

Table of Contents

DATS Service

Welcome to DATS	page 1
Who Can Use DATS?	page 2
How to Register with DATS	page 3
Eligibility	page 4
Change of Information	page 5
Types of DATS Trips	page 6
Booking a Reservation Trip	page 9
Pick-up Window	page 11
IVR and Web Services	page 11
Cancelling a Trip	page 12
“No-Shows”	page 12
Service Standards	page 13
DATS Driver Assistance	page 14
Escorts	page 15
Mandatory Attendants	page 16
Wheelchair/Scooters on DATS	page 17
Passenger Safety on DATS	page 18
DATS Customer Service	page 19
More Information	page 20

Assistance Animals	page 20
DATS Fares	page 21
DATS Advisory Group	page 22

Edmonton Transit

ETS Vehicles/Facilities	page 23
ETS Travel Training	page 24
Planning Your ETS Trip	page 25
Securement and Access	page 25
Equipment Guidelines	page 27

Other Information

DATS Definitions	page 25
DATS Hours	page 29
DATS Phone Numbers	page 29

Welcome to DATS

Welcome to DATS and Edmonton Transit System's accessible services. This handbook will help you to understand the services available and how to use them. Edmonton Transit offers a full range of accessible public transportation options including DATS.

This handbook is available in large print and CD on request. There is also an electronic copy on our web-site: www.takeETS.com/DATS

DATS Customer Care Centre



Call: 780-496-4567

- Press 1** - Cancel a trip or check on a late ride
- Press 2** - To book or change a trip
- Press 3** - To register for DATS
- Press 4** - To submit a commendation, concern or any other inquiry

What is DATS?

DATS is a door-to-door public transportation service for adults who cannot use regular transit for all trips because of a physical or cognitive disability. DATS is NOT a taxi service - it is a shared-ride public transportation service operating within the City of Edmonton. Trips are scheduled to make maximum use of this shared ride service while staying within our budget.

Wheelchair lift equipped vehicles, mini-vans and passenger vans are used to provide DATS service. Vehicles used are clearly identified as "DATS" vehicles.

DATS is administered and scheduled by the DATS Section of the Edmonton Transit System (ETS). The DATS budget is supported primarily from the City of Edmonton tax levy. Cost of the service is partially offset with fares collected from the DATS users.

Who Can Use DATS?

DATS service is available to permanent residents of Edmonton, 16 years or older, who cannot use regular transit service for all trips because of a physical or cognitive disability. DATS eligibility is established by City Council and is defined in City Policy C451D.

Youth Service

Service is available for youths between the ages of 13 and 15 years who cannot use regular transit service because of a physical or cognitive disability. Service is offered during off peak hours only (with or without an escort). Service is NOT provided for educational trips. For off-peak hours see page 28.

Temporary Service

A temporary registration number may be assigned for individuals temporarily disabled (for the period they cannot use regular transit).

Visitor Service

Persons with disabilities visiting Edmonton may be provided with a temporary visitor registration number upon receipt of a DATS application form.

Abuse of service privileges and/or ignoring the Passenger Code of Conduct shall be grounds for the temporary or permanent cancellation of your DATS eligibility (City Bylaw 8353).

DATS, like regular transit, may not meet all travel needs. When a higher level of service is required, we recommend a private service option. For more information on private and wheelchair accessible services available in the community, call DATS at 780-496-4567.

How to Register with DATS

There is no registration fee, but you must meet eligibility requirements and be registered before you can use DATS. For more information on registration, call DATS Customer Care Centre at 780-496-4567 (option 3).

Eligibility for DATS may be conditional (i.e. eligibility may be approved for only those times or trips when the applicant is unable to use regular Edmonton Transit services). Applicants will be advised of conditions on their eligibility and use of DATS at the time of registration.

Each application for DATS registration is carefully reviewed to evaluate eligibility. DATS service is intended for people who are unable to use regular transit due to a physical or cognitive disability for some or all trips.

When you call to register, the following process takes place:

- An application form is mailed to you.
- The application form must be completed and signed by you (or your guardian) and a qualified health care practitioner and returned to DATS.
- Once the application is received with all necessary information completed, it will be processed within two weeks.
- If the applicant meets eligibility guidelines, a registration number and card will be issued.

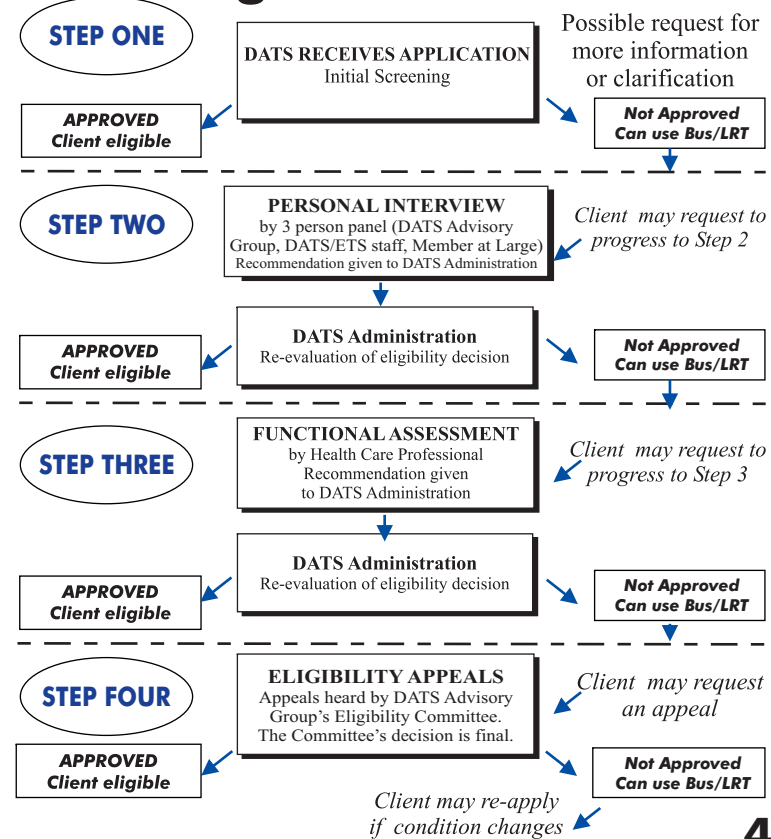
Application forms are available at: www.takeETS.com/DATS or call DATS at 780-496-4567 (option 3). Application forms are also available in alternate formats including CD.

Eligibility Interview Panel

The DATS registration process offers applicants and clients the opportunity to have a personal interview to assist in establishing their eligibility. The interview is with the DATS Eligibility Interview Panel made up of the DATS Advisory Group and Member at Large representatives, along with staff members from DATS and ETS.

For more information on the DATS registration process, call DATS Customer Care Centre at 780-496-4567 (option 3).

DATS Registration Process



Change of Information?

Contact the DATS Customer Care Centre at 780-496-4567 with any changes to your condition, address, emergency contact person, phone numbers, or equipment. Up-to-date information is needed to provide the best and safest service.

All locations served by DATS must be accessible. DATS defines accessibility as “being no more than one step”. All locations must be kept free of snow and ice or DATS will not be able to provide service. Confirm your destination is accessible before booking a trip.



Privacy

DATS application information is collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy Act and will be used by DATS for processing of the application form and to determine eligibility for DATS services. Information collected on the application form may also be used by ETS or DATS for statistical, research, transit training purposes, or to improve service in the ETS/DATS program. It is protected by the privacy provisions of the Freedom of Information and Protection of Privacy Act.

All phone calls to DATS are monitored and recorded to ensure customer service satisfaction.



Types of DATS Trips

Reservation Trips

Reservation trips are for occasional or casual trips. **All DATS bookings are on a “first come, first served” basis, based on availability.**

Reservation trips can be booked up to three days in advance. If you are calling to book a trip for the following day, you must call and book before 12:00 noon.

DATS will offer alternate times if we cannot accommodate the time requested. You may also request a same day trip (see next column).

There are more reservation trips available in non-peak times. The time periods between 7:00 and 10:00 a.m. and from 2:00 to 5:00 p.m. on weekdays are considered peak periods as more trips are requested during these times.

Same Day Trips

DATS tries to accommodate same day trip requests as vehicle capacity, budget and scheduling allow. **There is no guarantee that a same day trip request can be accommodated.**

Calls for same day trips are accepted during regular booking hours, seven days a week. Call 780-496-4567 (option 2) for a same day trip request.

Can't get your trip? Consider ETS - see pages 23 for information on their services!

Types of DATS Trips *continued*

Subscription Trips

Subscription trips go from the same origin to the same destination, at the same time and on the same day of each week. These can be for one or more times a week; one time every two weeks (or 3 or 4); or one trip per month (e.g. first Monday of every month, etc.). Subscription trips must be booked before 12:00 noon the day before. Once booked, subscription service runs as long as needed.

If you do not need your subscription trip on a particular day/time, please temporarily cancel your subscription. Review your travel needs regularly and permanently cancel any subscription trips you no longer need.

Customers who have frequent cancellations or no-shows will have their trip booking privileges reviewed.

Subscription trips are cancelled on all Statutory Holidays with the exception of Easter Sunday. For holiday booking schedules and cancellations, call the Customer Care Centre or check the DATS Newsletter on the DATS website at: www.takeETS.com/DATS

There are more subscription trips available in our non-peak times. Please consider booking between 10:00 a.m. and 2:00 p.m. on weekdays as fewer trips are requested during these times.

Types of DATS Trips *continued* **Group Trips**

Group trips are used for people travelling from the same location to the same destination. Group trips can be booked two to three days in advance.

Only a limited number of group bookings can be accommodated. Group bookings may not be available during peak periods. Weekend group trips can be booked anytime, depending on availability.

Call the DATS Customer Care Center at 780-496-4567 (option 2) for group trip assistance.



Booking a Trip

Trips are accommodated based on availability and can be booked up to three days in advance. If you are calling to book a trip for the following day, you must call before 12:00 noon.

When you call to book a trip, you will be asked:

- your DATS registration number;
- what day you wish to travel;
- the exact address for your pick up and drop off (name of location - business/facility, etc.);
- the time of day you wish to travel;
- if you will be accompanied by an attendant or escort;
- if you use a wheelchair or another type of mobility aid; and
- if you wish to book a return trip.

The Customer Care Agent will confirm the trip by repeating it back to you. Be sure all the information is correct.

Here's how it works

For...

Monday trips:	Call Friday, Saturday (any time), or Sunday (before noon)
Tuesday trips:	Call Saturday, Sunday (any time), or Monday (before noon)
Wednesday trips:	Call Sunday, Monday (any time), or Tuesday (before noon)
Thursday trips:	Call Monday, Tuesday (any time), or Wednesday (before noon)
Friday trips:	Call Tuesday, Wednesday (any time), or Thursday (before noon)
Saturday trips:	Call Wednesday, Thursday (any time) or Friday (before noon)
Sunday trips:	Call Thursday, Friday (any time), or Saturday (before noon)

Call 780-496-4567 (option 2) to book a trip.

Booking Notes

Trip Availability

Bookings are on a “first come, first served” basis. The time periods between 7:00 and 10:00 a.m. and from 2:00 to 5:00 p.m. on weekdays are considered peak periods. Requests for travel at these times may be more difficult to accommodate.

Holiday Booking

For holiday booking schedules and cancellations, call the DATS Customer Care Centre at 780-496-4567, or check the DATS Newsletter or the DATS website at www.takeETS.com/DATS

Escorts

Due to heavy demands on the service and financial constraints, DATS encourages clients to have their escorts find other means of transportation instead of riding on the DATS vehicle whenever possible.

Want to change your reservation trip?

You may request a change to your trip origin or destination - if you call before 12:00 noon the day before your travel date. DATS will try to accommodate this change. DATS may be unable to accommodate changes on the day of travel as scheduling is complete.



Pick-up Window

(When will your ride come?)

When you book a DATS trip, the Customer Care Agent will give you a scheduled pick-up window. Please allow 90 minutes to get to your destination.

On-time service and customer ride time is greatly affected by DATS having to wait for customers to be ready when they arrive. Your cooperation by being ready at the start of your pick-up window will improve your own service quality as well as the service quality for your fellow travellers.

Operators do not ring buzzers / doorbells or search a building or other areas for passengers not present at the outside door during the scheduled pick-up window. You need to be at the exterior set of accessible doors at the beginning of your pick-up window (i.e. the door closest to the street).

All cancellations and other trip changes such as pick-up times and destinations are to be made through the DATS office and not with DATS operators.

IVR and Web Services

DATS offers a 'call ahead' function (IVR - interactive voice response). IVR is an automated telephone system that gives clients an advance call to let them know their DATS ride is on its way. IVR helps to reduce wait times and uncertainty for clients. As well, DATS has a night before IVR call-out that reminds clients of their upcoming reservation trips the night before with the option to cancel trips over the phone.

In addition, DATS offers online self-serve options including: trip bookings, canceling trips, viewing trips, etc.

<https://datsibook.gov.edmonton.ab.ca/>

Cancelling a Trip

There is high demand for DATS service. Your cooperation in phoning DATS promptly if you need to cancel your trip will help us to provide better service for all customers. Your cancellation saves making an unnecessary trip and may allow another client to use the trip.

Remember to call the DATS Customer Care Centre to place a Temporary Cancel on your subscription trips when you are not planning to use DATS.

DATS Cancellations: 780-496-4567 (option 1)



Trips cancelled less than 30 minutes before the scheduled pick-up time are recorded as a no-show.

Frequent cancellations and no-shows may affect client trip booking privileges.

No-Shows

A client is considered a "no-show" when:

- the operator arrives at the scheduled time and pick-up location and the client is not there, or
- the client cancels at the door, or
- the client cancels less than 30 minutes before the trip (clients are required to give at least 30 minutes cancellation notice).

No-shows are recorded in client files. Frequent no-shows will be reviewed and may lead to a suspension of service.

The vehicle will wait a maximum of five minutes upon arrival within your scheduled pick-up time frame. If you are NOT ready during this five-minute period, your trip is considered a no-show. For information about DATS policies, call 780-496-4567 (option 4).

Service Standards

Assignment of Vehicles

Vehicles (lift vans, passenger vans and mini vans) are assigned to provide DATS service in the most cost-effective vehicle that meets your particular travel requirements. We are unable to accommodate specific vehicle type requests or seating location requests.

Travel Time on Vehicles

DATS tries to minimize travel time, but clients may be required to spend up to a maximum of 90 minutes on the vehicle during any one-way trip.

Travel Distance

Trip booking requests for short travel distances may not be accommodated unless there is construction that interferes with pedestrian movement, no sidewalk in the area, or physical barriers that prevent pedestrian movement.

Trip Adjustments

During your trip on DATS, you may want to be dropped off at your destination early or change your destination. Advise the DATS operator of your request. Operators may be able to accommodate these requests under certain conditions. DATS service standards must be maintained and other clients can not be affected negatively. If you are ready early and want to request an earlier trip, call the DATS Customer Care Centre: 780-496-4567 (option 1).

Note: If you change your trip destination, and you have another DATS pickup, you must find your own way back to the original pick-up location as the returning vehicle will have a different schedule and different passengers.

Clients will not be able to change their trip if they have certain cautions on their file.

DATS Operator Assistance

DATS operators will:

- Operate power lifts and ramps on their vehicle and secure wheelchairs and scooters in wheelchair restraint devices to the floor of the DATS vehicle.
- Assist clients with lap/shoulder straps and belts.
- Assist clients on and off vehicles.
- Assist clients between the vehicle and the inside of the first exterior set of accessible doors at the place of origin and/or destination. An accessible door is an outside door with no more than one step.



DATS operators do NOT:

- Assist clients in climbing more than one step.
- Make any repairs or adjustments to your equipment.
- Help with parcels or baggage, so limit your possessions to those you can carry or travel with an attendant who can assist you.
- Enter your premises.
- Take your equipment down the steps and then go back up for you. All equipment must be at ground level when the operator arrives.

Escorts on DATS

If space is available, you may take an escort on your DATS trip (depending on your eligibility). An escort is a person who is travelling with you as a companion. Escorts are required to pay the fare. A child may also travel as an escort, but must be booked so seating is available. The driver is not responsible for the child. Children five years and under ride free of charge.

Clients may have conditional eligibility which does not permit them to book a trip with an escort on DATS. Those clients may travel on DATS without an escort, or on regular ETS services with an escort.

Escorts travelling with a fare paying DATS registrant on regular ETS services do not pay a fare. Registrants should carry their DATS registration card when taking along a free escort on ETS and be prepared to show it to the ETS operator upon request.

Infants and Small Children

Infants/small children under 18 kg. or 40 lbs. must travel in a child seat with a label/sticker of compliance showing it meets Canadian Motor Vehicle Safety Act (CMVSS Section 213.1) standards. DATS does not allow strollers on vehicles for tie-down and does not provide child safety seats. Operators are not required to handle the child or the child seat.

Mandatory Attendant (MA)

A mandatory attendant may be assigned when a DATS client needs individual assistance on the vehicle due to a medical condition and/or behavioural concern. Mandatory attendant status will not be assigned to a registrant who needs assistance at their destination. Clients that are assigned “MA” are not able to book any trips for travel without a mandatory attendant (this applies to all trips).

Clients who require a mandatory attendant must request the designation prior to booking (at time of registration or by contacting DATS Customer Care Centre as necessary). Mandatory attendants are not required to pay a fare.

Clients displaying unacceptable behaviour that affects other passengers and/or the operator will be required to ride with an attendant at all times. Mandatory Attendant designation is for clients who require supervision ON the vehicle, not at their destination or to assist with parcels, etc.

If the client cannot be left alone and no one is available when the vehicle arrives to receive the client, the client will have “mandatory attendant” status assigned by DATS Customer Care Centre and they will have to ride with someone for all their trips.

Wheelchairs and Scooters

For the safety of all passengers, all wheelchairs, walkers and scooters transported on DATS must meet specific size, weight and safety guidelines. All mobility aids must be kept in good repair at all times or they will not be taken on DATS. If DATS cannot properly secure your mobility aid, we will not be able to provide you with service using that mobility aid.

Please note:

- Combined weight of chair (or scooter) and passenger cannot exceed 750 lbs (340 kg)
- Maximum base dimensions for wheelchairs, walkers and scooters: 30 x 50 inches (76 x 127 cm) - equipment larger than this cannot be accommodated
- Wheelchairs must have escort handles
- Wheelchairs and scooters must have functioning brakes
- No flags or other projections are permitted

- Tie-downs must be securely fastened to the frame of the scooter
- Scooters may need attachments installed so they can be secured safely to the floor of the DATS vehicle

Buying New Equipment?

Please call DATS before purchasing new equipment to ensure it can be safely secured on DATS vehicles.



For details on using mobility aids on Edmonton Transit and DATS, call DATS at 780-496-4567 (option 4) and ask for a copy of our mobility aid guidelines. See pages 23 for ETS information.

Passenger Safety on DATS

DATS is dedicated to the safety of every passenger on every trip. All passengers on DATS are required to use the appropriate securement system or transfer to a vehicle seat for the safest trip possible.

Correct use of a securement safety system (mobility aids) and seat belt assemblies (passenger) is mandatory and a condition of use while travelling on DATS.



All DATS clients are required to wear a seatbelt/shoulder strap, unless they have a medical exemption stating that they are unable to due to health reasons. If you are unable to wear a seat belt/shoulder strap, we must have a medical exemption for you on file.



Medical Seatbelt Exemption

If, for medical reasons, you are not able to use the recommended restraint system while travelling on DATS, we require a written exemption (signed by a qualified health care practitioner familiar with your case) on your file. The Province of Alberta has specific requirements which DATS must follow regarding seatbelt exemptions for medical reasons - letters must be updated annually.

To ensure the safety of both passengers and Operators, temporary or portable ramps may not be acceptable. If you have difficulty climbing stairs at your residence, funds may be available from various government and private sources for the construction of permanent wheelchair ramps and other aids. Call DATS Customer Care Centre at 780-496-4567 (option 4) for more information.

DATS Customer Service

Commendations and Suggestions

If you are happy with the service you are getting from our DATS operators and staff, let us know by calling in a commendation! We are also interested in any suggestions or comments you have about DATS. Call DATS Customer Care Centre at 780-496-4567 (option 4) or e-mail us at: dats@edmonton.ca

Problem with your ride?

DATS listens to customer concerns, and a considerable time is spent in the investigation and resolution of service issues. Please call DATS Customer Care Centre at 780-496-4567 (option 4) or e-mail us at: dats@edmonton.ca



Community Relations

DATS provides information seminars on DATS services to interested organizations, free of charge. Information presented includes how DATS operates, registration and booking procedures, and suggestions for making better use of the system in times of increased demand. Accessible transit services and other alternatives are also covered.

For information on seminars, call DATS Customer Care Centre at 780-496-4567 (option 4) or e-mail us at: dats@edmonton.ca

If you have questions or concerns about DATS policies and procedures, call DATS Customer Care Centre at 780-496-4567 (option 4).

Need More Information?

DATS produces a variety of communication materials for clients and caregivers:

- The DATS Newsletter is published by DATS six times a year and includes a variety of articles and information, along with a calendar and holiday booking schedule. Call 780-496-4567 (option 3) or e-mail us at: dats@edmonton.ca to join the mailing list (available in regular print, large print version, audiocassette, CD, or via email).
- Visit www.takeETS.com/DATS for information on all our policies and services or to download a copy of the DATS Newsletter or this DATS Handbook- A Guide to DATS.
- We have a variety of Customer Information brochures with additional information on topics including Mandatory Attendants on DATS, Mobility Aids on DATS, ETS Accessible Services, etc. Call 780-496-4567 (option 4) or e-mail: dats@edmonton.ca if you would like a copy mailed or e-mailed.

Assistance Animals

Only certified assistance animals are allowed on ETS and DATS vehicles to assist customers with visual, hearing or physical disabilities.

Owners of assistance animals must have a letter or certificate on file at DATS which verifies that the animal has been trained by a recognized school.

DATS Fares

DATS clients may pay the fare in cash (exact change only), by ETS Adult transit ticket or by a DATS monthly pass. Cash fares and/or tickets are collected by the DATS operator. Pass holders must show their pass to the operator for every trip on DATS.

DATS Passes and Adult ETS ticket books are available at ETS sales outlets (call 311 for locations). For DATS fare and pass information or how to purchase your pass by mail, call DATS Customer Care Centre at 780-496-4567 (option 4) or e-mail us at: dats@edmonton.ca. DATS fares are based on regular Edmonton Transit System adult fares and are approved annually by Edmonton City Council.

ETS Adult passes, Senior passes, Senior tickets and AISH passes are NOT accepted on DATS.

The DATS monthly pass is valid on ALL Edmonton Transit services.

DATS registrants using regular transit can bring an escort on ETS for free! See page 23.



DATS is not responsible for fares paid to other transportation providers when DATS is unable to pick up an individual during the prearranged time frame due to vehicle breakdown, traffic conditions, etc. DATS will try to make alternative arrangements when feasible.

DATS Advisory Group

The DATS Advisory Group (DAG) provides advice to Edmonton Transit in the planning and operation of DATS, and in the development of transportation policies and programs that affect persons with disabilities.

There are eleven members, each appointed for a two-year term. The DATS Advisory Group has five persons representing disabled and elderly consumer groups, and six persons representing service users. One community-at-large representative may be appointed for special needs.

For more information on the DATS Advisory Group, call DATS Customer Care Centre at 780-496-4567 (option 4) or e-mail us at: dats@edmonton.ca

DATS is not intended to provide an emergency medical service. If you are experiencing an emergency, call 911 to request assistance.



Edmonton Transit System (ETS)

ETS is committed to providing a fully accessible public transit system, in accordance with City Council and the Transportation Master Plan.

ETS Vehicles

Low floor buses are equipped with ramps and can “kneel” or lower, making getting on and off the bus much easier. Each low floor bus has two wheelchair/scooter positions, made available by flipping up the front two seats in the priority seating area.

Community buses are smaller sized wheelchair accessible vehicles that are equipped with ramps.

LRT cars are accessible. The centre door on each LRT car has an accessible ramp, and is marked with the international wheelchair symbol, as well as a blue band over the entrance doors. Pushing the button beside the door on the LRT car activates the ramp.

Escorts Ride Free

DATS registrants using regular transit can bring an escort on ETS for free! This escort can be a medically trained assistant, friend, or family member who will assist in using public transit. DATS registrants simply show their registration card, or give their registration number to the bus operator when they pay their fare, and their escort can then ride free of charge.

Bus Transit Centres and Shelters

Ramps, sometimes called curb cuts, on sidewalks at street corners, and on platforms at transit centres, create an accessible pathway. All transit centres are equipped with power doors to access the shelter buildings. Larger accessible shelters are provided at some higher passenger locations, and are identified by the international wheelchair symbol.

ETS *continued*

LRT Stations

LRT Stations are equipped with features such as automatic doors, elevators, escalators, ramps, platform edge warning strips, train arrival announcements, reduced height pay phones, and TTY phones. Underground stations have priority waiting areas - the best location for customers using mobility aids, and ensures that customers are visible to operators of incoming trains.

Designated parking for customers with disabilities is available at Clareview, Belvedere, Stadium and Century Park Stations. Accessible public washrooms are at Clareview, Belvedere, Coliseum, Churchill, Central, Southgate and Century Park. The ETS Ride Guide shows where the accessible entrances to the downtown LRT Stations are located.



ETS Travel Training

ETS provides a free training program for seniors and persons with disabilities, which can be customized to meet group or individual needs.

This program provides instruction on how to safely and confidently use the ETS bus and LRT system. Training can also be arranged for agency representatives or others who work with persons with mobility challenges. Call the Travel Training line at 780-496-3000 (Mobility Choices) to find out whether this program would be helpful to you or your group.



Planning Your ETS Trip

Plan your trip ahead of time. Information about ETS's accessible services, as well as route and schedule information, is available at www.takeETS.com or by calling 311. When you call, know the address you are leaving from, the address you are travelling to, and time of day you wish to travel. BusLink (780-496-1600) provides automated information on routes and schedules.

Priority Seating

Elderly passengers, those using mobility aids, and persons with strollers have priority for use of the front rows of seats. These seats are identified by decals. Passengers should be prepared to move to other seats if a customer with a mobility difficulty boards the bus. Passengers with the least mobility have priority for these seats.

Stop Request

For added convenience, after 6:00 p.m. customers can request a stop along the route at other than a regular bus stop. If it is safe to do so, the operator will stop at the location requested by the customer. Let the operator know at least one stop ahead of where you would like to exit the bus.

Securement and Access

If you use a scooter or a wheelchair, make sure it fits on our buses. The maximum size of mobility aid that we can accommodate on ETS buses is 28" by 48" (71 cm by 121 cm). The combined weight of the mobility aid and the passenger cannot be greater than 600 pounds (275 kg). Brakes on the mobility aid must be applied when the bus is in motion.

Planning Your ETS Trip *continued*

All low floor buses have flip-up style seats in the front seating section to allow for two forward facing wheelchairs or scooters to be secured by a restraint belt and/or a wheel clamp. Some low floor buses also have a rear-facing position, which is a backrest located directly behind the wheelwell cover on the operator's side. This rear-facing position also includes a restraint belt to help secure the mobility aid in place.

All mobility aid users are encouraged to use at least one of the restraint devices provided. ETS operators can provide information on how best to board and secure your mobility aid. If you need assistance, ask the operator for help to secure your equipment properly. If the operator is unable to assist you due to physical limitations, please understand.

Customer Tools

ETS has three products available to assist passengers with mobility challenges using ETS. The *Mobility Card* is a brightly coloured card, marked with a “K” on one side and an “R” on the other. This pocket sized card is used to alert operators of arriving buses that they need to use the ramp (“R”) or have the bus kneel (“K”).

The *Bus Hailer Kit* is a clear plastic sleeve with numbered cards to indicate to the bus operator which bus route the passenger is waiting for. This is particularly helpful for passengers with decreased vision capabilities.

Customer Communication Cards are available to help passengers who have difficulty expressing their transit/trip needs to the bus operator.

These products are available free of charge, call 780-496-3000 for more information.

ETS Equipment Guidelines

Edmonton Transit can transport passengers with different types of wheelchair and scooters. However, we can carry only those which fit the loading ramp and can safely access the securement position. Please ensure your scooter or wheelchair meets the guidelines for travel on low floor buses and other accessible services.

Wheelchairs and scooters must have:

- A maximum dimension of 28 x 48 inches (71 x 121 cm).
- No aerials or other projections which could injure other passengers or interfere with securement.
- Secure and suitably located components to which tie-down straps can be attached.
- ETS may be unable to transport scooters or wheelchairs that are too large or cannot be tied down safely.
- For everyone's safety, fold your walker down and stow it away from the aisle.

- Hold on to the walker at all times when traveling on the bus, and never sit on a walker while the bus is travelling.

For details on using mobility aids on Edmonton Transit and DATS, call DATS at 780-496-4570 (option 4) and ask for a copy of our mobility aid guidelines or visit our website at www.takeETS.com. Or call the ETS Mobility Choices Accessibility Office at 780-496-3000.



DATS Definitions

Escort: A fare paying companion travelling on DATS with a DATS registrant. See page 15.

IVR: IVR (interactive voice response) is an automated telephone system that gives clients and advance call to let them know their DATS ride is on its way.

Mandatory Attendant: A companion who is required to travel with a DATS registrant on every trip for medical or behavioural safety reasons. See page 16.

No-show: A trip that is not needed but is cancelled less than 30 minutes prior to the scheduled pick up; cancelled at the door when the driver arrives; or the customer is not ready at the door for the scheduled pick up. See page 12.

Off-Peak Periods: The time periods outside of our designated peak periods. There are usually more trips available during these times.

Peak Periods: The time periods between 7:00 and 9:45 a.m. and from 2:00 to 5:00 p.m. on weekdays are considered peak periods as more trips are requested during these times.

Securement System: Correct use of a securement safety system (mobility aids) and seat belt assemblies (passenger) is mandatory and a condition of use while traveling on DATS. See page 25.

Unaccommodated Booking: If DATS is unable to accommodate a client's request for a trip booking, the booking is classified as a unaccommodated booking.

DATS Hours

DATS Vehicles Operate:

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

Friday: 6:00 a.m. to midnight

Saturday: 6:30 a.m. to midnight

Sunday and Holidays: 6:30 a.m. to 11:00 p.m.

Customer Care Centre:

Full Service

(trip booking, registration, commendations & concerns)

Monday - Friday: 7:30 a.m. to 5:00 p.m.

Saturday & Sunday: 7:30 a.m. to 12:00 noon

Outside of Regular Hours

(trip cancellations, checking on a late ride)

Monday - 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 & holidays: 6:00 a.m. to 11:00 p.m.

www.takeETS.com/DATS

Phone Numbers



Customer Care Centre (780-496-4567)

Press 1 - Cancel a trip or check on a late ride

Press 2 - To book or change a trip

Press 3 - To register for DATS

Press 4 - To submit a commendation, concern or any other inquiry

TTY: 780-496-5506

Nextalk: 780-944-5555

(enter code datsinfo for Administration, or datsdisp for Service Control, or datsbook to book a trip)

ETS Customer Service: 311

BusLink: 780-496-1600

ETS Travel Training (Mobility Choices): 780-496-3000

Lost and Found: 780-496-1622

DATS e-mail: dats@edmonton.ca

ETS e-mail: etransit@edmonton.ca

DATS I-Book:

<https://datsibook.gov.edmonton.ab.ca/>

