



# DATS News



**Disabled Adult Transit Service**  
Fall 2020

## Help Shape DATS - Volunteers Wanted

**DAG (DATS Advisory Group) has immediate openings for a User Representative (DATS user) and an Agency Representative. To find out more about these volunteer positions with DAG please send an email to: [caroline.wenzel@edmonton.ca](mailto:caroline.wenzel@edmonton.ca).**

**DAG provides 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. DATS is looking for motivated individuals to be members of their voluntary advisory committee (DAG) and provide input based on their experience at using DATS. Meetings are held monthly (virtually during Covid).**

## DATS Vehicle Capacity Increase

The safety of our staff and the public remains a top priority for the City of Edmonton. On October 8, DATS vehicle capacity was increased to allow three clients per lift bus and two per minivan.

DATS is carefully accommodating the increase of people in our vans and buses to meet the increase in demand for service, while remaining aligned with Alberta Health guidelines to keep our customers safe. Increasing DATS vehicle capacity will support economic recovery, social well-being and inclusion while focusing on the health and safety of employees and customers.

Customers on DATS need to adhere to AHS guidelines by wearing a mask or face covering as it's mandatory in all indoor public places and public vehicles in Edmonton. Some exemptions apply. More information is available at [edmonton.ca/masks](http://edmonton.ca/masks).

DATS continues to closely monitor the increase in vehicle capacity along with customer demand for the service to ensure we are meeting service needs and keeping people safe.

**See Page 4 for information on  
DATS Subscription Service**

**Edmonton  
Transit  
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# Manager's Message

As we enter fall and winter, DATS remains committed to your safety. Throughout the last several months, DATS has been following Alberta Health Services (AHS) recommendations and direction, and continues to follow their guidelines while working closely with the City of Edmonton and Edmonton Transit leadership.

Our service continues to see very high accommodation rates and on-time performance during the pandemic. As Alberta reopened to the public more and more over the summer, our trip count increased slightly, but we are still well below pre-COVID service levels.

We closely monitor outbreak locations on a daily basis, as determined by AHS. Any trips booked to these locations are managed on a case-by-case basis.

Masks were made mandatory in all public places and vehicles on August 1st, including DATS vehicles. As a commitment to your safety, DATS Operators are required to wear masks and gloves. We continue to thoroughly clean and disinfect our buses between trips, and our vehicle capacity remains low to ensure physical distancing guidelines. Our contracted vehicles have been issued the same safety guidelines, and we have been performing spot checks to ensure compliance.

One of our common concerns among clients is the current lack of I-Book features. I-Book remains closed, so that we may continue to perform screening questions for all DATS clients. We encourage clients to use other means to book DATS trips, outside of calling in to client services, including via email or TTY.

As always, if you have any questions or concerns about your safety on DATS vehicles, please contact our Community Relations team at (780) 496-4567 (Option 4).



Paul Schmold - Manager Paratransit



# Operations Supervisors

Operations Supervisors are an important part of the DATS' day-to-day service DATS. They are the on-road support for our Operators, clients and do a fair share of other work.

## Operator Support:

- Each Operations Supervisor is responsible for managing a group of Operators on and off the road, monitoring performance and offering assistance.
- When on-shift, Operations Supervisors are on-call, and may be called out to a number of locations to assist with service delivery, incidents or other investigations.

## Client Support:

- Operations Supervisors will meet with clients to assess new equipment, or check new locations for accessibility.
- They are sometimes seen at large events or festivals, helping clients get to their vehicles.

## Other duties:

- Operations Supervisors do a fair amount of desk work too, helping DATS management as on-the-road experts.
- Operations Supervisors also liaise with partners with conventional transit, working with ETS supervisors, safety inspectors and other personnel.

**For more about Operations Supervisors, see page 5.**

## DATS Notes

### ETS Customer Satisfaction Survey

ETS is preparing to conduct a Customer Satisfaction Survey, and would like your input on DATS. Your participation is vital to helping us better understand customer needs and improve service.

Let us know how you would like to conduct your survey, whether online, over the phone, or on paper, by contacting DATS Community Relations at (780) 496-4567 (Option 4) or emailing [dats@edmonton.ca](mailto:dats@edmonton.ca).

### ETS on Social Media

Follow ETS on facebook, instagram and twitter (@takeETSalerts) for photos, news, contests and more.

### Baggage on DATS

DATS Operators are not required to help clients with baggage or personal belongings.

Please remember to limit your items to only that which you can carry with you safely on DATS.

A number of grocery delivery services are available in Edmonton. Check online for services near you.

## DATS Notes

### **Cancelling a Ride**

Not going to use an upcoming trip?

Help your fellow DATS clients book on-demand trips by cancelling your unused or unwanted trips well in advance. The more notice we have to cancel a trip, the sooner we can reroute our vehicles, and offer more service to others.

### **Escorts on DATS**

Travelers escorting a DATS client can now use any fare type when using our service. Escorts do not have to be registered DATS clients, but must be booked as an Escort to travel with one.

Did you know that escorts ride for free when traveling with a DATS client on conventional transit? This is an incentive to use the fully accessible fleet of ETS buses, LRT and stations when traveling with a friend.

### **Food and Drink**

Consumption of food and drink is allowed on DATS vehicles, ETS buses and LRT provided that food and beverages are in containers designed for travel and under the control of the customer.

## Subscriptions

DATS is resuming Subscription services on November 2, 2020. We will be taking a thoughtful approach to re-starting subscription service to ensure it's as efficient and effective as possible for our customers.

The City is aiming to improve the customer experience by making DATS as accessible and effective as possible for all our customers. Subscriptions will be granted on a case-by-case basis to ensure the service is available when our customers need it.

The adjusted approach to the subscription service aims to provide more equitable access to all customers, helping to free up capacity, particularly in peak travel times, while maintaining a level of reservation trip options. Requests for subscriptions will be reviewed, negotiated if necessary and may take up to two weeks for approval.

The subscription booking line will be open at 12:30pm until close daily, but requests can also be submitted via fax (780) 496-1008, or email ([dats@edmonton.ca](mailto:dats@edmonton.ca)).

Customers can still book reservations trips while they are waiting for their subscription request to be reviewed. If you have any questions about Subscriptions, please contact DATS Community Relations at (780) 496-4567 (Option 4).





## DATS Operations Supervisors

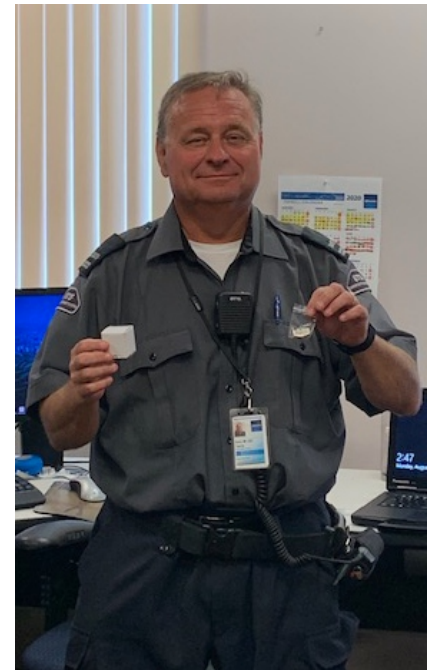
Gary Terris Jr. recently celebrated 20 years with DATS. He has been an Operations Supervisor for most of his time here, and he kindly took some time out of his busy day to speak with us about his work.

*What is your history with DATS?*

I used to drive for a soft drink company until '99, which had me out of town a lot, so I gladly took an Operator job at DATS. In 2007 I became a Service Coordinator, which is what we now call an Operations Supervisor. I thought it would be interesting to work with fellow DATS Operators, investigating complaints and issues on the road.

*Your father, Gary Terris Sr. also worked for DATS.*

Yeah, he worked as a scheduler and a dispatcher for DATS.



Gary showing off his  
20-year pin

*What are some of the challenges you face as an Operations Supervisor?*

Because of the pandemic, it's a challenge to ensure passengers are being safe on our vehicles, and Operators are being safe on the road. For a while there were new operational changes being made almost every day or every week, putting in new precautions or changing procedures. While we've definitely seen a drop in daily trips, it's still been busy for us.

*What do you like most about your job?*

It's the people - working with clients and working one-on-one with DATS Operators.

I also like assisting with training new Operators every year, even when they first start out on the road: easing them into the role, doing ride-alongs and keeping them up-to-date, setting them up for success from the start.

*What's changed the most over the years?*

There has been a big change in positivity. Communication between departments and Operators has improved a lot. Definitely a bigger focus on occupational health and safety as well. We get a lot of input from our Operators and I understand the challenges they face, having been an Operator myself.

We've also seen more of an emphasis on Respectful Workplace training in the past few years, and we're working much better as a team.

# Holiday Booking Schedule

## REMEMBRANCE DAY

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Remembrance Day (Wednesday, November 11). The vehicles will be running as usual.

Note: Subscription bookings will be cancelled on Wednesday, November 11. If you still require a subscription booking on these days call 780-496-4567 (option 2) to book.

## CHRISTMAS 2020 and NEW YEARS 2021

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

- Christmas Day, Friday, December 25, 2020
- Boxing Day, Saturday, December 26, 2020
- New Years Day, Friday, January 1, 2021

Note: Subscription bookings will be cancelled from December 24, 2020 to January 2, 2021. If you still require your subscription booking on these days call 780-496-4567 (option 2) to book it.

## November 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8 Can book for: Nov 9, 10, 11, 12 (till noon)	9 Can book for: Nov 10 (till noon) Nov 11, 12, 13	10 Can book for: Nov 11 (till noon) Nov 12, 13 14	11 HOLIDAY Client Services CLOSED  Buses running as usual - 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					

## December 2020

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	23 Can book for: Dec 24 (till noon) Dec 25, 26, 27, 28	24 Can book for: Dec 25, 26, 27 (till noon), Dec 28, 29  Subscription trips cancelled	25 HOLIDAY Client Services Closed  Subscription trips cancelled	26 HOLIDAY Client Services Closed  Subscription trips cancelled
27 Can book for: Dec 28, 29, 30, (till noon)  Subscription trips cancelled	28 Can book for: Dec 29 (till noon) Dec 30, 31  Subscription trips 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 (till noon) Jan 2, 3, 4  Subscription trips cancelled		

## January 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 HOLIDAY Client Services Closed  Subscription trips cancelled	2   Subscription trips cancelled
3 Regular Booking Schedule Resumes	4	5	6	7	8	9

## DATS News, Fall 2020

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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:  
[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.



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**Edmonton**

Return undeliverable Canadian address to:

## DATS

**Percy Wickman Garage**

**5610 86 Street NW**

**Edmonton, Alberta T6E 2X3**

post office indicia here