



DATS News



Disabled Adult Transit Service
November 2019



DAG Member Wanted

DAG (the DATS Advisory Group) has immediate openings for:
- 1 User Representative (DATS user)

Applications must be received by November 30, 2019. To find out more about joining DAG please contact Shirley Masterson at 780-496-4554 or by emailing: shirley.masterson@edmonton.ca. Note: these are volunteer positions.

What is DAG? The DATS Advisory Group (DAG) provides advice to the Edmonton Transit Service in the planning and operation of DATS, and in the development of other transportation policies and programs that affect persons with disabilities.

There are 12 members appointed for two year terms. The DATS Advisory Group is composed of: five persons representing disabled and elderly consumer groups; six persons representing service users; and one community-at-large representative.

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. Members must be residents of Edmonton. DAG members must commit to two (2) years with two (2) potential extensions. Work outside of regular monthly meetings is done using email and members must have access to 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.

Manager's Message

As 2019 comes to a close, we remain committed to improving DATS and meeting your travel needs in 2020 and beyond.

Winter is just around the corner, and we have some winter travel tips in this issue to help you stay warm and safe while using public transit.

Join us as we celebrate Accessible Driver Appreciation week from November 10 -16. We are very proud of all of our team members, who help provide such a vital service to the community.

Remember to keep your walks free of snow and ice, so we can all stay safe. Some of our more frequent minor injuries at work or at home occur due to trips, slips or falls. If you need assistance with clearing your walks, please see a list of services to the right.



Paul Schmold, Manager Paratransit



DATS Notes

Snow Shoveling Services

- Westend Seniors Activity Centre: (780) 483-1209 (west)
- Seniors Caring about Seniors: (780) 465-0311 (south of the river)
- SEESA (South East Edmonton Seniors Association): (780) 468-1985 (south east)
- Jewish Family Services (city-wide): (780) 454-1194
- Southwest Edmonton Seniors Association: (780) 860-2931
- Community Leagues throughout Edmonton

ETS on Social Media

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

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.

The 25th Annual ETS Stuff-a-Bus campaign takes place from Wednesday, November 27 to

DATS Tips for Winter Travel

Dress for the weather, which can change rapidly.

Book your DATS trips well in advance, and watch the weather for heavy snowfall or freezing rain. In the event of heavy snowfall or poor road conditions, DATS cannot accommodate same-day (on-demand) trips. Poor road conditions delay all transit services, and attempting to accommodate same-day trips only adds to these delays.

At DATS we value safety and teamwork. Help us excel at customer service and stay safe by keeping your ramps, sidewalks, driveways and other surfaces clear of snow or ice this winter. If a clear or safe path is not available, DATS will be unable to provide service until it is clear.

For group trips, please book ahead. The more notice we have of a large group trip over the holidays, the better.

Winter Travel on ETS or LRT

With the arrival of Fall, and unexpected early blasts of Winter, it's important to make some changes in your travel routines to ensure you're prepared for the changing weather conditions when using ETS.

Have a trip plan before you leave, so you have all the information you need about your travel to your destination, as well as for the trip home. To plan your trip try one of the following services:

- Call 311, 24 hours/day to speak with a call centre associate for routes, schedules, and trip plans
- Visit takeETS.com online for ETS Trip Planner, printable route maps and schedules, and photos of bus stops
- Call BusLink at (780) 496-1600, with your 4 or 5 digit bus stop number for schedule information
- Visit LRT stations or large bus stations for print materials and route brochures
- Other sources of trip planning include Google Transit, ETStoGo, ETSLiveToGo, and ETS Text & Ride

For more information on all of the options available to our customers, check out our website at www.takeETS.com

Once you have all of the information you need to make your trip, remember to:

- Dress for the weather, including layers for warm autumn days, or frigid winter evenings
- Bring appropriate fare (cash, tickets, bus passes, transfers)
- Bring your travel tools (such as bus hailer kit, communication cards and mobility cards)

If you would like to learn more about using ETS, including detailed information on our accessible features, services, and programs, you can find lots of information on our website at www.takeETS.com, including virtual tours, customer training, bus and LRT tips, and ETS etiquette by clicking on the "Accessibility" or "Riding ETS" options on the menu just below the Trip Planner section.

DATS Notes, cont.



Sunday, December 1.

Bring your non-perishable food items to various Save-on-Foods throughout Edmonton, transit centres and LRT stations.

DATS will be participating again this year, with all proceeds in support of the Edmonton Food Bank.

International Day of Persons with Disabilities

Donate a Ride

Since its creation in 1996 by former City Councillor Alan Bolstad, the Donate a Ride program has distributed more than \$2 million worth of transit tickets to those in need. Donations made throughout the year are put towards transit tickets to Edmonton agencies that assist clients who are in crisis situations on a short-term basis.



How it works: Donate a Ride funds are used to purchase transit tickets which are distributed to local Edmonton social service agencies.

United Way is the official financial partner in Donate a Ride. All transactions and accounting, including issue of tax receipts, are handled by the United Way of the Alberta Capital Region.

Donate today at donatearide.ab.ca or call (780) 990-1000 for more information.

Fare Programs

ETS has many programs that provide reduced fare for groups of Edmontonians, including DATS clients.

Ride Transit - The Ride Transit Program offers a monthly transit pass to eligible low-income Edmontonians at a subsidized rate of \$35 or \$50 per month, depending on your household income.

PATH - Providing Accessible Transit Here (PATH) provides free monthly transit passes to individuals who are homeless or are at high risk of homelessness.

Senior Annual Pass - Residents of Edmonton, 65 years of age and older qualify for an Annual Pass.

U-Pass - U-Pass provides eligible students at participating institutions unlimited travel on ETS and participating regional providers.

All DATS clients must pay a cash fare or be in possession of a valid transfer, ticket or pass as proof of payment to ride ETS. Failure to do so can result in a fine of \$250.

For more information on Fare Programs, contact DATS Community Relations at (780) 496-4567 (Option 4).

DATS Notes, cont.

Tuesday, December 3, 2019

Every year, people around the world celebrate the contributions of persons with disabilities. First declared by the United Nations in 1992, the International Day of Persons with Disabilities (IDPD) aims to increase awareness and understanding of persons with disabilities and the issues that impact their lives.

The City of Edmonton and its Community Partners are committed to creating an inclusive community that honours the contributions of all its citizens. This year, IDPD events will be held at West Edmonton Mall:

Date: Tuesday Dec 3, 2019
(2pm-7pm)

Location:
West Edmonton Mall Phase IV
Stage - 8882 170 Street NW,
Edmonton

Note: Parking and admission are FREE

For more information, visit idpdedmonton.ca

Cancelling a Ride

Not going to use an upcoming

Accessible Driver Appreciation Week

Nov 10-16, 2019

Organized by VAD Society (Voice of Albertans with Disabilities) and CAN (Calgary Ability Network), the Accessible Driver Appreciation Week is a chance for transportation organizations to thank the many people and teams who make paratransit possible, from drivers to dispatchers to client service representatives.

Join DATS as we celebrate the contributions of our team members, as they support the disabled community by offering the invaluable freedom of transportation. Celebrations will be held throughout Alberta.

DATS will be handing out cards with members of VAD during the week of November 10th, and personally thanking them for their hard work and dedication.



Poster artwork this year was provided by Jennifer P. through Calgary Ability Network

DATS Notes, cont.

trip? Don't need a subscription trip this week?

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.

DATS Bright Lights Tours

DATS will once again be providing special group trips through Candy Cane Lane and the Legislature Grounds in the evenings of December 16-20.

Look for booking details via fax or email starting in late November.

Holiday Booking Schedule

REMEMBRANCE DAY



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

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

CHRISTMAS 2019 and NEW YEARS 2020

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

- Christmas Day, Wednesday, December 25, 2019
- Boxing Day, Thursday, December 26, 2019
- New Years Day, Wednesday, January 1, 2020

Note: Subscription bookings will be cancelled from December 23, 2019 to January 4, 2020. If you still require your subscription booking on these days call 780-496-4567 (option 2) to book it.



November 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8 Can book for: Nov 9 (till noon) Nov 10, 11, 12	9 Can book for: Nov 10, 11, 12, 13 (till noon)
10 Can book for: Nov 11, 12, 13 14 (till noon)	11 HOLIDAY Client Services CLOSED 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 2019

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 DATS Christmas Lights Tours Watch for group booking details via fax or email in late November					21
22 Can book for: Dec 24, 25, 26, 27, 28 (till noon) <i>Subscription trips cancelled</i>	23 Can book for: Dec 24 (till noon) Dec 25, 26, 27, 28 <i>Subscription trip cancelled</i>	24 Can book for: Dec 25, 26, 27 (till noon), Dec 28, 29 <i>Subscription trips cancelled</i>	25 HOLIDAY Client Services Closed <i>Subscription trips cancelled</i>	26 HOLIDAY Client Services Closed <i>Subscription trips cancelled</i>	27 Can book for: Dec 28 (till noon) Dec 29, 30, 31, Jan 1 <i>Subscription trips cancelled</i>	28 Can book for: Dec 29, 30, 31, Jan 1, 2 (till noon) <i>Subscription trips cancelled</i>
29 Can book for: Dec 30, 31, Jan 1, 2 (till noon) <i>Subscription trips cancelled</i>	30 Can book for: Dec 31 (till noon) Jan 1, 2, 3, 4 <i>Subscription trips cancelled</i>	31 Can book for: Jan 1, 2 (till noon) Jan 3, 4 <i>Subscription trips cancelled</i>	New Year's Eve Service: DATS is extending our hours of service on Tuesday, December 31 (New Year's Eve) with the last pick-up of the day at 2:00am (early January 1, 2020). In conjunction with ETS's Community Program, service on New Year's Eve from 5:00pm until closing is free.			

January 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 HOLIDAY Client Services Closed <i>Subscription trips cancelled</i>	2 <i>Subscription trips cancelled</i>	3 <i>Subscription trips cancelled</i>	4 <i>Subscription trips cancelled</i>
5 <i>Regular Booking Schedule Resumes</i>	6	7	8	9	10	11

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Please direct

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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 - 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:

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post office indicia here