



DATS News



Disabled Adult Transit Service
March 2019

Grocery Delivery in Edmonton

Did you know that a number of grocery stores in Edmonton offer in-store pickup services or delivery services? Delivery services can reduce the number of bags you carry while on DATS or ETS, and in-store pickup services can free up your time.

Check with your local grocery store to see if they offer in-store pickup, or delivery options.

In addition to contacting your local store, you can download and use a number of popular food delivery apps on your phone, tablet or computer. These services may charge additional fees, but will provide same-day delivery of all your grocery needs, including fresh produce or special dietary items.

Accessibility for People with Disabilities Policy

The City of Edmonton is creating an updated corporate accessibility policy.

The updated policy will guide development and implementation of City policies and civic engagement, programs and services, communications and technology, employee services and infrastructure (facilities, open spaces and transportation) to ensure full consideration of individual's needs and diverse abilities.

Public Engagement Sessions Winter 2019

Tuesday March 5, 2019 Time: 5-8pm
Location: Edmonton Tower Lobby
10111 104 Ave

Thursday March 7, 2019
Time: 4:30-7:30pm
Location: Clareview Community Recreation Centre - 3804 139 Ave

Wednesday March 13, 2019
Time: 4:30-7:30pm
Location: Terwillegar
Community Recreation Centre
2051 Leger Road



Manager's Message

DATS faces a number of challenges as we enter Spring: trip availability during peak hours, a very busy call centre and meeting high demand during the coldest February in 40 years.

We hear you, and we are working to make important changes at DATS.

With additional resources on the way, thanks to City Council approving additional funding for the 2019-2022 budget cycle, we hope to address trip availability by adding more contract vehicles to the road during the busiest times of the day.

Please see the charts on the next page to see what our busiest hours are, and when you can, try booking outside them. You may find more success booking errands and non-essential travel outside of those peak hours.

Our call centre is also extremely busy in the mornings. If you'd like to check on a ride, automated systems are available, and we've included instructions for them again in this issue. Whether you're new to IVR or haven't used it in a while, we hope you find these features useful and convenient.

We will also be reaching out to clients directly for their input about DATS customer service. Public engagement opportunities are being planned for the next few months, and we'll let you know how you can contribute in the coming weeks.



Paul Sch mold
Manager - Paratransit



DATS Notes

DATS Re-certification

The next cycle of DATS re-certification which was originally slated to start in early 2019, have been pushed 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 begin re-certification in 2020 instead.

We apologize for any inconvenience.

Trip Availability

If you are having difficulties booking a trip through our call centre, please try again. While we are experiencing an all time high for trip demand, our phone lines can often be full.

Cancellations

Please let DATS know as soon as you can if you wish to cancel a trip or subscription booking. This can open up a trip for someone else, and with trip demand at an all-time high, we appreciate the advance notice.

DATS Calls

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

Peak Hours at DATS

One of our biggest challenges right now at DATS is meeting high trip demand during busy time periods. Our peak hours are DATS' rush hour, when our buses and operators are at their busiest, and our trip counts are at their highest. While we devote as many operators and vehicles to Edmonton's busy streets during these hours, often we simply cannot meet the needs of every client.

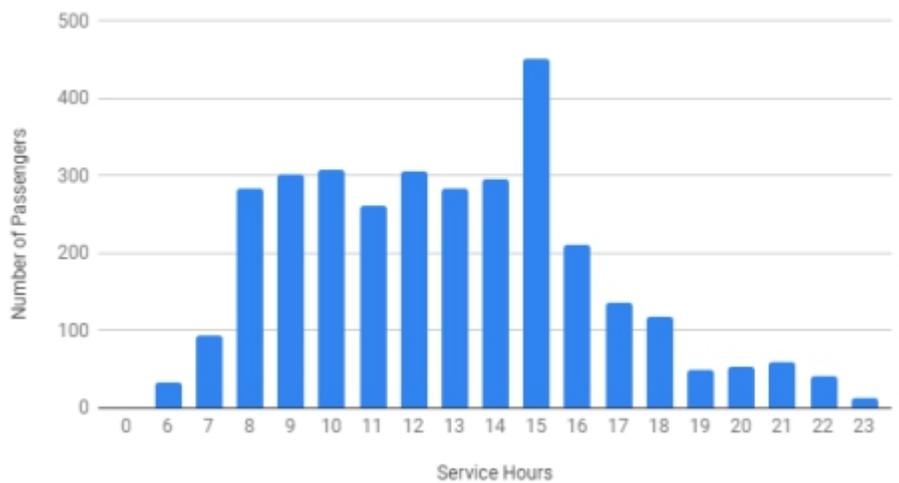
The first chart show the average number of trips, per hour, during an average weekday in 2018. The second chart shows the average number of trips per hour on weekends in 2018.

We wanted to share these numbers with you to show just how busy we are during our peak hours.

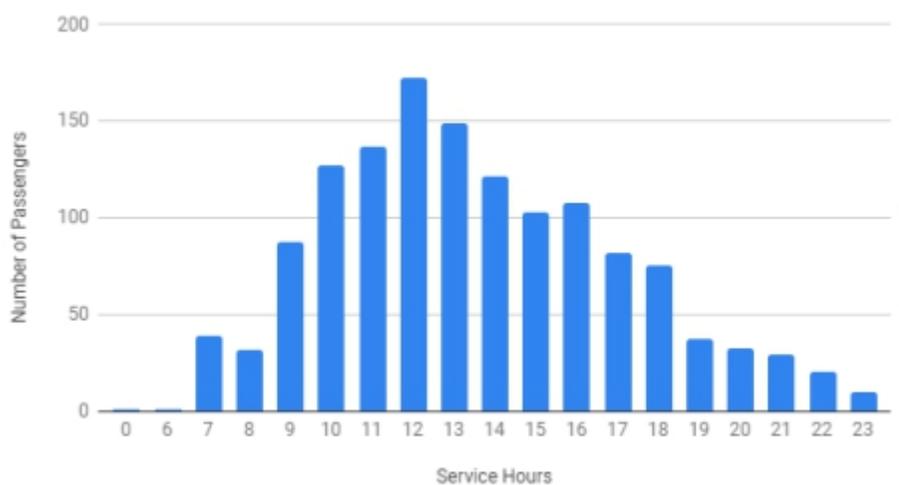
Booking trips during these times can be a challenge for everyone, and we understand that. Over the next few months, DATS will be looking at ways to increase the number of trips available during these peak times. One way is by using contracted service. Contracted service providers offer additional vehicles and operators on the road during our peak hours.

We are also asking for your help. If you can book a trip outside of these peak hours, you may find it easier to book that trip. By booking some trips outside of peak times, you are also helping your fellow Edmontonians get the urgent trips that they need during peak times (such as medical appointments, or commuting to work).

Average number of weekday trips in 2018



Average number of Trips on Saturdays/Sundays in 2018



IVR Updates - Connect with your phone

Last year, DATS launched new ways to connect, including automated phone calls to check on trip status, get an estimate on your next trip time, and to cancel a trip, as well as text messaging features (next page).

To use these features, you will need:

- **Your DATS Registration Number**
- **Pass Code** - This pass code (security PIN) will be the same as your pass code for I-Book, but **MUST** be digits-only (ie: 123456). To use these features, you must change your pass code in I-Book. The pass code must be 6 to 8 digits (no letters or symbols) so that it can be easily entered from a phone's number pad.
- If you're a new DATS client, or you do not use I-Book, you should have received an automatically generated pass code (security PIN) in the mail. If you haven't, please contact DATS at (780) 496-4567 (Option 4).

Phone Calls - Interactive Voice Response (IVR)

Call the DATS Client Service Centre at **(780) 496-4567 (Option 5)** for IVR. You will be asked to enter your registration number, followed by your pass code (security PIN). From there you can select from the following options:

- 1) Where's My Ride - Get updated information about an upcoming ride within 90 minutes. The closer to your ride, the more accurate the estimate will be. Please note that this is an **estimate**, and is subject to change at any time, or be inaccurate due to weather or adverse road conditions. Rides outside of 90 minutes of your call will not be listed.
- 2) Trip Status - Get a list of all trips booked within the next 3 days
- 3) Cancel a Trip

Press 0 at any time to speak to a DATS Client Service agent during normal office hours.

These features are available 21 hours a day and seven days a week, and will reduce call volume to our Client Service Centre. Using IVR to check on a ride or cancel a trip will reduce queue times over the phone for all DATS clients.

If you have any questions about these features, please co

Edmonton Events

Ice Castles

Jan 4 - March 10, 2019

Hawrelak Park

A winter wonderland in the heart of Hawrelak Park

SkirtsAfire Festival

March 7 - 17, 2019

Various Venues

Experience "herstory" in the arts along Alberta Avenue

Edmonton's International Beerfest

March 22 - 23, 2019

300 beers for tasting and much more

Edmonton Poetry Festival

April 22 - 28, 2019

Various venues

Leading local, national and international poets converge to celebrate poetry in all its forms in Edmonton.

Holiday Booking Schedule

EASTER 2019

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

- Good Friday, April 19, 2019
- Easter Sunday, April 21, 2019

Note: Subscription bookings will be cancelled:

- Good Friday, April 19, 2019
- Easter Monday, April 22, 2019

If you still require your subscription booking call 780-496-4567 (option 2) to book it.



Reminder:

Have a concern, complaint or commendation?

Contact DATS Community Relations at (780) 496-4567 (Option 4)

March 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	21	22	23
24	25	26	27	28	29	30
31						

April 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16 Can book for: Apr 17 (till noon) Apr 18, 19, 20	17 Can book for: Apr 18 (till noon) Apr 19, 20, 21	18 Can book for: Apr 19 (till noon) Apr 20, 21, 22	19 HOLIDAY Client Services Closed <i>Subscription trips cancelled</i>	20 Can book for: Apr 21, 22, 23, 24 (till noon)
21 HOLIDAY Client Services Closed <i>Subscription trips NOT cancelled</i>	22 Client Services Open Regular booking resumes <i>Subscription trips cancelled</i>	23	24	25	26	27
28	29	30				

DATS Client Services
780-496-4567

E-mail / Website
DATS@edmonton.ca
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:
dats@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