



# DATS News



**Disabled Adult Transit Service**  
March 2018

## DAG Volunteer Wanted

DATS Advisory Group (DAG) has an immediate opening for a User Representative Position.

Applications must be received by March 31, 2018.

To find out more about joining DAG, please contact Shirley Masterson at (780) 496-4554 or by emailing [shirley.masterson@edmonton.ca](mailto:shirley.masterson@edmonton.ca).

Details: DATS is looking for motivated individuals to be members of their voluntary advisory committee, and provide input based on their experiences using DATS. Members must be residents of Edmonton, commit to a two-year term, with the possibility of two term extensions. DAG work outside of monthly meetings is done using email - DAG members must be able to access email in order to fully participate in a timely manner.

DAG requires a monthly commitment as well. Meetings are held the second 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.

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 clients old and new, agency staff, care-givers, family members and anyone considering applying for DATS.

## DATS 311

The next DATS 311 is Tuesday, April 10th 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 April 3rd, Call Shirley at 780-496-4554 or email us: [dat@edmonton.ca](mailto:dat@edmonton.ca) to book your spot.

## Manager's Message

More sun. Less snow (hopefully). At DATS we're looking forward to Spring, and I'm sure you are too.

On the opposite page, we've included some special events in Edmonton over the next couple of months. Wherever you travel in Edmonton, DATS will get you there.

We've been working hard at refining our new IVR features to ensure a successful rollout. We want these new features (automated call functions and text messaging) to work as smoothly as possible for all DATS clients. All of our clients will be receiving information in the coming months about how to use these optional features in the mail, but we've also included some of that information again here so that you know what to look forward to.

Watch your mailbox!



Paul Schmold  
Manager - Paratransit



## DATS Notes

### 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. Help us out with these tips:

- Please refrain from using a speaker phone when calling the Client Service Centre, as they can be more difficult to hear
- Speak clearly into your receiver
- Call from a quiet place, if possible, and free from distractions - calls from the road can be noisy and difficult to hear
- Be prepared with your registration number before you call

Thank you for your help. We want to make sure we get the correct information.

### Reminder - ETS Fare (as of Feb. 1, 2018)

Cash	\$3.25
Adult Tickets (10)	\$26.25
Senior Tickets (10)	\$23.00
Senior Monthly Pass	\$15.50
Senior Annual Pass	\$136.50
Senior Annual Pass (low income)	\$59.25
Monthly Pass	\$97.00
For a full list of fare types, visit <a href="http://edmonton.ca">edmonton.ca</a>	

# Winter/Spring Events

We have four festival seasons in Edmonton, and here are a few unique events coming up in March and April.

## Skirtsafire Festival

**March 8 - 11, 2018 - Various Venues along Alberta Avenue**

A four-day, multi-disciplinary festival that empowers, develops, supports and showcases the talents of women artists. Enjoy food and drinks while taking in theatre or music.

## Red Bull Crashed Ice

**March 9 - 10, 2018 - Shaw Conference Centre**

A unique blend of skating and boarder cross, skaters decent a steep ice track filled with bumps and jumps, racing to the finish line at 80 km/h.



Credit: Sebastian Marko, Red Bull Content Pool

## 2018 Canadian Boxing Championships

**March 28 - April 1, 2018, Radison Hotel - 4440 Gateway Blvd**

250 of the best boxers from across Canada will face each other during the week-long competition for the national title in respective divisions, including Olympic hopefuls for 2020.

## Edmonton Poetry Festival

**April 22 - 29, 2018 - Various venues**

Leading local, national and international poets converge to celebrate poetry in all its forms in Edmonton. Visit [www.edmontonpoetryfestival.com](http://www.edmontonpoetryfestival.com) for more information.



# 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:

- **Your DATS Registration Number**
- **Pass Code** - This pass code (security PIN) 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. The pass code must be 6 to 8 digits (no letters or symbols) so that it can be easily entered from a phone's number pad.
- If you're a new DATS client, or you do not use I-Book, you will receive an automatically generated pass code (security PIN) in the mail in the coming months.

## Phone Calls - Interactive Voice Response (IVR)

Call the DATS Client Service Centre at **(780) 496-4567 (Option 5)** for IVR. You will be asked to enter your registration number, followed by your pass code (security PIN). 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. Please note that this is an **estimate**, and is subject to change at any time, or be inaccurate due to weather or adverse road conditions. Rides outside of 90 minutes of your call will not be listed.
- 2) Trip Status - Get a list of all trips booked within the next 3 days
- 3) Cancel a Trip

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.

**If you have any questions about these new features, please**



## Text Messaging (SMS)

You will also be able to 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. Please note that this is an **estimate**, and is subject to change at any time, or be inaccurate due to weather or adverse road conditions. Rides outside of 90 minutes of your text will not be listed.
- 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)

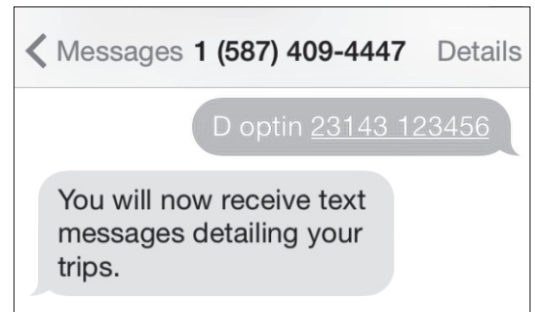
### Opting In

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

**d optin 23143 123456**

↓                      ↓                      ↓

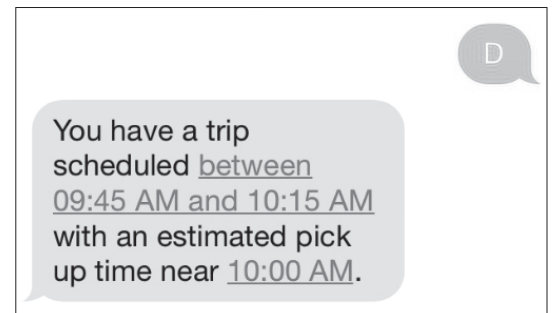
"d" for DATS                      DATS number                      pass-code



This registers your phone for messaging, and will send a confirmation message (above). Standard text rates may apply, depending on your phone plan.

### 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).

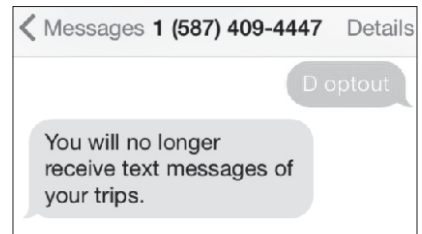


### Opting Out

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.



**contact DATS Client Services at (780) 496-4567 (Option 2).**

## DATS Notes

### **Ride Transit Program**

**\*NEW\*** - Plan ahead, there are location changes to where you can purchase your transit passes. For a complete list of current sales locations, visit [edmonton.ca/ridetransit](http://edmonton.ca/ridetransit)

### **Do Not Leave Alone**

Reminder: If you are a caregiver or family member of a "Do Not Leave Alone" (DNLA) DATS client, please remember to have someone waiting for them at their destination. It is DATS policy to ensure our clients arrive at their destinations safely.

We will not leave a DNLA clients alone, so if an operator drops off someone at their destination, and no one is there to receive them, they are forced to wait, disrupting the service for other passengers and sometimes falling behind schedule.

### **Wrong Walker?**

Get off your bus with the wrong walker? Sometimes mix-ups can happen, especially if you have a popular brand of walker. Try putting a name on your mobility device so that you, the operator, and other DATS clients get the right equipment when getting dropped-off.

## Holiday Booking Schedule

### **GOOD FRIDAY/EASTER 2018**

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

- Good Friday, March 30
- Easter Sunday, April 1
- Easter Monday, April 2

Note: Subscription bookings will be cancelled Friday, March 30, 2018 and Monday, April 2, 2018. If you still require your subscription booking on this day, call 780-496-4567 (option 2) to book it.

## Grocery Delivery

Did you know that a number of grocery stores in Edmonton offer in-store pickup services or delivery services? Delivery services can reduce the number of bags you carry while on DATS or ETS, and in-store pickup services can free up your time.

Here is a short list of services within Edmonton. Visit their respective websites for details.

- Real Canadian Superstore - Pickup service (no delivery)
- Sobeys, Safeway - Pickup service (no delivery)
- Save on Foods - Pickup, and some stores offer delivery
- Walmart - Pickup service (delivery services are expanding to Edmonton in the future, depending on your Postal Code)
- Edmonton Grocer - Free delivery on orders over \$50
- SPUD.ca - Local organic grocery delivery
- JY Grocery Delivery - Minimum \$75 order + \$10 fee
- Organic Box - Local, fresh, weekly delivery

In addition to these, there are a number of restaurant food delivery services in Edmonton growing in popularity due to convenience and variety:

- Uber Eats
- Skip the Dishes
- Door Dash

## March 2018

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	23	24
25	26	27 Can book for: March 28 (till noon)  March 29, 30, 31	28 Can book for: March 29 (till noon)  March 30, 31, April 1, 2	29 Can book for: March 30, 31 (till noon)  April 1, 2, 3	30 HOLIDAY Client Service Centre CLOSED  Subscription Trips Cancelled	31 Can book for: April 1, 2, 3, 4, 5 (till noon)

## April 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 HOLIDAY Client Service Centre CLOSED  Subscription Trips NOT Cancelled	2 HOLIDAY Client Service Centre OPEN  Subscription Trips Cancelled	3 Regular Booking Schedule Resumes	4	5	6	7
8	9	10 DATS 311 (See front page)	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

DATS Client Services  
780-496-4567

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

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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