



DATS NEWS

Summer 2026

Dedicated Accessible Transit Service



A Helpful Subscription Check

We want to make sure everyone in our community can get where they need to go!

Holding onto subscription trips you don't quite need can make it harder for a fellow passenger to book their journey. If you do not use your trips consistently, give us a call to put them on hold or cancel them permanently so all our DATS riders have equal access.

Thank you!

Edmonton
Transit
Service

Edmonton

Beat the Heat: Summer Travel Tips

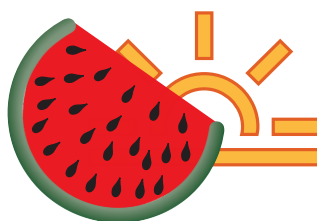


As we head into the warmest months of the year, we want to ensure your journey is as comfortable as it is safe. High temperatures can be taxing, especially during longer trips or while waiting for your ride. Here are a few friendly reminders to help you stay cool:

Hydrate Often: Always carry a bottle of water with you. Drinking small amounts frequently is the best way to keep your body regulated in the heat.

Seek the Shade: When waiting for your DATS vehicle, try to stay in shaded areas or inside a building until your 30-minute window begins.

Dress for the Weather: Light-colored, loose-fitting clothing made of breathable fabrics (like cotton) can help you stay much cooler than dark or heavy materials.



Use the "Where's My Ride?" Tool: Avoid standing outside longer than necessary. By using the "Where's My Ride?" feature online, you can track your vehicle's progress in real-time and head out just as it's approaching.

Manager's Message

DATS remains dedicated to getting you where you want to go this summer, planning for service at various events and festivals, including some that have returned to the newly-reopened Hawrelak Park.

Summer events present their own challenges, whether at a park in the river valley, a closed-off road, a parking lot or Churchill Square. Since these events are outdoors, they require extra planning, as DATS usually drops off clients at "the first set of accessible doors"



Our Operations Supervisors ensure that pickup and drop off locations are safe, well-lit, and accessible for a variety of equipment types. Management works with the event organizers and the City's Civic Event Implementation Team for each major festival so our vehicles can get as close to the event as possible.

As always, safety remains the utmost importance, and we want to make sure our clients are able to enjoy the world-class experiences that make Edmonton summers so much fun. Some of the larger festivals are very popular, like K-Days, Heritage Festival, Edmonton Folk Music Festival, and Fringe, and therefore require a bit more structure. DATS does on-the-hour pickups at these events to ensure efficiency, and to meet higher demand.

Summer is also Edmonton's peak construction season. Road closures for construction are also impacted by street festivals, triathlons, and other events. Our dispatch team helps provide on-the-road support for our drivers on these busy weekends, and helps them avoid closed-off parade routes and marathon runners.

Wherever your plans take you this summer, we welcome your feedback. Let us know if you have any questions or concerns by contacting our **Community Relations team at (780) 496-4567 (Option 4) or at dats@edmonton.ca**.

A handwritten signature in black ink, appearing to read 'Paul Schmold'.

Paul Schmold, Manager Paratransit DATS

DATS Eligibility

At Dedicated Accessible Transit Service (DATS), our mission is to ensure everyone has access to our city. We provide transportation for Edmontonians who, due to physical, cognitive, mental health, or sensory impairments, are unable to use regular bus or LRT services.

Who is DATS for?

Eligibility is based on how a disability impacts your ability to navigate the conventional transit system, rather than a specific diagnosis. We assess every application on a case-by-case basis to ensure our service reaches those who need it most.

How to Apply

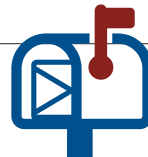
Call Us: Reach out to our Client Service Centre at (780) 496-4567 (Option 3). Our team will chat with you to determine the right application form for your needs.

Submit Your Application: Once you return your completed form, our team will carefully review your request to determine your eligibility.

Start Booking: After your application is processed and approved, you will be notified, and you can begin scheduling your trips.

We are here to help. If you have questions about your eligibility or need guidance with the registration process, please call us. We look forward to helping you find the best way to get where you need to go!

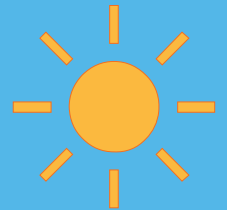
New DATS News Email Account



Exciting news! We now have a new email address exclusively for the DATS newsletter. From now on, you'll receive DATS News from this account. This new, direct channel makes it easier to stay in touch and keep you connected! For all newsletter-related matters, please email datsnewsletter@edmonton.ca



What is a Mobility Card?



The ETS Mobility Card is designed to be used by the riders waiting to board the bus.

The card is particularly useful for riders with 'hidden disabilities' like stiff knees, or who may not carry an obvious mobility aid.

Thank you for allowing us to be a part of your journey.

Holiday Booking Schedule



DATS operates on a holiday schedule on the following days. Vehicles run normally, but the Customer Care Centre is closed. All subscription bookings are automatically cancelled. To rebook, call 780-496-4567 (option 2).

Canada Day (Wednesday, July 1)

- ▶ Bookings for July 1 & 2 start Sunday, June 28.
- ▶ Bookings for July 3 start Monday, June 29.
- ▶ Bookings for July 4 start Tuesday, June 30.

Civic Holiday (Monday, August 3)

- ▶ Bookings for Aug 3 & 4 start Friday, July 31.
- ▶ Bookings for Aug 5 start Saturday, August 1.
- ▶ Bookings for Aug 6 start Sunday, August 2.

Labour Day (Monday, September 7)

- ▶ Bookings for Sept 7 & 8 start Friday, September 4.
- ▶ Bookings for Sept 9 start Saturday, September 5.
- ▶ Bookings for Sept 10 start Sunday, September 6.

IVR Calls - Important Notes

We want every DATS journey to be as smooth and stress-free as possible. Helping your driver stay on schedule makes the day better for everyone! Here are a few cheerful reminders on how we can work together to get you where you need to go:

- ▶ **Your Time is Valuable:** Please be ready at the beginning of the 30-minute pickup window.
- ▶ **The Go-To Spot:** Remember to wait by the first set of accessible doors so your driver can spot you right away.
- ▶ **A Courtesy Ring:** We love to help you track your ride! Your driver can initiate a pre-recorded courtesy call 5 to 10 minutes before their estimated arrival to let you know they are almost there, via our IVR system. Please know that even if you miss that friendly pre-recorded call, your driver will still proceed to the pickup location as planned.
- ▶ **Five-minute Rule:** In fairness to all our riders, we will maintain our standard five-minute no-show policy.
- ▶ **Step Out Early:** To ensure your driver isn't waiting, if you need extra time to leave your residence to get to those first accessible doors, do NOT wait for the pre-recorded IVR call before heading outside.

July 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
JUNE 28 Can book for: June 29 June 30, July 1, 2 (until noon)	JUNE 29 Can book for: June 30 (noon) July 1, 2, 3	JUNE 30 Can book for: July 1, 2 (noon) July 3, 4	1 HOLIDAY Client Services Closed Subscription Trips Cancelled	2 Regular Booking Schedule resumes	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 Can book for: Aug 1 (noon) Aug 2, 3, 4	AUG 1 Can book for: Aug 2 Aug 3, 4, 5 (until noon)

August 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2 Can book for: Aug 3, 4, 5, 6 (until noon)	3 HOLIDAY Client Services Closed Subscription Trips Cancelled	4 Regular Booking Schedule resumes	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	SEPT 1	SEPT 2	SEPT 3	SEPT 4 Can book for: Sept 5 (until noon) Sept 6, 7, 8	SEPT 5 Can book for: Sept 6, 7, 8, 9 (until noon)

DATS Bylaw

Bylaw 20700 - Public Spaces Bylaw

DATS is committed to the safety of everyone who uses the service, and those who provide it.

As a part of the City of Edmonton, we expect users to follow the **City of Edmonton Public Spaces Bylaw (#20700)**.

The purpose of this bylaw is to regulate the City's public spaces and other areas in a manner that supports fairness, fosters safe and viable communities and the well-being of the environment, and promotes responsible stewardship of City assets and resources.

Anyone using DATS, including caregivers, companions, and anyone interacting with City employees, is expected to follow the behaviours outlined in this bylaw.

Thank you for helping keep DATS safe for everyone.

Expand your options! — *Try Mobility Choices Travel Training*

Are you interested in navigating Edmonton's transit system with greater confidence? Whether you are a DATS customer, senior, newcomer, youth, or caregiver, our Mobility Choices Program is here to help you get moving.

What We Offer

We provide free, year-round, in-person travel training to help you build the skills and independence needed to use Edmonton's regular transit network.

Our training covers:

ETS Bus & LRT: Accessibility features, navigating routes, and boarding with confidence.

On Demand Transit: Understanding how to request and use these services.

Please note: This program is specifically designed to build independence on the regular transit system and does not include training for DATS.

How to Get Started

We invite all interested transit users, as well as agency representatives serving our community, to reach out and learn more.

Phone: (780) 496-3000

Email: etscustomertraining@edmonton.ca



DATS Team

Profile

As one of our wonderful part-time schedulers, Brian is an absolute wizard behind the scenes, helping to piece together the daily logistical puzzle that keeps DATS running smoothly.

For Brian, the best part of the workday isn't just the satisfaction of solving a tough scheduling challenge; it's the people he shares it with.

He absolutely loves the strong sense of camaraderie within the scheduling team. Whenever challenges pop up—as they often do on a busy operations floor—Brian and his teammates are right there, ready to help each other out. This incredible, supportive team spirit makes every shared workday more enjoyable.

When he isn't leading the scheduling charge at work, Brian's heart belongs to his family and his passions. He is a super-proud, devoted dad who cherishes every single moment he gets to spend with his 10 year-old and 18-month-old kids, who keep him smiling (and busy!).

Brian is a man of many talents, as he is also focused on the success of his side business, a commercial cleaning company. He also lets his creative spirit soar through practicing drawing on various art projects.

However, he loves nothing more than connecting with nature. Whether he is gearing up for a scenic hike or planning a memorable camping trip, the great outdoors is where he recharges. His favourite activity combines his love for adventure with a truly loyal companion: rock hounding with his adventurous blue-nose pit bull.

Brian is thrilled to support the DATS team and is dedicated to ensuring every scheduling decision—no matter how part-time—helps make your journey a little brighter!



DATS Notes

Scan to
book



◆ Enter the location name or address to begin your booking.

◆ For the best service, choose a pre-loaded location from the search results, by selecting the one with this icon:



This helps ensure accurate pick-up and drop-off, minimizing potential delays or confusion.

It can load the wrong address information if you select the other icon.



◆ Select your desired pick-up date and time.

◆ Specify the equipment you'll be using and any additional passengers.

◆ Confirm your booking and proceed with any additional or return trips.

DATS July 2026

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DATS

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& Jason Magee

**Would you like to
receive the DATS
Newsletter and other
communications and
announcements by
email?**

Email: dat@edmonton.ca
or call (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**

Email / Website

- ◆ DATS@edmonton.ca
- ◆ edmonton.ca/DATS

Online booking

- ◆ <https://datsonlinebooking.edmonton.ca>

◆ 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**

Edmonton

Return undeliverable Canadian address to:

DATS

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

post office indicia here