



DATS News



Dedicated Accessible Transit Service Spring 2023

DATS Client ID Cards

The purple and green DATS Registration cards are both valid now. Note: these Registration Cards are for ID only. Reg Cards are not fare - fare is still required for travel on DATS.

TTY Notice - Call 711

DATS is no longer able to "nextalk" using the number (780) 944-5555. The City of Edmonton is now using a relay service via Telus.

Clients can use a TTY-compatible device (including smart phones) to call 711 and ask to relay to the DATS department of their choice.

Getting New Equipment?

If you are considering new equipment for travel use on DATS, please contact Community Relations at (780) 496-4567 (option 4) first to confirm it can be safely secured on our DATS vehicles and contracted vehicles.

Our team is here to help - we can discuss the size and dimensions for safe travel on DATS - for any potential equipment - canes, chairs, scooters, walkers, ramps. We can also send out an Operations Supervisor to assist with any equipment or ramp questions and concerns at your home.

Safety Note: All wheelchairs, walkers, and scooters must meet the specific size, weight, and safety guidelines for DATS travel. Both passengers and their equipment must be safely secured for travel. This may include transferring from equipment to a seat for travel, depending on the style of mobility device.

New Equipment: If you already have new equipment, please let us know so we can update your information on file. This helps us to provide you with better service!

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Attention: Programs/Group Homes Special Event Coming up?

Please let us know if you have a special event or group outing that may require additional DATS trips. Knowing about these events helps us to prepare for them.

Manager's Message

In this issue, you will find a summary of the recent customer satisfaction survey (see next page). Your suggestions for improving customer service are heard. We use this feedback to help shape any changes to the DATS Customer Improvement Plan. We are grateful for the positive feedback about our commitment to the safety of everyone on DATS buses, and your suggestions for improvements. Thank you to everyone who took the time to complete this survey.

We have some good news on the technology front for this year. We have successfully upgraded the computer system that we use to manage all our processes at DATS - from general administration to on-road support. We hope it will streamline our work and as a result, help us to provide a better service. This year, we will have a new layout of I-Book where clients can check real-time positioning of their rides and receive alerts accordingly. We will also be deploying a new version of the Drivermate MDT - the onboard vehicle computer. We will update you on our progress through the year as we test the new features and implement them.

We are committed to making sure customer service remains a top priority, along with safety, in 2023 and beyond. If you have any concerns about your service, please contact our Community Relations team at (780) 496-4567 (option 4).



Paul Schmold, Manager Paratransit DATS



Trip Cancellations

If you have booked trips you no longer need, please phone DATS as soon as possible to cancel these trips. Although two hours notice is the minimum cancellation notice required, by giving us as much notice as you can, trips can be made available for other clients to use. If you need to cancel your DATS trip, call (780) 496-4567 (option 1).

Subscription Note

If you no longer need all the days you have booked in your subscription, please cancel a day (or two) and still maintain your subscription. Your canceled trips can then be made available for other clients to use.

DATS Customer Satisfaction Survey

As a part of the larger Edmonton Transit Service (ETS) customer researcher satisfaction program, Pivotal Research Inc. conducted a survey with DATS clients, parents, caregivers and guardians in October 2022. In total, 243 respondents participated. Messaging about survey participation was provided in advance in the DATS newsletter, the City of Edmonton website and on-hold messaging. Thanks to everyone who participated.



The survey focused on client satisfaction throughout the DATS journey. Findings from this survey will be used to explore potential customer service improvements. Highlights from the survey are listed below.

Overall, the 2022 results are similar to the 2021 results. Respondents continue to be quite satisfied with the courteousness of the booking agent: 91% (90% in 2021), the general safety onboard : 91% (94% in 2021), the cleanliness of the vehicles: 91% (93% in 2021), and affordability 91% (91% in 2021). Satisfaction with the overall DATS experience stands at 85% (84% in 2021).

Two new items were added to the survey in 2022 that addressed satisfaction with the drop-off experience and the operating hours. Overall, respondents were satisfied with both the DATS service operating hours (86%) and the on-time arrival (82%).

In terms of the booking experience, satisfaction scores ranged from a low of 74% (70% in 2021 and 59% in 2020) for the wait time to ease of making a booking to 84% (85% in 2021).

When considering their overall experiences on DATS, respondents were asked to provide one idea for service improvement. Overall, 40% of respondents indicated that they had no suggestions for improvements or were content with the current services provided.

However, for those who had feedback, improvements to access bookings and concerns with the 30-minute pick-up window were top of mind.

Satisfaction with the pick-up and drop off experience ranged from 69% to 82% in 2022 (67% to 74% in 2021 and 61% to 69% in 2020). This includes timeliness with on-time pick-ups, pick-ups within the 30 minute window, and on-time arrival.

ETS and DATS plan to launch another survey later in 2023 to track progress in these areas of improvement, and to gather additional information from our customers.

Spring Safety



Please dress for Edmonton weather, and wear layers for travel on vehicles that may be drafty as doors are opening and closing, or warm in the Spring sunshine.

Holiday Booking Schedule

April 2023 (Easter)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Friday, April 7 and Sunday, April 9, 2023.

Note: Subscription bookings will be cancelled on Friday, April 7 and on Monday, April 10. If you still require your subscription bookings on Friday or Monday, call (780) 496-4567 (option 2) to book it. Subscription trips are not cancelled on Sunday, April 9, 2023.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
April 2	April 3	April 4	April 5	April 6	April 7	April 8
April 2023		Can book for April 5 (till noon) April 6, 7, 8	Can book for April 6 (till noon) April 7, 8, 9	Can book for April 7 & 8 (till noon) April 9, 10, 11	HOLIDAY Client Services Closed Subscription Trips Cancelled	Can book for April 9, 10, 11, 12 (till noon)
April 9	April 10	April 11	April 12	April 13	April 14	April 15
Client Services Closed Subscription Trips NOT Cancelled	HOLIDAY Client Services Open Regular Booking Schedule resumes Subscription Trips Cancelled	Please Note: all 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.				

May 22, 2023 (Victoria Day)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on: Monday, May 22, 2023.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
May 14	May 15	May 16	May 17	May 18	May 19	May 20
May 2023					Can book for May 20 (till noon) May 21, 22, 23	Can book for May 21, 22, 23, 24 (till noon)
May 21	May 22	May 23	May 24	May 25	May 26	May 27
Can book for May 22, 23, 24, 25 (till noon)	HOLIDAY Client Services Closed Subscription Trips Cancelled	<i>Regular Booking Schedule resumes</i>	Please Note: Subscription bookings will be cancelled on Monday, May 22, 2023. If you still require your subscription booking on May 22, call (780) 496-4567 (option 2) to book it.			

DATS Advisory Group (DAG)

The DATS Advisory Group is excited to welcome three new user representatives to our team. We look forward to working together! This year we want to learn more about the new technology and customer tools coming in 2023 and how they impact DATS service and customers. How can we support DATS users in getting the best of these new tools?

News: ETS Visit

In January, reps from DAG had a field trip to the D.L. MacDonald Transit Yard to meet with Calvin (LRT Engineer) and his colleague Gord to discuss the key accessibility features of the new LRVs (light rail vehicles). ETS will be ordering high-floor LRVs (to replace old ones, and for additional growth), with these new high floor LRVs potentially in service by 2027.

Calvin highlighted some of the key accessibility features:

- New seating configuration - all seating will be lengthwise - facing the aisle throughout the vehicle (as in the current LRV's accessible priority seating spaces). This will provide wider aisle space throughout the vehicles.
- Designated accessible wheelchair space in each priority seating area on the LRVs, located immediately near doors.
- New door technology that automatically adjusts the height to ensure level access between the platform and train. Making all doors accessible and minimizing gaps.
- New information display screens (like TVs).

DAG provided this feedback:

- We confirmed that we like the proposed center facing seating, similar to the high floor LRVs.
- We suggested checking to see if designated priority seating and wheelchair accessible spaces could be distinguished by colour.
- We suggested checking to see if they could incorporate fold out armrests to provide additional support for people to get up or move into seating - which may not be feasible.

We appreciated the opportunity to meet and share our thoughts and hope that ETS continues to include us and seek feedback from people with disabilities.

About 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. The Group has five User Reps, six Agency Reps (Chrysalis, Elves Special Needs Society, Council of India Societies of Edm, Paralympic Sports Assoc) and one Community-at-large Rep (vacant).

If you have a question, comment or suggestion for the DAG committee, please email: 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!



Booking Tips

Call over the weekend!

Avoid busy Mondays in our Call Centre and book your trips for Tuesday and Wednesday on the weekend instead! Our call centre is open (7:30am to 12:00 noon) on weekends. This helps us with the call volume on Mondays - lowering your on-hold times.

Tip: Holiday Mondays

The Call Centre is closed on Stat Mondays - like on Monday, May 22. To book trips for the Tuesday or Wednesday after a long weekend, call over the weekend to make your bookings!

The call centre is open (7:30am to 12:00 noon) on weekends. You will avoid the extra busy Tuesday morning rush in our Call Centre.

Same Day Trip Requests

As the weather improves, and demand for trips on DATS increases, please keep in mind that there is no guarantee that we can fulfill your Same Day Trip requests.

Booking trips three days out is still the best way to improve your chances of securing your trip.

Edmonton Transit

Arc - Electronic Fare Payment

Arc will launch in phases - this allows ETS to continue to provide the education, care and attention needed to get all customers on the Arc system.



Arc will be expanded to include DATS. Exact timing is to be determined. Keep an eye on our webpage for updates on when Arc will be available - myArc.ca or call us at the Arc call centre at 1-888-302-0001.

Attendants Ride Free on ETS - bus and LRT

On regular ETS, any attendant with a fare paying DATS registrant can travel free. The DATS client must show their DATS registrant ID card and pay a fare in order for their attendant to travel free.

ETS Mobility Choices Travel Training

This is a free, customized travel training program for seniors, people with disabilities, newcomers, and staff of agencies/organizations. We provide information about ETS, including accessible features, services and programs that are available. The program is open to groups or individuals, and tailored to the participants. The goal is to educate and empower participants to learn to use transit independently and with confidence.



For individuals who need more focused instruction, one-on-one training is also available. For individuals using mobility aids such as wheelchairs, mobility scooters, or power chairs, we can also provide an opportunity to practice using the aid on an actual transit bus, or try a new aid before purchase.

For more information, or to book a Mobility Choices training session, call the ETS Travel Training line (780) 496-3000 or email etscustomertraining@edmonton.ca

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 or any other inquiry: Press 4

Telus Relay Service

Dial 711 and ask for DATS

Lost & Found

(780) 496-1622

E-mail / Website

DATS@edmonton.ca
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.

DATS Notes

Pick-up Window

Operators do not ring the buzzers at apartment buildings or search for clients who are not present at the exterior doors during a scheduled pick-up window. Please be ready for the entire pick up window at the designated door.

Lost and Found

Take all your belongings with you when exiting the vehicle.

ETS handles all lost and found items on DATS. Please call ETS Lost and Found at (780) 496-1622 to ask about any lost items on DATS or other ETS vehicles.

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.

DATS News, Spring 2023

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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 Or call us at (780) 496-4567.



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A dark blue square with a white glow effect at the bottom. The word "Edmonton" is written in white, with a stylized "E" that has a horizontal line through it.

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