



## Dedicated Accessible Transit Service

### Quick Tip: Self-Serve Cancellation!

Need to cancel a DATS trip quickly? Avoid waiting on the phone! You can easily cancel your scheduled trips yourself using our IVR system. Simply call our line and choose Option 5 for self-serve cancellation. It's fast and convenient!

### DATS Advisory Group: Your Voice Matters!

Did you know there's a group of volunteers dedicated to making DATS even better? The DATS Advisory Group (DAG) provides valuable advice on DATS planning and operations, and how policies affect persons with disabilities.

**Learn more on page 6!**

Edmonton  
Transit  
Service

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## Book Your Trip Instantly: Use DATS Online Booking

The DATS Online booking tool is available 24/7. It is the quickest and most convenient way to reserve trips.

Approved DATS clients can enroll for online access:

1. Go to the DATS Online Booking website:  
<https://datsonlinebooking.edmonton.ca>
2. Click the link labeled "**DATS ONLINE BOOKING ENROLMENT**"
3. Follow the prompts using your DATS Client Registration Number and registered email address.

**Thank you for helping us serve the community better!**

Sign in / Register

Client id or Email \*

Password \*

SIGN IN

**DATS ONLINE BOOKING ENROLMENT**

[Forgot your password?](#)

Please contact Community Relations at (780) 496-4567, Option 4 if you do not have a valid email address associated with your client record and do wish to enroll for the DATS Online Booking service.

# Manager's Message

I'm pleased to share some positive news impacting DATS service. In early December, City Council unanimously voted to approved an operating budget adjustment that adds an additional \$2.995 million in annual funding for DATS service. This funding will ensure DATS is able to maintain its current service standards of accommodating 98% of all trip requests and achieving 90% on-time performance.

The need for this investment in DATS stems from increasing service demand. DATS trip volume has exceeded *pre-Covid* levels for the first time and DATS is projected to exceed *one million* trips delivered in 2025 with an anticipated 5% increase in trip volume in 2026.

This budget adjustment will be used to add more drivers and vehicles into DATS service for 2026. We will be closely monitoring our trip demand and service metrics as we plan for the next four year budget cycle from 2027 to 2030. As our city grows and people age, it is crucial to continually monitor and update our projections and planning to manage increased needs for paratransit service.

We are deeply grateful for the City Council's support and look forward to maintaining our high standard of reliable service for you.

We wish you a happy, healthy, and prosperous new year!



**Paul Schmold, Manager Paratransit DATS**



# Light Up Your Journey

## Traveling Safely

As the days draw shorter and our beautiful Alberta winter settles in, we want to help ensure every part of your DATS journey is secure and comfortable. When the sun sets early, being easily seen is the kindest thing you can do for your operator—and for yourself!

### Let's Shine Brightly This Winter:

The low light and winter weather can be tricky for drivers. We encourage you to use reflective gear as your simple, easy safety solution. It's an inexpensive way to add peace of mind to your trip and dramatically increase your security. You can easily find these useful items at many sports stores, bike shops, and general dollar stores.

**For You:** Slip on reflective arm or leg bands! They fit easily in a pocket and are ready to wear the moment the sky begins to darken.

**For Your Mobility Device:** Add reflective tape or small lights to your wheelchair, scooter, or walker.

Please remember to turn on your exterior porch or yard lights when you are expecting a DATS vehicle. Good lighting helps our operators locate you quickly and allows them to assist you safely to and from the vehicle.

Stay visible, stay safe, and enjoy your travels! We appreciate your partnership in making DATS the most secure ride possible this winter.



Reflective  
arm bands

Add reflective  
tape or small  
lights

DATS ❄️

Please note that DATS Client Services cannot directly assist with Arc card account inquiries. For any questions about your Arc card, including setup, balances, or issues, please contact the Arc Call Centre directly at 1-888-302-0001 (the number is also on the back of your Arc card). You can also find information online at [myArc.ca](http://myArc.ca)

*Additionally, a helpful reminder: DATS clients do not need to tap off when exiting a DATS vehicle. The "tap off" requirement applies only to regular transit services.*



# Tips

## **Clear the Way for Safety**

With the winter weather bringing snow and ice, we kindly ask that you ensure your walkways, ramps, and driveways are cleared and salted. Keeping these areas free of snow and ice is essential for us to safely assist you to the vehicle. A clear path protects both you and our operators from the risk of slips and falls.

## **Baggage Policy Reminder**

We would also like to take this opportunity to remind all clients of the DATS baggage policy.

To ensure there is adequate space and safety within the vehicle:

*Clients are limited to a maximum of two bags.*

*You must be able to safely carry these bags on your lap during the trip.*

# DATS Kudos Corner

"Shout out to the driver for doing a great job. They were careful and had excellent driving skills. Thank you!"

- Bridgette

"The driver was super helpful, polite and asked if I needed extra help in the building."

- Peter

"Special Commendation for an Operator Sean. The DATS operator has been driving me for 18 years. Today the operator was extra helpful, polite and attentive and always wants to assist if he can in any way. DATS employs the very very best."

- Karen

## Holiday Booking Schedule

### **New Year's Extended Hours:**

DATS is extending our hours of service on Wednesday, December 31, 2025 (New Year's Eve) with the last pick-up of the day at 2:00 a.m. Please note: In conjunction with ETS's Community Program, service will be free on New Year's Eve from 6:00 p.m. until the end of the service day!

### **New Year's Day Schedule:**

DATS operates on a holiday schedule (Customer Care Centre is closed) on Thursday, January 1, 2026 (New Year's Day).

### **Family Day:**

DATS operates on a holiday schedule (Customer Care Centre is closed) on Monday, February 16, 2026 (Family Day).

### **Important Notes on Subscription Bookings:**

All subscription bookings are CANCELLED from December 23, 2025, to January 3, 2026, inclusively.

All subscription bookings are CANCELLED on Monday, February 16, 2026 (Family Day).

If you still require your regular subscription booking during these times, please call 780-496-4567 (option 2).

# Holiday Booking Schedule



## January 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Can book for: Dec 29, 30, 31, Jan 1 (till noon)  <i>Subscription trips cancelled</i>	Can book for: Dec 30 (till noon) Dec 31, Jan 1, 2  <i>Subscription trips cancelled</i>	Can book for: Dec 31 (till noon) Jan 1, 2, 3  <i>Subscription trips cancelled</i>	Can book for: Jan 1, 2 (till noon), Jan 3, 4  <i>Subscription trips cancelled</i>	1 <b>HOLIDAY</b> No Trip Booking  <i>Subscription trips cancelled</i>	2  <i>Subscription trips cancelled</i>	3  <i>Regular booking schedule resumes</i>

## February 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13 Can book for: Feb 14 (till noon) Feb 15, 16, 17	14 Can book for: Feb 15, 16, 17, 18 (till noon)
15 Can book for: Feb 16, 17, 18, 19 (till noon)	16 <b>HOLIDAY</b> No Trip Booking  <i>Subscription trips cancelled</i>	17  <i>Regular booking schedule resumes</i>	18	19	20	21
22	23	24	25	26	27	28

# DATS Advisory Group Wants You!!



We are seeking two new members to help enhance the DATS user experience:

1. **User Representative:** An actual DATS rider.
2. **Agency Representative:** Works for an agency serviced by DATS.

## What We Do

DAG acts as a sounding board for DATS Administration, advising senior management on user experience. Our direct insight from riding DATS vehicles is invaluable for flagging issues and successes related to new technology and procedures.

## Time Commitment

**Meetings:** Four (4) regular meetings per year (on the second Tuesday of the month).

Two meetings are in-person (4:00 p.m.- 6:30 p.m.) at the DATS office.

Two meetings are online via Google Meet (4:30 p.m. - 6:30 p.m.).

**Term:** Two (2) years, with possible extensions.

**Additional Work:** Occasional special meetings and participation in ad-hoc committees are expected.

## What We Are NOT

DAG is not for individual complaints. We do not deal with finances, budgets, or day-to-day operations; we are not a governance or operational board.

## Key Requirements

- ◆ Focus: Direct experience as a DATS user is highly valued.
- ◆ Technology: Computer access, internet, an active email, and operational knowledge.
- ◆ Commitment & Willingness: A drive to enhance the user experience, timely attendance, active participation, and preparedness.
- ◆ Confidentiality: The ability to maintain confidentiality regarding privileged information.

## Compensation

Service is *voluntary (unpaid)*. A catered meal is provided at the two in-person meetings.

## How to Apply

Submit a brief resume and a cover letter explaining how your lived experiences will contribute to DAG's effectiveness to [dats@edmonton.ca](mailto:dats@edmonton.ca). Qualified candidates will be interviewed via Google Meet.

# DATS Team Member Profile

We'd love to introduce you to **Michelle Isherwood**, who works in **Community Relations** at DATS!

Michelle's journey at DATS began as a Booking Agent, which gave her a strong operational understanding and insight into the diverse needs of DATS clients. She transitioned to the Community Relations Department in 2023, where she uses her foundational experience to focus on client-centered support.



What she enjoys most about her role is the opportunity to connect with clients, answer their questions, and offer support, ensuring they feel empowered and heard. Ultimately, her focus is on making sure clients have the positive experience they deserve when using the DATS service.

Outside of work, Michelle enjoys rowing and spending time with her loved ones and her cat. She is an avid fantasy reader who loves unwinding with a good story and can also be found attending concerts to experience live music.

## Online Tips

### Password Resets and Account Security

To protect your security, online accounts are automatically locked after three failed login attempts.

**Preventing Account Lockout:** If you have tried to log in twice unsuccessfully, we strongly recommend clicking the "Reset Password" button immediately before trying a third time. This will allow you to safely reset your credentials without being locked out of your account.



**Encouraging Email Login:** To ensure reliable account access and reduce instances of locked profiles due to incorrect identification entries, we encourage clients to use their **verified email address instead of a Client ID** when logging in.

Using your email provides a more consistent profile identifier, making the login process smoother and helping to keep your account active and secure.

### Attention Healthcare Providers: New Registration Forms

Please be advised that our DATS Registration team has updated the official DATS Application Forms for registration and eligibility.

**We will no longer accept old forms as of February 1, 2026.**

Healthcare providers, we kindly ask that you recycle any old forms you may have on hand to ensure that all new applicants use the correct documents.

For new forms or for more information regarding this change, please contact our registration team:

**Phone: (780) 496-4567 (Option 3)**

# DATS Jan- Feb 2026

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## E-mail Communications

Would you like to receive the DATS Newsletter and other communications and announcements by e-mail? Just send an e-mail to: [dats@edmonton.ca](mailto:dats@edmonton.ca). Or call us (780) 496-4567.

# Contact DATS



## DATS Client Service Centre (780) 496-4567

- ◆ Cancel a trip or check on a late ride: **Press 1**
- ◆ Book or change a trip: **Press 2**
- ◆ Register for DATS: **Press 3**
- ◆ Submit a commendation, concern, other inquiry: **Press 4**
- ◆ Use automated IVR: **Press 5**
- ◆ For subscription trips: **Press 6** (12:30 p.m.)

## Telus Relay Service

- ◆ Dial **711** and ask for DATS

## Lost & Found

- ◆ **(780) 496-1622**

## E-mail / Website

- ◆ [DATS@edmonton.ca](mailto:DATS@edmonton.ca)
- ◆ [edmonton.ca/DATS](http://edmonton.ca/DATS)

## Online booking

- ◆ **DATS Client Service Centre**
- ◆ <https://datsonlinebooking.edmonton.ca>

## Trip Booking

Monday to Friday:

7:30 a.m. to 5:00 p.m.

Saturday and Sunday:

7:30 a.m. to 12:00 noon

## Registration, Commendations, Concerns

Monday to Friday:

8:30 a.m. to 4:30 p.m.

## Outside of Regular Hours

(trip cancellations, checking late ride)

## Monday to Thursday:

5:00 a.m. to 11:00 p.m.

**Friday:** 5:00 a.m. to midnight

**Saturday:** 6:00 a.m. to midnight

## Sunday and holidays:

6:00 a.m. to 11:00 p.m.



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Return undeliverable Canadian address to:

**DATS**  
**Percy Wickman Garage**  
**5610 86 Street NW**  
**Edmonton, Alberta T6E 2X3**

post office indicia here