



# DATS News



**Disabled Adult Transit Service**  
January 2019

## ETS FARE UPDATE

Starting **February 1, 2019**, a scheduled fare adjustment will be in effect for Cash Fare only.

### **Adult Cash Fare            \$3.50**

This adjustment was approved by City Council in November of 2018 and is a part of the four-year budget cycle. Edmonton Transit fares remain competitive with other municipalities of a similar size.

No other fare types are changing price at this time (for example, passes or tickets).

For more information about the budget cycle, Edmonton Transit fare types and adjustments, please visit [takeets.com](http://takeets.com).

## The DATS Advisory Group wants YOU!

The DATS Advisory Group (DAG) has immediate openings for:

- 2 User Representatives (DATS users)
- 1 Member at Large (non-DATS user)

Applications must be received by January 31, 2019. To find out more about joining DAG please contact Shirley Masterson at 780-496-4554 or by emailing: [shirley.masterson@edmonton.ca](mailto: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 potential (2) 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

On December 12, Edmonton City Council unanimously voted to include an increase in funding for DATS in the 2019-2022 budget cycle.

This funding increase will ultimately grow our trip capacity over the next four years. It will also help address one of our most pressing challenges: delivering trips during peak hours. This is when our contracted vehicles supplement our regular fleet.

Additional resources for contracted service will allow us to meet demand during the busiest times of the week.

Over the next four years, we will be able to deliver more of our vital service who those who need it the most.

Our work isn't done. We've also been tasked by City Council to report in the second quarter of 2019 on potential improvements to customer service. This is where your input is vital. Over the next few months we will be gathering as much information as possible to guide the direction of this project. We will hold focus groups first, then survey the broader DATS community of clients and caregivers. Further details about how you can contribute will be coming later this month online, when you call in to DATS, and will be posted on our vehicles.

Your participation is vital to identifying areas of improvement and potential changes to policy or service standards. We look forward to hearing from you.

2019 is shaping up to be an important year for DATS. As always, thank you for your patience and understanding as we work to better our service.



Paul Schmold  
Manager - Paratransit



## DATS Notes

### DATS Re-certification

The next cycle of DATS re-certification which was originally slated to start in early 2019, will likely be pushed into 2020, to better align with DATS budget changes.

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

We apologize for any inconvenience.

### Changes to Subscriptions

Please give DATS a week of notice for any changes to Subscription trips. The DATS scheduling team works hard to make sure any changes can be accommodated, and seven days' notice can help make sure any changes can be made.

### DATS Calls

All calls to the Client Service Centre are recorded and monitored for quality assurance and training purposes.

### Fragrances

DATS is a shared ride service, so please avoid using scented products.

# Winter Events

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

## Boardwalk Ice on Whyte 2019

January 24-27, January 31 - February 3, 2018 - Whyte Avenue and Gateway Blvd

Old Strathcona hosts the 16th annual Ice on Whyte festival over two weekends at Whyte Avenue and Gateway Blvd with ice carving, warm drinks, art, shopping, and more.

## Deep Freeze: A Byzantine Winter Festival January 12 & 13, 2019 - Alberta Avenue (118 Ave) and 90 Street - 95 Street

The 12th annual festival celebrates Ukranian, French, Indigenous and Acadian communities to gather in the magic and beauty of winter.



## Flying Canoë Volant

January 31, February 1 & 2, 2019 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, 2019 (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 8 - 18, 2019 - Hawrelak Park

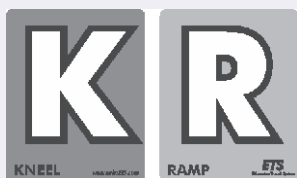
Also in Hawrelak park this February, the Silver Skate Festival returns for ten days of skating, snowshoeing cross-country skiing and more. The festival comes alive at night with fire sculptures and live entertainment.

# ETS Notes

## ETS Customer Tools

Did you know that there are some great customer tools to help make using Edmonton Transit easier and more convenient?

Mobility Cards assist customers in communicating to drivers if they need extra assistance in boarding the bus. Showing the “K” side of the card to the driver lets them know to kneel or lower the bus, while showing the “R” side requests the “ramp”.



Bus Hailer Kits assist passengers with visual or cognitive disabilities to more easily identify the correct bus at the bus stop. The kit (a plastic sleeve with three slots in it), uses numbered cards in the slots to signal to drivers which bus route they are waiting for.

Customer Communication Cards are for passengers who have difficulty verbally expressing their transit trip needs because of a cognitive or physical disability. Pre-printed on post-it note-style pads, the messages convey information to the bus driver about the disability and including their trip destination information. This provides for discreet and concise information exchange for both the customer and the bus operator.

## Stuff-a-Bus 2018

Did you know that DATS participates in the ETS Stuff-a-Bus campaign every year? Here are some photos from the 2018 Stuff-a-Bus which collects food donations for the Edmonton Food Bank. This year, ETS collected 27,694 kg of non-perishable food and \$22,030 in cash at participating Save-On-Food locations, transit centres and on the LRT.

Thanks to all the partners, volunteers and the community for their incredible generosity!



Photos courtesy of  
DATS Operator  
Peter Rayment



## DATS Team Member Profile

### Stuart Gerber - Community Relations Team Lead

DATS Community Relations is one of the most challenging and rewarding teams to work with at DATS. Stuart recently transitioned from Technical Services to Team Lead of Community Relations earlier in 2018. We sat down with our new Team Lead to ask him a few questions.



#### **What is your new role at DATS, and what does it entail?**

Stuart Gerber: I'm the new Team Lead for Community Relations, which is part of the larger group of Client Services at DATS. This is a big change for me, because I am now actively dealing with DATS clients directly. As a team we deal with concerns about our service from individuals in the community, and are always working to find ways to improve DATS. I like that we take all complaints and concerns very seriously, and work quickly to find solutions.

#### **What did you do previously at DATS?**

SG: I was previously responsible for the operation of DATS's computer systems. I was responsible for 10 applications from 5 separate vendors. I would debug issues, provided user training for DATS team members, and coordinate between the vendors and City of Edmonton IT (Information Technology) for application and server patches and upgrades. It's been a big change to go from working with computers to working directly with people, but it helps to have a strong background rooted in the systems we work with every day.

#### **What are some of the challenges your team faces on a daily basis?**

SG: Over my 10 years at DATS, no two days have been the same. This is good and challenging - we never know what is coming. Within Community Relations, we do our best to understand the challenges our clients face, and problems they encounter, from their point of view. We work hard to resolve and inform clients, and address their specific concerns every day.

#### **What are some of your favourite moments in this position so far?**

SG: There are a number of things that make this position great: meeting with our incredible DATS clients, doing public outreach (something we've done a lot more of in the past few months) and working with the passionate, dedicated staff in Community Relations.

#### **What do you like to do outside of work?**

SG: I am currently working on my Masters in Operations Management online. I completed all of my course work in 2018 and I hope to have my dissertation complete by fall of 2019.

## DATS Notes, cont

### Ride Transit Program Purchase Locations

On December 15, 2018, some of the locations to purchase Ride Transit changed. Eligible Ride Transit clients can now purchase their passes at the following locations:

- ACT Aquatic and Recreation Centre (2909 113 Avenue)
- Clareview Community Recreation Centre (3804 139 Avenue)
- Commonwealth Community Recreation Centre (11000 Stadium Road)
- Confederation Leisure Centre (11204 43 Avenue)
- **NEW** Grand Trunk Fitness and Leisure Centre (13025 112 Street)
- Meadows Community Recreation Centre (2704 17 Street)
- Mill Woods Recreation Centre (7207 28 Avenue)
- O'Leary Fitness and Leisure Centre (8804 132 Avenue)
- **NEW** St. Francis Xavier Sports Centre (9240 163 Street)
- Terwillegar Community Recreation Centre (2051 Leger Road)
- Edmonton Service Centre (2nd Floor, 10111 104 Avenue)

For hours of operation at these locations, accessibility, parking or transit details, please visit [takeets.com](http://takeets.com).

## Holiday Booking Schedule

### NEW YEARS DAY 2019

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

- New Years Day, Tuesday, January 1, 2019

Note: Subscription bookings will be cancelled January 1, 2019. If you still require your subscription booking call 780-496-4567 (option 2) to book it.

### FAMILY DAY 2019

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

- Monday, February 18, 2019 (Family Day)

Note: Subscription bookings will be cancelled Monday, February 18, 2019. If you still require your subscription booking call 780-496-4567 (option 2) to book it.



## January 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 HOLIDAY Client Services Closed  <i>Subscription trips cancelled</i>	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		

## February 2019

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

DATS Client Services  
780-496-4567

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[www.takeETS.com/DATS](http://www.takeETS.com/DATS)

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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.

**ETS**

Return undeliverable Canadian address to:

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**15th Floor, Edmonton Tower**  
**10111 104 Avenue NW**  
**Edmonton, Alberta T5J 0J4**

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