.ca/OnDemandTransit or can be found using the location pins in the *Edmonton On Demand Transit* app.



At transit centres, the On Demand Transit pick up/drop off spots are marked by On Demand Transit signs mounted on bus stop poles. When booking your trip, a vehicle number will be provided so that you know which vehicle to board. The shuttle buses will be marked as On Demand Transit but don't have destination signs on the front of the vehicle, so **double check the vehicle number before boarding**. There could be multiple shuttle buses using the same stop at a transit hub but heading to different neighbourhoods.

There is an additional On Demand Transit pick up/drop off location just near the entry to neighbourhoods with one main road entrance. This allows customers to transfer to/from regular transit in the local area rather than continuing to the designated transit hub. It can reduce time for customers transferring to regular bus routes that travel in the opposite direction of the transit hub.

Neighbourhood	On Demand Transit Pick Up/ Drop Off Location Near Neighbourhood Entrance
Aspen Gardens	40 Ave & 119 St
Breckenridge Greens	Breckenridge Dr & Lewis Estates Blvd
Brookside	53 Ave & Whitemud Dr
Falconer Heights	Heath Rd & Riverbend Rd, Rabbit Hill Rd & Riverbend Rd
Grandview Heights	63 Ave & 122 St
Graydon Hill	Ellerslie Rd & Graydon Hill Blvd
Hamptons (Hope Rd)	Hope Rd & Hemingway Rd
Hays Ridge	Ellerslie Rd & Graydon Hill Blvd
Henderson Estates	Heath Rd & Riverbend Rd, Rabbit Hill Rd & Riverbend Rd
Kenilworth	90 Ave & 71 St
Keswik	Hiller Rd & 175 St
Lansdowne	51 Ave & 122 St
Mistatim Industrial	128 Ave & 156 St
Montrose	118 Ave & 68 St/67 St
Potter Greens	Potter Green Drive & Lewis Estates Blvd
Wedgewood	Lessard Rd & 184 St
Westridge	Wolf Willow Rd & Wanyandi Rd

TRANSIT HUBS FOR NEIGHBOURHOOD SERVICE

On Demand Transit will connect you from one of **37 neighbourhoods** to 11 transit hubs where you can transfer to to regular bus and LRT service.

Transit Hub (see maps)	On Demand Neighbourhoods
Bonnie Doon Mall/future LRT Station	Avonmore, Gainer Industrial, Girard Industrial, Kenilworth, King Edward Park
Century Park Transit Centre/ LRT Station	Cavanagh, Graydon Hill, Hays Ridge, Keswick
Coliseum Transit Centre/LRT Station	Montrose
Connors Rd / 95 Ave (future Muttart Station when Valley Line SE opens)	Cloverdale
Leger Transit Centre	Cameron Heights, Wedgewood Heights
Lewis Farms Transit Centre	Breckenridge Greens, Edgemont, Hope Road section of The Hamptons, Hawks Ridge, Kinokamau Plains Industrial (por–tion), Potter Greens, Starling, Trumpeter, Winterburn Indsutrial (portion)
Meadowlark Mall	Jasper Park, Parkview (portion), Rio Terrace/Quesnell Heights, Sherwood, Westridge
Millgate Transit Centre (future Davies Station when Valley Line SE opens)	Roper Industrial (portion), Weir Industrial (portion), Eastgate Business Park (portion)
South Campus Transit Centre/ LRT Station	Aspen Gardens, Brookside, Falconer Heights, Grandview Heights, Henderson Estates, Jasper Park, Lansdowne, Parkview (portion), Rio Terrace/Quesnell Heights, Sherwood, Westridge
West Edmonton Mall Transit Centre	Cameron Heights, Jasper Park, Parkview (portion), Rio Terrace/Quesnell Heights, Sherwood, Wedgewood Heights, Westridge
Westmount Transit Centre	Hawks Ridge, Kinokamau Plains Industrial (portion), Mistatim Industrial (portion), Starling, Trumpeter, Winterburn Industial (portion)

Connecting seniors with nearby transit

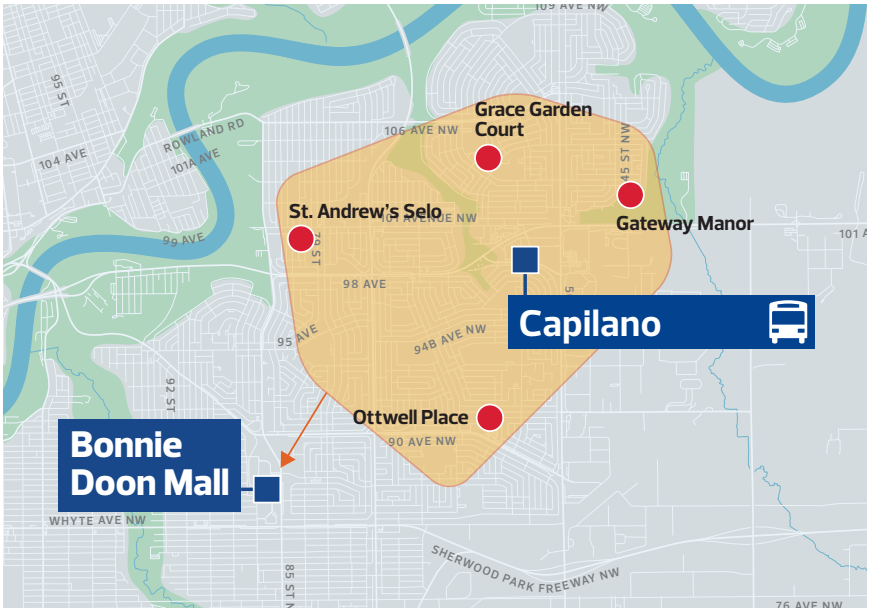
On Demand Transit is also offered for **16 large seniors' residences** based on their size, location and that previously were served directly by community bus routes 305, 307 and 309. This new service goes to seven nearby transit hubs to connect customers with regular transit routes. The residences are grouped into three geographic service areas:

West Edmonton to Westmount Transit Centre and Jasper Place Transit Centre (former bus route 305)

- Canora Gardens, 10160 – 151 St
- McQueen Gardens, 14311 McQueen Rd
- Ortona Village, 10421–142 St
- Summit Village, 10041–149 St
- Tegler Terrace, 9918–149 St

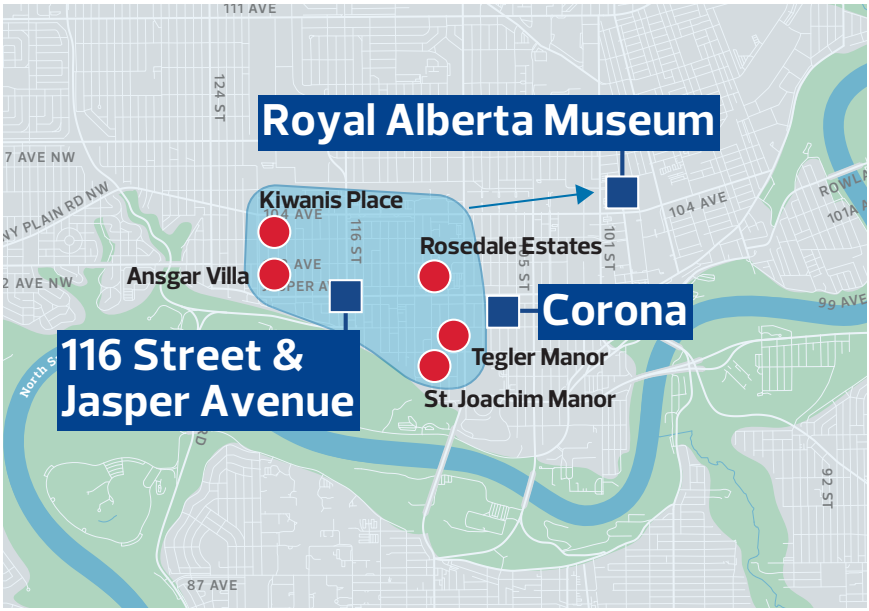
East Edmonton to Bonnie Doon Mall/future LRT and Capilano Transit Centre (former bus route 307)

- Gateway Manor, 4215–102 Ave
- Grace Garden Court, 6303–104 Ave
- Ottewell Place, 6207–92 Ave
- St. Andrew's Selo, 8025–101 Ave

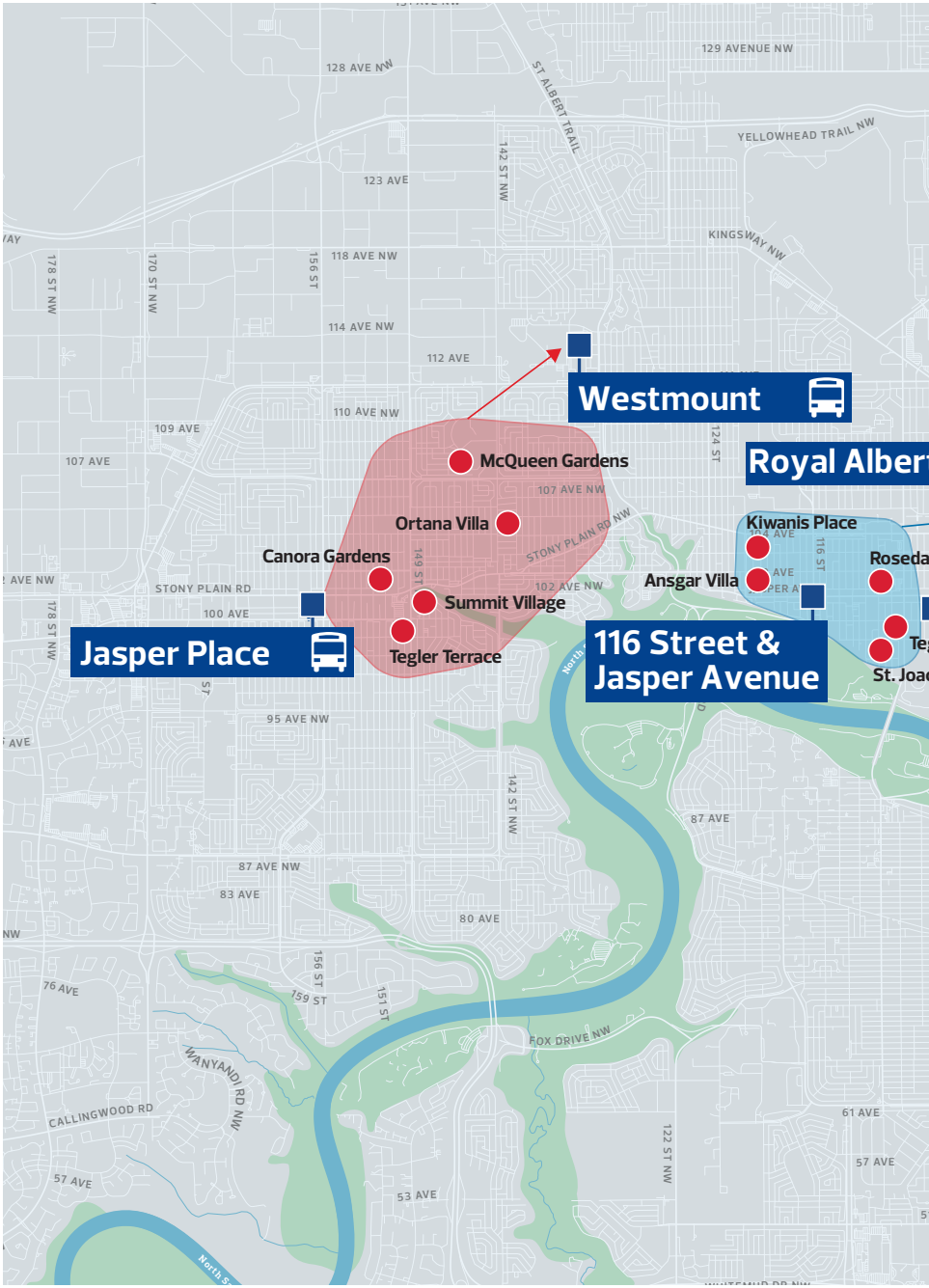


Central Edmonton to 116 St & Jasper Ave, Corona LRT Station, and Royal Alberta Museum
(former bus route 309)

- Ansgar Villa, 10170–120 St
- Kiwanis Place, 10330–120 St
- Rosedale Estates, 10101–111 St
- Rosedale in the Park, 10103–111 St
- Rosedale Village, 10107–111 St
- St. Joachim Manor, 11020–99 Ave
- Tegler Manor, 9943–110 St



SENIORS' RESIDENCES MAP



ta Museum
le Estates
Corona
gler Manor
chim Manor
Bonnie Doon Mall
Grace Garden Court
St. Andrew's Selo
Gateway Manor
Capilano
Ottwell Place
130 AVE NW
129 AVENUE NW
HERMITAGE RD NW
HOOKE RD NW
YELLOWHEAD TRAIL NW
122 AVE NW
118 AVE
121 AVE
114 AVE
112 AVE
109 AVE NW
106 AVE
North Saskatchewan River
104 AVE
101A AVE
ROWLAND RD
99 AVE
98 AVE
94B AVE NW
90 AVE NW
106 AVE NW
101 AVE NW
101 AVE N
WHYTE AVE NW
SHERWOOD PARK FREEWAY NW
76 AVE
76 AVE NW
66 AVE NW
63 AVE NW
58 AVE NW
51 AVE NW
53 AVE NW
WHITEMUD DR NW
JAMHA RD
82 ST
95 ST
54 ST NW
50 ST NW
34 ST NW
38 ST
45 ST NW
85 ST NW
50 STREET NW
96 ST
99 ST NW
92 ST

How to use On Demand Transit

HOURS OF SERVICE

Neighbourhood Service

- **Monday to Friday: 6 a.m. to 10 p.m.**
- **Saturday: 9 a.m. to 7 p.m.**
- **Sundays and holidays: 10 a.m. to 6 p.m.**

Shuttles operate between these hours only. Rides cannot be booked if they would arrive or depart outside of the service hours.

Seniors' Residences Service

- **Every day of the week (including holidays): 9 a.m. to 4 p.m.**
- Shuttles operate between these hours only. Rides cannot be booked if they would arrive or depart outside of the service hours.

BOOKING YOUR TRIP

You can book a trip for yourself and others, up to 60 minutes before your departure. However, you cannot book further in advance. This reduces trip cancellations and fits with the dynamic nature of the real-time trip planning software.

There are three ways to book your ride:

- **Download the *Edmonton On Demand Transit* app** – Book your trips and track your shuttle. The *Edmonton On Demand Transit* app is available through the Google Play and Apple stores.
- **Book online** – Create and sign in to your account via the link at edmonton.ca/OnDemandTransit.
- **Call ahead** – An On Demand Transit representative can help you book your ride at 780-496-2400. Opens 30 minutes before start of daily service and closes 30 minutes before the end of service.

Bookings are required before boarding a shuttle bus to ensure there is enough room for everyone. The real-time trip planning software is trying to manage the best routing for the pre-booked customers.

CANCELLING YOUR TRIP

If you can't make a trip, make sure you cancel by using the app or by notifying the On Demand Transit call centre. If you must cancel a trip, please do it within at least **20 minutes prior** to boarding. Note: In fairness to other customers, your account may be suspended if you cancel late or do not show up for your bookings too many times.

BENEFITS OF AN ACCOUNT

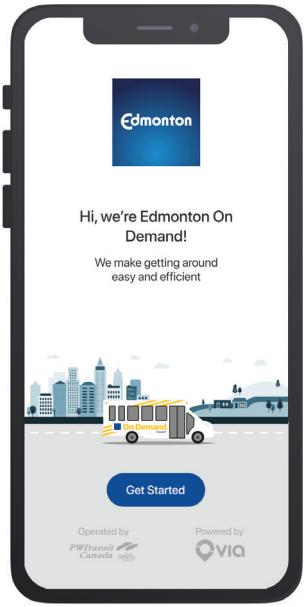
You are encouraged to set up an account to take advantage of services such as **vehicle tracking, push notifications and text messaging**. An account will save personal search results and common trips so you can easily book again. You can set up your account using the *Edmonton On Demand Transit* app or online. If you do not want to create an account, you can book a trip through the On Demand Transit call centre, however some of these features will not be available.

USING THE TRIP BOOKING APP

1. Download the *Edmonton On Demand Transit* app from Google Play or the Apple App Store.
2. Set up your account information.
3. Enter your starting point and destination from the drop down menu.
4. Select the date and time you want to to be picked up. You can only book one trip at a time, up to 60 minutes in advance.
5. **Provide additional booking information** (number of customers, child safety seat, mobility device, stroller, access to wheelchair lift, etc.)
6. The app lets you know when to expect your ride and where to wait. There are set pick up spots in your neighbourhood and at the designated transit hub. In most neighbourhoods, the maximum distance you will have to walk is 400 metres.
7. If you need to plan a transit trip with multiple legs, use the *Transit* app. It will show both the On Demand Transit trip and the regular transit trip and you will be able to link to the *Edmonton On Demand Transit* app (if installed on your smartphone) to confirm booking details. Other trip planning apps currently do not link to the *Edmonton On Demand Transit* app.

Download on the App Store

GET IT ON Google Play



WAIT TIMES

Once you book a trip, you will be given an estimated time window for your pick up and arrival time to the transit hub. If you booked using the *Edmonton On Demand Transit* app, you will receive updates about arrival times and get a text message when your ride is close. If you booked through the call centre, there is no automated call back feature to notify you of arrival times.

Wait times will vary depending on the number of customers booking rides, the location of the shuttles, as well as traffic and weather conditions. The maximum wait time between booking and pick up varies by neighbourhood. It won't exceed 30 minutes in the peak periods (i.e. rush hour) and 60 minutes in the off peak periods, but the actual waiting time should be much shorter.

The shuttle bus will wait **one minute** (60 seconds) for you at your requested pick up spot. There are other customers waiting, so please be prompt.

ACCESSIBILITY NEEDS

There are 52 On Demand Transit shuttle buses equipped with a **wheelchair lift** to help those who use a mobility assist device or have difficulty walking up stairs. There are five low-floor shuttle buses with **entry ramps** dedicated to seniors' residences receiving On Demand Transit service. All vehicles have space for either one wheelchair, one mobility scooter, or two walkers.

Similar to regular transit, you must make your own way to and from set pick up/drop off spots. You are also responsible for carrying any items on or off the vehicle.

If you have accessibility needs that require **door-to-door service**, please contact **DATS** (780-496-4567) to see if you are eligible for this program.

Accredited **service dogs** are permitted with a lead and harness.

It's important to **identify your accessibility needs when booking a trip**, to ensure there is sufficient space.

CHILDREN ON BOARD

The On Demand Transit shuttle buses are designed for customers of all ages. You can bring a child stroller onto the shuttle, but it cannot be wheeled aboard. There is space on board for two strollers, if they are folded and stowed away. There is no bike rack on the vehicle or space on board for a standard bicycle.

Each shuttle bus is equipped with one or two **built-in safety seats** that you must strap young children (20 to 51 pounds/ 9 to 23 kilograms) into for safety purposes. The Alberta Traffic Safety Act requires passengers of all ages to wear seatbelts or use approved safety seats in vehicles like these. You

must bring your own infant safety carrier for those children who weigh less than 20 pounds or 9 kilograms. Bucket style infant carriers should be buckled into the seat belt provided.

It's important to **identify if you need a child safety seat or stroller storage** when booking a trip to ensure there is enough space.

Children under the age of 12 are strongly encouraged to travel with a parent or guardian for their own personal safety. On Demand Transit is intended to link customers to regular bus and LRT service, and is not meant as a replacement for yellow bus service provided by school boards. However, youths traveling to junior and senior high schools are welcome to book trips for On Demand Transit to a designated transit hub.

SAFETY

For your safety, all shuttle buses are equipped with seat belts, one or two built-in safety seats for children, and mobility devices can be secured to the floor. All vehicles also have surveillance cameras, similar to regular Edmonton Transit buses.

Like with regular bus service, you can request the vehicle stop anywhere along a main road within the On Demand Transit neighbourhood **after 6 p.m.** The driver will look for a suitable location but cannot go directly to your door.

FARES

For the two-year pilot period, you don't pay when you board an On Demand Transit vehicle. Instead, you pay a standard fare when you transfer between On Demand Transit and regular service at a transit hub.

MORE INFORMATION

Web: edmonton.ca/OnDemandTransit
Call: 780–496–2400 for booking inquiries
(note: office opens half hour before service begins)

- Monday to Friday: 5:30 a.m. to 10 p.m.
- Saturday: 8:30 a.m. to 7 p.m.
- Sundays and holidays: 9:30 a.m. to 6 p.m

You can share your compliments or concerns with PWTransit Canada by using the *Edmonton On Demand Transit* app or by phoning the booking call centre at **780–496–2400**.

Information:
edmonton.ca/OnDemandTransit

Contact PWTransit Canada:
Use the *Edmonton On Demand Transit* app
or call 780-496-2400

March 10, 2021