

YOUR EVERY DAY WAY



# DATS Policy



**DATS**, Percy Wickman Garage  
5610 86 Street NW  
Edmonton, Alberta T6E 2X3  
[takeETS.com/DATS](http://takeETS.com/DATS)

## **Respect, Service and Safety at DATS**

## **Expectations of Customers and DATS Employees**

*Based on the Code of Conduct  
for ETS/DATS Passengers*

**ETS**

## Respect

*DATS strives to communicate in a polite, courteous, and respectful manner, in order to build positive and trusting relationships with our customers.*

Customers will be respectful of all DATS employees, including Call Centre staff and drivers, and will demonstrate appropriate behavior at all times.

Customers will refrain from negative language and behaviors (for example: uncooperative behavior, derogatory words, yelling, hitting, spitting, etc.)\*

\*In circumstances where behaviors are not controlled, it is the responsibility of the applicant/proxy/caregiver to reveal this information to DATS. A Mandatory Attendant may be assigned to ensure the safety of everyone onboard the vehicle.

## Service

*DATS strives to deliver consistent and exceptional quality services to our customers, while performing our duties with honesty and integrity.*

Customers will be respectful of the DATS service and other passengers and will:

- Book trips 3 days in advance, or with as much advance notice as possible.
- Be ready and waiting at the start of the pick-up window.
- Pay the set trip fare (single ticket, pass, or exact sum of money accepted).
- Cancel unneeded trips as soon as possible.



## Safety

*DATS strives to promote a safe and reliable travel experience to meet our customers' needs.*

Customers will be respectful and safe passengers when on the vehicle and will:

- Refrain from eating or drinking while on board the vehicle (except with valid medical reasons), and place litter in designated receptacles.
- Remain in the seat/designated space and not attempt to enter or leave the vehicle when it is in motion, or when it is declared unsafe by the operator.
- Refrain from smoking in or near a vehicle.
- Respect property and not cause damage or jeopardize the safety of others.
- Only bring certified assistance/service animals on board the vehicle.
- Inform DATS immediately if there is a medical/safety concern that could impact others. (for example, contagious illness).

## DATS Code of Conduct

For further information on this or any other DATS policies and/or procedures, please contact DATS Customer Care Centre at (780) 496-4567, Option 4.

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## DATS Contact

### DATS Customer Care Centre

780-496-4567

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

TTY Line: 780-496-5506

E-mail / Website

[DATS@edmonton.ca](mailto:DATS@edmonton.ca)

[takeETS.com/DATS](http://takeETS.com/DATS)