



DATS News



Disabled Adult Transit Service
March 2020

Grocery Delivery in Edmonton

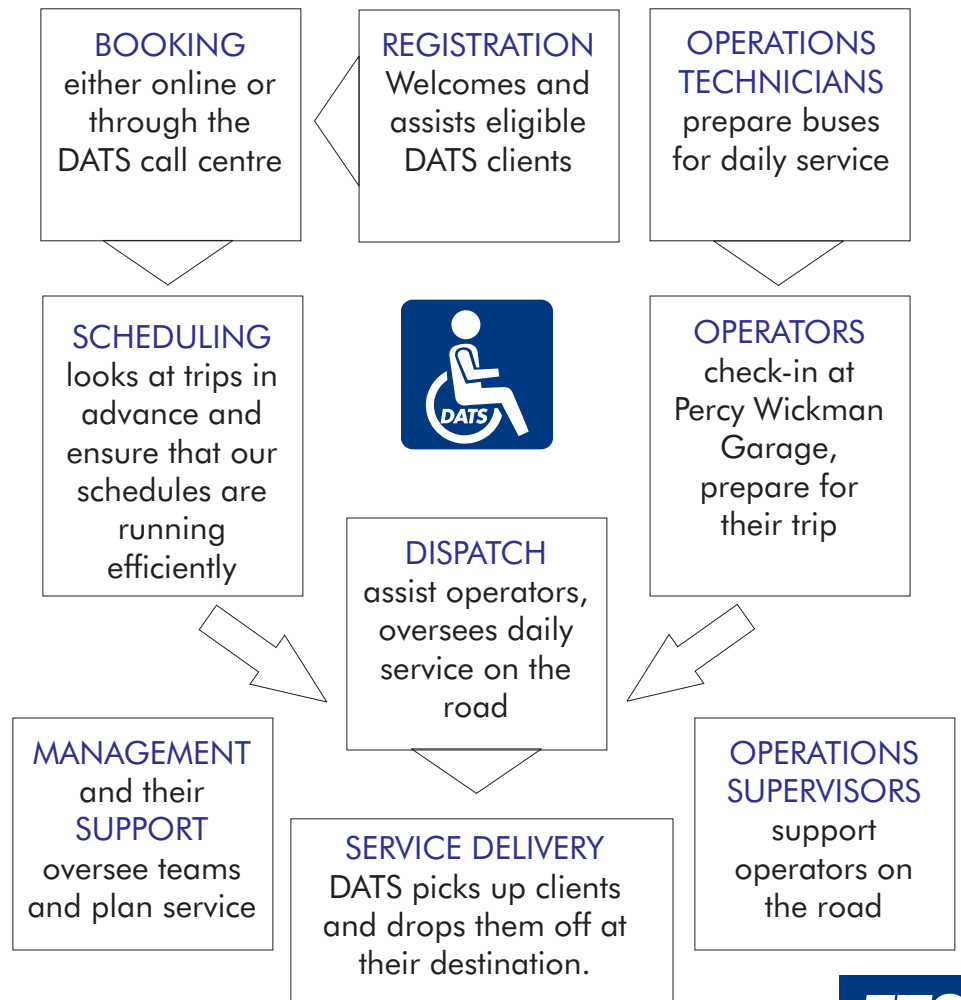
Did you know that a number of grocery stores in Edmonton offer in-store pickup services or delivery services? Delivery services can reduce the number of bags you carry while on DATS or ETS, and in-store pickup services can free up your time.

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.

DATS Flow Chart

How does DATS deliver up to 4,000 trips per weekday? The chart below shows how some of our DATS teams work to get you from destination to destination.



Manager's Message

This year, ETS Customer Satisfaction Surveys will undergo a refresh, with new opportunities for clients to voice their opinions about our service.

Details are still being determined, but over the coming months expect to see changes to how the annual survey is conducted and administered. ETS has a renewed focus on making sure everyone is included, so surveys will be conducted in a variety of forms, including online and in person.

Your customer experience on DATS matters to us. Watch for more information on how you can participate in the coming months.

In other news, we are updating our contracted service training model.

One of the ways we are able to meet increasing demand for our service is through contracted vehicles. Over the past year or so, DATS has been able to increase the number of trips we deliver on a daily basis for clients who do not require the large lifts on our regular fleet. Contracted services are vital to making sure we meet demand, especially during peak service hours.

Contracted vehicles will continue to be an important part of our service for the foreseeable future. In order to maintain a high level of customer service, we have begun reviewing our contracted training model. The new model will include additional disability awareness training and uphold City of Edmonton standards of customer service, accountability and reliability.

Thank you for using DATS for your travel needs.



Paul Schmold
Manager Paratransit

DATS 2020 Open House
this September
More information to come!

Fare on DATS

All valid ETS fare is acceptable as fare on DATS.

Please present your fare to the DATS Operator at the time of pick up.

There are a number of programs that provide reduced fare for groups of Edmontonians.

Ride Transit - The Ride Transit Program offers a monthly transit pass to eligible low-income Edmontonians at a subsidized rate of \$34 or \$48.50 per month, depending on your household income. Eligibility recently expanded, so please check if you now qualify by contacting 311.

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

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

Edmonton International Airport (Route 747) - Route 747 is Edmonton Transit's direct service to the Edmonton International Airport.

Attendants Ride Free - On regular ETS, any attendant with a fare-paying DATS registrant can travel free. A DATS registrant must show their DATS registrant card for the attendant to travel free. On DATS, a designated mandatory attendant travels free while accompanying a fare paying DATS registrant. Children, aged twelve years and younger, of a registered user ride free of charge.

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

DATS Notes

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.

Even cancelling a trip late (within two hours of scheduled pickup) is still better than cancelling at the door or having a no-show. Even cancelling late can give our scheduling and dispatch teams time to find a demand trip for someone else.

DATS Calls

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

Wrong Walker?

Get off your bus with the wrong walker? Sometimes mix-ups can happen, especially if you have a popular brand of walker. Try putting a name on your mobility device so that you, the operator, and other DATS clients get the right equipment when getting dropped-off.

Edmonton Events

Ice Castles

Until March 7, 2020

Hawrelak Park

A winter wonderland in the heart of Hawrelak Park, weather permitting

SkirtsAfire Festival

February 27 - March 8, 2020 Various Venues

Experience "herstory" in the arts along Alberta Avenue

Edmonton's International Beerfest

March 27 - 28, 2020

Edmonton Convention Centre (formerly Shaw Conference Centre)
300 beers for tasting and much more

Edmonton Poetry Festival

April 24 - May 3, 2020 Various venues

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

Holiday Booking Schedule

EASTER 2020

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

- Good Friday, April 10, 2020
- Easter Sunday, April 12, 2020

Note: Subscription bookings will be cancelled:

- Good Friday, April 10, 2019
- Easter Monday, April 13, 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 2020

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 2020

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

Published by DATS, six times annually
Circulation 6,500.

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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