



DATS News



Disabled Adult Transit Service
November 2014

ETS Accessibility

DATS I-Book

DATS 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.

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 other newsletter requests, call us at 780-496-4567 (option 4).

DATS Open House

Thanks to everyone who joined us at the DATS Open House on Wednesday, September 10! Despite some cooler weather, many guests were able to enjoy the displays, tours and most importantly, the chance to meet our staff.

Feedback was very positive on the day and we also received this email from a client:

Thank you, and all of your staff, for the effort you went to in order to make the Open House a most enjoyable event. DATS is an essential service to so many of us and I want you to know that you do not go unappreciated for the job you do every day of the year.

Some of our staff at our photo booth, with some fun costuming:



One costume stood out among the crowd, our own Miss ETS!



More photos inside...

Message from the Director

Greetings everyone! The focus of this message is two-fold, one to celebrate the life of a caring, witty DATS registrant who left us before his time and two, to let you know that I'm leaving DATS to take on an exciting challenging role within Edmonton Transit.



Firstly, to let you know that we lost the Chair of the DATS Advisory Group (DAG), Noel Noren, in early September. He passed away unexpectedly at home. Noel was DATS registrant 2034 (formerly N951). He joined the Advisory Group in March 2010 and became Chair of the Group in January 2013. Despite his curt exterior that came through once in a while, he was a sharp, witty individual who cared deeply about people including his fellow DATS riders. Committed to improving the lives of persons with disabilities, he championed initiatives to support independence. Noel lived alone and didn't have much family. Educated as a professional engineer, he had a long career in telecommunications working for Nortel Networks in Europe, based out of Brussels from 1983 to 1990. He went on to head up a consulting firm in the telecommunications field after that. His health likely impacted his ability to carry on this work.



During his time on DAG, he endeared himself to everyone he met. On his original application to join DAG, he noted 'I use DATS a fair bit and I think it is about time I lend a hand'. Through his efforts, he and other members of the Group, started an initiative to meet with health care leaders to educate them on DATS. Noel didn't always have someone to attend medical procedures with him, a requirement of the hospitals in Edmonton. He championed meetings with health care managers to assist them to be more fully aware of the level of service provided by DATS, that is, the door to door component. Through his efforts as well as others, DAG has started DATS 101 sessions on the second Tuesday of most months to which

registrants, care givers and interested citizens are invited to hear about the basics of this important shared ride paratransit service. We'll miss Noel and his witty repartee. But we won't forget his contribution to creating a better service for Edmontonians. Rest in peace, my friend!

Secondly, I need to let you know that I'm leaving DATS to take on another role within Edmonton Transit! You may recall that I left once before for about six months in 2013 to work on Smart Bus and Smart Fare technology projects. This time, I'm moving to become Director of Customer Experience and Innovation. My role is to function as the chief customer officer for Edmonton Transit. This includes continued responsibility for technology initiatives as well as internal and external communication, customer information in all its various forms, community relations and promotions as well as the ETS customer service centre at City Hall to mention a few elements of the portfolio. I took stock of the achievements during my eight years at DATS in the May 2013 newsletter so I won't repeat them here. It has been my pleasure to work at DATS for these years and thank everyone for supporting me in this leadership role. I'll miss you but won't forget you and hope to continue to hear about the great work of everyone involved with DATS.

Good-bye and good luck everyone!

Lorna Stewart, Director of DATS

DATS Customer Care
780-496-4567

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

Application Process

It has been one year since DATS updated its application process! Thank you to all DATS registrants who have participated in the updated application and recertification process so far, and for the valuable feedback that has helped to guide us through the transition.

Over the past year, DATS has observed the following trends related to the updated application process and recertification:

- Large increase in the amount of valid and reliable information obtained regarding our customers' abilities and challenges related to transit use. Meeting registrants face-to-face at in-person interviews allows DATS to get more information at intake!
- A majority of DATS registrants are using regular, fixed-route ETS whenever they are able. This allows DATS to save trips for those individuals who need them most.
- Because regular ETS buses and LRT are more accessible than ever before, with supports (i.e. ETS Customer Training) and education, customers who are able to use regular ETS do so and are less likely to apply for DATS. Since implementing the updated application process, including a strong linkage to education and training, DATS has observed a decrease in the number of new DATS applications.
- Community education and partnerships are key to encouraging the use of inclusive community services such as regular, accessible ETS. Over the past year, DATS has completed more than 25 presentations to healthcare professionals and community organizations regarding the updated application process and accessible ETS.

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 client file. As recertification continues, we look forward to meeting many of our DATS registrants.

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

DATS Registration Team

DATS Notes

DATS Call Centre

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

International Day of Persons with Disabilities

Join us on December 3, 2014 International Day of Persons with Disabilities is a time to make a renewed commitment to the principles of dignity and justice and to ensure implementation of the Convention on the Rights of Persons with Disabilities. All human beings are not only entitled to rights, but also have the responsibility of making universal human rights a reality for all of us.

This annual observance is to promote an understanding of disability issues and mobilize support for the dignity, rights and well-being of persons with disabilities. It also seeks to increase awareness of gains to be derived from the integration of persons with disabilities in every aspect of political, social, economic and cultural life.

Tuesday December 3, 2014
(10am-2pm)
Ramada Inn (11834
Kingsway Ave)
For more information, call
780-496-1472 or email:
leslie.tanzi@edmonton.ca

DATS Notes

Christmas Lights Tours

DATS is once again offering our popular "DATS Christmas Lights Tours". The tours are available for ETS passengers who cannot take the conventional ETS tours. Two tours run per night from December 8 to 14 and include a tour of the scenic and festive light displays around Edmonton during the holiday season. Watch for more details and information on signing up for a tour!

St Albert Onboard

In September, DATS started providing the booking, scheduling, and dispatching of the St Albert vehicles and drivers - same as Leduc LATS. The difference with St Albert Handibus (as compared to Leduc LATS) is that St Albert also brings their registrants into Edmonton on their buses.

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. They need larger stalls to load and unload walkers and wheelchairs, with access to curb cuts.

To request a placard speak with your medical practitioner or contact any Alberta registry for an application.
www.servicealberta.gov.ab.ca

Holiday Booking Schedule

Remembrance Day:

DATS operates on a holiday schedule (Customer Care Centre is closed) on Tuesday, November 11, 2014. The vehicles run as usual.

Note: all subscription bookings are cancelled on Tuesday, November 11, 2014. If you still require your regular subscription booking on Tuesday, November 11, 2014 call 780-496-4567 (option 2).

Christmas and New Year's Day:

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

- Thursday, December 25, 2014 (Christmas Day)
- Friday, December 26, 2014 (Boxing Day)
- Thursday, January 1, 2015 (New Year's Day)

The vehicles will run as usual.

Note: Subscription Trips are NOT cancelled on December 28. If you do not require your subscription booking on this day, please call 780-496-4567 (option 1) to cancel it.

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 22 to 27, and December 29 to January 2. If you still require your regular subscription booking during this time, call 780-496-4567 (option 2).

New Year's Day:

DATS is extending our hours of service on Tuesday, 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!



November 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2	3	4	5	6	7 Can book for: Nov 8 (till noon) Nov 9, Nov 10	8 Can book for: Nov 9 (till noon) Nov 10, Nov 11 Nov 12
9 Can book for: Nov 10 (till noon) Nov 11, Nov 12 Nov 13	10 Can book for: Nov 11 (till noon) Nov 12 (till noon) Nov 13, Nov 14	11 HOLIDAY No Trip Booking Subscription trips cancelled	12 Regular booking schedule resumes	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	Door to Door Service: 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 2014

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	22 Can book for: Dec 23 (till noon) Dec 24, 25, 26, 27 Subscription trips cancelled	23 Can book for: Dec 24 (till noon) Dec 25, 26, 27, 28 Subscription trips cancelled	24 Can book for: Dec 25 (till noon), Dec 26 (till noon), Dec 27 (till noon), Dec 28, 29 Subscription trips cancelled	25 HOLIDAY No Trip Booking Subscription trips cancelled	26 HOLIDAY No Trip Booking Subscription trips cancelled	27 Can book for: Dec 28 (till noon) Dec 29, Dec 30 Subscription trips cancelled
28 Can book for: Dec 29 (till noon) Dec 30, Dec 31 Subscription trips NOT 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	Jan 3

Customer Training

With the arrival of cooler weather, and the promise of Winter, it's important to be prepared for the changing weather conditions when using ETS. Have a trip plan before you leave home, and have all the information you need about your travel to your destination, as well as for the trip home.

Here are several places you can access ETS information:

311: Call 311 anytime, 24 hours a day, each day of the year, to get detailed information about routes, schedules, and trip plans.

takeETS.com: The ETS website has an easy online Trip Planner, which 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 also available. You can also try Google Transit, ETStoGo, ETSLive, and ETS Text & Ride. For more information, check out: www.takeETS.com

BusLink: By calling 780-496-1600, customers can obtain route and schedule information for their bus stops for today, tomorrow, and later dates via their phone. You need the 4 or 5 digit number of the bus stop you are travelling from.

ETS Ride Guide: Print materials (Ride Guide and individual route brochures) are available at Churchill LRT Station downtown, at Edmonton Public Library branches, and at various other locations throughout our community.

Now you're prepared with the information you need to make your trip, remember to dress for the weather. Have your fare ready when your bus arrives at the stop: cash (\$3.20 per trip), transit tickets, or bus passes. If you're travelling by LRT, buy a ticket at the machine at the LRT Stations, validate your pre-purchased ticket in the orange machine, or have your bus pass on hand for your whole trip. If you are using the bus and pay cash, don't forget to get a transfer from your bus driver - transfers can be used on the LRT, as long as they are still valid.

If you would like to learn more about using ETS, including details on our accessible features, services, and programs, you can find lots on our website 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!



Open House 2014

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

Winter Safety

DATS is a shared ride public transportation system and we depend on caregivers and facility managers to maintain their properties. We need a clear, wide pathway to ensure the safe pick-up and drop-off of clients at your residence or facility. Ramps, sidewalks, driveways and roadways must be cleared from the door to where the door or the lift of the vehicle is opened. In order for the lift to lower safely, a width of 2.14m or 7 feet needs to be clear of snow. If a clear and safe path is not available, DATS may be unable to provide service until it is cleared.

To find a service that may help with snow clearance, call:

- 311 (24/7), outside Edmonton: 780-442-5311
- Seniors Association of Edmonton: 780-701-9011
- Information Line: 211, outside Edmonton: 780-482-INFO (4636)
- Your Community League

DATS Team Member

Natalie Lytle



How long have you been working at DATS?

I have been working at DATS for seven years in a variety of roles. Currently, I am working primarily as a DATS Operator, DATS Service Specialist Relief, Auxiliary Instructor and mentor.

Why do you like working at DATS?

I love working with the people and I love to drive – it is the best of both worlds! The part about my job that I like the most is each day, I get to meet such wonderful people.

Can you tell us more about you?

I was born in Montreal but I have lived in Edmonton since I was two years old. Before I came to DATS I worked as an Animal Health Technologist for nine years.

What do you do in your spare time?

Outside of work, I like to travel and attend my son's extra curricular activities. My family and I are planning to go to Disneyland and San Diego on our next family vacation.

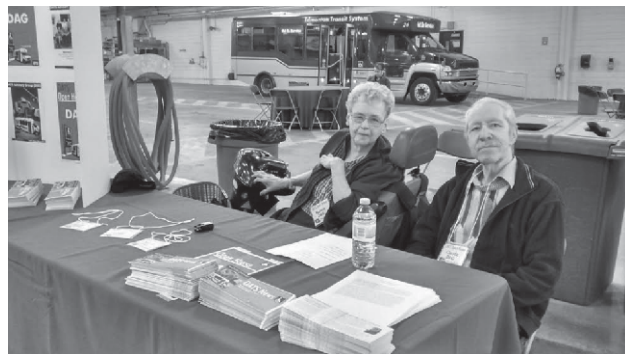
DATS Advisory Group (DAG)

Let's all work together to make the best use of DATS:

- Need help with snow clearance? Now is the time to arrange for help with snow removal.
- Keep track of your personal items, use a luggage tag for your pass.
- Don't leave the house until your operator is at your door to assist you, especially if it is icy.
- Days are getting shorter - help your operator find you by leaving your outside lights on for pick-up and drop-off times.
- 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 2015!

The DATS Advisory Group (DAG) has immediate openings for two User Representatives. Call DATS Administration at 780-496-4554 to discuss the position (must be current DATS registrants).



Open House 2014

Snow Angels

Snow Angels is a City of Edmonton recognition program. It 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 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 within 48 hours of snowfall.

Say thanks to your volunteer by nominating them as a City of Edmonton Snow Angel. When you nominate your volunteer, they receive official recognition by the Mayor and are automatically entered to win great prizes. They also each receive tickets to an Oil Kings game. Call 311 to nominate your snow angel or email: capitalcitycleanup@edmonton.ca

DATS News, November 2014

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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:
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