

THE EVERY DAY WAY

TO ACCESSIBLE
PUBLIC TRANSIT

take**ETS**.com

GUIDE TO ETS

Accessible Public Transit



ETS

All Aboard!

Welcome to Edmonton Transit System (ETS)!

ETS is customer-focused and provides safe, reliable and affordable public transit service that links people and places.

ETS offers a range of accessible public transit options including buses, Light Rail Transit (LRT)/trains and Disabled Adult Transit Service (DATS) – all of which are accessible. This handbook will help you understand what services are available and how to use them.

This handbook is available in large print and on disk, or can be downloaded from our website at www.takeETS.com.



Our Vehicles	Page. 1	DATS - 'No Show' Program /Travel Time	Page. 25
Stop and Shelters	Page. 2	DATS - Fares	Page. 26
Planing your Trip	Page. 3	DATS - Service Standards	Page. 27
Planing your Trip	Page. 4	DATS - Accessibility	Page. 28
Planing your Trip	Page. 5	DATS - Mobility Aid Notes	Page. 29
Paying your Fare	Page. 6	DATS - Operator Assistance	Page. 30
Paying your Fare	Page. 7	DATS - Privacy and Information	Page. 31
Mobility Aids and Service Animals	Page. 8	DATS - Customer Information	Page. 32
Using the Bus	Page. 9	DATS - Lost and Found / (DAG) Advisory Group	Page. 33
Using the LRT	Page. 10	ETS Directory	Page. 34
Using the LRT (Accessible Features)	Page. 11		
Using the LRT (Variable Messaging Boards)	Page. 12		
Using the LRT (Proof of Payment)	Page. 13		
Using the LRT (Requesting Emergency Assistance)	Page. 14		
Customer Training	Page. 15		
Customer Training	Page. 16		
Safety	Page. 17		
DATS - What is DATS?	Page. 18		
DATS - Who can use DATS?	Page. 19		
DATS - How to register	Page. 20		
DATS - Supscription	Page. 21		
DATS - Reservation Trips	Page. 22		
DATS - Booking a DATS Trip	Page. 23		
DATS - Trip Adjustments / Cancelling a Trip	Page. 24		



Our Accessible Vehicles

Edmonton Transit's fleet of buses and trains is accessible—offering several features that make getting on and off the vehicle easier:

Low-floor ('regular') and articulated ('bendy') buses are equipped with ramps at the front door and have a kneeling capability to reduce the step onto the vehicle. They also have two wheelchair/scooter/stroller locations at the front of the bus in the priority seating area.

Community Buses are smaller buses used in areas where a full-sized bus cannot manoeuvre. These buses go to doors at malls, many seniors residences, etc. They are also equipped with ramps and wheelchair/scooter positions.

Articulated Buses are longer, and can accommodate up to 110 passengers. They are used on popular bus routes to help reduce crowding. These articulated (or 'bendy') buses are also equipped with ramps and kneeling capabilities.




Light Rail Transit (LRT) cars are equipped with an accessible ramp in the middle doorway (on both sides) of every car. The accessible doorway is marked with a wheelchair decal. See LRT Section, starting page 10.




DATS uses wheelchair lift-equipped vehicles, vans, mini vans, accessible mini vans, and accessible taxis. See DATS section, starting page 18.



Bus Stops

Blue and white bus stop signs mark every bus stop in the city. These signs show route number information for that particular stop, the bus stop identification number, and the BusLink phone number. 

BusLink


BusLink is a 24-hour automated telephone information system that uses the bus stop number to provide schedule, route and other transit information when you need it. 




Bus Route Number

The bus route number is shown on all bus stop signs. These are routes that stop at this bus stop.

Bus Stop Number

Text the bus stop number to 31100 to get the scheduled times of the next six busses arriving, including all routes. 

Texting Bus Arrival Times

Text the bus stop # to 31100 – for example: text 1850, for the next six scheduled arrivals at Bus Stop 1850. For more information about texting please see page 3 ‘Planing your Trip’ 

Accessible Bus Shelters

These bus shelters are larger to accommodate customers with wheelchairs and scooters. They are clearly identified by a wheelchair symbol.

***Note:** check if your bus stop has an accessible bus shelter by calling Transit Information at 311 or by checking online at: takeETS.com/TripPlanner - click on the bus stop number*

Accessible Bus Shelter



THE EVERY DAY WAY TO GET TRANSIT INFORMATION



By Phone

Call **311** - have the address that you are leaving from, the address you are travelling to, and the time of day you wish to travel.

Transit information is available 24 hours a day, 7 days a week – call the numbers below to speak to an agent.

- Within Edmonton limits: call 311
- Outside Edmonton: 780-442-5311
- TTY/NexTalk: 780-496-5506



Route
Number

The bold Line indicates
when the routes starts a
return trip.

Day of week schedule operates.

Saturday

Select bus stops along the route
that correspond to times listed
under each location.

Column to find
the time your bus leaves your
location.

Find the time your bus arrives
at the next mayor Bus Stop.

Bold Text represents P.M
time.

Printed Schedule

ETS ride guides and route brochures are available on buses and at various locations throughout the city, including many libraries. Route brochures have a bus schedule, map and a list of bus stops located along the route (see left) to help you plan your trip. **Note: all printed information is available online at takeETS.com (see page 4).**

In Person

ETS Customer Service at City Hall (1 Sir Winston Churchill Square, Edmonton, AB T5J 2R7) has ride guides and a complete set of route brochures available for pickup.

Century Park to Leger				Leger to Century Park			
Century Park TC	Rabbit Hill Rd 23 Av	Towne Cr Blvd Terwilliger Blvd	Leger TC	Leger TC	Towne Cr Blvd Terwilliger Blvd	Rabbit Hill Rd 23 Av	Century Park TC
(A)	(B)	(C)	(D)	(D)	(C)	(B)	(A)
9:46	9:53	10:01	10:07	9:18	9:23	9:31	9:38 L
10:16	10:23	10:31	10:37	9:48	9:53	10:01	10:08 L
10:46	10:53	11:01	11:07	10:18	10:23	10:31	10:38 L
11:16	11:23	11:31	11:37	10:48	10:53	11:01	11:08 L
11:46	11:53	12:01	12:07	11:18	11:23	11:31	11:38 L
12:16	12:23	12:31	12:37	11:48	11:53	12:01	12:08 L
12:46	12:53	1:01	1:07	12:18	12:23	12:31	12:38 L
1:16	1:23	1:31	1:37	12:48	12:53	1:01	1:08 L
1:46	1:53	2:01	2:07	1:18	1:23	1:31	1:38 L
2:16	2:23	2:31	2:37	1:48	1:53	2:01	2:08 L
2:46	2:53	3:01	3:07	2:18	2:23	2:31	2:38 L
3:16	3:23	3:31	3:37	2:48	2:53	3:01	3:08 L
3:46	3:53	4:01	4:07	3:18	3:23	3:31	3:38 L
4:16	4:23	4:31	4:37	3:48	3:53	4:01	4:08 L
4:46	4:53	5:01	5:07	4:18	4:23	4:31	4:38 L
5:16	5:23	5:31	5:37	4:48	4:53	5:01	5:08 L
5:46	5:53	6:01	6:07	5:18	5:23	5:31	5:38 L
				5:48	5:53	6:01	6:08 L

Online

The ETS website (www.takeETS.com) provides information about routes and schedules, fares, services and features, and customized trip plans.

***Note:** you can also find a list of locations carrying print copies of ETS route brochures and ride guides.*

Route brochures and system maps are online at:
takeETS.com/AlertsRouteSchedulesandMaps



Google Transit

Go to Google Transit to look up transit routes/stops and plan trips. Get customized transit trip plans using Google Transit.



ETS Trip Planner

ETS Trip Planner provides transit trip plans by matching customer travel information and current bus and LRT schedules. Trip plans have date and time of travel, start and destination bus stops, landmarks, intersection or address, and assuming an average walking speed.

The screenshot shows the ETS Trip Planner website. At the top is a navigation bar with links: Plan Your Trip, Bus Stop Schedules, Route Schedules, Detours & Bus Stop Closures, Subscribe for Alerts, School Service, and ETS. The main section is titled 'Plan Your Trip' and contains a form to 'Enter your trip start and end locations'. The 'FROM' section has tabs for Landmark, Bus Stop #, Intersection, and Address, with a search box. The 'TO' section has similar tabs and a search box. Below these is a 'Choose a date and time' section with 'Depart at' and 'Arrive by' radio buttons, a date field (12 Dec 2013), a time field (11:58 AM), and a 'Get Trip Plan' button. On the right side, there are several informational boxes: 'Detours & Bus Stop Closures' with a warning icon, 'ETS Maps' with links to System Maps, Transit Centre Maps, and Route Schedules & Maps, 'ETS Trip Tools' with links to Buy Transit Online and Google Transit, and 'General Service Alerts and Maintenance' with a link to General Service Alerts.

Twitter

Follow ETS on Twitter @takeETSalert for planned detours and bus stop alerts.



Facebook

“Like” us on Facebook at facebook.com/takeETS to find the latest ETS-related news, offers, contests and special event information.



E-mail alerts

Subscribe to ETS e-mail alerts (takeETSalert) to receive emails that affect your route or bus stop.



Mobile Phone / Texting

ETS Text & Ride - Text the bus stop number or the specific bus route, to 31100 and receive bus and LRT schedule information directly on your phone.



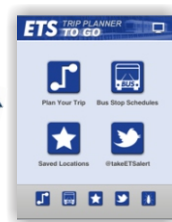
THE
EVERY DAY WAY
TO GET BUS SCHEDULE TEXTS



Smart Phones / App

ETS to Go, the mobile website is also available for those looking to plan a trip using their smartphone.

Enter a landmark or intersection or bus stop number or address in the "To" and "From" fields, then choose your departure or arrival time, and the date you wish to travel to create your own trip plan.



Smart Phone Application

***Note:** Be aware of weather conditions and dress appropriately. Try to be at your bus stop a few minutes ahead of the scheduled arrival time for your bus.*



***Note:** all transit users must pay a fare or be in possession of a valid transfer, ticket, or pass as proof of payment to ride ETS. Failure to pay the fare may result in a fine.*

Fares on ETS

Edmonton Transit offers a wide selection of fares and passes to suit your travel needs. Passes provide the best value for customers who use ETS on a daily basis, and tickets and cash fare are best suited for occasional travel on ETS.

Cash Fare

Exact cash is required as operators do not carry change. Adults, youths and seniors all pay the same cash fare. LRT fare vending machines accept cash.

Tickets

Each ticket is valid for one trip. Purchase packs of ticket strips and enjoy savings over the cash fare.

Passes

There are a variety of passes available for purchase, including day and monthly passes, senior's passes, AISH passes, DATS passes and more.

Transfers

Once you have paid your fare (when using cash or bus tickets), ask the bus operator for a transfer if you need to use another bus or the LRT to get to your destination.

Transfers are valid for **90 minutes** in any direction. Be sure to keep your transfer on you at all times, as proof of payment. Validated LRT tickets can also be used when transferring from the LRT to a bus.



ETS Ticket



ETS Monthly Pass



ETS Transfer



Note: Customers who are visually impaired and have a CNIB ID card can use that card as a transit pass on ETS including routes providing service outside the City of Edmonton.

Where to Buy?

ETS fare products are sold at various locations in Edmonton: mall kiosks, convenience stores, etc. Go to **takeETS.com/Wheretobuy** to find a convenient location.

Self-service Fare Vending Machines

These machines are located in LRT Stations and sell single fare tickets, return trip tickets, sets of 10 tickets and day passes. The machines accept coins and bills up to \$20 and provide change on a purchase.

Online

Passes and ticket strips can be purchased online **takeETS.com/BuyTransitOnline** with delivery to your home within five business days.



Tip: Receive Air Miles when purchasing transit passes online



DATS Escort Note

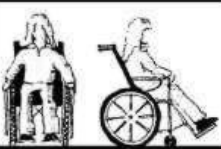
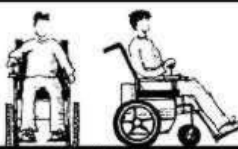




DATS registrants travelling on ETS bus and LRT can take along an escort for free! DATS registrants simply have to show their registration card to the bus operator when they pay their fare, and their escort rides free.

*For current fare prices, please visit **takeETS.com/Fares***



Self Service Fare Vending Machine

ETS Wheelchairs and Scooters

					
Manual Wheelchair		Powered Wheelchair		Scooters	
1	28" x 48"	2	28" x 48"	3	28" x 48"
(76cm x 127cm)		(76cm x 127cm)		(76cm x 127cm)	
					
Manual Wheelchair		Power Wheelchair		Scooters	

Service Animals/Assistance Dogs

Dogs trained to aid or to guide the visually impaired, hearing impaired, or persons with other disabilities are permitted on buses, provided their animal has been trained by an ADI-accredited organization. No fare is required for the animal.



The maximum size (wheelchair or scooter) that we can accommodate on ETS buses and LRT trains is 28 inches wide by 48 inches long (71 cm by 121 cm). Measure at the broadest points (width and length). Weight of the mobility aid and the passenger combined cannot exceed 600 pounds (275 kg).

Buses have flip-up seats in the front to make room for two forward facing wheelchairs or scooters (secured by a restraint belt and wheel clamp). Some buses also have a rear-facing wheelchair position, which is a backrest located directly behind the wheelwell cover on the operator's side. This position includes a restraint belt to help secure the mobility aid in place. Walkers should be folded and stowed away from the aisle. Passengers should not sit on their walkers while in motion.

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.

Note: Brakes must be applied and the power switched off when the bus is in motion.



Waiting for the Bus

When the bus approaches your bus stop: read the display above the windshield to find the route number and destination sign.

If you are waiting in a shelter, step outside in time to be visible to the operator and wait for the bus to stop completely before you step to the curb. If using a mobility card, have it ready at shoulder height.

***Note:** Bus operators can deploy the ramp and kneel the bus.*

Boarding the Bus

Put your cash or ticket in the fare box (collect your transfer from the operator, if you need one) or show your pass and take your seat. Place items on lap / floor.

Priority Seating

Priority seating is for those with mobility challenges, offered on a 'first-come, first-served' basis. Priority is given to those with the least mobility - if someone who needs this space more than you boards the bus, please move to another seat.



Exiting the Bus

As the bus approaches your stop, pull the yellow cord above the window or press the red stop button on the poles or flipped up seats to signal a stop request. Gather your belongings. Please wait until the bus has stopped before leaving your seat.

Stop Request



After 6:00 p.m., customers can request a stop anywhere along the route, not just at a regular bus stop. If it is safe to do so, the operator will stop at the location requested.

Please let the operator know at least one stop ahead of where you would like to exit the bus.

Flipped Up Seat



Red Button on a Flipped up Seat

Edmonton's LRT is a surface and underground system that provides fast and convenient service. LRT vehicles accelerate rapidly, so for your safety, please hold on. Stay clear of the doors so they can close properly.

Elevators and Escalators

Elevator access is available in some LRT stations, either directly to the station or through buildings adjacent to the LRT. Customers using major mobility aids, accompanied by a service animal, and passengers with strollers are encouraged to use the elevators.

To find out if an elevator is out of service, call the LRT Elevator Information Line 780-496-4154. The information is updated daily basis and is also on: takeETS.com



Escalators are located at many LRT stations. Please hold on to the handrail.



Note: Raised bumps (that can be felt underfoot) are found on many footpaths, stairs and train station platforms to assist customers with a visual impairment.

Note: If you would like more information about "What items can I bring on transit" please visit: takeETS.com



Waiting for the LRT

For your safety, stand behind the yellow safety strip, and back from the edge of the platform. Listen for train announcements including the track number where your train will arrive. Look for the lit destination signs overhead that show which side of the platform to go to. When your train approaches, wait until it has come to a full stop before you approach the doors.

Open the train doors by pushing the button adjacent to the door when it lights up. Allow other passengers to exit the train before boarding.

Signs and Information

A recorded announcement and scrolling digital signs inside the train cars identify each station as the train approaches it. To exit, open the train doors by pressing the adjacent button once it lights up.

Scrolling Digital Sign



Priority Waiting Area

The LRT Priority Waiting Area is identified by a wheelchair symbol on the floor tiles. Waiting in this area ensures that the customer is visible to the train operator and alerts the operator to the fact that the customer may require extra time boarding.



Note: Waiting in the Priority Waiting Area does not ensure the accessible doors will line up with the waiting area.

Note: Some doors on the trains open inwards. A “bell” ring-tone indicates the train is ready to move and warns passengers on the platform to stand clear.

Accessible Ramp

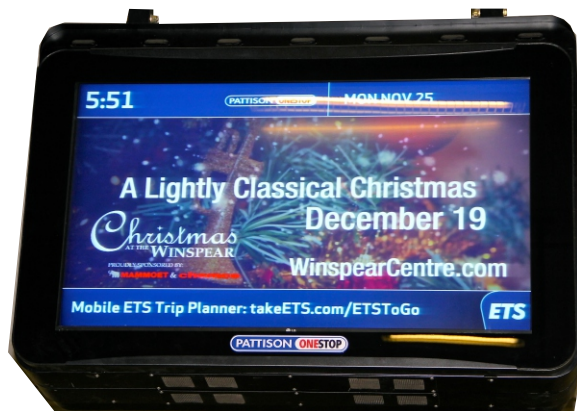
LRT cars have an accessible adjustable ramp on the middle doorway on either side of the car. The accessible doorway is marked with a large wheelchair decal and has a large, round, lit button on each side of the door, just below the normal access button.

Press the blue button beside the doors to open the doors and lower the ramp.

The bright yellow ramp lowers automatically and has sensors to ensure that it stops at the proper level between the platform and the LRT car doorway.

Variable Messaging Boards

Variable Messaging Boards can be found on LRT platforms. These boards provide customer information (from when the next train is arriving to information about elevators and escalators, the weather, train times, etc.).



Variable Messaging Boards



Train departures: Signs display the next three (3) departures and include information on the line, destination, length of the train, and estimated time until arrival.

Elevator & Escalator outages: Signs scroll through a list of elevator and escalators outages and include 'shuttle from' data.

Service disruptions: Signs indicate if rail service is being disrupted.

News, Weather and Special Events: Signs display the latest daily news, current weather and a listing of events taking place in the City.



Proof of Payment Areas

Signs throughout the LRT alert passengers of Proof of Payment Areas. You must be in possession of a valid form of payment within these areas:

- A validated ticket purchased at a fare vending machine in one of the stations.
- A validated ticket from a previously purchased ticket strip. You must validate your ticket at one of the bright orange **Ticket Validators** found near the entrance to the proof of payment areas.
- Valid ETS pass or transfer (transfers are valid for 90 minutes).

Random checks for proof of payment will be made.

All transit users must pay a cash fare or be in possession of a valid transfer, ticket or pass as proof of payment to ride ETS.

***Note:** Validated LRT tickets are valid for 90 minutes in any direction. Be sure to keep your validated ticket on you at all times, as proof of payment.*

Ticket Validator



Emergency Help Phones

Located in all LRT Stations, major ETS Transit Centres, and some City-owned pedways. Press the button and you will be connected to ETS Customer Safety and Security personnel. When the phone is activated, a surveillance camera is directed to monitor/record the active phone.

In addition, pay phones at LRT Stations have direct toll free lines (call: '911', '611', '411', '0') to ETS Security personnel. TTY phones are available at all LRT Stations and most major transit centres.



Blue Emergency Help Phones

Are located in all LRT stations, in major bus terminals, and in some city pedways. Will be connected directly with ETS security personnel who will assess your situation and dispatch the appropriate response personnel. A surveillance camera is automatically directed to monitor/record the active phone when activated.

Direct Access Phones

Direct Access Phones are located in some LRT stations in the proof-of-payment area. These are conventional payphones with a bottom row of buttons that allow toll-free calls to 911 (Emergency, 611, 411, 0, or Transit Security).



Request Emergency Assistance Button



Blue Emergency Help Phones

Yellow Touch Strip
Emergency Alarms



Red Pull Handle



Pull Handle and Alarms

Located above the windows, inside all LRT cars. When activated, they send a “passenger emergency” signal to the train operator and it opens two-way communication which allows for a quick response time.

Mobility Choices

ETS offers free instruction and information on how to safely and confidently use ETS. It is available for customers with mobility challenges. This could include: bus or train vehicle demonstrations, how to read route schedules, trip planning and/or escorted trip practice, and web navigation.

Transit 101

Transit 101 is a monthly class for customers with mobility challenges who need the basics on how to use ETS buses in a safe and effective manner. Classes include classroom instruction and a hands-on practice session with a bus.

Training can also be arranged for agency representatives or others who work with these groups.



Note: Contact ETS Mobility Choices Customer Training at:
ETSCustomerTraining@edmonton.ca
or by calling 780-496-3000.



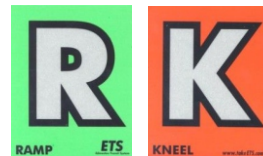
Customer Travel Tools

The following customer travel tools are available, (free), through ETS Mobility Choices Customer Training: Mobility Card, Bus Hailer Kit and a variety of Communication Cards.

Mobility Card

This small reflective card is used to let the bus operator know you need the ramp deployed or the bus to kneel.

While waiting at the bus stop, hold the card up at shoulder height facing the approaching bus and display the 'K' side of the card for the bus to kneel or the 'R' side for the ramp to be deployed.



Mobility Cards →



Bus Hailer Kit

This kit is available for customers with visual impairments or for persons with cognitive or memory difficulties. Show the bus hailer kit as the bus pulls into the stop to tell the bus operator which route number you want.



Bus Hailer Kit



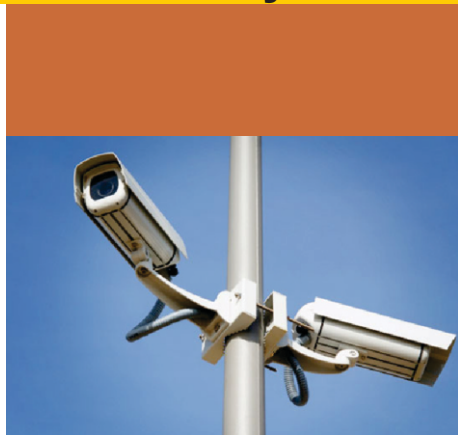
Communication Cards

Communication Cards

The cards have various messages to help clarify the customer's travel requests and communicate their needs to the ETS operator in a discreet way. They also help the operator remember when a passenger asks for a specific stop or needs a little extra help or time.

There are eight different Customer Communication Cards:

- Hearing Disability
- Visual Disability
- Speech Disability
- Stop Announcement Request
- Hearing Disability
- Verbal Communication
- Learning Disability
- Bus transfer Request



Customer and operator safety is a priority for ETS. There are a variety of features on the system that assist us in making your trip as safe as possible.

Cameras

All ETS Transit Centres, LRT Stations, City-owned pedways, and some buses and trains are monitored by cameras. Cameras provide Edmonton Transit with the ability to monitor locations remotely in order to help keep you safe.

Transit Centres and LRT Stations are under video surveillance 24-hour, power doors, and many include escalators and/or elevators in addition to stairs.

Note: All stations are monitored 24 hours



Safe Strangers

A safe stranger is someone in the community who is available to help if you are lost, ill, injured, or threatened. Any uniformed ETS employee, including transit operators (drivers), transit inspectors and Peace Officers, is considered a safe stranger.

Transit Watch Program

ETS encourages everyone to be aware, observant, and to report suspicious people, items, or activities on our system. Call Transit Watch at 780-442-4900, if you observe something suspicious or out of the ordinary.





What is DATS?

Edmonton Transit's Disabled Adult Transit Service (DATS) is a door-to-door, specialized public transportation service for adults who cannot use regular transit for some or all trips because of a physical and/or cognitive disability. DATS is not a taxi service – it is a shared-ride, accommodated transportation service operating within the City of Edmonton. Trips are scheduled to make maximum use of this shared-ride service while staying within budget.

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

Wheelchair-lift-equipped vehicles, accessible minivans, regular minivans and accessible taxis are used to provide DATS service. These vehicles are clearly identified as “ETS/DATS” vehicles.

***Note:** Not all trips can be accommodated by DATS. When a higher level of service is required, we recommend using a private service option. For more information on private and wheelchair accessible services available in the community, please call DATS at 780-496-4567 (Option 4).*

Who can use DATS?

DATS is available to residents of Edmonton, 16 years or older, who cannot use regular transit for some or all trips because of a physical and/or cognitive disability. DATS does not provide service for public or separate school trips.

Youth Service

Service is available to youths between 13 and 15 years of age who cannot use regular transit as a non-educational travel option because of a physical and/or cognitive disability. This service is offered during off-peak hours only. Children requiring transportation for school-related trips (grades K-12) should contact their local school board.

Temporary Service

A temporary registration number may be available for individuals who are temporarily disabled for the period they cannot use Edmonton Transit as a travel option.



Calling DATS Customer Care Centre

DATS Customer Care Centre can be reached at 780-496-4567. 

You will receive four menu options:

Press 1 to cancel a trip or to 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



How to Register

Applicants must meet the eligibility requirements and be registered before they can book a trip. Eligibility is approved only for those times or trips when the applicant is unable to use regular transit.

Applicants will be advised of any conditions on their eligibility and the terms of use at the time of registration. Some examples of these conditions include 'winter only', 'dark only' and 'no escort'. Each application is carefully reviewed to evaluate eligibility. To learn more about applying for DATS, please call 780-496-4567 (Option 3).



Note: *DATS may not meet all your travel needs. Applicants/registrants are encouraged to try alternatives such as the ETS regular buses, community buses, the LRT/train, or private means of transportation, whenever possible.*

For information about Edmonton Transit services call 311 or visit: **takeETS.com**



DATS Hours:

DATS Vehicles Operate:

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

Friday: 6:00a.m.-12:00 midnight

Saturday: 6:30a.m.-12:00 midnight

Sunday and Statutory Holidays:

6:30a.m.-11:00 p.m.

DATS Customer Care Centre:

(trip booking, registration, cancellations)

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

Saturday / Sunday: 7:30a.m. - 12:00 noon

*Community Relations (Closed

Saturday/Sunday)

Closed on Statutory Holidays

Trip Cancellation / Check on a ride:

Monday to Thursday: 5:00a.m.-11:00p.m.

Friday: 5:00 a.m.-12:00 midnight

Saturday: 6:00 a.m.-12:00 midnight

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

Reservation Trips (1 to 3 days in advance)

Reservation trips are for occasional or casual trips. All DATS bookings are on a 'first come, first served' basis. Reservation trips can be booked (based on availability) starting three days in advance up until noon the day before your trip.

If we cannot accommodate the time requested, DATS will offer alternate times. Print a Subscription Trip fax form online: **takeETS.com/DATS** or call Customer Care Center at 780-496-4567 (Option 2)

Standby Trips (Same Day Trips)


These trips are requested on the same day the customer wishes to travel. DATS is able to accommodate a small number of trips on the day of service because others have cancelled advanced bookings. **Standby trips are not guaranteed** - they depend on the vehicle capacity and whether your trip fits on a previously scheduled route.



***Note:** There are more trips available outside of peak times. **Peak times** are between 7:00 a.m. and 10:00 a.m. and 2:00 p.m. to 5:00 p.m. on weekdays.*

Group Trips

Group trips are for people who travel from the same location to the same destination. Group trips must be booked two to three days in advance. Only a limited number of group bookings can be accommodated and we cannot guarantee everyone in your group will be on the same vehicle. Group trips may not be available during peak periods.

If faxing will work for you, please visit **takeETS.com/DATS** To print a  Subscription Trip fax form online. You can also call DATS Customer Care Center at 780-496-4567 (Option 2)

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





Subscription Trips

Subscription trips go from the same origin to the same destination at the same time and on the same day of the week (for example: every second Monday at 10:00a.m. to the hospital for a medical appointment). Subscription trips must be booked prior to noon the day before. Once booked, subscription services run as long as needed.

Please call Customer Care, 780-496-4567 (Option 1), to cancel your subscription bookings as soon as you are aware of changes to your plans.

If you do not need your subscription for an extended period of time, please temporarily cancel. For example: if you are going on holidays for three weeks, you can temporarily cancel all subscription trips for those three weeks.



If faxing works for you, visit **takeETS.com/DATS** to print a Subscription Trip fax form online. You can also call DATS Customer Care at 780-496-4567 (Option 2).



Subscription trips are typically cancelled on all Statutory Holidays (with the exception of Easter Sunday) and over the Christmas season.



Note: For holiday booking schedules and subscription cancellations, call the DATS Customer Care Centre at 780-496-4567 (Option 2), check the DATS newsletter or visit **takeETS.com/DATS**



Booking a DATS Trip

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

- Your DATS registration number;
- The day you wish to travel;
- The time of day you wish to travel;
- The exact address for your pick up and drop off location;
- If the location is a business or residence and what type or residence it is (house, apartment, townhouse, business, etc.);
- If you use a wheelchair or other 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 that all the information is correct.

Here is how it works

For Monday trips:	Call us Friday/Saturday or on Sunday (before noon)
For Tuesday trips:	Call us Saturday/Sunday or on Monday (before noon)
For Wednesday trips:	Call us Sunday/Monday or on Tuesday (before noon)
For Thursday trips:	Call us Monday/Tuesday or on Wednesday (before noon)
For Friday trips:	Call us Tuesday/Wednesday or on Thursday (before noon)
For Saturday trips:	Call us Wednesday/Thursday or on Friday (before noon)
For Sunday trips:	Call us Thursday/Friday or on Saturday (before noon)

Pick-up Window

When you book a DATS trip, the Customer Care Agent will give you a 30 minute pick-up window. Here are some tips to help make your trip as efficient as possible:

- Please allow for 90 minutes to get to your destination.
- Please be ready at the start of your pick-up window.
- You need to be at the exterior set of accessible doors at the beginning of your pick-up window.


Note: On-time service and customer ride time is affected by DATS operators waiting for customers who are not ready when the vehicle arrives.

IVR (Interactive Voice Response)

DATS offers both a “night before” and “call ahead” Interactive Voice Response (IVR) function to help customers with their bookings:

- For reservation trips only: the “night before” IVR function calls customers between 6:30 p.m. and 8:00 p.m., if they have any trips scheduled for the following day. This feature gives customers the option of repeating the information or cancelling trips.
- The “call ahead” IVR function is activated by DATS operators when they are on their way to the customer's pick-up location.

Cancelling a DATS Trip

Your cooperation in phoning DATS promptly if you must cancel your trip will help us provide better service for all passengers. Your cancellation helps us avoid making an unnecessary trip and may allow another customer to use the trip. Cancellations can be made at 780-496-4567 (Option 1) 



Trips cancelled less than two (2) hours before the scheduled pick-up time are recorded as a “no-show”.

Trip Adjustments

- If you want to adjust your trip, call the DATS Customer Care Centre prior to noon the day before your travel date.
- During your trip on DATS, you may ask the operator for a change of destination close to your original location and we may be able to accommodate that change. DATS service standards must be maintained and other customers must not be negatively affected.



DATS I-Book

Offers online self-serve options including trip bookings, trip cancellations, viewing trips, and more. Visit the DATS I-Book website:

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

This service is offered by request to DATS customers; please call the Customer Care Centre at 780-496-4567 (Option 3), for more information.



Note: Frequent cancellations may affect trip booking privileges.

“No-Show” Program

A customer is considered a “no-show” when:

- The operator (driver) arrives at the scheduled time and pick-up location and is unable to locate the customer;
- The customer cancels at the door; and/or
- The customer cancels with less than two (2) hours before the scheduled pick-up time.

The DATS vehicle will wait for a maximum of five minutes upon arrival within your scheduled pick-up window. If you are not ready during this five minute period, your trip is considered a “No-show”.

“No-shows” are recorded in the customer's file and frequent no-shows will be reviewed and may lead to suspension of service.

***Note:** Operators do not ring the buzzers at apartment buildings or search the buildings or other areas for customers who are not present at the exterior doors during a scheduled pick-up window. You need to be at the exterior set of accessible doors at the beginning of your pick-up window.*

Travel Time on DATS

DATS tries to minimize your travel time, but you may be required to spend up to 90 minutes on the vehicle during any one-way trip. Please remember: DATS is not a taxi service.



Assignment of Vehicles



Vehicles are assigned to provide the most cost effective solution that meets a customer's travel requirements. We are unable to accommodate specific vehicle type or seating assignment requests.



DATS Fares

DATS customers may pay in the following ways:

- Cash fare (exact change only);
- ETS adult transit ticket; and/or
- DATS monthly pass.

Cash fares and tickets are collected by the DATS operator (driver) at the door of your pick-up location prior to boarding. Pass-holders must show their pass to the operator prior to boarding for every trip on DATS. Passes and tickets are available at ETS sales outlets: visit [takeETS.com](https://www.edmontontransit.com/takeETS.com) to find an outlet near you or call 311.  

ETS adult passes, senior passes, senior tickets and AISH passes are not accepted on DATS; however, a DATS monthly pass is valid on all Edmonton Transit services.

DATS registrants using Edmonton Transit can bring an attendant for free. When using transit, please carry your DATS registration card with you at all times, as you may be requested to show it to the operator.



Note: For detailed information on what fares you can use on DATS, please call the DATS Customer Care Centre at 780-496-4567, (Option 4) or visit [.takeETS.com/DATS Fares](https://www.edmontontransit.com/takeETS.com/DATS_Fares)

Note: DATS is not responsible for fares paid to other transportation providers when DATS is unable to pick up an individual, during the pre-arranged pick-up window due to vehicle breakdown, traffic conditions, etc. DATS will try to make alternative arrangements when feasible.

Service Standards

**Medical Seatbelt Exemption**

All passengers are required to wear a seatbelt/shoulder strap, unless they have a medical exemption letter on file, which has been signed by a doctor. The Province of Alberta has specific requirements which DATS must follow regarding seatbelt exemptions for medical reasons – these letters must be updated annually.

Infants & Small Children

Infants and small children under 18 kg or 40 lbs must travel in a child seat with a label or sticker of compliance showing it meets the Canadian Motor Vehicle Safety Standards Act (CMVSS Section 213.2). DATS cannot accommodate strollers on vehicles and does not provide child safety seats. Operators are not required to handle the child or child seat.

***Note:** If a customer cannot be left alone at their drop-off destination, someone must be available to meet them.*

Mandatory Attendant (MA)

A mandatory attendant (MA) may be assigned when a DATS customer needs individual assistance on the vehicle due to a medical condition and/or behavioural concern.

Mandatory attendant status will not be assigned to a customer who needs assistance at their destinations. Customers that are assigned “MA” are not able to book any trips for travel without a mandatory attendant. Customers who require a mandatory attendant must request the designation prior to booking (at the time of registration or by contacting the DATS Customer Care Centre).

Mandatory attendants are not required to pay a fare.

Service Standards

Travel Distance

Trip booking requests for very short distances may not be accommodated unless there are special circumstances:

- Construction or physical barriers interfering with pedestrian accessibility; and/or
- Lack of sidewalks in the area.

Accessibility

All (pick-up and drop-off) 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 may not be able to provide service. Please confirm your pick up and drop off locations are accessible before booking a trip.

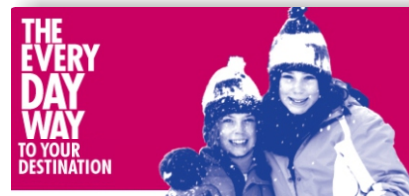
Note: To ensure the safety of both passengers and operators, temporary or portable ramps may **not** be acceptable. If you have difficulty climbing stairs at your residence, funds may be available from various government and private sources for the construction of permanent wheelchair ramps and other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

Service/Assistance Animals

Only certified service/assistance animals are accommodated on DATS vehicles to help customers with visual, hearing, or physical disabilities. Service/assistance animals must have the appropriate training and certification, with documentation on file at DATS verifying that the animal has been trained by a recognized facility.

Mobility Aids

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



Mobility Aid Notes

- Combined weight of the mobility aid and passenger cannot exceed 750 lbs (340 kg).
- Maximum base dimensions for wheelchairs, walkers, and scooters: 30 inches x 50 inches (76 cm x 127 cm) – larger equipment cannot be accommodated.
- Wheelchairs must have escort handles.
- Wheelchairs and scooters must have functioning brakes.
- No flags or other projections are permitted.
- We must be able to securely fasten the tie-downs to the frame of the mobility aid.
- Mobility aids may need attachments installed, so they can be safely secured with tie-downs that are attached to the floor of the DATS vehicle.
- If you are using your scooter for your DATS trip, you must transfer to a seat immediately after boarding the vehicle, unless you have a waiver on file at the DATS office.
- Wheelchairs and scooters must be in good condition (no sharp edges, pieces coming off) and clean at all times.

***Note:** If you are buying new equipment, please call DATS to ensure it can be safely secured on DATS vehicles.*

Safety on DATS

DATS is dedicated to the safety of customers and operators, on every trip. All customers 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 and seat belt assemblies is mandatory and is a condition of use of DATS.

Customer Behaviour on DATS



Behaviours that negatively affect other passengers and/or the operator are not acceptable on DATS and may be grounds for temporary or permanent cancellation of DATS privileges or the assignment of a mandatory attendant (see Conduct of Transit Passengers, Bylaw No. 8353).

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 customers with lap/shoulder straps and belts;
- Assist customers on and off vehicles; and
- Assist customers between the vehicle and the inside of the first set of exterior accessible doors at the place of origin and/or destination. An accessible door is an outside door with no more than one step.

Note: Customers 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 customers who require supervision on the vehicle, not at their destination or to assist with carry-on items or parcels, etc.

**DATS Operators will not:**


- Ring a buzzer or doorbell nor search for you in your building/other areas;
- Assist you 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-on or travel with an attendant who can assist you;
- Enter your premises under any circumstances;
- Operate lifts/elevators; and
- Take your equipment down the steps and then go back up for you. All equipment must be at ground level when the operator arrives.

Note: If the customer cannot be left alone, someone must be available to receive the customer, when the vehicle arrives.



Privacy and Information

DATS application information is collected under the authority of Section 33© of the Freedom of Information and Protection of Privacy Act (FOIP) and will be used 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 or DATS program. It is protected by the privacy provisions of the FOIP Act. You must provide consent to disclose your information to health service contractors as required for the registration process. If you do not consent to the disclosure, your application cannot be processed. Please contact Registration at 780-496-4567 (Option 3), for more information. 

Change of Information

Contact the DATS Customer Care Centre at 780-496-4567, (Option 3), 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. You can also e-mail changes to dats@edmonton.ca 

***Note:** All phone calls to DATS are monitored and recorded for training and quality assurance purposes.*

Customer Information

DATS produces a variety of communications for customers and caregivers:

- DATS Newsletter (six times per year) and includes holiday booking schedules (available online, regular print, large print, DVD, or via e-mail).
- Visit our website: **takeETS.com/DATS** for information on policies and services.
- Customer Information brochures: “Mandatory Attendants on DATS”, “Mobility Aids & Baggage on DATS” and more.
- If you would like more information or a brochure mailed or e-mailed to you, call 780-496-4567, (Option 4) or e-mail us at **dat@edmonton.ca**

Customer Care

Commendations and Concerns

If you are happy with the service you are getting from our DATS operators and staff, please let us know by calling in a commendation at 780-496-4567, (Option 4). You can also call and provide us with any suggestions or comments you have about DATS.

DATS listens carefully to our customer concerns and makes every attempt to address, investigate, and resolve each service issue. If you have any concerns about your DATS ride, please call the DATS Customer Care Centre at 780-496-4567 (Option 4), or e-mail us at **dat@edmonton.ca**, or complete our on-line form at **takeETS.com/DATS**

DATS Outreach

DATS offers information sessions about DATS and Edmonton Transit System (ETS) accessible services to interested organizations, facilities or groups, free of charge. The information presented in these sessions includes:

- How ETS and DATS operates;
- Registration and booking procedures; and
- Accessible transit services and other travel alternatives.

For more information on these information sessions, call DATS Customer Care Centre at 780-496-4567 (Option 4) or visit **takeETS.com**



ETS Lost and Found

All articles left on Edmonton Transit property (including DATS) are sent to the Lost and Found office the next working day. If you left something on the bus or LRT/train, or on DATS, call 780-496-1622, after noon, the next day to see if your lost item was handed in.

The Lost and Found office is located in the ETS Customer Services at City Hall (1 Sir Winston Churchill Square, Edmonton, AB, T5J 2R7). It is open Monday through Friday from 8:00 a.m. to 4:30 p.m. and closed on Statutory Holidays.



DATS Advisory Group (DAG)

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

There are twelve members, each appointed for a two-year term. DAG has six registrants, five persons representing agencies and one community-at-large representative who may be appointed for special needs.

For more information on DAG, call DATS Customer Care Centre at 780-496-4567 (Option 4), or visit our website:

take[ETS.com/DATS](https://www.ets.com/DATS)



- LRT Elevator Information:780-496-4154
- DATS TTY:780-469-5506
- DATS NexTalk:780-944-5555
- DATS Customer Care Centre:780-496-4567
- Option 1 -Cancel or check on a same day trip
- Option 2 -Book change a trip
- Option 3 -Register for DATS
- Option 4 -Submit a commendation/ concern or any inquiry
- DATS Fax:780-4961008
- ETS Mobility Choices, Customer Training: 780-496-3000
ETSCustomerTraining@edmonton.ca
- DATS website: takeETS.com/DATS
- DATS I-Book: <https://datsibook.gov.edmonton.ab.ca>
- ETS Website: www.takeETS.com
- BusLink:780-496-1600
- ETS TTY/NexTalk:780-496-5506
- ETS Text:31100
- Transit Watch:780-442-4900
- ETS Information:311 (within City limits)
780-442-5311 (outside City limits)
- ETS Lost & Found:780-496-1622
- ETS on Twitter: [@takeETSalert](http://www.twitter.com/takeETSalert)
- ETS on Facebook: www.facebook.com/takeETS



For more information about how to use transit, please visit us on YouTube:

ETS - The Every Day Way





Edmonton Transit System
January 2014