



# DATS News



## Dedicated Accessible Transit Service Spring 2024

### Lost and Found

Take all your belongings with you when exiting the vehicle.

ETS handles all lost and found items on DATS. Please call ETS Lost and Found at (780) 496-1622 to ask about any lost items on DATS or other ETS vehicles.

### Trip Cancellations

If you have booked trips you no longer need, please phone DATS as soon as possible to cancel these trips. By giving us as much notice as you can, trips can be made available for other clients.

To cancel your DATS trip, call (780) 496-4567 (option 1).  
Thanks!

**Edmonton  
Transit  
Service**

**Edmonton**

### Fare & Travel Notes



*Arc Information  
See pages  
6 & 7*

### DATS and Arc

Inside this issue - we have included some information about the electronic fare payment system Arc and provided resources if you need some support getting started on using Arc on DATS as well. See pages 6 and 7.

### ETS Tickets

Note: Unused ticket(s) and ticket strips with a 2023 expiry date will be accepted until Dec 31, 2024.

### Spring Safety

Please dress for Edmonton weather, and wear layers for travel on vehicles that may be drafty as doors are opening and closing, or warm in the Spring sunshine.



### Fragrance

Reminder: DATS is a shared ride service, please do not use fragrance when travelling on DATS vehicles.

# Manager's Message

In this issue, you will find a summary of the 2023 customer satisfaction survey results (see next page). Your feedback helps us to shape change and potential service improvements as we plan for the future. We are encouraged by the positive feedback received, and your suggestions for improvements. Thank you to everyone who took the time to complete this survey.

Later this spring, Arc will be available on DATS for all users. When you ride on DATS, you will tap your Arc card on a handheld device that your DATS operator or driver will carry. Note: passes, tickets and cash will still be accepted on DATS through the transition. We have included more information about the use of Arc inside this newsletter - including resources if you need some support getting started on setting up or using Arc.

On the technology front, we are also working on a new layout of I-Book where clients can check real-time positioning of their rides and receive alerts accordingly. We will update you on our progress through the year as we test the new features and implement them.

As always, we are committed to making sure customer service is a top priority, along with safety, in 2024 and beyond. If you have any concerns about your service, please contact our Community Relations team at (780) 496-4567 (option 4).



**Paul Schmold, Manager Paratransit DATS**



## **DATS Pro Tip: Holiday Monday Weekend Ahead?**

The DATS Call Centre is closed on Stat Mondays - like on Mon, May 20.

- If you are planning to travel on the Tuesday or Wednesday after a long weekend (with a Monday Stat Holiday) - don't wait - call over the weekend before the Monday to make your bookings!
- The Call Centre is open (7:30am to 12:00 noon) on weekends.
- You will avoid having to call to make your trip booking during the extra busy Tuesday morning rush in our Call Centre.

# DATS Customer Satisfaction Survey

As a part of the larger Edmonton Transit Service (ETS) customer researcher satisfaction program, Pivotal Research Inc. conducted a survey with DATS clients, parents, caregivers and guardians in October 2023. In total, 279 respondents participated. Messaging about survey participation was provided in advance in the DATS newsletter, the City of Edmonton website and on-hold messaging. Thanks to everyone who participated.



The survey focused on client satisfaction throughout the DATS journey. Findings will help us to identify and explore potential customer service improvements.

Here are some of the survey findings for 2023.

## Booking Experience:

- Courteousness of the booking agent: 95% (2022: 96%)
- Ability to book the day and time desired: 88% (2022: 90%)
- Wait time to make a booking to 85% (2022: 83%)

## DATS Trip Experience:

- On-time pick-up: 84% (2022: 82%)
- On-time arrival: 85% (2022: 88%)
- 30 minute pick-up window: 82% (2022: 77%)
- General safety while onboard: 95% (2022: 96%)
- Cleanliness of vehicle: 96% (2022: 96%)
- Level of comfort: 90% (2022: 92%)
- Total travel time: 84% (2022: 88%)
- Overall DATS experience: 93% (2022: 94%)
- Courteousness of DATS operator: 93% (2022: 94%)
- DATS service operating hours: 94% (2022: 91%)
- Assistance from the DATS bus operator, if required: 96% (2022: 91%)
- Receipt of pick-up and drop-off phone notifications: 85% (2022: 86%)
- Reliability: 83% (2022: 87%)

A big thanks to everyone that participated in the survey - we heard from clients and from families and caregivers. Your feedback helps give up an overall feeling of how we are doing in terms of service and helps us to identify possible service improvements in the future.

ETS uses annual surveys to track progress in these areas of improvement, and to gather additional information from customers.

If you would like to be contacted for upcoming surveys or other feedback opportunities, please contact our Community Relations team at (780) 496-4567 (option 4).

# Holiday Booking Schedule

## March / April 2024

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Friday, March 29, 2024 and on Sunday, March 31, 2024.

Note: Subscription bookings will be cancelled on Friday, March 29 and on Monday, April 1. If you still require your subscription bookings on Friday or Monday, call (780) 496-4567 (option 2) to book it. Subscription trips are not cancelled on Sunday, March 31, 2024.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>March 24</b>	<b>March 25</b>	<b>March 26</b>	<b>March 27</b>	<b>March 28</b>	<b>March 29</b>	<b>March 30</b>
<b>Easter March April 2024</b>		Can book for March 27 (till noon) March 28, 29, 30	Can book for March 28 (till noon) March 29, 30, 31	Can book for Mar 29 & 30 (till noon) Mar 31, April 1, 2	<b>HOLIDAY</b> Client Services Closed Subscription Trips Cancelled	Can book for March 31, April 1, 2, 3 (till noon)
<b>March 31</b>	<b>April 1</b>	<b>April 2</b>	<b>April 3</b>	<b>April 4</b>	<b>April 5</b>	<b>April 6</b>
Client Services Closed  Subscription Trips NOT Cancelled	<b>HOLIDAY</b> Client Services Open Regular Booking Schedule resumes Subscription Trips Cancelled	<b>Note:</b> all 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.				

## May 20, 2024

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Monday, May 20, 2024.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>May 12</b>	<b>May 13</b>	<b>May 14</b>	<b>May 15</b>	<b>May 16</b>	<b>May 17</b>	<b>May 18</b>
<b>Victoria Day May 2024</b>					Can book for May 18 (till noon) May 19, 20, 21	Can book for May 19, 20, 21, 22 (till noon)
<b>May 19</b>	<b>May 20</b>	<b>May 21</b>	<b>May 22</b>	<b>May 23</b>	<b>May 24</b>	<b>May 25</b>
Can book for May 20, 21, 22, 23 (till noon)	<b>HOLIDAY</b> Client Services Closed Subscription Trips Cancelled	<b>Regular Booking Schedule resumes</b>	<b>Note:</b> Subscription bookings will be cancelled on Monday, May 20, 2024. If you still require your subscription booking on May 20, call (780) 496-4567 (option 2) to book it.			

# DATS Advisory Group (DAG)

## New Committee: Innovations

DAG has formed a brand new committee called: Innovations Committee - headed up by Curtis, DAG member.

This sub-committee was formed in order to help modernize the paratransit service and enhance the customer experience through innovation of technology, equipment and process.

The Innovations Committee plans to:

- Provide input to Administration on emerging technology and ways to improve the customer experience.
- Provide feedback to DATS Administration on technology and innovation initiatives.
- Participate in pilot testing of new technology and innovations.
- Act as innovation champions and help promote tools that can help improve the user experience.
- Review evolving innovations in mobility aids and how these can be safely accommodated on transit services.



# DAG

## DAG Membership

There are 12 members appointed for two year terms.

**User Reps:** Lizzie (Chair), Maureen, Yasmin, Misha, Michelle and Curtis.

**Agency Reps:** Kacey (Chrysalis Society), Katrina (Paralympic Sports Association), Laura (Elves, Special Needs Society), Shelly (Homefirst Healthcare), Punit (Council of India Societies of Edmonton).

**Citizen at Large:** Dorothy.

## What is the DATS Advisory Group?

The group is made up of a team of volunteers who provide advice to Edmonton Transit in the planning and operation of DATS, and in the development of other transportation policies and programs that affect persons with disabilities.

If you have a question or comment for DAG, please email us at: [DAG@edmonton.ca](mailto:DAG@edmonton.ca). DAG meets monthly.

# ETS Notes

## On Demand Transit

Edmonton Transit's On Demand Transit connects select neighbourhoods, large seniors' residences and attractions to the Edmonton transit bus and LRT network seven days a week. Simply book a trip and a shuttle will be scheduled to pick you and other riders up between designated transit hubs and pick-up spots in your community.

## Fully Accessible

All On Demand Transit shuttles are fully accessible and are equipped with two built-in child safety seats. Please identify at the time of booking if you require space for a wheelchair, mobility scooter, walker or stroller.

## More Information

Information on how to use On Demand Transit is available at [edmonton.ca/OnDemandTransit](http://edmonton.ca/OnDemandTransit) or by calling (780) 496-2400. TTY Service: call (780) 944-5505 to contact the On Demand Transit call centre to book a trip.

On Demand travel training is available - see the Mobility Choices article on page 7.

# Edmonton Transit Arc

## Edmonton Transit: Arc

Arc is the Edmonton region's electronic fare payment system. Transit riders can use Arc cards or single-use Arc tickets to pay for their transit trips by tapping their card (or ticket) on fare validators when getting on and off buses and the LRT.

Later this spring, Arc will be available on DATS for all users. When you ride on DATS, you will tap your Arc card on a handheld device that your DATS operator or driver will carry. Note: passes, tickets and cash are still accepted on DATS through the transition.

Arc cards are convenient, reloadable transit fare cards you can use to pay your fares by tapping on and off buses, LRT and DATS. With Arc, money is stored in a secure online account, not on the card.

## The Arc Advantage

- No need to pay for a monthly or annual transit pass upfront. You pay as you go.
- Sign up, check your balance and load funds to your Arc account online from anywhere.
- Add your funds online, at Arc fare vending machines, over the phone or in person.
- There are multiple options to register Arc cards and load funds for those who prefer offline options, including by phone and in-person.
- You can use transit as much as you want in a day, month or year and you won't pay more than a daily, monthly or annual pass.



# ETS Notes

## ETS Senior Annual Pass Program:

Senior fare riders in Edmonton who pay regular fare no longer need to apply to ETS to receive a seniors' regular annual transit pass. Instead, they will receive an annual fare cap of \$385, which is the same price as the annual pass. Once they reach this amount they can ride transit for the rest of the year for free using their Arc card.

Seniors who participate in the subsidized ETS senior annual pass program will still be required to apply for the program.

## Getting started with Arc - Seniors

- The regular senior monthly (\$35) and annual (\$385) fare caps are available with an Arc card.
- To ensure you are charged the correct senior fare, you will need to create an Arc account, register your Arc card and add your senior fare profile

The myArc.ca website is available for senior riders:

1. Get an Arc card
2. Set up your Arc account & senior fare profile
3. Add money to your account



## Still have questions about Arc?

- If you need assistance setting up or using Arc, there is help available!
- Note: you will still be able to ride on DATS while we transition to this new fare system.
- All ETS passes, tickets and cash are still accepted as fare on DATS, including the ETS tickets with the 2023 expiry date.
- If you have online access - visit myArc.ca
- If you prefer to call - phone the Arc call centre at 1-888-302-0001 (on the back of the Arc card) or phone 311.
- *If you are still concerned about getting set up or using Arc, please call our DATS Community Relations team at (780) 496-4567 (option 4).*



## Expand your options!

### Try Mobility Choices Travel Training

Mobility Choices in-person travel training is free, open year-round and is aimed at current and potential transit users who need extra support and instruction to learn to use regular transit services including ETS bus, LRT, and On Demand services.

The program is open to people with disabilities, seniors, newcomers, and agency staff serving these audiences.

For more information about Edmonton Transit's customer travel training, contact Vicki Gudelj, Accessibility Coordinator at (780) 496-3000. Or check it out online: [edmonton.ca/ets/customer-mobility-travel-tools](https://edmonton.ca/ets/customer-mobility-travel-tools)

## DATS Spring 2024

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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](mailto:dats@edmonton.ca). Or call us at (780) 496-4567.

# Contact DATS

## DATS Client Service Centre (780) 496-4567

- ▶ Cancel a trip or check on a late ride: Press 1
- ▶ Book or change a trip: Press 2
- ▶ Register for DATS: Press 3
- ▶ Submit a commendation, concern, other inquiry: Press 4
- ▶ Use automated IVR: Press 5 (see page 3)
- ▶ For subscription trips: Press 6 (open after 12:30pm)

## Telus Relay Service

- ▶ Dial 711 and ask for DATS

## 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.

## 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.

**Edmonton  
Transit  
Service**

The logo for the City of Edmonton, featuring the word 'Edmonton' in a white, sans-serif font on a dark blue rectangular background.

Return undeliverable Canadian address to:

**DATS**  
**Percy Wickman Garage**  
**5610 86 Street NW**  
**Edmonton, Alberta T6E 2X3**

post office indicia here