



# ETS



# On Demand Transit in Edmonton

Community and Public Services Committee

October 14 2022



## On Demand Transit serves a diverse group of riders, 15%+ having a long-term impairment



53%

Of respondents report annual household income below \$50k , and 47% are between 13 and 24 years old



58%

Of respondents are **Black, Indigenous or people of colour**, 57% are **women** and 3% are **non-binary or genderqueer**



15%+

Of respondents have a **long - term physical or mental impairment**



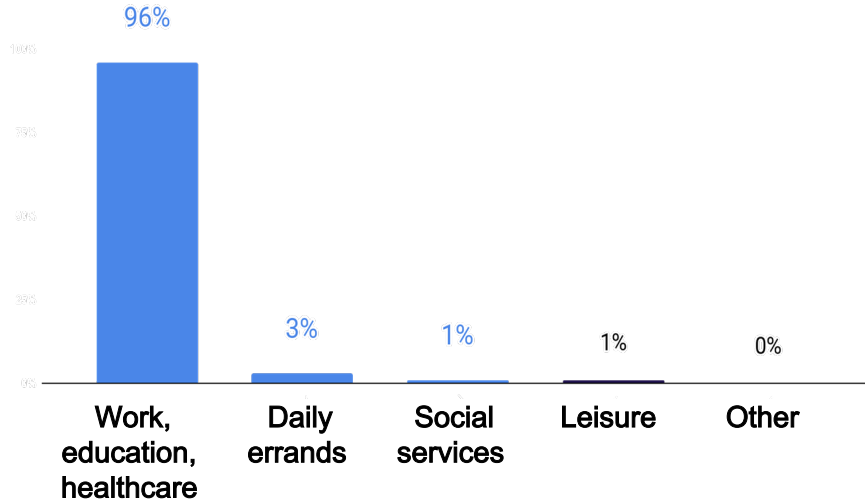
73%

Of respondents **do not have a personal car**

# 99% of riders most often use On Demand Transit for essential purposes

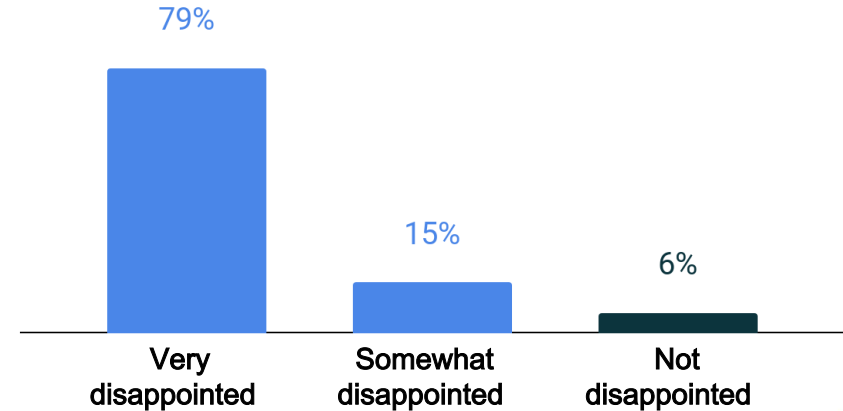
What is your most frequent use for this service?

% of respondents



How disappointed would you be if you could no longer use this service?

% of respondents

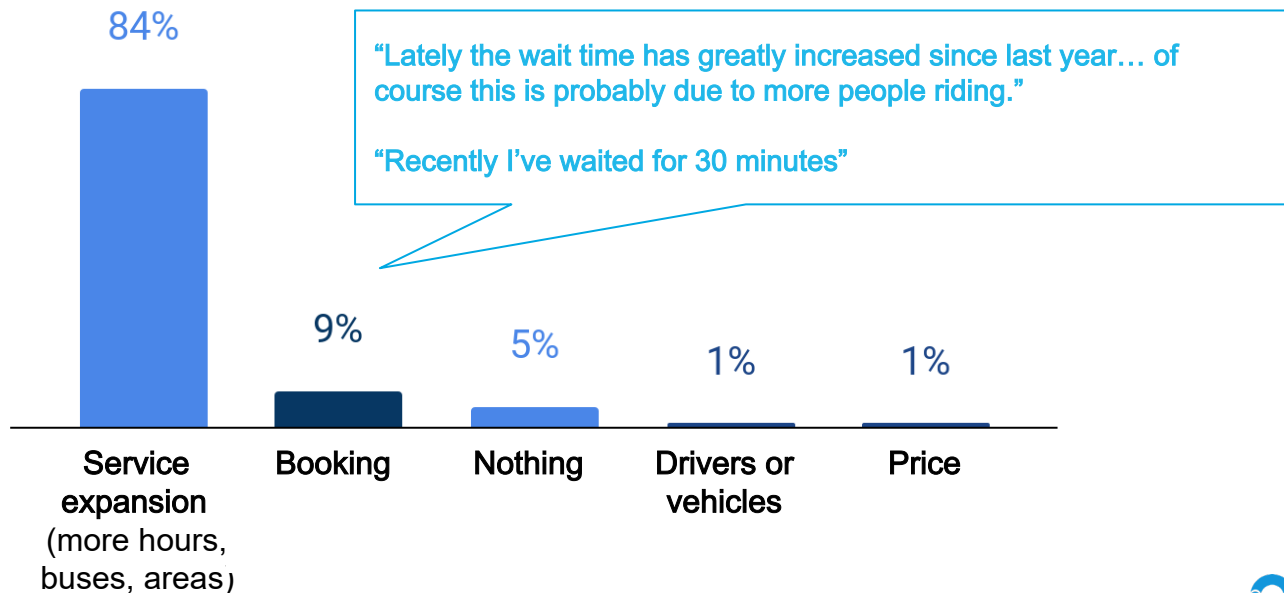


# Edmontonians are asking for more - additional buses, extended operating hours and expanded service area

4.8★

Average rider rating  
(out of 5)

What would you like to see improved about the service?  
% of respondents



# The equal-footing Edmontonian



This connected Edmontonian wants to have the same access and privileges as their fellow passengers. They want to ride public transportation with everyone else, and have access to everything Edmonton has to offer

“I am totally blind, and the area I live in I would be forced to move from if I did not have the service.”

-Visually impaired individual

“This service means everything to me. I don’t drive, so without the service I would have been completely cut off. The On Demand service is actually better in terms of length of time during the week and availability at the weekend. So happy we have this service! Thank you.”

-Visually impaired individual

“Without on demand means stuck again in the house.”

-Impaired individual



# The Edmontonian parent or caregiver



The Edmontonian parent or caregiver relies on On Demand Transit to safely transport their loved ones , saving them precious time and reducing their daily level of anxiety

“On Demand Transit is necessary and important since it helps me a lot as a nanny of 3 kids with special needs.”

“Very crucial for my 14 year old son who had to go to vernon barford and now lillian Osborne and as we all work , he can independently book and reach school ..”

“On Demand Transit means convenience especially for my epileptic high school daughter and my youngest daughter who takes the bus as well. I have senior parents too who take the on demand as well. There 5 people in our household who take the public transportation.”



# The hard-working Edmontonian



The hard -working Edmontonian uses On Demand Transit to save precious time with a safer and more efficient commute to and from work, and expand their job options due to an improved geographical reach

"It's means I can get to work easier and safer. Winterburn Rd has no sidewalk. I used to walk along the busy road to work everyday. Now I don't have too."

"It has allowed me to go to work in a timely manner and without the need of a car. I appreciate the modern vehicles with air conditioning and polite drivers."

"Very helpful in keeping my job. Cab is my only other alternative and I can't afford it every day".



# The Edmontonian student



The Edmontonian student depends on Edmonton OnDemand to get them to their class on time. They rely on the **freedom** and **flexibility** that the service has to offer in order to meet their adaptive schedule. From class, to practice, to the library, it's all a click away.

“On Demand Transit has meant I save 3 hours of travel and wait back and forth from university. I am studying engineering which is very very time consuming and the time saved in travel has been very beneficial towards my education.”

“It's the only feasible way to get to south campus in the morning as the number 4 is now hampered by major traffic snarls at 142 street intersection every workday.”

“I've been able to go to school, I've been able to go out to places like the mall. On demand has made it easier to get around the city. If it wasn't in place, I'd have to walk 20 -30 minutes to get to a bus stop to be able to get to school. In minus 20 and 30, on demand has helped a lot.”





**Thank you.**