



DATS News



Disabled Adult Transit Service
July 2015

ETS Accessibility

I-Book: Online Trip Booking

DATS I-Book is a free, online service for customers to book, cancel, and view DATS trips (21 hours per day, 7 days a week).

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

Note: I-Book is also a convenient option for facilities, where bookings may be made by staff. If your facility would like to have a DATS representative introduce and explain how to use I-Book please call Community Relations at 780-496-4567 option 4.



1975-2015

Next DAG Information Session

DATS Version 2.0

The DATS Advisory Group (DAG) hosts regular information sessions called DATS Version 2.0 – it is a great way to help fellow customers get a better understanding of how DATS works. These information sessions are aimed at DATS customers, agency staff, caregivers and family members.

The next DATS Version 2.0 session is **Tuesday, September 8** 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. Call Shirley at 780-496-4554 or email us: dats@edmonton.ca to book your spot.

IVR Update

This August, DATS customers who have registered with IVR (Interactive Voice Response) will also be able to receive email and text message reminders for upcoming trips. You'll soon be able to text or call IVR to get an instant and accurate response to see when your ride is coming.

We will be releasing more information about how to opt into these new features this summer, so check your mailbox in August for instructions.

Director's Message

Over the past few months, I have been learning as much as possible about our staff, our customers, and our service, as we move forward with a new management team.

Now that I have a good idea of the day-to-day operations at DATS, we are going to start rolling out some changes that will hopefully make our service an even better, safer experience for all involved.



First off, I'd like to briefly introduce and welcome Paul Schmold as the new Supervisor of Customer and Client Relations. Paul is committed to promoting a strong sense of teamwork, developing a cohesive vision for DATS, and working with employees, clients, and stakeholders to seek opportunities for efficiency and continuous improvement to deliver the highest quality of service to our passengers. Paul is a Chartered Accountant with a Master's degree in Economics and has been with the City for the last two years providing strategic and financial support to Edmonton Transit and the Transportation Department. Paul brings a bright, fresh, compassionate perspective to the team, and we're excited to have him aboard.

I am very excited to move forward in improving our service. We will be working from the top-down, reviewing our mandate, our vision, our structure. We have created some new committees to review and update current policies and procedures at DATS. We also want to be more transparent in our service. There are a lot of questions about our policies which I would like to clear up, and that means creating a new policy manual, and reviewing it and adhering to it. Our aim is to ensure these policies still serve customer needs and reflect industry best practices.

In other words, we are looking for the best ways to meet your needs. It's a big job, and changes won't happen overnight, but I am committed to supporting the team here at DATS, and to oversee excellent customer service and ultimately, safe rides on DATS for our customers for years to come.

Ralph Brokop, Director of DATS

DATS Customer Care
780-496-4567

E-mail / Website / I-Book
DATS@edmonton.ca
www.takeETS.com/DATS
<https://datsibook.gov.edmonton.ab.ca>

DATS Notes

Summer Events and Festivals

DATS is pleased to provide service to the following 2015 events:

Freewill Shakespeare Festival

(June 23 – July 19)

Canada Day Festivities

(July 1)

International Street Performers

(July 3 - 12)

K-Days

(July 17 - 26)

K-Days Parade

(July 17)

Taste of Edmonton

(July 16 - 25)

Edmonton Heritage Days

(August 1 - 3)

Edmonton Folk Festival

(August 6 - 9)

Cari-West Caribbean Festival

(August 8 - 10)

Rockfest

(August 14 - 15)

Fringe Festival

(August 13 - 23)

Edmonton Dragon Boat

(August 14 - 16)

Edmonton Blues Festival

(August 21 – 23)

Transit Skills Roadeo

DATS Operators at 2015 Transit Skills Roadeo

Every June, Edmonton Transit holds a massive skills competition, called the ETS Roadeo, where drivers are tested for speed, safety and accuracy (dodging pylons and barrels) competing for top place invitations to the North American finals in Texas.

This year, DATS operators signed up in record numbers to participate as well. Tuesday, June 10th was devoted to DATS trials. Operators joined in during their breaks and on their own time during their shift - to try to beat the best of the best. This year, the winner of the DATS competition was Jason Beaupre, with an impressive score for both driving and securement.

DATS administrators and staff were also allowed to try their skills at driving a DATS bus for the first time, and to practice securing passengers in wheelchairs. Even the Director of DATS, Ralph Brokop, was put to the test. *"I was fortunate enough to witness first-hand some of the incredible talent we have in our organization,"* he said. *"Getting to drive a DATS bus myself was a real eye-opener, and a testament to the skill required to provide a professional, safe and courteous service."*



DATS Notes

Summer Travel Plans?

We often get last minute, urgent requests for registration but unfortunately, we are unable to "rush" any application. Please allow enough time to have forms processed if there is a special event coming up or a new need to book trips. It can take up to two weeks to process an application.

DATS Community Garden

Our garden team at DATS has been busy and we now have three garden plots sowed with a variety of vegetables and herbs. From potatoes to parsley and everything in-between, we hope to increase sustainability and support the City of Edmonton "The Way We Green" initiatives. The community garden provides food for the Edmonton Food Bank as well as a bbq lunch at DATS at the end of the season.

Summer Vacation?

Don't forget to cancel any unwanted trips while you are away! You can cancel multiple trips for a specific period of time, just ask your agent. Please cancel as far in advance as possible - with more advanced notice, we may be able to assist someone else with their booking request. For all cancellations, call 780-496-4567 (option 1).

DATS Notes

Calling DATS?

Working in our busy call center can be challenging. With several agents taking calls at one time, it tends to get noisy here. If possible, please don't use a speaker phone when calling the Customer Care Centre as it's more difficult to hear. We want to make sure we get the correct information!

Phone Calls to DATS

Please note that phone calls into DATS are recorded for quality assurance and training purposes. DATS uses the recordings to ensure we are providing the very best customer service.

Going to the same place?

When you first book your trip, let the Customer Care Centre agent know if you want to travel with another DATS registrant travelling at or close to the same time and at or close to the starting address and travelling to the same destination. Ensure you have their registration number. DATS will try to accommodate your request.

Holiday Booking Schedule

Canada Day: July 1, 2015

DATS will operate on a holiday schedule (the Customer Care Centre will be closed) on Canada Day, Wednesday, July 1, 2015. The vehicles will be running as usual.

Note: subscription bookings will be cancelled on Wednesday, July 1, 2015. If you still require your subscription booking on Wednesday, July 1, 2015, call 780-496-4567 (option 2) to book it.

Civic Holiday: August 3, 2015

DATS will operate on a holiday schedule (the Customer Care Centre will be closed) on Civic Day, Monday, August 3, 2015. The DATS vehicles will be running as usual.

Note: subscription bookings will be cancelled on Monday, August 3, 2015. If you still require your subscription booking on Monday, August 3, 2015, call 780-496-4567 (option 2) to book it.

Labour Day: September 7, 2015

DATS will operate on a holiday schedule (the Customer Care Centre will be closed) on Labour Day, Monday, September 7, 2015. The DATS vehicles will be running as usual.

Note: subscription bookings will be cancelled on Monday, September 7, 2015. If you still require your subscription booking on Monday, September 7, 2015, call 780-496-4567 (option 2) to book it.

It was a beautiful day for the ETS Transit Rodeo (see page 3)



July 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
June 28 Can book for: June 29 (till noon) June 30 July 1, 2	June 29 Can book for: June 30 (till noon) July 1, 2, 3	June 30 Can book for: July 1, 2 (till noon) July 3, 4	1 <small>HOLIDAY</small> No Trip Booking Subscription trips cancelled	2 Regular booking schedule resumes	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	31	

August 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
July 26	July 27	July 28	July 29	July 30	July 31 Can book for: Aug 1 (till noon) Aug 2, 3, 4	1 Can book for: Aug 2 (till noon) Aug 3, 4, 5
2 Can book for: Aug 3, 4 (till noon) Aug 5, 6	3 <small>HOLIDAY</small> No Trip Booking Subscription trips cancelled	4 Regular booking schedule resumes	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23 30	24 31	25	26	27	28	29

Team Member Profile

Team Member: Kim Baker

How long have you been working at DATS?

I started with DATS in 2009 as an Operator and was trained as a Relief Service Specialist in 2011. I sometimes wear many different hats in a work week, which keeps me on my toes!!

What do you like most about your job?

I enjoy meeting new people every day and seeing the city change.

Can you tell us a little more about yourself?

I'm a wife and a mother to two beautiful girls! I also have a dog named Bailey. I have lived in Edmonton most of my life. I plant a garden each year and pick something new to plant each time, this year I picked pumpkins!

What do you like to do in your spare time?

Outside of work, I spend a lot of time with family, and enjoy camping, biking and traveling. I also like to watch my girls play sports (soccer and swimming).



Lost and Found

Lost something on a DATS vehicle? Lost and found is handled by ETS Lost and Found (not DATS), call 780-496-1622. Make sure you have all your belongings before getting off the vehicle.

No Show Policy

The DATS vehicle will wait 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. Please be ready at the beginning of your scheduled pick up window and we can all enjoy less wait times!

DATS Newsletter

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).

ETS Notes

ETS Trip Planner

Use the ETS Trip Planner to plan your route from start to finish. Plan using Landmark, Bus Stop number, Intersection or Address. Optimized for computer use.

ETS To Go

The ETS Trip Planner optimized for mobile devices, consisting of the ETS Trip Planner, Bus Stop Schedule, Saved Locations and @takeETSalert Twitter feed. This tool is optimized for use with smartphones (best results with native browsers on iPhone, iPad, and Android).

Smart Bus Update

ETS is expanding the Smart Bus fleet and retrofitting 500 buses with the onboard Smart Bus hardware components, which will bring the total fleet to 804 – about 90% of the big bus fleet. Installation work is expected to start in August at a rate of four to five buses per day (to be complete next spring).

Additional Smart Bus routes will be added as buses become available, including two routes served by articulated buses – routes 8 and 9 are expected to be enabled by early October. By this time next year, Smart Bus routes will be the “new normal”! This is a huge step forward in bringing real-time information to ETS customers.

Registration Notes

DATS contacts about 250 registrants each month letting them know it is their turn to recertify. When you are contacted, please complete the appropriate recertification documents and submit them to DATS Customer Care.

Here are some reminders:

- Existing registrants can “self-certify” (fill out the forms themselves). In most cases, an updated Health Professional assessment is NOT required.
- If attending an in-person interview, please remember to bring any mobility aids/devices or equipment that you would typically use for mobility or at a community appointment.
- You are welcome to have someone support or assist you at any step of the DATS recertification process, including at an in-person interview.
- DATS registration is now on a five year cycle. Every five years, all registrants will be required to submit updated information.
- If you have any questions about DATS recertification or registration, please contact DATS Customer Care at 780-496-4567 (option 3).

If you ever have any questions about recertifying or about DATS registration, please call 780-496-4567, option 3. Thank you again and have a great summer!

DATS Registration Team

SENIORS ON THE GO

2015 marks the 9th summer that ETS will offer Seniors on the Go to Edmonton's Senior Citizens. Keeping an Age Friendly Edmonton in mind, Seniors on the Go gives seniors an opportunity to explore their freedom, flexibility and choice by learning how to include transit as a viable transportation option in their communities.

Each Seniors on the Go session includes a presentation on the senior-friendly and accessible features and services of ETS; a personalized guide to ETS to use in their own community; an opportunity to ride an ETS bus along a local route; and a visit to local sites significant for recreation, business, retail, medical, and other essential locations customized by the Seniors on the Go Coordinator and participants. Each session is customized to meet the needs and abilities of each group.

Following participation in the Seniors on the Go program, it is our intention for participants to feel confident and safe using public transit as an affordable and independent transportation option.

If you are interested in having a trip coordinated within your center, group or club, please contact the Seniors on the Go Coordinator - Dani Reid at (780)-944-5593 or Dani.Reid@edmonton.ca



E-mail / Website / I-Book
DATS@edmonton.ca
www.takeETS.com/DATS
<https://datsibook.gov.edmonton.ab.ca>

ETS Lost and Found
780-496-1622

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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

TTY Line 780-496-5506

Nextalk 780-944-5555

Lost & Found 780-496-1622

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

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