



DATS News



Disabled Adult Transit Service
September 2019

News from DAG (DATS Advisory Group)

Barrier Free Design Guide

As of August 1st the Alberta Safety Codes Council will waive the current \$50.00 fee and make the 'Barrier Free Design Guide' available for free on their website (www.safetycodes.ab.ca look under public and publications).

The 'Barrier Free Design Guide' is the approved guide to section 3.8 of the Alberta Building Code and outlines all code requirements plus best practices in providing accessibility. This guide is a must-have for anyone renovating or building a home for someone with a disability or for someone wanting to create their forever home.

Mobility Equipment Check-Up

With colder months just around the corner, now is the time to make sure things are in good order. Here are some steps to follow both around your home and with your mobility equipment.

Ramps:

- Install permanent ramps at your residence for everyone's safety - yours and your Operator's.
- Ramps should have a non-slip surface for walking, and handrails for support.
- If you already have a ramp, ensure it is in good repair; that is free of trip hazards such as cracks or broken pieces.

Walkways:

- Is your sidewalk wide enough to accommodate you and/or your mobility aid comfortably and safely? In case of an emergency you should be able to safely exit your home and get away from the building with little effort.
- Make arrangements now for snow and ice clearance.

Equipment:

- Depending on what type of equipment you use, remember to check for loose screws, bolts, brakes, handles and tire pressure.
- Does your current equipment meet all of your needs?
- Remember to contact DATS at (780) 496-4567 (Option 4) if you plan on changing your mobility equipment - not all equipment can travel on our service.

Manager's Message

One of our core values at DATS is Customer Service, and we are always looking for ways to improve. As an important part of ETS, that means making sure our clients' voices are heard when larger projects are underway.

ETS is working on a number of projects in the near future. The Bus Network Redesign will be rolling out in 2020, with changes to conventional routes that will impact DATS. ETS Customer Journey mapping is underway, looking at how we use transit in our everyday lives. Smart Fare is entering a pilot phase later in 2020, and a number of LRT expansion projects are underway, with the Valley Line expected to open in late 2020.

All of these projects have benefitted from the input of DATS clients, and your point of view is integral to planners moving forward as well. There are a few ways you can join the conversation, if you haven't already. Sign up for Edmonton Insight Community surveys at: edmontoninsightcommunity.ca. Find out how you can attend in-person workshops and focus groups at: edmonton.ca/programs_services/public-engagement.aspx.

Your voice is valued, and if you have any other questions about larger ETS projects, please contact 311.



Paul Schmold, Manager Paratransit



DATS Notes

Voice of Albertans with Disabilities - Fall Forum

Thursday, October 24, 2019

Chateau Nova
13920 Yellowhead Trail
Edmonton, AB T5L 3C2

Details to be announced closer to the date.

Visit vadsociety.ca for updates.

DATS Client File Updates

Please let DATS know if there are any changes to make to your records on file, including:

- Change of address
- Change of phone number
- Change of other contact information (e-mail, emergency contacts)
- How you'd prefer us to contact you (mail, e-mail, phone)
- Any other changes that might affect your service (new equipment)

Contact DATS at (780) 496-4567 (Option 2) to let us know of any changes.

Riding with Service Dogs

Clients who use service dogs are legally allowed to use any public transit, including DATS. If you see a service dog traveling on DATS with you, please remember the following:

- Do not distract the dog or interfere with their job.
- Never offer food to a service dog.
- Do not photograph or record a service dog team without permission.
- Do not be offended if a service dog handler will not let you pet his or her dog.
- Treat service dog handlers with dignity - speak to the person and not the dog. Do not ask personal questions about his/her disability.
- Do not ask for the dog to do any demonstrations.

If you have any concerns about traveling with a service dog, please contact DATS Community Relations (780) 496-4567 (Option 4).



Dogs with Wings in training

DATS Notes, cont.

DATS Operator Assistance

Operators assist clients with:

- Positioning their mobility aid on the vehicle lift
- Safely securing mobility aids to the floor of the DATS vehicle.
- Correctly securing the shoulder strap/lap belt
- Getting on and off DATS vehicles.
- Exiting the vehicle to the first set of accessible doors.

Operators Do Not:

- Make repairs or adjustments to mobility aids.
- Help with parcels or baggage, so limit possessions to those you can carry, or travel with an attendant who can assist you.
- Enter your premises under any circumstances.
- Lift wheelchairs or scooters up or down stairs. All wheelchairs and scooters must be at ground level when the Operator arrives, unless you have a DATS-approved ramp.

IVR Updates

Did you know that DATS offers two automated ways to check on your ride?

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.

Please note: Both the automated call-in phone features (Option 5) and text messaging features are not necessarily accurate when tracking DATS contracted taxi service. Not all contracted vehicles are equipped to update their location on our systems. IVR updates are an estimate only.

We are working hard to make sure all contracted vehicles can be accessed by the system.

If you have any questions about these features, please contact

Text Messaging (SMS)

You can also text DATS at **(587) 409-4447** for:

- 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 text will not be listed.
- 2) Automated Text-Ahead Features (if you are already enrolled in automated call ahead features, this can be switched to text-ahead by opting into text messaging)

Opting In

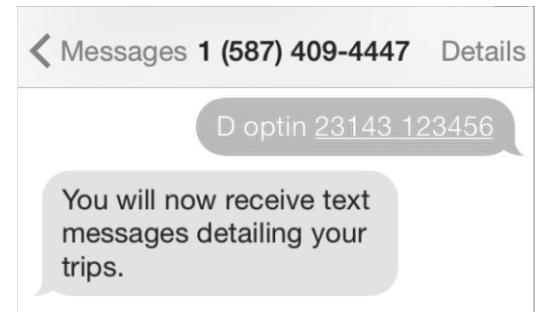
To opt into text messages, simply text the following to (587) 409-4447. FOR EXAMPLE:

d optin 23143 123456

↓ ↓ ↓

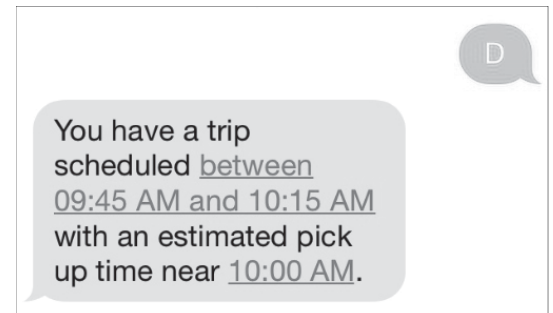
"d" for DATS DATS number pass-code

This registers your phone for messaging, and will send a confirmation message (above). Standard text rates may apply, depending on your phone plan.



Where's My Ride

Once opted in, to check on a trip within 90 minutes, simply text "d" or "D" for DATS to (587) 409-4447. Both uppercase and lowercase d's are recognized by the system. If you have a trip within the next 90 minutes, you will receive an estimate message (pictured to the right).

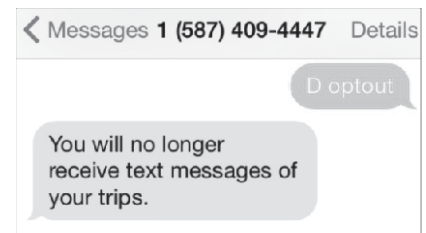


Opting Out

If you are not satisfied with text messaging, or would like to opt out at any time without calling DATS, text the following to (587) 409-4447:

D optout

You will then have to opt in again to use the system, or if you wish to use a different phone for text messaging.



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

DATS Notes

Cancelling a Ride

Not going to use an upcoming 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.

Lost and Found

Take all your belongings with you when exiting the vehicle. All personal articles should be labeled, as this helps you to recover your belongings. Please call ETS Lost and Found at (780) 496-1622 to ask about any lost items on DATS or other ETS vehicles.

ETS Lost and Found is located on the 2nd floor of Edmonton Tower at 10111 104 Avenue NW.

Holiday Booking Schedule

LABOUR DAY 2019

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

- Labour Day Monday, September 2, 2019

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

THANKSGIVING 2019

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

- Thanksgiving Monday, October 14, 2019

Note: Subscription bookings will be cancelled Monday, October 14. If you still require your subscription booking on this day, call (780) 496-4567 (option 2) to book it.



August/September 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30 Can book for: Aug 31 (till noon) Sept 1, 2, 3	31 Can book for: Sept 1, 2, 3, 4 (till noon)
1 Can book for: Sept 2, 3, 4, 5 (till noon)	2 HOLIDAY Labour Day Client Services Centre Closed Subscription trips cancelled	3 Regular booking schedule resumes	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					

October 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11 Can book for: Oct 12 (till noon) Oct 13, 14, 15	12 Can book for: Oct 13, 14, 15, 16 (till noon)
13 Can book for: Oct 14, 15, 16, 17 (till noon)	14 HOLIDAY Thanksgiving Client Services Centre Closed Subscription trips cancelled	15 Regular booking schedule resumes	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

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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:

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

post office indicia here