



DATS News



Disabled Adult Transit Service
February 2020

Lost and Found

All items lost on ETS or any DATS vehicle are turned into transit personnel and sent to the Edmonton Service Centre at Edmonton tower (10111 104 Avenue) within 1-2 business days.

To fill out a Lost and Found form, visit takeets.com. The more information you provide us about your lost item, the better the chance we can find it for you.

For more information about ETS Lost and Found procedures, contact 311, and for frequently asked questions, visit edmonton.ca/ets/lost-and-found.aspx

311 Service Hours

Starting Sunday, February 2, 2020, 311 will operate from 7am - 7pm daily and will be closed on statutory holidays. Support for urgent concerns will be available after hours.

ETS FARE UPDATE

Starting **February 1, 2020**, a scheduled fare adjustment will be in effect for a number of fare types.

Fare adjustments include:

- Free transit for low-income seniors
- Reduced discount to senior monthly and annual passes
- Reduced cost for monthly Ride Transit Program passes
- Reduced cost for youth/senior ticket packs (10 tickets)
- Increase age for youth category to 24 years and under (formerly 17 years and under) to help youth transition into the workforce by providing a lower-cost transportation option
- Eliminated post-secondary category for simplicity (without impacting U-PASS students)
- Family Pass will now be a permanent option based on a successful pilot in 2019

Cash fare is not changing at this time.

These fare adjustments were approved by City Council in November of 2019 and are a part of the four-year budget cycle. Edmonton Transit fares remain competitive with other municipalities of a similar size.

For more information about the budget cycle, Edmonton Transit fare types and adjustments, please visit takeets.com or contact 311.

Manager's Message

DATS was in front of the City Council Executive Committee on Monday, January 13th to provide information about our ongoing Customer Service improvement initiatives. DATS will continue to execute on its three year action plan, which was approved by council in June of 2019 with an update on progress going to committee in May 2020. Customer improvements that are a part of this plan include:

- Improved automated trip scheduling
- Increased trip availability with more flexible service model
- Introduction of booking based on drop off or appointment times
- Improved reliability of trip times with the introduction of maximum ride times that are based on trip distance
- Enhanced self-serve tools for trip booking and real-time information
- New driver training programs that provides refresher training with an emphasis on safety, empathy, and customer service



Many of these initiatives provide opportunity for a more effective implementation of a shorter pickup window, which DATS has committed to revisit once this action plan is executed.

It's going to be a busy year for ETS as well. The Bus Network Redesign is entering its implementation stage. DATS may see potential increases in demand, depending on how the redesign project affects Edmontonians.

Smart Fare is coming to ETS in a pilot project later this year, starting with post-secondary students. Testing will continue using new hardware on big buses and at LRT stations, and will eventually be on DATS vehicles in 2021.

Meanwhile, DATS team members are also reviewing trip and subscription cancellation policies. A trip cancelled late, or at the door, means a potential trip wasted for someone else. To remain as efficient as possible, we are looking at some changes that will benefit all DATS clients. Look for more information in the coming months, once our policies have been thoroughly reviewed.

We are committed to making sure customer service remains a top priority, along with safety, in 2020 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 2020 Open House
this September
More information to come!

Winter Events

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

Boardwalk Ice on Whyte 2020

January 23 - February 2, 2020 - Whyte Avenue and Gateway Blvd

Old Strathcona hosts the week-long Ice on Whyte festival at Whyte Avenue and Gateway Blvd with ice carving, warm drinks, art, shopping, and more.

Flying Canoë Volant

January 30 and February 1, 2020 Cité Francophone & 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 10, 2020

**(weather permitting) -
Hawrelak Park**

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 7 - 17, 2020 - Hawrelak Park

Also in Hawrelak park this February, the 30th annual Silver Skate Festival returns for ten days of skating, snowshoeing cross-country skiing and more. The festival comes alive at night with fire sculptures and live entertainment.

Skirts Afire Festival

February 27 - March 8, 2020 Various Locations

In conjunction with International Women's Day, this multi-disciplinary festival feature various works by women in the arts in Edmonton, in Old Strathcona, Downtown and Alberta Avenue.

Traveling with Mobility Aids

From walkers with multiple features to wheelchairs and scooters, DATS clients who use mobility aids have more options available to them than ever before.

Some new equipment may not fit on DATS vehicles, or may not be able to be tied down securely. If you are thinking of buying a new walker, scooter or wheelchair, or if you know someone who is, please be aware of the following guidelines.

Wheelchairs

The base of the wheelchair (with push rings and attachments) cannot measure more than 30" x 50" (76 cm x 127 cm). Bags attached to the backs of wheelchairs must be compact and fit into the space behind the chair's back. If the wheelchair has handles, bags should not extend past the end of the handles or below the level of the seat. If there are no handles, suggested bag size is 14" wide by 18" high by 6" deep, or smaller (36 x 46 x 15 cm).

Wheelchairs must have a secure, easily identifiable place on the frame for the tie-downs to be attached at approximately a 45 degree angle to the floor. The wheelchair, passenger and parcels/ baggage cannot have combined weight of more than 750 pounds (337 kg).

Scooters

The base of the scooter, including bumpers and other attachments, cannot measure more than 30" x 50" (76 cm x 127 cm) to fit on the DATS bus lift. Bags attached to the backs or sides of scooters cannot extend past the 30" x 50" size limit (76 x 127 cm).

While traveling on DATS, Scooters must be tied down separately. Clients will be asked to transfer to a seat for the safety of all on board. Scooters must have a secure, easily identifiable place on the frame for the tie-downs to be attached at approximately a 45 degree angle to the floor. The scooter, passenger and parcels/baggage cannot have combined weight of more than 750 pounds (337 kg).

Other Considerations

Single-pedestal Jazzy Chairs and Transport Wheelchairs are allowed on DATS but clients must transfer to a seat for everyone's safety.

When buying new equipment, ask the vendor if any securement devices (for example, D-rings) can be added to the main frame to ensure safe travel on public transit.

Group trips - Please keep in mind how many people and how much equipment will be required on your group trip. Can smaller equipment be used? This may affect trip availability.

For further information on mobility aids on DATS, please call the DATS Client Service Centre at 780-496-4567 option 4.

DATS Notes

DATS Re-certification

The next cycle of DATS re-certification which was originally slated to start in early 2019, will be pushed later into 2020, to better reflect potential changes in the Bus Network Redesign and the overall Transit Strategy.

Clients who were scheduled to be re-certified in 2019 will have service extended until 2020.

We apologize for any inconvenience.

Holiday Booking Schedule

FAMILY DAY 2020

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on:
- Monday, February 17, 2020 (Family Day)

Note: Subscription bookings will be cancelled Monday, February 17, 2020. If you still require your subscription booking call 780-496-4567 (option 2) to book it.

February 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14 Can book for: Feb 15 (till noon) Feb 16, 17, 18	15 Can book for: Feb 16, 17, 18, 19 (till noon)
16 Can book for: Feb 17, 18, 19, 20 (till noon)	17 HOLIDAY Client Services Closed <i>Subscription trips cancelled</i>	18 Regular booking schedule resumes	19	20	21	22
23	24	25	26	27	28	29

March 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	23	24	25	26	27	28
29	30	31				

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the DATS Newsletter by e-mail? Just
send an e-mail to:
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
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