



DATS News



**Disabled Adult Transit Service
November 2015**

ETS Accessibility

Volunteers Wanted!

The DATS Advisory Group (DAG) has an opening for one User Representative (must be current DATS registrants.)

Notes: This is a volunteer position. Apply by November 30, 2015. To find out more about joining DAG please contact Shirley at 780-496-4554 or by email: shirley.masterson@edmonton.ca

Here are a few more details: DATS is looking for a motivated individual to sit on their voluntary advisory committee (DAG) and provide input based on their experience using DATS or working with DATS. Members must be residents of Edmonton and current DATS registrant). DAG requires a monthly commitment.

Meetings are held the first Tuesday of each month from 4:30 pm to 6:30 pm. A light supper is provided. For members requiring transit or DATS fare to attend, this is arranged as needed.

Community Outreach

Mill Woods Seniors Activity Centre (MWSAC) hosted its 8th Annual Open House at its new premises (2nd Floor, Mill Woods Seniors & Multicultural Centre, 201, 2610 Hewes Way). DATS representatives had the opportunity to set up a booth featuring content from ETS, Mobility Choices and DATS. This was a great chance to showcase ETS accessibility.



**Councillor Amarjeet Sohi and Arjan Sharma,
Community Relations Team Lead ETS - DATS**

Newsletter Note

This newsletter can be emailed straight to your inbox - the fastest, 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).



Message from the Director

As we wrap up 2015, we remain focused on three key objectives for DATS to ensure we meet your travel needs - Customer Experience, Accessibility and Reliability. We have already implemented several projects that we hope will help us to increase satisfaction for customer experience, including our public engagement for our new mission, vision and values, and a revised operator professional development program.



Over the summer, DATS led collaborative workshops, exercises and surveys with all our stakeholders (including our customers, caregivers and agency staff) to determine a new DATS mission, vision, and values. Our aim was to have as much input from our customers as possible which, combined with input from DATS operators and staff, formed our final Mission, Vision and Values statements. Here's what we worked together to create:

Mission

To provide customer focused, safe, and reliable door-to-door shared ride services for those who are unable to use conventional transit.

Vision

To provide industry leading and sustainable specialized transportation solutions that connect people, resources, and communities.

Values

- Safety
- Respect
- Customer Service
- Compassion
- Teamwork

A graphic consisting of three horizontal arrows pointing to the right. The top arrow is blue and contains the text 'LEADING TEAMS'. The middle arrow is grey and contains the text 'ALIGNING STRATEGIES'. The bottom arrow is green and contains the text 'ACHIEVING GOALS'.

While we move ahead with many new and exciting initiatives, and keeping our new mission, vision and values in mind, we remain committed to safety – a critical component of travel on DATS. We have a new health and safety consultant, Nicole Kurash, who is passionate about safety and truly cares about the well-being of staff and customers. Nicole worked with the City as an OH&S consultant within Transit just under four years ago and we are happy to have her back.

In closing, we are working together to ensure a safe transition to winter service and wish you the very best of the holiday season.

Ralph Brokop, Director of DATS

DATS Customer Care
780-496-4567

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

ETS Lost and Found
780-496-1622

Winter Safety

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

Please note: in order for the DATS lift to lower safely, a width of 2.14 metres or 7 feet must be clear of snow.



Snow Shovelling Services

- Lifestyle Helping Hands Seniors Association: 780-450-2113 (south of river, west of 104 Ave)
- Westend Seniors Activity Centre: 780-483-1209 (west)
- SAGE (Seniors Association of Greater Edmonton): 780-701-9011 (city-wide)
- Seniors Caring about Seniors: 780-465-0311 (south of the river)
- SEESA (South East Edmonton Seniors Association): 780-468-1985 (south east)
- Jewish Family Services (city-wide): 780-454-1194
- Community Leagues

Snow Angels

We live in a winter city and snow is no stranger to Edmontonians. But for some, particularly seniors and persons with disabilities, shovelling snow can be difficult and even dangerous. Snow Angels is an awareness and recognition program that encourages Edmontonians to help a neighbour in need by shovelling their snow. It also acknowledges those volunteers as a City of Edmonton Snow Angel.

To be a Snow Angel, all you need to do is shovel snow for a person or persons in need in your neighbourhood. Your efforts will help create a safer community for everyone and will help people meet their responsibility to remove ice and snow from their sidewalks as soon as possible after a snowfall. The City bylaw prohibits homeowners from letting snow or ice accumulate on their sidewalks during continuous snowfalls for multiple days at a time.

For more information, please call 311 or email the Snow Angels program at: capitalcitycleanup@edmonton.ca



DATS Notes

Waiting for your Ride?

We assign a 30 minute pick-up window to you when you book your trip. If your ride hasn't come yet, please wait for the entire window before calling to check on your ride!

DATS Call Centre

Please note: all calls to the Customer Care Centre are recorded and monitored for quality assurance and training purposes.

Contact Information

Please let us know immediately if you have any changes to your contact information, equipment or emergency contacts. We need up to date information to provide good customer service.

DATS Registration

DATS recognizes that there will always be a great need for our services, as not all individuals are able to use regular, accessible ETS. DATS registration is on a five year cycle; every five years, DATS customers will be contacted to provide updated information for their file.

Thank you again for your cooperation; have a great holiday season!

DATS Registration

Community Notes

International Day of Persons with Disabilities

Thursday, December 3, 2015

Every year, people around the world celebrate the contributions of persons with disabilities. First declared by the United Nations in 1992, the International Day of Persons with Disabilities (IDPD) aims to increase awareness and understanding of persons with disabilities and the issues that impact their lives.

The City of Edmonton and its Community Partners are committed to creating an inclusive community that honors the contributions of all its citizens. Since December 3rd, 2003 the City of Edmonton has actively been celebrating IDPD. This event celebrates the ability of persons with disabilities and importance of inclusion for all citizens.

Date: Thursday Dec 3, 2015 (10am-2pm)

Location: Ramada Edmonton Hotel and Conference Centre (11834 Kingsway Ave)

Note: *Parking, admission and lunch are FREE – presented to you by the sponsors of the 2015 IDPD Committee.*

Contact: 780-496-1472 or email: leslie.tanzi@edmonton.ca

Holiday Booking Schedule

Remembrance Day:

DATS operates on a holiday schedule (Customer Care Centre is closed) on Wednesday, November 11, 2015. The vehicles run as usual.

- Bookings for Sunday, November 8, Monday November 9 and Tuesday, November 10 start Saturday, November 7
- Bookings for Wednesday, November 11 and Thursday, November 12 start Sunday, November 8
- Bookings for Friday, November 13 start Monday, November 9
- Bookings for Saturday, November 14 start Tuesday, November 10

Note: all subscription bookings are cancelled on Wednesday, November 11, 2015. If you still require your regular subscription booking on Wednesday, November 11, 2015 call 780-496-4567 (option 2).

Christmas and New Year's Day:

DATS operates on a holiday schedule (Customer Care Centre is closed) on:

- Friday, December 25, 2015 (Christmas Day)
- Saturday, December 26, 2015 (Boxing Day)
- Friday, January 1, 2016 (New Year's Day)

Note: due to experience in past years where a large number of no-shows occurred on subscription bookings during the holiday period, all subscription bookings are cancelled from December 21 to December 26 and December 28, 2015 to January 2, 2016 inclusively. If you still require your regular subscription booking during this time, call 780-496-4567 (option 2).

New Year's Eve Service:

DATS is extending our hours of service on Thursday, December 31 (New Year's Eve) with the last pick-up of the day at 2:00am. In conjunction with ETS's Community Program, service on New Year's Eve from 6:00pm until closing is free!

DATS I-Book

I-Book is an online service where clients, caregivers and family can book, cancel, and view DATS trips 21 hours per day/7 days a week. <https://datsibook.gov.edmonton.ab.ca/>

DATS is now offering I-Book training and information sessions for group homes and extended care facilities. If your facility would like to have a DATS representative introduce I-Book to staff and clients please call Community Relations at 780-496-4567 option 4.

November 2015

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

December 2015

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

Customer Training

Did you know that Edmonton Transit has had a customer training program, designed to assist current and potential customers in learning how to use our accessible services, features, and programs, since 1995? That's 20 years of customized, one-on-one and group training to Edmontonians, helping people become more informed and ready for independent travel on public transit. This free program is designed to meet your needs, and provide the information that will help you plan successful trips on Edmonton Transit's accessible services.

Our training sessions are free of charge, and can include practice time on chartered buses provided just for your training, introduction to ETS's customer tools (including mobility cards, bus hailer kits, customer communication cards, and the online trip planner), customized trip instructions for specific destinations you need to travel too, and assistance in planning and taking your trips on transit. If you'll tell us what your transit learning needs are, we'll do our best to customize a program to teach what you need to know so that you can travel on ETS - and enjoy the freedom, flexibility, and choice that public transit in Edmonton can offer you!

Fall Travel Tips

With the arrival of cooler weather, it's important to be prepared when using ETS. Here are some great resources to help you plan before you leave home!

ETS website (www.takeETS.com): our online Trip Planner gives up to six different trip options with a few clicks of your mouse. Printable route maps and schedules, and photos of bus stops for easier identification and orientation are also available. Other sources of trip planning and transit information include Google Transit, ETStoGo, ETSLive, and ETS Text & Ride.

BusLink: this automated telephone information system requires you know the 4 or 5 digit number of the bus stop you are travelling from. By calling 780-496-1600, you can get route and schedule information for your bus stops for today, tomorrow, and later dates.

Print: the ETS Ride Guide, and route brochures are available at ETS Customer Services on the main floor at City Hall and at Edmonton Public Libraries.

Phone 311: call 311, 24 hours a day, to speak with a call centre associate and get detailed information about routes, schedules, and trip plans.

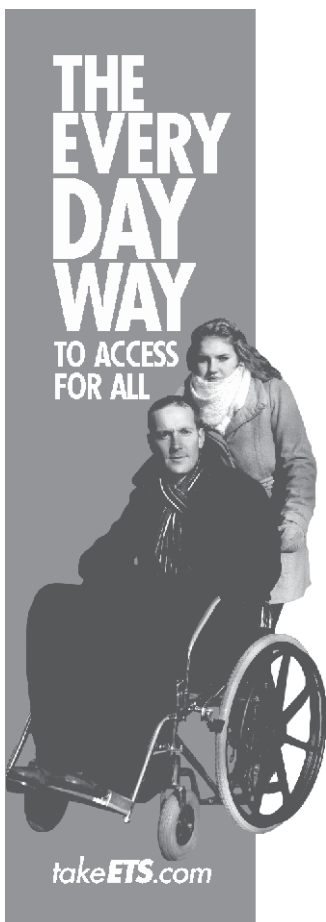
If you would like to learn more about using ETS, including detailed information on our accessible features, services, and programs, you can find lots of information on our website at www.takeETS.com, including virtual tours, customer training, bus and LRT tips, and ETS etiquette by clicking on the "Riding ETS" option on the menu at the left. ETS - the Every Day Way to Accessibility!

Community Notes

Disabled Parking

November is set aside to promote public awareness of disabled parking issues. People who have legitimate parking placards are unable to walk unassisted for more than 50 meters. These individuals need larger stalls to load and unload devices such as walkers and wheelchairs, and unobstructed access to curb cuts.

To request a placard speak with your medical practitioner or contact any Alberta registry for an application.



DATS Advisory Group (DAG)

Next DATS Information Session

DATS 311

The DATS Advisory Group (DAG) hosts regular information 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 customers old and new, agency staff, caregivers, family members and anyone considering applying for DATS.

The next DATS 311 is Tuesday, December 8th 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 December 1st, Call Shirley at 780-496-4554 or email us: dat@edmonton.ca to book your spot.

Let's all work together to make the best of DATS – here are our tips:

- Need help with snow clearance? Now is the time to arrange it.
- Don't leave the house until your operator is there to assist you.
- Leave outdoor lights on to help your operator find you.
- Dress warmly during the fall months and wear proper footwear.
- Pick-up window - be at the outside door at the start of the pick-up window and wait for the full 30 minutes.
- When booking your trip, listen and record your pick-up window.
- If you are booking a trip, three days in advance is best!

The DATS Advisory Group would like to wish all fellow registrants all the best in the holiday season and in 2016!

Shine On Brightly, Life Saving Reflectors

Late sunrises, grey light in morning and evening and early sunsets along with colder weather and winter travelling conditions now make it necessary for pedestrians, bus riders and those waiting for DATS in public areas to make themselves easily visible using reflectors and reflecting tapes/bands on clothing when outside their home. It is recommended that these be put on to any cane, walker or other mobile aid as well. The reflectors enable drivers to more easily spot someone attempting to cross the street or who is walking on the side of the road, and may prevent accidents. Using these reflectors also allows DATS/ETS drivers to clearly see those waiting to get their ride.

Reflective tapes/bands and lights may be purchased at various sports stores, dollar stores, fabric stores and bicycle shops. Bands are easily stored in coat pockets and taken out at need. Please keep yourself as safe as possible in our Alberta conditions by investing in these inexpensive and highly recommended items.
Shirley K Stevenson, DAG member



Team Member Profile - Kelly Dumouchel

What do you do at DATS?

I am an Operator. I started part-time July 2014 and moved to full-time in January 2015.

What do you like about working at DATS?

I love interacting with the passengers. My co-workers are supportive and ready to help whenever I ask them. I just like the respectful environment.

Can you tell us more about you?

I have been married for 16 years and have two beautiful daughters – 15 yrs and 12 yrs. I have a Social Work background. I worked with high risk teenagers for 20 years.

What do you do in your spare time?

I enjoy spending time with family, watching movies and bowl in a bowling league.

DATS News, November 2015

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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:
dat@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