



# DATS News



## Dedicated Accessible Transit Service Summer 2024

### DATS Staff Ride-Alongs

Over the past few months, we have been scheduling team members who typically work at the DATS office to take a ride on DATS. This gives US a chance to experience first hand what taking our own DATS service is like on the road - with actual drivers, schedules and clients. We started with our Dispatchers and Schedulers, Registration staff and soon, We will be sending out our Booking Agents.

Typically we send one or two staff members out each week - when we have room on a vehicle in service (without taking up any spot that a user might need). Once we have worked our way through current staff, we will continue to offer this on-road experience to any new staff. We hope this program will help both new and experienced office staff to understand our service even better from a different point of view and to see first hand how important accessibility and inclusion is for all. Another bonus - this is a great chance to see if we need to consider any adjustments on the road to enhance service delivery.


### Call before you buy!

If you are considering new equipment for travel use on DATS, please contact Community Relations at (780) 496-4567 (option 4) first to make sure it can be safely secured on our DATS vehicles and contracted vehicles. Got new equipment already? Please let us know so that we can update your file - call: (780) 496-4567 (option 3).

Note: All wheelchairs, walkers, and scooters must meet the specific size, weight, and safety guidelines for DATS travel.



### Using your Arc card on DATS

Just tap on when you start your ride. No need to tap off!  
To tap - place your Arc card on the validator machine, hold until you hear a beep and see a green check mark. 

**Edmonton  
Transit  
Service**



# Manager's Message

Summer is coming, and we are all looking forward to warmer weather and enjoying our community. DATS has been working closely with organizers to make sure we are ready to provide service for the special events planned around the City and to find the best spots to drop-off and pick-up clients at each location.

Our fleet of City of Edmonton DATS vehicles are now equipped with Arc validators, and we hope to roll this out to all service providers soon. DATS users are now able to tap their cards on vehicles (those equipped with Arc readers), giving access to electronic fare products throughout the DATS service. DATS will continue to work directly with operators and clients using Arc, to ensure we review all feedback and suggestions to improve electronic fare processes on DATS service. If you have any questions about Arc, please reach out to our Community Relations Team.

Continuing in our commitment to enhance service efficiency, DATS has been refining our computer system configurations to compute optimal ride durations, tailored to the varying distances of passenger trips. This should help us to create shorter journeys with shorter times, while ensuring longer distance routes are still within appropriate service durations with other shared ride trips.

On the technology front, DATS is currently upgrading the DATS Online Booking technology (previously called I-Book). We are working on some enhanced features, including the ability to review existing bookings and access estimated ride times for upcoming trips. This upgrade should help to elevate user experience and streamline the booking process for DATS users.

Our Community Relations Team has also been busy this spring, building our working relationships with agency and program staff. Please reach out to them if you would like to learn more about DATS services, travel planning and policies. As always, we are committed to making sure customer service remains a top priority, along with safety, in 2024 and beyond.



**Paul Schmold, Manager Paratransit DATS**



# DATS Community Relations

## DATS Community Relations Team

Wondering about calling Community Relations and not sure if you should? Our team prides itself on being kind, helpful and professional. Any information you provide will be kept confidential and treated respectfully. We've heard from a few people concerned/afraid about calling in complaints, worried about getting drivers in trouble or worried they'll be denied service. Please be reassured - our goal is to review your concerns and follow up with our team, so that we can provide the best service possible and ensure everyone's safety while using our service.

If you are still unsure about reaching out to Community Relations directly, please contact the DATS Advisory Group (DAG), made up of community members, agency representatives and DATS users. DAG can be reached by email: [DAG@edmonton.ca](mailto:DAG@edmonton.ca)

## Community Relations Outreach

The DATS Community Relations team continues to visit programs and agencies within the community. We are happy to meet and help answer questions about our service and policies and give an overview of DATS.

**NOTE:** Do you know of any upcoming events that DATS may like to participate in? We would love to hear more about it! Contact our team at (780) 496-4567 (option 4) or email [DATS@edmonton.ca](mailto:DATS@edmonton.ca)



*DATS team members show their support for the Oilers in the NHL Playoffs!*

# DATS Notes

## Phone Calls to DATS

Please note that phone calls into DATS are recorded for quality assurance and training purposes. DATS uses the recordings to ensure we are providing the very best customer service.

## Fragrances

DATS is a shared ride service, so please avoid using scented products on our vehicles.

## Door to Door Service

DATS requires all operators to escort clients between the vehicle and the first set of accessible doors. If your operator does not provide door to door service, call us at (780) 496-4567 (option 4) and let us know! Note: this applies to service on all DATS vehicles, including taxis.

## Lost and Found

Take all your belongings with you when exiting the vehicle. All personal articles should be labeled, as this helps to recover your belongings.

ETS handles all lost and found items on DATS. Call ETS Lost and Found at (780) 496-1622.




# Holiday Booking Schedule



## Monday, July 1, 2024 (Canada Day)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Monday, July 1, 2024.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
June 23	June 24	June 25	June 26	June 27	June 28	June 29
<b>July 2024</b> 					Can book for June 29 (till noon) June 30, July 1, 2,	Can book for June 30, July 1, 2, 3 (till noon)
June 30	July 1	July 2	July 3	July 4	July 5	July 6
Can book for July 1, 2, 3, 4 (till noon)	<b>HOLIDAY</b> Client Services Closed  Subscription Trips Cancelled	Regular Booking Schedule resumes	<b>Note:</b> Subscription bookings will be cancelled on Monday, July 1, 2024. If you still require your subscription booking on July 1, call (780) 496-4567 (option 2) to book it.			

## Monday, August 5, 2024 (Civic Holiday)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Monday, August 5, 2024.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
July 28	July 29	July 30	July 31	Aug 1	Aug 2	Aug 3
<b>August 2024</b>					Can book for Aug 3 (till noon) Aug 4, 5, 6	Can book for Aug 4, 5, 6, 7 (till noon)
Aug 4	Aug 5	Aug 6	Aug 7	Aug 8	Aug 9	Aug 10
Can book for Aug 5, 6, 7, 8 (till noon)	<b>HOLIDAY</b> Client Services Closed  Subscription Trips Cancelled	Regular Booking Schedule resumes	<b>Note:</b> Subscription bookings will be cancelled on Monday, August 5, 2024. If you still require your subscription booking on August 7, call (780) 496-4567 (option 2) to book it.			

# Holiday Booking Schedule

## Monday, September 2, 2024 (Labour Day)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Monday, September 2, 2024.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Aug 25	Aug 26	Aug 27	Aug 28	Aug 29	Aug 30	Aug 31
<b>September 2024</b>					Can book for Aug 31 (till noon) Sept 1, 2, 3	Can book for Sept 1, 2, 3, 4 (till noon)
Sept 1	Sept 2	Sept 3	Sept 4	Sept 5	Sept 6	Sept 7
Can book for Sept 2, 3, 4, 5 (till noon)	<b>HOLIDAY</b> Client Services Closed <b>Subscription Trips Cancelled</b>	<i>Regular Booking Schedule resumes</i>	<b>Note:</b> Subscription bookings will be cancelled on Monday, September 2, 2024. If you still require your subscription booking on September 2, call (780) 496-4567 (option 2) to book it.			



## Summer Event Schedule

The summer special event season in "Festival City" is back!

Here is a short list of some of the popular events that we are ready to take you to:

- ▶ International Jazz Festival: June 25 - 30
- ▶ Street Performers: July 5 - 14
- ▶ A Taste of Edmonton: July 18 - 28
- ▶ K-Days: July 19 - 28
- ▶ Heritage Festival: August 3 - 6
- ▶ Folk Music Festival: August 3 - 11
- ▶ Fringe: August 15 - 25

# About DAG

## What is DAG?

The DATS Advisory Group (DAG) is made up of a team of volunteers who provide advice to Edmonton Transit in the planning and operation of DATS, and in the development of other transportation policies and programs that affect persons with disabilities.

There are 12 members appointed for two year terms.

Six (6) User Reps (Maureen, Liz, Yasmin, Michelle, Curtis) 1 Vacant position  
Five (5) Agency Reps (Laura - Elves Special Needs Society, Kacey - Chrysalis, Katrina - Paralympic Sports Association, Puneet - Council of India Societies in Edmonton, Shelly - Homefirst Healthcare  
One (1) Citizen-at-large Representative - Dorothy

**NOTE:** If you have a question, comment or suggestion for the DAG committee, please email: [DAG@edmonton.ca](mailto:DAG@edmonton.ca), or call DATS Community Relations at (780) 496-4567 (option 4) and leave them a message to pass on to us. Thanks!

# DATS Advisory Group (DAG)

The DAG group breaks over summer each year and will be back in September to move forward with our various projects. In the meantime, we wanted to share a couple of summer reminders with our fellow DATS users.

## Summer Fun

DATS provides service to many special events. So, please get out and enjoy Edmonton this summer. Don't forget - a fare paying DATS registrant can take along a friend or family member for free on ETS regular service - just show your DATS Reg Card to the ETS Operator.

## Summer Vacation?

Don't forget to cancel any unwanted trips while you are away! You can cancel multiple trips for a specific period of time, just ask your DATS agent. With more advanced notice, DATS may be able to assist another user with their booking request. For all cancellations, call (780) 496-4567 (option 4).

## Same Day Trip Requests

As the weather heats up, and demand for trips on DATS increases, keep in mind that booking trips three days out is the best way to improve your chances of securing your trip.

## Got a fun story about your experiences on DATS?

If you have something positive to share about your travels on DATS, we would love to hear from you! How has DATS made a difference in your life? Please send us an email with your stories at: [DAG@edmonton.ca](mailto:DAG@edmonton.ca).

## DATS User Rep Wanted

We have a vacancy! If you would like to apply for the role of DATS User Representative with our volunteer group, please email DAG at: [DAG@edmonton.ca](mailto:DAG@edmonton.ca). Note, DAG does not meet again until September. So applications will be reviewed then.

**WANTED!**  
Volunteer



**NOTE:** if you have any questions or concerns about your DATS service, call the DATS Community Relations Team at (780) 496-4567 (option 4) and they will follow up. Thanks!

# Edmonton Transit

## Mobility Choices Travel Training: Explore your mobility options with ETS

Would you like to learn more about regular ETS services and increase your options to get around the community?

ETS Mobility Choices customer travel training is available to help transit users who need extra information and support to learn to use regular transit services independently. Participants will learn about ETS’s regular bus, LRT and On Demand transit services, about important accessibility and safety features, using mobility equipment on regular transit, fare programs, how to get transit information, and plan trips, and more! Training is geared to the needs and abilities of participants and is available for groups or individuals.

**NOTE:** Mobility Choices is free of charge and available year-round.



### Mobility Choices Program Info

For more information, call Pallavi Kambo, ETS Travel Trainer at 780-496-3000 or email [etscustomertraining@edmonton.ca](mailto:etscustomertraining@edmonton.ca).

## DATS Stats

	2023				2024			
	January	February	March	April	January	February	March	April
<b>Overall DATS Ridership</b>	68,643	63,181	77,312	66,184	72,810	74,849	77,537	78,863
<b>On Time Performance</b>	92.4%	92.5%	92.4%	93.8%	88.3%	90.5%	91.2%	92.6%
<b>Pre Booked Accommodation Rate</b>	100%	100%	100%	100%	100%	100%	100%	100%
<b>Overall Accommodation Rate</b>	98.20%	98.16%	98.24%	98.13%	98.17%	98.13%	98.22%	98.26%

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**Please direct comments/submissions to:**

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**E-mail Newsletters**

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



# Contact DATS

## DATS Client Service Centre

(780) 496-4567

- ▶ Cancel a trip or check on a late ride: Press 1
- ▶ Book/change a trip: Press 2
- ▶ Register for DATS: Press 3
- ▶ Submit a commendation, concern or any other inquiry: Press 4
- ▶ Self-serve options: Press 5
- ▶ Subscriptions: Press 6 (after 12:30pm only)

## Telus Relay Service

Dial 711 and ask for DATS

## Lost & Found

(780) 496-1622

## E-mail / Website

[DATS@edmonton.ca](mailto:DATS@edmonton.ca)  
[takeETS.com/DATS](http://takeETS.com/DATS)

## DATS Client Service Centre

### 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 cancels, 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.

**Edmonton  
Transit  
Service**

Return undeliverable Canadian address to:

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

*post office indicia here*