



# DATS News



## Dedicated Accessible Transit Service Winter 2024

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### Holiday Reminders

#### Holiday shopping?

Clients are reminded that operators are not required to carry parcels or other items for passengers - please limit yourself to two bags. If you think you may need assistance, please arrange for delivery or make alternative travel arrangements.

#### Going out of town?

If you are planning a trip and need paratransit like DATS at your destination, we recommend you research your transportation options before leaving. Many towns and cities offer a similar service and may offer a temporary visitor's registration. Note: your registration with DATS does not guarantee automatic acceptance from other transportation service providers. Avoid disappointment and inconvenience and be sure to check out options before you go!

#### Visiting family and friends over the holidays?

Avoid disappointment - send in your DATS registration forms early so we can register you in time for your holiday travel!

#### Note: Caregivers and Facilities

Please make sure that any resident who may want to take DATS over the holiday season is registered right away.

DATS receives many registration applications and phone calls just before Christmas and with the large volume of applications, registration may take a little longer to process than during the rest of the year.

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# Manager's Message

It's been a busy year at DATS with several projects underway to help us to improve customer satisfaction and upgrade our existing technology. This fall, we completed the final stages of testing for a new online booking tool and have scheduled its launch for this month. There are a number of new and improved features - users will be able to access more information about their upcoming trips (and see trip history), type in any address to make a booking reservation and set up subscription trip bookings. Users will also be able to check on their ride. See page 3 for more information, and be sure to reach out to our Community Relations team if you need any support.

Once the launch of the online booking upgrade is complete, we will shift our focus and begin testing the option to book trips using appointment times in the spring. In terms of service levels, we are continuing to see a steady increase in demand for DATS trips - trip volume has increased by almost 10% over 2023.

Finally, as the weather turns colder, we would like to remind all DATS clients to dress warmly and prepare for winter. If you need assistance with snow removal, the new Assisted Snow Removal Program supports Edmontonians with disabilities and mobility challenges by arranging for subcontractors to clear snow from accessible walkways and public sidewalks adjacent to private property (see page 5 for information on how to apply). You'll also find the holiday schedule and calendars for Christmas and New Years service on pages 4. Planning ahead will help us serve you better during the busy season.

*Season's Greetings and Best Wishes for 2025 from the DATS Team!*



**Paul Schmold,  
Manager Paratransit (DATS)**



## DATS Online Booking



DATS is very pleased to launch our new online booking tool - DATS Online Booking - this month. If you are already using IBook, don't worry, you will be automatically sent directly to the new program and new login page. It may look different, but your existing IBook log-in will work on the new Online Booking service. Give it a try!

There are a number of new and improved features and users will be able to access more information about upcoming trips (and see trip history).

### Online Trip Booking Features

- Book a reservation trip - type in any address to start your booking.
- Request a subscription - type in your details and submit a request for subscription trip bookings. Upcoming Trip Information - click on Trips from the menu to view Reservation Trips and/or Subscription Trips.
- Cancel a Trip - click on Trips in the menu. From the list view or the calendar view, select on the trip you wish to cancel.
- Check on your Ride - when your trip is occurring within 90 minutes - a display will show the real time position of the vehicle so you can track its location and be prepared for its arrival.
- Submit a commendation or complaint - In the Comments and Feedback section, type in a comment to submit any complaints, commendations or suggestions to DATS Client Services.

The new Online Booking tool has a search function for locations within the city of Edmonton. Please note that DATS may not be able to provide service to all addresses in the city of Edmonton when booking through the Online Booking Tool.

When searching, you will be given a list of options for locations that are already built into our system. For best service, select one of these  locations. This icon  indicates that the location has been determined to have safe access for DATS service.

## Online Booking Support

Interested in learning more about online booking or need help getting started?

- Phone: Community Relations Team at (780) 496-4567 (option 4)
- Email: [DATS@edmonton.ca](mailto:DATS@edmonton.ca)

## Snow Clearance

DATS is a shared ride public transportation system and we depend on caregivers and facility managers to maintain their properties. We need a clear, wide pathway to ensure the safe pick-up and drop-off at your residence or facility.

Ramps, sidewalks, driveways and roadways must be cleared from the door to where the door or the lift of the vehicle is opened. In order for the lift to lower safely, a width of 2.14m or 7 feet needs to be clear of snow.

If a clear and safe path is not available, DATS may be unable to provide service until it is cleared.

### Need help with snow clearance?



The City of Edmonton's Assisted Snow Removal Program supports Edmontonians with disabilities and mobility challenges - see page 5 for more information.

# Holiday Booking Schedule

## Christmas and New Year's Day:

DATS operates on a holiday schedule (Customer Care Centre is closed) on:

- Wednesday, December 25, 2024 (Christmas Day)
- Thursday, December 26, 2024 (Boxing Day)
- Wednesday, January 1, 2025 (New Year's Day)

Note: All subscription bookings are cancelled from December 23 to January 3, 2025 inclusively. If you still require your regular subscription booking during this time, call 780-496-4567 (option 2).

## New Year's Eve Service:

DATS is extending our hours of service on Tuesday, December 31, 2025 (New Year's Eve) with the last pick-up of the day at 2:00am. In conjunction with ETS's Community Program, service on New Year's Eve from 6:00pm until closing is free!

## December 2024 / January 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
15	16	17	18	19	20	21
22 Can book for: Dec 23, 24, 25, 26, 27 (till noon)	23 Can book for: Dec 24 (till noon), 25, 26, 27, 28  Subscription Trips Cancelled	24 Can book for: Dec 25, 26, 27 (till noon), Dec 28, 29  Subscription Trips Cancelled	25 <b>HOLIDAY</b> No Trip Booking  Subscription Trips Cancelled	26 <b>HOLIDAY</b> No Trip Booking  Subscription Trips Cancelled	27 Can book for: Dec 28 (till noon), Dec 29, 30  Subscription Trips Cancelled	28 Can book for: Dec 29, 30, 31 (till noon)  Subscription Trips Cancelled
Dec 29 Can book for: Dec 30, Dec 31, Jan 1, 2 (till noon)  Subscription Trips Cancelled	Dec 30 Can book for: Dec 31(till noon), Jan 1, 2, 3  Subscription Trips Cancelled	Dec 31 Can book for: Jan 1, 2 (till noon), Jan 3, 4  Subscription Trips Cancelled	1 <b>HOLIDAY</b> No Trip Booking  Subscription Trips Cancelled	2 <b>Regular booking schedule resumes</b>  Subscription Trips Cancelled	3   Subscription Trips Cancelled	4

## Family Day: Monday February 17, 2025

DATS operates on a holiday schedule (the Customer Care Centre is closed) on Monday, February 17, 2025 (Family Day).

Note: Subscription bookings will be cancelled Monday, February 17, 2025. If you still require your subscription booking on that day, please call 780-496-4567 (option 2) to book it.

# DATS Customer Tools

In addition to our new Online Booking system (see details on page 3) we already have some other customer tools you can use. Did you know that you can check on your upcoming trips by texting DATS or calling our automated IVR line?

Here are some reminders!

## Phone Calls - Interactive Voice Response (IVR)

Call DATS (780) 496-4567 (option 5) for IVR. You will be asked to enter your registration number and pass code (security PIN). From there you can select from the following options:

1. Where's My Ride - Get updated information about an upcoming ride within 90 minutes. The closer to your ride, the more accurate the estimate will be. Please note that this is an estimate, and is subject to change at any time. Rides outside of 90 minutes of your call will not be listed.
2. Trip Status - Get a list of all trips booked within the next 3 days.
3. Cancel a Trip.

*\*Press 0 at any time to speak to a DATS Client Service agent during normal office hours.*

These features are available 21 hours a day/seven days a week, and help to reduce call volume to our Client Service Centre. Using IVR to check on a ride or cancel a trip reduces phone wait times for all DATS clients.

## Text Messaging (SMS)

You can also text DATS at (587) 409-4447 for:

1. Where's My Ride - Get updated information about an upcoming ride within 90 minutes. The closer to your ride, the more accurate the estimate will be. Note -this is an estimate, and is subject to change at any time, or be inaccurate due to weather or adverse road conditions. Rides outside of 90 minutes of your text will not be listed.
2. Automated Text-Ahead Features (if you are already enrolled in automated call ahead features, this can be switched to text-ahead by opting into text

# Community Notes

## City of Edmonton's Assisted Snow Removal Program

Are you a person living in Edmonton with a permanent, temporary disability or mobility challenge? The Assisted Snow Removal Program supports Edmontonians with disabilities and mobility challenges by arranging for subcontractors to clear snow from accessible walkways and public sidewalks adjacent to private property. DATS clients can enroll in the Program through a simplified process.

### For more info or to apply

Visit us online at: [edmonton.ca/AssistedSnowRemoval](http://edmonton.ca/AssistedSnowRemoval) and complete the enrolment form. We will reach out to confirm the status of your application.

Once enrolled, your address will be added to our snow removal inventory. Services will begin within 24 hours after a citywide snowfall ends and at least 2 cm of snow has accumulated.



Contact Us:  
[edmonton.ca/AssistedSnowRemoval](http://edmonton.ca/AssistedSnowRemoval)  
[assistedsnowremovalprogram@edmonton.ca](mailto:assistedsnowremovalprogram@edmonton.ca)  
Call 311 for additional information.

### Arc Fare Payment

All ETS fare products are accepted on DATS - Arc is ETS's electronic fare payment system. DATS clients can use Arc cards or Arc tickets to pay for their DATS trips by tapping their card (or ticket) on fare validators provided by the operator/driver at boarding. Clients must tap their Arc card for every trip. If you need assistance with Arc:

- Visit [myArc.ca](http://myArc.ca)
- Phone 311
- Phone the Arc Call Centre at 1-888-302-0001 (on the back of the Arc card)
- Phone DATS Community Relations Team at (780) 496-4567 (option 4)

### Fare Notes

ETS will continue to accept adult, youth and senior paper tickets with an expiry date of December 31, 2023, as valid fare until December 31, 2025.

Please call 311 for more information about ETS fares and Fare Assistance Programs.

### Lost your Arc card?

Don't worry, your personal information is safe. Simply contact the Arc Call Centre at 1-888-302-0001 (on the back of the Arc card) to set up a replacement card. There is a \$6 registration fee for a new card.

#### Arc Note:

Please have your Arc card out and ready to scan when your DATS ride arrives.

Operators are not able to access pockets, bags etc.

A suggestion from our Operators - consider using a lanyard or luggage tag for your Arc card for easy access, scanning and safe keeping.



The DATS Advisory Group would like to wish our fellow registrants all the best in the holidays and in the new year!

Let's all work together to make the best use of DATS:

- Try online booking - see page 3. If you need help getting signed up, call or email DATS.
- Stay safe - wait at your door until the DATS operator comes to assist you, especially if it is icy.
- Leave outdoor lights on during dark hours.
- Stay Warm - Dress warmly. Vehicles are heated, but there may be drafts as passengers get on and off vehicles.
- Pick-up window - be there at the start of the pick-up window and wait for the full 30 minutes. This helps to keep our service on time, for all of us.

### What is the DATS Advisory Group (DAG)?

The group 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. If you have a question or comment for DAG, please email us at: [DAG@edmonton.ca](mailto:DAG@edmonton.ca). DAG meets monthly.

# Edmonton Transit Service

## Mobility Choices Travel Training

Mobility Choices in-person travel training is free, open year-round and is aimed at current and potential transit users who need extra support and instruction to learn to use regular transit services including ETS bus, LRT, and On Demand services. The program is open to people with disabilities, seniors, newcomers, and agency staff serving these audiences.

Mobility Choices program participants will learn about ETS services and programs, including trip planning options, fares and fare programs, and important accessibility and safety features. The program offers one-on-one training for participants who need more individualized attention and guided practice. Other hands-on learning opportunities include guided trial and practice of mobility aids on not-in-service transit buses as well as sessions focused on trip planning and using electronic information tools.

For more information about customer travel training, call Vicki Gudelj, Accessibility Coordinator at (780) 496-3000.

## On Demand Transit - Accessible ETS

On Demand Transit connects select neighbourhoods, large seniors' residences and attractions to the Edmonton transit bus and LRT network seven days a week. Simply book a trip and a shuttle will be scheduled to pick you and other riders up between designated transit hubs and pick-up spots in your community.

All On Demand Transit shuttles are fully accessible. Please identify at the time of booking if you require space for a wheelchair, mobility scooter, walker or stroller.



### Curious about On Demand Transit?

- Online: [edmonton.ca/OnDemandTransit](https://edmonton.ca/OnDemandTransit)
- On Demand App: search online or your app store for the Edmonton On Demand Transit App
- Call: 780-496-2400 (talk to a live agent during service hours)
- TTY Service: (780) 944-5505

Note: if you need more help before trying On Demand - training is available - see the Mobility Choices article on this page!

## DATS December 2024

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### Please direct comments/submissions to:

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E-mail: [dats@edmonton.ca](mailto:dats@edmonton.ca)

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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 (see page 3)
- ▶ For subscription trips: Press 6 (open after 12:30pm)

## 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.

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Service**

**Edmonton**

Return undeliverable Canadian address to:

## DATS

**Percy Wickman Garage**

**5610 86 Street NW**

**Edmonton, Alberta T6E 2X3**

post office indicia here