



DATS News



Disabled Adult Transit Service
January 2016

ETS Accessibility

DATS 311

The DATS Advisory Group (DAG) hosts regular info sessions called **DATS 311** – it is a great way to get a better understanding of how DATS works. These information sessions are aimed at DATS clients old and new, agency staff, caregivers, family members and anyone considering applying for DATS.

The next **DATS 311** is Tuesday, February 9th at 2:00 p.m. at the DATS office. Sessions usually run anywhere from 90 minutes to two hours. They include a presentation by members of DAG as well as an opportunity to take a tour of DATS. The deadline to register for the next session is February 2nd, Call Shirley at 780-496-4554 or email us: dats@edmonton.ca to book your spot.



Winter Safety

At DATS we value safety and teamwork. Help us to be safe and timely this winter by keeping your ramps, sidewalks, driveways and surfaces clear of snow and ice this winter. If a clear or safe path is not available, DATS may be unable to provide service until it is clear.

Snow Notes:

- In order for the DATS lift to lower safely, a width of 2.14 metres or 7 feet must be clear of snow.
- Cancel any unneeded trips in advance! On designated snow days, Cancelled Trips will not be subject to the two (2) hour "Cancel Late" policy, but please cancel trips as early as possible.
- Please allow time for travel delays due to traffic/snow.

DATS Christmas Lights Tours

Once again, DATS delivered our very own version of this successful ETS program this year (December 14-20). Volunteer drivers and hosts (made up of DATS staff and their family members) helped to deliver 13 tours. Almost 70 DATS registrants were able to take a tour and enjoy the seasonal lights of Edmonton, including Candy Cane Lane, The Legislature grounds and City Hall.

All fares collected through the tours go towards 'Donate-A-Ride', a fund-raising program designed to provide transit tickets to Edmontonians in need.

Message from the Director

As we begin another year, we look back fondly at 2015 as a year of change at DATS. We have new management, a renewed sense of purpose and big goals for 2016.

This year, we continue our work on the Leading Teams, Aligning Strategies and Achieving Goals project, which will positively impact both employees and clients, and help improve efficiency of DATS operations. In keeping with the project and the new mission, vision and values, we will also be looking at reviewing and updating our key policies such as trip cancellation, escorts/attendants, eligibility and trip times.

Looking forward, there are some positive plans in place to help us to continue to provide great customer service. DATS is currently operating near capacity and Edmonton is seeing a significant increase in the demand for DATS service. In 2016, an additional 13,500 service trips are being added to help us meet the 98% DATS ride accommodation rate we strive to achieve. To help us with this goal, we are also increasing our DATS fleet from 90 to 98 vehicles over the year.

Towards the end of 2016, we hope to produce continuous improvement of trip resources through improved process and new technologies. Watch for more details in upcoming newsletters.

In closing, I would like to thank everyone who uses DATS, and everyone who helps us provide our outstanding service throughout 2015. We wish you all a safe and healthy 2016.

Ralph Brokop, Director of DATS



DATS Notes

Trip Availability

As we head into 2016, we'd like to accommodate as many of your transportation needs as possible. In order to do so, we need your cooperation in helping reserve trips for all DATS clients!

Escort Notes:

- By limiting escorts, we can save more trips for client use.
- Instead of taking an escort with you, you can meet at a pre-arranged spot at your destination. DATS has specific drop-offs at major locations so your escort can meet you exactly where you will be dropped off.
- Take a conventional ETS bus or LRT - and your escort can ride with you for free!

Cancellation Notes:

Although two hours is the minimum cancellation notice required, by giving us as much notice as you can, trips are made available for other clients to use. Call our Customer Care Centre at 780-496-4567 (option 1) to cancel.

Please cancel any subscription trips you do not need. Even if you no longer need all the days you have booked, please cancel promptly.

In the event of extreme snow or weather conditions, late cancellations will be excused.

DATS Advisory Group (DAG)

DAG would like to wish their fellow DATS clients Happy New Year! DAG would also like to thank DATS staff and drivers for their service throughout the year.

DAG Volunteers Wanted!

The DATS Advisory Group (DAG) currently has openings for User Representatives. Please Note: This is a volunteer position, and user reps must be current DATS registrants.

DATS is looking for motivated individuals to sit on their advisory committee (DAG) and provide input based on their experience using DATS or working with DATS. Members must be residents of Edmonton. DAG requires a commitment to attend monthly meetings as well as some intermittent sub-committee work. Apply immediately.

For more information about joining DAG or to submit an application, please contact Shirley at 780-496-4554 or email: shirley.masterson@edmonton.ca

DATS Pick-up Window

When you book a trip, the DATS Customer Care agent will give you a 30 minute pick-up window. Please:

- Be at the exterior set of accessible doors at the beginning of your pick-up window.
- Allow for up to 90 minutes of travel to get to your destination.

On-time service and client ride time is affected by DATS operators waiting for clients who are not ready when the vehicle arrives.

Lights On

Expecting a DATS pick up in the early morning, or at night?

Please remember to have your porch light on for our DATS drivers. The more they can see, the safer it will be. Especially over the dark Albertan winters.

Thank you.

DATS Notes

Fragrance:

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

Door to Door Service:

DATS requires all operators to escort clients between the vehicle and the first set of accessible doors. If your operator does not provide door to door service, call us at 496-4567 (option 4) and let us know!

DATS Calls:

All calls to the Customer Care Centre are recorded and monitored for quality assurance and training purposes.

Lost and Found:

Take all your belongings with you when exiting the vehicle. All personal articles should be labelled, as this helps you to recover your belongings.

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



DATS Notes

DATS Fare Notes

Cash Fares: DATS

Operators do not carry change, so it may be easier to use a DATS pass or ETS adult tickets. DATS passes allow unlimited rides. ETS adult tickets are a great option for occasional travel - they are convenient to use and are a great value.

If you do plan to pay cash fare, have the correct amount. Passes and tickets are available at sales locations across the city. Look for the ETS logo at local retailers and banks.

Show Your Pass: You are required to show your pass for every trip on DATS. Operators are instructed not to accept anything other than the original pass. Thanks!

Old Ticket Books: If you have any Adult ETS tickets or ticket books, please check the expiry dates on them! Clients with unused ETS tickets (individual tickets and full ticket strips) and unused day passes may exchange them, once they have expired, at the ETS Customer Service Centre, City Hall. Tickets expiring in 2015 can be exchanged until the end of the month - January 31, 2016.

Holiday Booking Schedule

Family Day:

DATS operates on a holiday schedule (Customer Care Centre is closed) on Monday, February 15, 2016 (Family Day). The vehicles will run as usual.

Note: all subscription bookings are CANCELLED on Monday, February 15, 2016. If you still require your regular subscription booking during this time, call 780-496-4567 (option 2).

DATS Community Notes

Stay Active While You Wait

Submitted by The Steadward Centre

Research has shown that being inactive is associated with an increased risk of health problems. Being physically active decreases your risk of developing chronic conditions, and increases quality of life, functional capacity, and will put you in better mood!

The Canadian Physical Activity Guidelines recommend that adults aged 18-64 years old accumulate at least 150 minutes of moderate-to-vigorous aerobic activity per week and 2 days of muscle strengthening per week. The best part is that every little bit counts - bouts of 10 minutes or more add up to 150 minutes. Waiting for DATS is a great opportunity to be active.

Try these exercises while you wait for your ride:

- Sit-to-stands: Try 10, rest for about a minute and repeat. Work up to 3 sets of 15 repetitions.
- Wheel or walk up and down a clear hallway. Start slow, but then try to go faster to increase your heart rate.
- Use objects like your water bottle to do bicep curls, overhead presses, and tricep extensions. These will strengthen the muscles in your upper body. Try 3 sets of 15 repetitions.

If you want to get even more active, come to The Steadward Centre! We have a fully-accessible fitness centre and expert staff that can make you an exercise program so you get the most benefits. Contact us today at 780-492-9236.

Cerebral Palsy Association in Alberta

CPAA offers a variety of programming for all ages and abilities. Courses include: art, yoga, music, basic computer skills, cooking, dancing and a youth transition program. For more information, or to register, please contact Kim Henye at 1-888-477-8030 or kim@cpalberta.com

January 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27 Can book for: Dec 28, 29, 30 (till noon) Subscription trips <u>NOT</u> cancelled	28 Can book for: Dec 29 (till noon) Dec 30, 31 Subscription trips cancelled	29 Can book for: Dec 30 (till noon) Dec 31, Jan 1, 2 Subscription trips cancelled	30 Can book for: Dec 31 (till noon) Jan 1, 2, 3 Subscription trips cancelled	31 Can book for: Jan 1, 2 (till noon) Jan 3, 4 Subscription trips cancelled	Jan 1 HOLIDAY No Trip Booking Subscription trips cancelled	Jan 2 Regular booking schedule resumes Subscription trips cancelled
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

February 2016

DATS Customer Care
780-496-4567

E-mail / Website
DATS@edmonton.ca
www.takeETS.com/DATS

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Jan 31	1	2	3	4	5	6
7	8	9	10	11 Can book for: Feb 12 (till noon) Feb 13, 14, 15	12 Can book for: Feb 13 (till noon) Feb 14, 15, 16	13 Can book for: Feb 14, 15, 16, 17 (till noon)
14 Can book for: Feb 15, 16, 17, 18 (till noon)	15 HOLIDAY No Trip Booking Subscription trips cancelled	16 Regular booking schedule resumes	17	18	19	20
21 28	22 29	23	24	25	26	27

DATS Team Member

**Shauna Lee Brandvold,
DATS Customer Care Agent**



How long have you been working at DATS?
I have been working at DATS as a Customer Care Agent for over seven years. I like working at DATS because of the people I interact with and the lovely clients that I get to speak to on the phone. Each and every day at DATS is never quite the same... there is always something new and exciting, to make your day and time spent here extra special.

Where are you from?
I was born and bred in Edmonton, Alberta Canada. And I am very proud of my heritage! I am very interested in Genealogy. I had the opportunity to work on my own family tree and have been able to trace my lineage all the way back to the UK in 1849, to Rand, Lincolnshire in England where my great, great, grandmother came from.

What do you do in your spare time?
As an avid reader, I like to read about current events, real life stories and biographies on my e-reader or by rapidly racing through the pages of a book. Once I find an author that I really like, I make it my personal goal to read their entire body of work. I always have a book close by that I take with me wherever I go...

Would you like to share something else about yourself?
I work part-time at DATS but I also have another job where I work with families and children in crisis. I find both jobs are quite rewarding because I am helping and provide a support structure and system for people in need.

At home, I enjoy my cute, fur babies, Prince and Buddy. One is an American Eskimo cross Beagle and the other is a Retriever cross German Shepherd and Bassett Hound. They always make me happy and cheer me up, especially when things are not going so well.



DATS Notes

Fax Forms

DATS has the following forms that can be faxed. These are great for agencies, group homes, programs, etc. that have lots of clients but also work well for individuals.

- Booking Request Form
- Group Booking Request Form
- Subscription Booking Request Form

Call Customer Care at 780-496-4570 (option 2) and we will fax or e-mail the forms out – the DATS fax number is: 780-496-1008.

Newsletter Note

Did you know? This newsletter can be emailed straight to your inbox. It's the fastest, and the greenest way to stay in touch!

To be added to our email list, contact: dats@edmonton.ca. For newsletter requests, call us at 780-496-4567 (option 4).

I-Book

DATS I-Book is an online service available for clients, caregivers and family to book, cancel, and view DATS trips (21 hours per day/7 days a week).

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

Mobility Choices Customer Training

The Blind Persons' Rights Act recognizes the rights of Albertans who are blind, including individuals who use guide dogs. The Act permits blind Albertans accompanied by qualified guide dogs to access all public places in the province.

The Act includes fines for violations, which range from \$250 for falsely using a white cane to \$3,000 for discriminating against a guide dog team.

To be a qualified guide dog under the Act, the dog must be trained by a school that meets the qualifications of the International Guide Dog Federation. Government of Alberta identification cards are available to users of qualified guide dogs. The identification cards have an Alberta government logo and a picture of the individual and guide dog. The card verifies that the individual and the guide dog are qualified for the purposes of the Blind Persons' Rights Act.

Note:

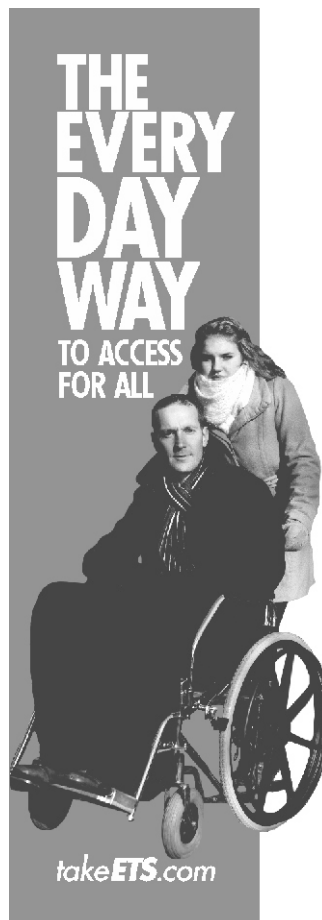
The Service Dogs Act, referenced in the May/June DATS Client newsletter, complements the Blind Persons' Rights Act by providing Albertans with disabilities who use qualified service dogs the right of access to public places.

Edmonton Transit continually looks to make improvements and enhancements to our transit system, features, services and programs, to improve the transit experience for customers.

Over the next several months, ETS is trying out a new securement device designed for use on our regular, low floor buses that will help clients using wheelchairs, scooters, and power chairs. The Q'Straint Quantum is a rear-facing securement station that is automated, letting the customer position their mobility aid and secure themselves with a simple push of a button. In less than 30 seconds, they are in a stable and safe position and ready to go.



The new Quantum securement station has been installed on one of our buses, and will be used on a variety of routes over the next several months. You are encouraged to try out this innovative new securement feature if you find yourself on the bus with the Quantum station, and find whether this securement option would be beneficial for you.



We will also be scheduling several independent demonstration and information sessions, to invite clients, their families and caregivers, and agency representatives to come out and learn more about this securement option, and to try it out for themselves. More information on these scheduled sessions will be provided in the next newsletter.

We welcome your comments and feedback with the Quantum to ETSCustomerTraining@edmonton.ca or leave a message with your feedback at 780-496-3000.

Learn more about using ETS and our accessible features, services, and programs on our website at www.takeETS.com - includes virtual tours, customer training, bus and LRT tips, and ETS etiquette by clicking on the "Riding ETS" option on the menu at the left. ETS - the Every Day Way to Accessibility!

DATS News, January 2016

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

Please direct

comments/submissions to:

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E-mail Newsletters

Would you like to receive a copy of the DATS Newsletter by e-mail? Just send an e-mail to:
dats@edmonton.ca - please put "DATS Newsletter" in the subject line.
Or call us at 780-496-4567.

Contact DATS

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

Nextalk

780-944-5555

Lost & Found

780-496-1622

E-mail / Website

DATS@edmonton.ca
takeETS.com/DATS

I-Book

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

DATS Customer Care Centre

Full Service Hours:

(trip booking, registration, commendations & concerns)

Monday to Friday:

7:30 a.m. to 5:00 p.m.

Saturday and Sunday:

7:30 a.m. to 12:00 noon

DATS Customer Care Centre

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.

**ETS**

Return undeliverable Canadian address to:

City of Edmonton Transportation Services
Suite 500, Scotia Place
10060 - Jasper Avenue
Edmonton, Alberta T5J 3R8

post office indicia here