



DATS News



Disabled Adult Transit Service
May 2016

ETS Accessibility

DATS 311 Info Sessions

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, June 14th 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 June 7th, Call Shirley at 780-496-4554 or email us: dat@edmonton.ca to book your spot.

Dragon Boating for
Visually Impaired
Page 6



SENIORS GO ON THE

Edmonton Transit's free Seniors on the Go program combines ETS instruction with community-based field trips on ETS buses and trains for recreational, social, and residential seniors groups. The program is designed to familiarize seniors with public transit options, services and features to help them become confident independent public transit users.



The sessions include information and instruction on our age-friendly features and programs, how to pay fares (and where to find fare products), where to go for trip planning assistance, safety and security tips, and also include a trip to popular destinations within our community.

Applications for the program trips are available now. Call 780-944-5593 after May 4 for more information.

Newsletter Note

This newsletter can be emailed straight to your inbox. It's the fastest, and the greenest way to stay in touch! To be added, contact: dat@edmonton.ca For newsletter requests, call us at 780-496-4567 (option 4).

Director's Message

Summer is right around the corner, and I'm looking forward to longer days and festival season. Whether you're traveling to the Edmonton Folk Music Festival, Heritage Days, or anywhere else around our great city, you can count on DATS to get you there.



We continue to improve your service every day. We recently hired some new personnel, restructured teams to better serve you and we have a new strategic plan in place.

We'll be looking for your feedback on a couple of key projects soon, one of which is the booking policy review. We will be approaching a number of clients, care-givers and support services as we rewrite some policies for group bookings, subscription trips and on-demand (same-day) trips. The purpose of the review is to enhance service and expand access to trips for all clients.

I'm sure some of you are eager to be heard, and we will be contacting you directly about how you can contribute, in the coming months.

We're also busy planning an Open House, the first in two years, for September 2016. This will be your chance to visit Percy Wickman Garage, meet DATS team members and get a better understanding of how your service works. Look forward to more information about the 2016 Open House in the next newsletter.

Ralph Brokop,
Director of DATS

DATS Notes

Passenger Safety

DATS is dedicated to the safety of passengers on all trips. Passengers have to be safely and properly secured on all trips or they may be unable to ride on DATS. Proper use of a securement system (mobility aids) or seatbelt assembly (ambulatory) is a mandatory condition of using DATS.

DATS operators must properly secure all passengers. If you are not offered a seatbelt, please call us at 780-496-4567, option 4 and let us know.

Mobility Choices

Our ETS Customer Travel Training program is designed to help people with mobility challenges make use of Edmonton Transit, and to provide more choices for independent travel.

This free program is customized to meet the needs of the individual. Let us know what you need, and we'll do our best to design a training session that best meets your needs.

If you would like to find out what this program can do for you or would like to inquire about training sessions, please call our Accessibility Hotline at 780-496-3000, or email us at ETSCustomerTraining@edmonton.ca

Festival Season - May /June

Edmonton is known as 'Festival City' for a reason, devoting summer months to various activities throughout the city, celebrating arts, music, culture and more. Summer weather is here early this year, so here is a quick list of upcoming festivals in May and June.

International Children's Festival - May 31 - June 4

St. Albert hosts one of the world's greatest children's festivals with music, magic and fun for everyone's inner child. For more information visit childfest.com.

Edmonton Pride Festival - June 3 - 12

Celebrate Edmonton's diversity, unity and pride during one of Canada's biggest LGBTQ festival weeks in various venues throughout Edmonton. Visit edmontonpride.ca for more information.

Edmonton International Jazz Festival - June 17 - 26

Edmontonians welcome Jazz musicians from around the world this June, at various concert venues throughout the city. Visit edmontonjazz.com for tickets and venue information.

Freewill Shakespeare Festival - June 21 - July 17

This year, enjoy *Romeo and Juliet* or *Love Labour's Lost* at the Heritage Amphitheatre in Hawrelak Park. Visit freewillshakespeare.com for tickets and showtimes.

The Works Art and Design Festival - June 23 - July 5

Enjoy free art and crafts in and around Churchill Square. Visit theworks.ab.ca for more information about venues and exhibits.

DATS ID Cards

- ▶ Orange Cards: do you have an orange DATS Registration card with a June expiry date? Don't worry; these cards will be replaced as customers go through the recertification process. Your orange card is valid during this process.
- ▶ Purple Cards: you may see customers on DATS with new purple cards. As we register new customers or recertify existing registrants, they are given new purple cards.
- ▶ Photos: some purple cards have photos. These photos are taken at the personal interview stage, now part of the regular application process (optional).
- ▶ Photo Note: if you have a purple registration card with no photo and you would like one, please contact DATS Registration and we will make arrangements for a photo.
- ▶ Expiry Date: you may be contacted to recertify before that date.
- ▶ ETS Reminder: don't forget – show your DATS registration card (orange or purple) on regular bus and LRT when you pay your fare and your escort (family member, friend, etc...) rides free! With spring on its way, it is a great time to give ETS a try!

ETS Fare Changes

Reminder: New ETS fares went into effect February 1, 2016.

This is the first time rates are being adjusted in three years. The new fares represent an average increase of approximately three per cent over 2015 fares. Adjusting fares aligns with City Council's multi-year budgeting process; reduces the tax levy related to transit services; and maintains Edmonton Transit's cost-recovery performance goals.

- ▶ DATS Cash Fare: \$3.25
- ▶ Adult Ticket Books: \$24.75
- ▶ DATS Monthly Pass: \$91.50



DATS Notes

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.

Cancelling Your Trip?

Remember - if you are cancelling your trip, you must give at least two hours notice to avoid a no-show. If you need to cancel multiple trips for a specific period of time, we can also do such requests.

Note: the Client Services agent may ask the reason for your cancellation. We use this information to ensure we're taking care of all your trip adjustments in the same call.

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).

Stay Warm

Please dress warmly and wear footwear appropriate for the season. Our vehicles are heated, but there may be cold drafts on the vehicle when the doors are open and closed frequently.

Holiday Booking Schedule

VICTORIA DAY

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Victoria Day (Monday, May 23). The vehicles will be running as usual.

Note: subscription bookings will be cancelled on Monday, May 23. If you still require your subscription booking on Monday, May 23 call 780-496-4567 (option 2) to book it.

CANADA DAY

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Canada Day (Friday, July 1). The vehicles will be running as usual.

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



DATS I-Book

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

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.

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



May 2016

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 Can book for: May 21 (till noon) May, 22, 23, 24	21 Can book for: May 22, 23, 24, 25 (All till noon)
22 Can book for: May 23, 24 (till noon) May 25, 26	23 HOLIDAY Victoria Day Client Services Centre Closed Subscription trips cancelled	24 Regular booking schedule resumes	25	26	27	28
29	30	31	DATS Client Service Centre 780-496-4567 E-mail / Website DATS@edmonton.ca www.takeETS.com/DATS			

June/July 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
June 26	June 27	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	July 1 HOLIDAY Canada Day Client Services Centre Closed Subscription trips cancelled	July 2 Regular booking schedule resumes
July 3	July 4	July 5	July 6	July 7	July 8	July 9

Dragon Sight

Are you interested in trying a new sport and challenging yourself? If so, join a dragon boating team specifically for blind and partially-sighted individuals!



A dragon boat is a long fierce-looking canoe that seats 20 people, and every August, Edmonton's Dragon Boat festival give everyone a chance to compete on the North Saskatchewan river.

Join the Oil City Crew Dragon Boat Club as they coach *Dragon Sight*, a visually impaired dragon boat team in Edmonton. OCC is now looking for athletes of varying abilities who are interested in trying something new and being active in this growing inclusive paddling sport. If you are interested in this exciting recreational/competitive opportunity or would like more information, please contact OCC DBC by email at: board@oilcitycrew.ca

As well, check out the Oil City Crew group page at:
<https://www.facebook.com/OilCityCrew>

Join us at the OCC Dragon Boat Club Open House Try-It event!

OCC Open House

Saturday, May 14, 2016

11:00- 12:00am (arrive at 10:45am)

St. Albert Canoe & Kayak Club at Kirk Lake in northwest Edmonton

Park & pickup point for this event: 61 Riel Dr, St Albert, AB T8N 1N2

This event is open to everyone who would like to try Dragon Boat, ages 12 & over. Invite all your friends and family, too!



Community Notes

Paralympic Sports Association

PSA is dedicated to enhancing the social, physical and mental health of children and adults with a disability through adapted recreational and sporting activities. Programs include Sledge Hockey, Wheelchair Floor Hockey, Taekwondo, Swimming, Integrated Spin, Golf, Rock Climbing, Cycling, Canoeing and Kayaking and more! For more information or to register, please contact Sydney at 780-439-8684 or programs@parasports.net

Steadward Centre

The Steadward Centre for Personal & Physical Achievement actively supports inclusion and independence for children, youth and adults living with impairments. We have a fully-accessible fitness centre and expert staff that can make you an exercise program so you get the most benefits. Contact the Steadward Centre today at 780-492-9236.

Cerebral Palsy Association

CPAA offers a variety of programming for all ages and abilities. Courses include: art, yoga, music, basic computer skills, cooking, dancing and youth transition program.

For more information or to register, please contact Kim at 1-888-477-8030 or kim@cpalberta.com

Team Member Profile: *Rose Isherwood, DATS Team Lead - Operations Technicians*

How long have you been at DATS?

I have been working at DATS for 15 years now.

What do you like most about your job?

I really like what DATS stand for in our Mission, Vision and Values and I enjoy helping people. What I enjoy most about my job is that I get to work with great people. I also take great pride in providing excellent customer service to our clients.

What is a typical day at DATS like for you?

Operations Technicians prepare DATS vehicles before they start their runs every morning. We make sure our buses are safe and ready for service.

Every day is a great day at DATS because I get to work with a great team. We try to foster a collaborative, fun working environment for everyone on the team.

What do you like to do in your spare time?

I like to spend time with my family, and I enjoy going to British Columbia to work on my retirement property.

"I've known Rose for all of her 15 years here at DATS. She is hardworking, organized (great at multi-tasking) and very supporting. Working together, she pays a lot of attention to detail and is quite meticulous in her approach to completing any task that is assigned to her.

"When Collaborating with others, Rose tries her very best to find resolutions to their concerns. At the forefront, Rose most definitely has the best interest of her co-workers and her team at heart.

"In a nutshell, Rose is a fantastic person to work with!"

- Chris Filice, Operations Technician



ETS Notes

ETS Smart Bus

ETS has eight more Smart Bus routes on the road – 35, 37, 39, 47, 70, 125, 126, 130. Customers can get real-time information on these routes using the ETS Live tools...

ETS Live® Bus Finder: Find your bus in real-time for Smart Bus routes and look up schedule information and maps for all other routes.

ETS Live® Email & Ride: Get real-time departures for Smart Bus routes and scheduled departure times for all other routes sent directly to your desktop or mobile device. Just put the bus stop number in the subject line and email to ETSLive@edmonton.ca

ETS Live® To Go App: Use the free ETS Live To Go app for real time and scheduled transit information on the go. Check out the video on our website at: takeETS.com/LiveToGo



DATS News, May 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:
dat@edmonton.ca - please put
"DATS Newsletter" in the subject line.
Or call us at 780-496-4567.

Contact DATS

DATS Client Service 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

DATS Client Service 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 Client Service 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 Operations
Suite 500, Scotia Place
10060 - Jasper Avenue
Edmonton, Alberta T5J 3R8

post office indicia here