



# DATS News



**Disabled Adult Transit Service**  
January 2018

**ETS** Accessibility

## ETS FARE CHANGES

Starting February 1, 2018, a scheduled fare increase will be in effect for the following ETS fare types:

Adult Ticket (10)	\$26.25
Youth/Senior Ticket (10)	\$23.00
Adult Monthly Pass	\$97.00
Youth Monthly Pass	
(effective Sept. 1)	\$75.00
Senior Monthly Pass	\$15.50
Day Pass	\$9.75
Post-Secondary Pass	\$88.50
ETS@Work Monthly Pass	\$85.35
Senior Annual Pass	
(effective April 1)	\$136.50
Senior Annual Pass	
(low income, effective April 1)	\$59.25

There are no changes at this time to cash fare, U-pass or Ride Transit.

The new fares represent an average increase of approximately 3%. Adjusting fares align with City Council's multi-year budgeting process. ETS administration provides fare structure recommendations to City Council as part of the Operating Budget process. February 2018 fare changes were approved by City Council in December 2015 for the 2016-2018 Operating Budget. Council and Committee meetings minutes and reports are available to the public online at [edmonton.ca](http://edmonton.ca).

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## DATS Christmas Lights Tours

Once again, DATS delivered our very own version of this successful ETS program this year from December 13 - 19. Volunteer DATS drivers and hosts helped to deliver 14 tours. Almost 100 DATS registrants and their escorts were able to take a tour and enjoy the seasonal lights of Edmonton, including Candy Cane Lane, The Legislature grounds and City Hall.

*All fares collected through the tours go towards 'Donate-A-Ride', a fund-raising program designed to provide transit tickets to Edmontonians in need.*

**ETS**

# Manager's Message

Happy New Year!

As we delve into 2018, we take a moment to remember our service over the past year.

2017 was a year of challenges and opportunities for DATS. We started a number of projects to provide safer service, and align ourselves better with conventional transit. We streamlined our fare with conventional ETS, and the City introduced the Ride Transit Program.

As we closed out the year, we looked at the service records that were shattered throughout the fall months, and one thing is clear: DATS is a vital part of our community, and so are you.

As we look ahead to 2018, we will continue to strive to improve our service. One of our first new features this year, will be launched in early February. Soon you will be able to call an automated messaging system to check on or cancel a trip, and you'll even be able to text DATS to check on your next pick-up. For more information see pages 4 and 5.

As the future brings us new ways to connect digitally, we hope DATS was able to help you connect with those who matter most to you over the holidays.



Paul Schmold, Manager Paratransit



## DATS Notes

### Purchasing New Equipment?

Not all mobility aids are suitable for DATS vehicles. All equipment, whether walkers, scooters or wheelchairs, must meet size and safety requirements to be loaded onto DATS vehicles.

If you are purchasing new equipment, or have questions about current equipment, please contact DATS at (780) 496-4567, option 4 or email [dats@edmonton.ca](mailto:dats@edmonton.ca).

An Operations Supervisor may need to inspect your equipment before it can be safely used on DATS vehicles.

### 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 Client Service 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.

# Winter Events

Embrace Edmonton's colder months with these great community events.

## Boardwalk Ice on Whyte 2018

**January 25-28, February 1-4, 2018 - Whyte Avenue and Gateway Blvd**

Old Strathcona hosts the 15th annual Ice on Whyte festival over two weekends at Whyte Avenue and Gateway Blvd with ice carving, warm drinks, art, shopping, and more.

## Deep Freeze: A Byzantine Winter Festival

**January 13, 14, 2018 - Alberta Avenue (118 Ave) and 90 Street - 95 Street**

The 11th annual festival celebrates Ukranian, French, Indigenous and Acadian communities to gather in the magic and beauty of winter.



## Flying Canoë Volant

**February 2 and 3, 2018 Cité Francophone and Mill Creek Ravine**

Named after the Flying Canoe legend of French-Canadian, First Nations and Métis traditions, the French quarters of Edmonton come alive for a weekend in February with live music, children's activities, art and snow carvings.

## Ice Castles

**Until March 2018 (weather permitting) - Hawrelak Park**

Back by popular demand, an acre-sized wonderland created using only ice and water, Ice Castles returns to Hawrelak park during winter months, weather permitting.



## Silver Skate Festival

**February 9 - 19, 2018 - Hawrelak Park**

Also in Hawrelak park this February, the Silver Skate Festival returns for ten days of skating, snowshoeing cross-country skiing and more. Celebrating its 27th year, the festival comes alive at night with fire sculptures and live entertainment.

# IVR Updates - New Ways to Connect

New ways to connect with DATS launch this year, including automated phone calls to check on trip status, get an estimate on your next trip time, and to cancel a trip, as well as text messaging features (next page).

To enroll in these features, you will need:

- DATS Registration Number
- Pass Code - This pass code will be the same as your pass code for I-Book, but **MUST** be digits-only (ie: 123456). To use these features, you must change your pass code in I-Book.
- If you're a new DATS client, or you do not use I-Book, you will receive an automatically generated pass code in the mail in the coming months.

## Phone Calls - Interactive Voice Response (IVR)

Starting in February, you can call DATS Client Services at **(780) 496-4567 (Option 5)** for IVR. From there you can select from the following options:

- 1) Where's My Ride - Get updated information about an upcoming ride within 90 minutes. The closer to your ride, the more accurate the estimate will be.
- 2) Trip Status - Get a list of all trips booked within the next 3 days
- 3) Cancel a Trip

When you call, you will be prompted to input your registration number and your pass code (which must be at least 6 digits - see above). Press 0 at any time to speak to a DATS Client Service agent during normal office hours.

These features are available 21 hours a day and seven days a week, and will reduce call volume to our Client Service Centre. Using IVR to check on a ride or cancel a trip will reduce queue times over the phone for all DATS clients.



## Text Messaging (SMS)

Starting in February, you can also text DATS at **(587) 409-4447** for:

- 1) Where's My Ride - Get updated information about an upcoming ride within 90 minutes. The closer to your ride, the more accurate the estimate will be.
- 2) Automated Text-Ahead Features (if you are already enrolled in automated call ahead features, this can be switched to text-ahead by opting into text messaging)

### Opting In

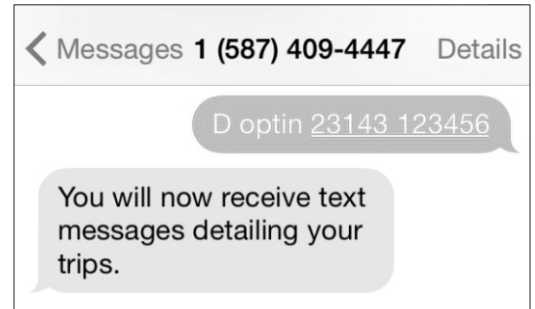
To opt into text messages, simply text the following to (587) 409-4447:

**d optin 23143 123456**

↓                                      ↓                                      ↓

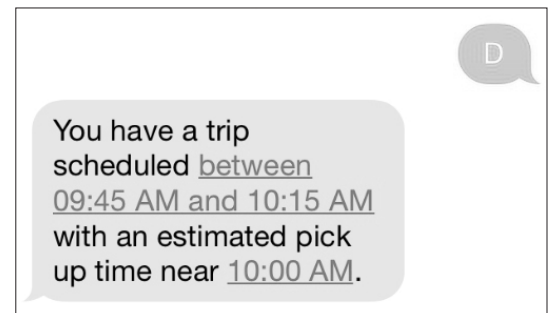
"d" for DATS                                      DATS number                                      pass-code

This registers your phone for messaging, and will send a confirmation message (above).



### Where's My Ride

Once opted in, to check on a trip within 90 minutes, simply text "d" or "D" for DATS to (587) 409-4447. Both uppercase and lowercase d's are recognized by the system. If you have a trip within the next 90 minutes, you will receive an estimate message (pictured to the right).

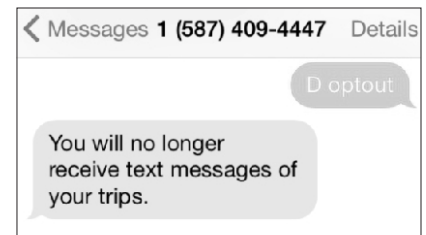


### Opting Out

If you are not satisfied with text messaging, or would like to opt out at any time without calling DATS, text the following to (587) 409-4447:

**D optout**

You will then have to opt in again to use the system, or if you wish to use a different phone for text messaging.



**If you have any questions about these new features, please contact DATS Client Services at (780) 496-4567 (Option 2).**



# DATS Notes

## Fragrances:

DATS is a shared ride service, so please avoid using scented products on our vehicles.

## Door to Door Service:

DATS requires all operators to escort clients between the vehicle and the first set of accessible doors. If your operator does not provide door to door service, call us at (780) 496-4567 (option 4) and let us know!

## Fax Forms:

DATS has the following forms that can be faxed. These are great for agencies, group homes, programs, etc. that have lots of clients but also work well for individuals.

- Booking Request Form
- Group Booking Request Form
- Subscription Booking Request Form

Call Customer Care at 780-496-4570 (option 2) and we will fax or e-mail the forms out – the DATS fax number is: (780) 496-1008.

# Holiday Booking Schedule

## NEW YEARS 2018

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on:

- New Years Day, January 1, 2018

Note: Subscription bookings will be cancelled January 1, 2018. If you still require your subscription booking on this day, call 780-496-4567 (option 2) to book it.

## New Year's Eve Service:

DATS is extending our hours of service on Sunday, 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 5:00pm until closing is free!

## FAMILY DAY

DATS operates on a holiday schedule (Client Service Centre is closed) on Monday, February 19, 2018 (Family Day). The vehicles will run as usual.

Note: all subscription bookings are CANCELLED on Monday, February 19, 2018. If you still require your regular subscription booking during this time, call 780-496-4567 (option 2).



## January 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dec. 31 Can book for: Jan 1, 2, 3, 4 (till noon)  Subscription trips <b>NOT</b> cancelled	1  HOLIDAY 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			

## February 2018

DATS Client Services  
780-496-4567

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

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

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### Please direct comments/submissions to:

DATS, Wickman Garage  
5610-86 Street  
Edmonton, Alberta T6E 2X3  
Phone: (780) 496-4567  
Fax: (780) 496-1008  
Edmonton Transit System:  
www.takeETS.com  
E-mail: [dat@edmonton.ca](mailto:dat@edmonton.ca)

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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 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](mailto:DATS@edmonton.ca)  
[takeETS.com/DATS](http://takeETS.com/DATS)

## DATS Client Service Centre

Trip Booking:

Monday to Friday:

7:30 a.m. to 5:00 p.m.

Saturday and Sunday:

7:30 a.m. to 12:00 noon

Registration, Commendations,  
Concerns

Monday to Friday:

8:30 a.m. to 4:30 p.m.

## 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 of Edmonton - City Operations**  
**15th Floor, Edmonton Tower**  
**10111 104 Avenue NW**  
**Edmonton, Alberta T5J 0J4**

post office indicia here