



DATS NEWS

March - April 2026



Dedicated Accessible Transit Service



Stay in Touch - Sign up for Email!

Email is a convenient and timely way to stay connected and it saves on paper! If you would like to receive communications like the DATS Newsletter electronically, please email us at:

DATS@Edmonton.ca or
call the DATS Registration
Team at **780 496-4567**
(option 3).

**Edmonton
Transit
Service**

Edmonton

DATS Spring Safety Reminders

Spring is the perfect time to ensure your DATS account and your home are ready for the change in season. We recommend a quick "Spring Cleaning" of your file to keep your travels running smoothly.

First, **check your mobility equipment.** If you've upgraded to a new wheelchair or scooter, please call Community Relations at (780) 496-4567.

We need to verify that your new aid fits our vehicle dimensions and can be safely secured.

Next, please **review your emergency contacts.** Ensure the phone numbers on your file are current so we can reach your loved ones if a trip is delayed.

Finally, as the snow melts, please **ensure your ramps and pathways are clear** of slush and debris. A clean, 3 - foot wide path allows our drivers to provide the safest boarding experience possible.



Manager's Message

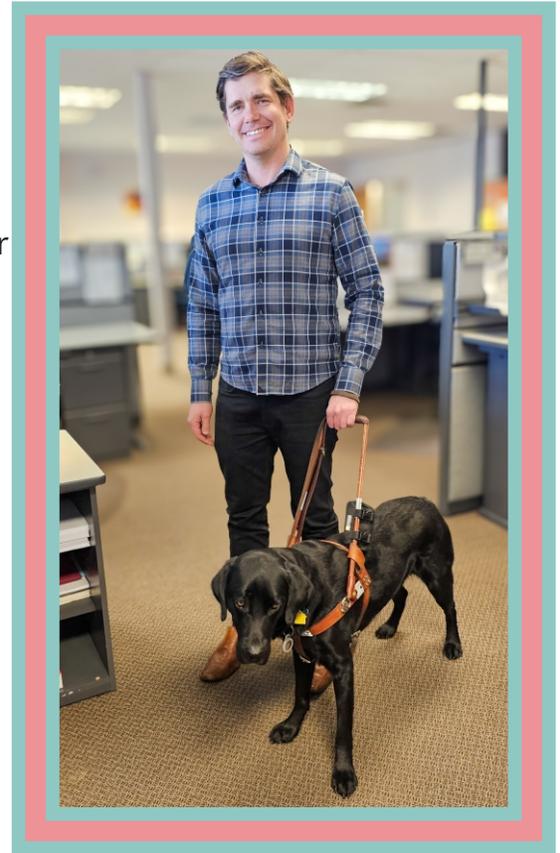
I would like to start my usual message with a thank you. We ended 2025 and began 2026 with some very challenging weather, impacting road conditions and the efficiency of our service. We saw stuck buses, late and long runs, and heard from riders every day that this winter was unlike any other in recent memory.

Our team worked very hard at maintaining an efficient fleet under truly unprecedented circumstances. The City's snow removal team and tow trucks were out in full force, and our Operations Supervisors were out checking on particularly difficult locations. The challenges we all faced were brought to City Council and ETS management. The City is committed to ensuring we are prepared for similar snowfall in the future, or other major weather-related events.

Thank you for your patience and understanding. Thanks to those of you who cancelled on those snow days or rescheduled outings, as this helped everyone else on the service. Thank you especially to our operators and on-road support who helped so many people get through what we hope is the worst part of this winter.

As we move into the spring of 2026, we remain deeply committed to your safety and the reliability of your travel. In this issue, you will find a detailed summary of our 2025 Customer Satisfaction Survey on page 3. We are truly grateful for the feedback provided by the 288 riders and caregivers who participated. Your insights are vital as they directly shape our DATS Customer Improvement Plan. We are particularly proud to see overall satisfaction reach 91 per cent and our safety and cleanliness ratings remain at 94 per cent and 93 per cent respectively.

If you have any questions or concerns about your service, please reach out to our Community Relations team at (780) 496-4567 (option 4).



A handwritten signature in black ink, appearing to read 'Paul Schmold'.

Paul Schmold, Manager Paratransit DATS

DATS Customer Satisfaction Survey

We truly value the time you take to share your experiences; it is the best way to ensure your DATS journey is comfortable and supportive. We recently worked with Pivotal Research Inc. to hear from 288 riders and caregivers through our 2025 survey. Your honest experiences provide the essential insights we need to understand how we are performing today and where we can grow to serve you better in the future. Thank you for helping us shape our service!

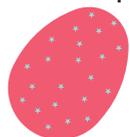
Overall satisfaction grew to 91 per cent this year. It is also wonderful to see that nearly half of our riders are enjoying the convenience of Online Booking.

Your 2025 Feedback:

- ◆ Warm Service: 96 per cent felt our booking agents were courteous and helpful.
- ◆ Digital Ease: 95 per cent of Online Booking (I-Book) users found the system user-friendly.
- ◆ Trip Flexibility: 94 per cent were happy with securing the specific days and times they needed.
- ◆ Safe & Sound: 94 per cent feel secure while traveling with us.
- ◆ Clean & Cozy: 93 per cent were satisfied with vehicle cleanliness and 91 per cent enjoyed a comfortable ride.
- ◆ Reliable Pick-ups: Satisfaction with on-time pick-ups and our 30-minute window both climbed to 83 per cent.

We remain focused on making your trips even more consistent. Edmonton Transit Service relies on these annual conversations to measure our progress and ensure your needs stay at the heart of our service planning.

If you would like to help shape the future of DATS by participating in upcoming research and sharing your perspective, please reach out to our Community Relations team at (780) 496-4567 (option 4).



General Questions about Arc?

Following the full rollout of Arc electronic fare payment for DATS, satisfaction with the system reached 88 per cent. If you need help with setting up or using Arc, there is support available:

Online Access: Visit myArc.ca

By Phone: Call the Arc Call Centre at 1-888-302-0001 (number is on the back of the Arc card).

DATS Support: For clients still concerned about getting set up or using Arc, please call our Community Relations team at (780) 496-4567 (option 4).

Holiday Booking Schedule



Easter 2026

DATS will operate on a holiday schedule for the following Easter dates. The affected days for 2026 are: **Good Friday: Friday, April 3** and **Easter Sunday: Sunday, April 5**. Please note that the Customer Care Centre will be closed on these days, but DATS vehicles will be running as usual.

Important Notes on Subscription Bookings

Cancellations: All subscription bookings will be automatically cancelled on Friday, April 3 and Monday, April 6.

If you still require your regular subscription trip on Friday, April 3 OR Monday, April 6, please call 780-496-4567, Option 2 to book it back in.

If you do NOT require your subscription trip on Sunday, April 5, please call 780-496-4567, Option 2 to ensure it is cancelled.

MARCH 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29 	30	31 Can book for: April 1 (till noon) April 2 April 3, 4	April 1 Can book for: April 2 (till noon) April 3, 4 April 5	April 2 Can book for: April 3 April 4 (till noon) April 5, 6, 7	April 3 HOLIDAY Client Services Closed Subscription Trips Cancelled	April 4 Can book for: April 5 April 6 April 7, 8 (till noon)

APRIL 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
5 Client Services Closed Subscription Trips NOT Cancelled	6 HOLIDAY Client Services Open Regular Booking Schedule resumes Subscription Trips Cancelled	7 <i>Regular Booking Schedule resumes</i>	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Strike a Pose:

Become a DATS Model



Are you ready for your close-up?

As we look forward to the brighter days of 2026, we want to refresh our newsletters, brochures, and website with the friendly faces that make our community so special—**you!**

We believe our photos should represent the real people who use DATS every day. Whether you're heading to a favourite local spot, commuting to work, or enjoying a spring outing, we want to capture the spirit of accessible travel in Edmonton.

How to Participate

To volunteer, simply:

- 1. Let us know:** Send an email to dats@edmonton.ca with the subject line "DATS Model Search".
- 2. Tell us what you love about DATS:** Include your name and a quick note about your favorite thing about traveling with us.

Your Consent Matters: By reaching out, you're letting our team know you're interested. We will work closely with you to schedule a convenient time and will always obtain your formal consent before any names or photos are published.

Enter Our "New Year, New Face" Contest!

To show our appreciation, everyone who volunteers to be a model by April 15, 2026, will be entered into a special draw for a DATS Deluxe Gift Bag! It's packed with exclusive 2026 ETS promotional items and a few "thank you" surprises to make your next trip even better.

Note: No experience is necessary—just bring your smile! We are so proud of our clients and can't wait to celebrate you in our upcoming editions.

Become a DATS Model



Booking Tips

How to Book a Reservation Trip:

- ◆ Enter the location name or address to begin your booking.
- ◆ For the best service, choose a pre-loaded location from the search results, by selecting the one with this Icon:



This helps ensure accurate pick-up and drop-off, minimizing potential delays or confusion.

It can load the wrong address information if you select the other icon.



- ◆ Select your desired pick-up date and time.
- ◆ Specify the equipment you'll be using and any additional passengers.
- ◆ Confirm your booking and proceed with any additional or return trips.

Expand your options!

Try 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. **Please note: This program is specifically designed to build independence on the main transit system and**



does not include training for DATS. The program is open to people with disabilities, seniors, newcomers, and agency staff serving these audiences.

For more information about customer travel training, contact (780) 496-3000 or email etscustomertraining@edmonton.ca

DATS Kudos Corner

"Shout Out to the dispatch team, who found me an earlier pick up on short notice. Thank you very much."

- Dave

"My driver was very professional, it was snowing bad but he drove slow and safe."

- Lynn

"We would like to extend our gratitude to the DATS team for the care and diligence during today's driving adventures. Our AM & PM drivers were calm, considerate, and ensured safety despite getting stuck, waiting for tow trucks, and dealing with inconsiderate drivers.

Today was not an easy day! We thank you ALL for the teamwork that was needed to ensure that the DATS service was available today."

- Monika

DATS Team

Profile

We'd love to introduce you to Mary Anne Owerko!

Mary Anne has been a vital part of the team at Percy Wickman Garage for the past year. Based in the reception area, she provides essential support to the DATS Management Team.



Mary Anne

Her transition to this role follows a dedicated seven-year tenure as an Office Clerk with Edmonton Transit at the Centennial Garage.

With a strong background in operational support, Mary Anne thrives in the essential "behind-the-scenes" work of DATS. Her expertise spans managing accounts payable, overseeing building maintenance, and coordinating meeting minutes. When visiting the building, you will likely find her welcoming visitors at the Reception desk.

Having received a warm welcome from the DATS Advisory Group, she values learning about the service directly through the experiences of its users.

Outside of the office, Mary Anne and her husband enjoy exploring the ravine walking trails in their southwest neighborhood. Family is a central priority, often taking them on travels to British Columbia to visit their son and daughter.

In the winter months, Mary Anne spends her creative energy on painting and collage artwork—usually accompanied by a good book and a great cup of coffee.

Once summer arrives, she transitions her passion outdoors to her flower gardens. She looks forward to continuing her work with the DATS community and supporting the team.

DATS Notes

Travel time

We truly value your time and aim for efficient journeys. Because DATS is a shared-ride service, travel times are designed to be **comparable to taking the regular bus or LRT**. To help us ensure a fair and timely service for everyone, we ask for your patience and understanding. This helps us keep DATS running smoothly and comfortably for all passengers.

Fragrance Free Please

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



Baggage

Please note, while our operators are unable to assist with parcels or baggage (**we kindly ask that you keep it to a two-bag limit**), they can still provide excellent support with your mobility aid and getting you safely to your destination. If you're traveling with an attendant, they're welcome to assist you with your bags.

Lost and Found

Double-check for your belongings before leaving the DATS vehicle. Lost items go to ETS Lost and Found (780-496-1622).

DATS
Mar- Apr 2025

Circulation: 6,500.
Published by DATS, six
times annually.

DATS

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edmonton.ca/transit
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Editors: Mayra Breshears
& Jason Magee

**Would you like to
receive the DATS
Newsletter and other
communications and
announcements by
email?**

Email: dats@edmonton.ca
or call (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**

Email / Website

- ◆ DATS@edmonton.ca
- ◆ edmonton.ca/DATS

Online booking

- ◆ <https://datsonlinebooking.edmonton.ca>

◆ 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**

Edmonton

Return undeliverable Canadian address to:

DATS

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

post office indicia here