



DATS News



Disabled Adult Transit Service
May 2020

Grocery and Meal Delivery

Many grocery stores in Edmonton offer full delivery services, including fresh produce and special dietary items. Delivery can reduce the number of trips you need to take, or the number of bags you need to carry on DATS.

Check with your local grocery store to see if they offer contact-less delivery, and what safety measures are in place.

In addition to grocery delivery, meal delivery services like UberEats, Skip the Dishes, Door Dash or Foodora offer discounts at this time, promoting local restaurants.

Pharmacy Delivery

A number of pharmacies also offer delivery options, including London Drugs, Rexall Drugs, Costco pharmacies and more. Check online or call your pharmacy to see if they can save you a trip, and deliver prescriptions and more right to your door.

Manager's Message

Throughout COVID-19, DATS has been following the recommendations and directions of Alberta Health Services (AHS) and working with the City of Edmonton Occupational Health and Safety team (OH&S). Thank you for doing your part and staying home. The result has been an 85% reduction in trip requests.

- Based on Alberta Health Service recommendations to maintain physical distancing, DATS service has been adjusted so that only one client is transported per vehicle.
- DATS began implementing screening questions during the trip booking process.
- DATS Operators have been issued surgical/procedure masks.
- All vehicles go through cleaning and disinfecting on a daily basis and operational controls are in place to ensure every Operator coming on shift is using a clean bus.
- Our contractor has been issued the same cleaning and disinfection guidelines and we are performing spot checks for compliance with cleaning standards.
- Custodial staff are also doing daily cleaning and disinfecting of Percy Wickman garage, including using the electrostatic sprayer, when available.
- An on-hold message has been added to let customers know that DATS service is still running and we are taking extra steps to ensure clean and disinfected safe rides.
- We've also encouraged clients to follow Alberta Health Services recommendations to wash hands, maintain physical distance and stay home if possible.
- We've been following up with clients, as needed, to ensure they are not booking trips for known closed locations.

Paul Schmold - Manager Paratransit



Subscriptions & Preparing for Increase in Service

With announcements that some restrictions may be easing, DATS is planning for a gradual increase in trip volume. We will continue to monitor Alberta Health Service guidelines regarding physical distancing, which may continue to limit trip bookings. As such, when we re-introduce subscription bookings, they will be limited to medical trips only.

New bus network will be launched in mid-2021

Edmonton Transit Service's new bus network and on demand transit pilot project are moving to mid-2021. Our top priority is the health and safety of Edmontonians, so our staff are focused on the COVID-19 response right now. Postponing the launch lets us better help you get ready for the changes so you're prepared on day 1. The current network remains in place until then.

Revised timelines

The planned release of the new network trip planning tools, schedules and route maps will be moved to early 2021. This will allow us to make any route adjustments needed for new or completed construction projects.

Holiday Booking Schedule

Victoria Day 2020

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

- Victoria Day, Monday, May 18

Note: Subscription bookings will be cancelled:

- Victoria Day, Monday, May 18

Canada Day 2020

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

- Canada Day, Wednesday, July 1

Note: Subscription bookings will be cancelled:

- Canada Day, Wednesday, July 1

If you still require an essential trip booking call 780-496-4567 (option 2).



A Bee Clean employee cleaning a DATS bus at Percy Wickman Garage. Bus cleaning has been a top priority between trips. A thorough wash includes cleaning surfaces and using a disinfectant fogging machine (pictured here) to ensure vehicles are safe and ready for service.

"Times of high stress can bring out both the best and the worst in people — it's wonderful when it brings out the best, but it's completely natural and understandable when it brings out the worst. Try to be mindful of how you're feeling and acting on a given day, and forgive yourself for the times when you might not be at your best. Recognize that this is also the case for those around you, and work to forgive them too."

Adam Laughlin
Interim City Manager

May 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: May 15 (till noon) May 16, 17, 18	15 Can book for: May 16 (till noon) May 17, 18, 19	16 Can book for: May 17, 18, 19, 20 (till noon)
17 Can book for: May 18, 19, 20, 21 (till noon)	18 HOLIDAY Victoria Day Client Services Centre Closed Subscription trips cancelled	19 Regular booking schedule resumes	20	21	22	23
24	25	26	27	28	29	30

June/July 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	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: June 28, 29, 30, July 1 (till noon)
28 Can book for: June 29, 30, July 1, 2 (till noon)	29 Can book for: June 30 (till noon) July 1, 2, 3	30 Can book for: July 1 (till noon) July 2, 3, 4	1 HOLIDAY Canada Day Client Services Centre Closed Subscription trips cancelled	2 Regular booking schedule resumes	3	4

DATS News, May 2020

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Please direct comments/submissions to:

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E-mail Newsletters

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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:

DATS

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post office indicia here