



# DATS News



Disabled Adult Transit Service  
September 2015

**ETS** Accessibility

## DATS Advisory Group 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** information session is Tuesday, October 14 at 2:00 p.m. at DATS. 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 is Wednesday, October 7th. Call 780-496-4554 or email us: [dat@edmonton.ca](mailto:dat@edmonton.ca) to book your spot.

## SENIORS ON THE GO

Since 2007, Edmonton Transit has worked towards an Age Friendly city by providing thousands of seniors with the ETS Travel Training Program, Seniors on the Go. This program offers opportunities for Seniors groups, centres and clubs to have a free, first hand, low-pressure experience with Edmonton Transit, where groups are orientated with the system, and make a trip to a local destination in the city such as a shopping mall, recreation centre or library.



Each outing is tailored to the specific needs of each group, and includes information regarding trip planning, accessibility, safety, fares and our special programs. For those individuals who ride with mobility aids, we give them the option to ride in multiple different securement positions, and provide information regarding safe riding practices.



Reviews have been very positive: "I am not scared anymore", "excited to be more independent", and "excellent program". We are excited to continue to run the program throughout the duration of the summer, and look forward to reaching out to Edmonton's Seniors to improve their confidence, flexibility and freedom when riding ETS.

# Message from the Director

It's been an exciting summer at DATS as our new leadership team moves ahead with a couple of exciting initiatives - firstly our "Leading Teams, Aligning Strategies, Achieving Goals" project. One of the first steps in this comprehensive project is to develop new Mission, Vision and Values statements for DATS. We started with a series of employee workshops to gather as many ideas as possible, taking advantage of the wealth of experience and knowledge our team members have. Once completed, we then invited some of the other teams we work with, including staff from the City of Leduc and the City of St. Albert for their feedback. We also wanted to reach out to our customers and so we moved the research process to meet you on the road! A team of employees rode buses alongside customers to get their input on what DATS means to them, also taking the chance to talk to agency staff and caregivers. We will include a summary of all our results in the next newsletter.



We have also been working on our Schedule Optimization project which involves taking a closer look at our trips in an effort to make them more efficient. Staff from scheduling and dispatching have been working alongside operators to see how we can make the schedules better – looking for ways to improve your trip by reducing ride time and using more direct routes. Operators are a great resource with these kinds of projects – bringing that on-road experience and understanding of our customer needs. Over the first couple of weeks of August, we also hopped on our buses and spent some time on the road talking to actual customers about their schedules. It was a great chance to get some feedback from passengers, caregivers and agency staff. This is a work-in-progress and we look forward to seeing where we can help to make a difference!

Your experience and insight are valuable to us. Look for more ways to add your input, as we strive to make DATS better, in the months to come.

We hope you all had a great summer! Enjoy the weather while it lasts.

**Ralph Brokop, Director of DATS**

## **DAG Notice**

### **Seniors - We Need Your help!**

The DATS Advisory Group is looking for a Seniors Agency Representative. If you are involved in a Seniors Group or if you are in a facility like a Seniors Residence, we would ask that you forward this article to the Chief Executive Officer/President of the organization asking them to consider their support and contribute to DATS by being a Seniors Agency Representative on the DATS Advisory Group. The Chief Executive Officer/President does not have to be on the DATS Advisory Group but can decide who to send as a designate to be the representative of the organization on the DATS Advisory Group.

For more information, Contact Shirley at [shirley.masterson@edmonton.ca](mailto:shirley.masterson@edmonton.ca) or call: 780-496-4554.

## ETS's Mobility Choices

Edmonton Transit uses feedback from our customers to improve our services and features, and to introduce enhancements to help our customers make the most of their public transit experience.

We provide a wide range of accessibility options on the buses and LRT, to make transit easier to access and use for those of our customers with mobility challenges, including:

- kneeling feature and ramps on our buses, with audio and visual alerts
- accessible doorways and ramps on the LRT
- automated stop announcements on all Smart Bus routes
- Priority Seating on ALL of our vehicles, designated for persons with mobility challenges
- two wheelchair/scooter seating positions on all buses, with multiple options for securement
- accessible stop request buttons
- free customer tools, including Bus Hailer Kits, Customer Communication Cards, and Mobility Cards, to assist with clear communication to the bus operator
- free customer training on accessibility features and services, through our Mobility Choices Travel Training program
- summer Seniors on the Go information and training program

More detailed information on all of these services can be found at [http://www.take.ets/riding\\_ets/accessibility.aspx](http://www.take.ets/riding_ets/accessibility.aspx), with the menu of options located on the left side of the page.

We'd like to know which of these services and features you use/have used, what your experience has been with them - all feedback would be welcome, the good and the bad! - and what suggestions you might have for improving what we currently offer, and ideas for new services, features, and supports to help us meet our customer's accessibility needs even better.

If you're not using ETS buses and trains to meet some of your transportation needs, tell us what we can do to help you try out these options, so that we can continue to improve our services to you, and help provide more options to get you where you need to go in Edmonton.

Send your comments to [ETSCustomerTraining@edmonton.ca](mailto:ETSCustomerTraining@edmonton.ca)

We're looking forward to hearing from you!

## DATS Notes

### Want a New Card?

You can request a new card (the purple ones with photo) any time. In fact, if you are using regular transit, it's probably a good idea to travel with the updated card! Contact us at 780-496-4567 (option 3) or email us at [dats@edmonton.ca](mailto:dats@edmonton.ca)

### Correspondence

If you need correspondence copied to a third party (guardian, agency, program, public guardian, etc.), please provide the address and appropriate documentation (permission to release info, guardianship docs, etc.) to DATS registration.

### Personal Possessions

You are responsible for personal possessions while on DATS - this includes baskets and passes. Please make sure your things are all labeled with your name and contact information. DATS is not responsible for lost items.

### Mobility Aids

Before you buy a new mobility aid, be sure it is suitable and safe for use on transit. If you need advice, call us for a copy of our Mobility Aids brochure or to speak with someone. Call DATS at 780-496-4567 (option 4).



# DATS Notes

## Mobility Equipment

Now is the time to make sure things are in good order for the winter months ahead.

- Install permanent ramps for everyone's safety.
- Ramps: NON slip surface for walking and handrails.
- Ensure the ramp is in good repair; that is free of trip hazards such as cracks or broken pieces.
- Is your walkway wide enough? Is your sidewalk wide enough to accommodate you and/or your mobility aid comfortably and safely. In case of an emergency you should be able to safely exit your home and get away from the building with little effort.
- Make arrangements now for snow and ice clearance!
- Get your equipment checked - tire pressure, loose screws, bolts, brakes and handles.

E-mail / Website  
[DATS@edmonton.ca](mailto:DATS@edmonton.ca)  
[www.takeETS.com/DATS](http://www.takeETS.com/DATS)

DATS Customer Care  
780-496-4567

## Holiday Booking Schedule

### Labour Day – September 7

DATS will operate on a holiday schedule (the Customer Care Centre will be closed) on Monday, September 7. The vehicles will be running as usual. However, all subscription bookings will be cancelled Monday, September 7. If you still require your regular subscription booking on Monday, September 7, 2015, call 780-496-4567 (option 2).

- Bookings for Monday, September 7 and Tuesday, September 8 start Friday, September 4
- Bookings for Wednesday, September 9 start Saturday, September 5
- Bookings for Thursday, September 10 start Sunday, September 6

### Thanksgiving: Monday, October 12

The Customer Care Centre will be closed on Monday, October 12, 2015. The vehicles will be running as usual. However, all subscription bookings will be cancelled on Monday, October 12. If you still require your regular subscription booking on Monday, October 12, 2015, call 780-496-4567 (option 2).

- Bookings for Monday, October 12 and Tuesday, October 13 start Friday, October 9
- Bookings for Wednesday, October 14 start Saturday, October 10
- Bookings for Thursday, October 15 start Sunday, October 11



### DATS Team Member Tony Arnieri

What do you do at DATS?

*I am a DATS Operator and have been driving DATS buses since July 2005.*

What do you like about your job?

*I enjoy the clients. It is the best part.*

What do you do outside of work?

*I am a general contractor. I'm currently building a 4000 sq foot house in Cloverdale. I also am an*

*owner/operator for a couple of food trucks. One is called Poutine World – the Italian poutine is amazing! The other is called Black Angus Grill – we offer six different Philly cheese steaks. We attend most of the festivals in and around Edmonton.*

What are your interests or hobbies?

*I play soccer a couple times a week at the Major Masters level. I also travel pretty often; my favorite spots are Mexico and Phoenix.*

## September 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AUG 30	AUG 31	1	2	3	4 Can book for: Sept 5 (till noon) Sept 6, 7, 8	5 Can book for: Sept 6 (till noon) Sept 7, 8, 9
6 Can book for: Sept 7 (till noon) Sept 8 (till noon) Sept 9, 10	7 HOLIDAY No Trip Booking Subscription trips cancelled	8 Regular booking schedule resumes	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	<b>Door to Door Service:</b> DATS requires all operators to escort customers between the vehicle and the first set of accessible doors.		

## October 2015

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

## DATS News, September 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](mailto: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](mailto:DATS@edmonton.ca)  
[takeETS.com/DATS](http://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