



DATS News



Disabled Adult Transit Service
May 2019

New Subscription Bookings

As you may have heard, DATS has implemented a new internal process for booking new subscription trips.

Please allow DATS team members a week of advance notice for a new subscription booking. Call us at (780) 496-4567 (Option 2), to make a new subscription booking.

This new process allows our booking and scheduling team the flexibility and advance notice needed to properly assess subscription needs. So far, the results have been very positive.

Please understand that some subscription trips require a bit of negotiation to find times that can be accommodated.

Getting Ready to Roll What is an Operations Technician?

The Operations Technicians (Ops Tech) team at DATS are the resident experts at road preparation here at Percy Wickman Garage. When they are preparing our buses for a long day on the road, Ops Techs will:



Dan Duhamel - Team Lead Operations Technicians

- Check fluid levels, tires, lights and safety equipment on board each bus
- Help prioritize work with cleaning staff and cleaning contractors
- Determine when a bus needs to come off the road for repairs, maintenance or retirement

It's a shared responsibility, between Ops Techs and individual Operators, to make sure DATS vehicles are safe and in the best condition possible before transporting DATS clients.

See inside for some stats and information about our vehicles.

Manager's Message

Last month (April), the City of Edmonton hired the consulting group Léger Marketing to hold focus groups and stakeholder workshops on customer experience for DATS clients at Percy Wickman Garage.

This important information-gathering exercise will be used in our report on Customer Service to City Council in June, which is a part of a much larger review of DATS. This review includes an operational and program review as well, which will help City Council and City management to determine the next best steps for DATS as demand increases and we face new challenges.

We will let you know when more opportunities for your vital feedback arise. We take pride in our work, and are always looking for ways to improve the service.

Meanwhile, warm weather has finally arrived, and festival season is underway in Edmonton. We hope that wherever you travel this summer, DATS can get you there safely. You'll find an event listing in this edition, and opportunities to learn more about DATS I-book.

Thank you for using DATS,



Paul Schmold
Manager - Paratransit



Interested in future opportunities for input or engagement?

Email
dats@edmonton.ca to be added to our contact list and you will be contacted when opportunities arise.

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 align with 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.

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.

Dogs on DATS

Certified service dogs are allowed on DATS vehicles of all types. If you have any questions about service dogs on public transit, please contact the community relations team at (780) 496-4567 (Option 4).

I-Book Training Sessions

DATS will be hosting I-Book Training sessions for interested clients, caregivers, facilitators and family members in the coming months.

I-Book is the DATS online booking tool, found at:

<https://datsibook.gov.edmonton.ab.ca>

The online tool allows you to view, book and change DATS trips online, from any internet-connected device, without having to call DATS. You must be a DATS registrant to use DATS I-Book, and must register online to use DATS I-Book. If you are having difficulty registering for I-Book, please contact DATS at dats@edmonton.ca, or call (780) 496-4567 (Option 4).

Training will include I-book demonstrations and one-on-one instruction on how to navigate the I-Book site, book a trip, cancel a trip, and assist with frequently asked questions. We hope to keep sessions short, but want to make sure everyone attending is comfortable with using the service.

Training sessions will be booked based on interest. Please email dats@edmonton.ca with the subject line "I-book Training Sessions" and we will contact you to schedule a session at Percy Wickman Garage with our training experts. Please come prepared and register for I-book prior to attending.

New On-Hold Messaging

You may have noticed some new messaging in our client service centre when on-hold.

This new messaging is in place to align with messaging used by 311, the City of Edmonton's phone information centre.

"Please note that conduct such as harassment, threats, abusive language, and rude or discriminatory remarks are not helpful in serving you quickly and will not be tolerated."

It is our hope that we can promote a respectful and caring work environment for our team members in all departments of the City of Edmonton.

While we understand frustrations when booking demand is high, and trips can't be accommodated, we thank you for remaining respectful and courteous.

DATS Vehicle Statistics

- The DATS fleet is made of 95 DATS buses, and an additional 85 contract vehicles, not including taxis.
- DATS buses are on the road on average for 10 hours a day.
- Depending on demand, some vehicles will run for up to 20 hours in one day, doing double duty and only stopping mid-day to change Operators
- DATS buses can tally over 300,000 kms in only a few short years of duty.

May/June Event Schedule

Festival season in “Festival City” begins again in the spring months, and DATS is ready to get you to your favourite events. Here is a short list of popular activities for May and June.

Nextfest

May 30 - June 9, 2019

Next generation’s up-and-coming artists and creators converge at this multi-disciplinary festival at nine venues throughout Edmonton. From live theatre to music to visual arts, Nextfest is an inclusive and inexpensive celebration of the arts. Visit nextfest.org for program and venue information.

Sustainaval - Green Energy Carnival June 6 - 9, 2019 - Edmonton Expo Centre

Back by popular demand, the world’s first green energy powered carnival returns for its third year. Outdoor rides, games, prizes, food and more, run entirely upon green energy, invade the Edmonton Expo Centre. This family friendly-event is a unique summer carnival for everyone. Visit sustainaval.com for more information.

Edmonton Pride Festival

The Edmonton Pride Festival Society cancelled the official Pride Festival on April 10th. Potential activities by other non-profit groups have yet to be announced as this newsletter was finalized.

Check online for potential dates throughout pride month (June).

Centennial Plaza - home to many events throughout the summer, with continued construction at Churchill Square

Freewill Shakespeare Festival

June 18 - July 14, 2019

This year, Edmonton’s Shakespearean repertory theatre presents *Two Gentlemen of Verona* and *The Winter’s Tale* at the Heritage Amphitheatre in Hawrelak Park. Visit freewillshakespeare.com for tickets and show times.

The Works Art and Design Festival

June 20 - July 2, 2019

Returning again this year to Centennial Plaza, north of the Legislature, The Works is a celebration of visual arts, crafts, live entertainment and more. Visit theworks.ab.ca for more information about venues and exhibits.

TD Edmonton International Jazz Festival

June 21 - 30, 2019

Local and international Jazz musicians return to various locations throughout Edmonton, from the Yardbird Suite to the Winspear Centre in June. If you’re into jazz music, this festival is sure to please. Go to edmontonjazz.com for event and venue listings.



Operator Assistance

DATS Operators have a specific list of duties, based on our service standards and our core business values. Here is a quick list of what to expect from your DATS Operator on each and every trip you take with DATS.

DATS 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

DATS 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.

If you have questions, concerns or do not have an approved ramp, please contact DATS at (780) 496-4567 (Option 4) to schedule an assessment by an Operations Supervisor.



DATS Notes, cont.

Registering for Summer Travel on DATS?

We often get last minute, urgent requests for registration in the summer months, but unfortunately, we are unable to “rush” any application.

Please allow enough time to have forms processed if there is a special summer event coming up or a new need to book DATS trips.

Summer Vacation?

Don't forget to cancel any unwanted trips while you are away!

You can cancel multiple trips for a specific period of time; just ask your booking agent. Please cancel as far in advance as possible - with more advanced notice, we may be able to assist someone else with their booking request.

For cancellations, call (780) 496-4567 (Option 1).

Purchasing New Equipment?

Not all mobility aids are suitable for DATS vehicles. All equipment, whether walkers, manual, or electric wheelchairs, must meet size and safety requirements to be used on DATS vehicles.

If you are purchasing new equipment, or have questions about current equipment, please contact DATS at (780) 496-4567, (Option 4) or email dats@edmonton.ca.

Community Events

BIS TOASTMASTERS
BRAIN INJURY & STROKE
BE INSPIRED & STRONG

Brain Injury and Stroke Toastmasters

Do you have a brain injury or stroke? This group may be of interest to you.

Our Toastmasters group is totally made up of brain injured people. It is helping us to speak better, think better and become better listeners. This club is giving us confidence and letting us socialize in an environment we all understand. We are supported and respected and allow us to step out of our comfort zone.

We are reaching out to you.

Working on communication skills.

Building a community.

Make friends, support each other's differences.

For more information contact:
President Daryl Gauthier
Phone or Text: (780) 236-5444
(Texting is the best way to get a quick response).



Holiday Booking Schedule

Victoria Day 2019

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

- Victoria Day, Monday, May 20

Note: Subscription bookings will be cancelled:

- Victoria Day, Monday, May 20

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

Canada Day 2019

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

- Canada Day, Monday, July 1

Note: Subscription bookings will be cancelled:

- Canada Day, Monday, July 1

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



May 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: May 17 (till noon) May 18, 19, 20	17 Can book for: May 18 (till noon) May 19, 20, 21	18 Can book for: May 19, 20, 21, 22 (till noon)
19 Can book for: May 20, 21, 22, 23	20 HOLIDAY Victoria Day Client Services Centre Closed Subscription trips cancelled	21 Regular booking schedule resumes	22	23	24	25
26	27	28	29	30	31	

June/July 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 Can book for: June 28 (till noon) June 29, 30 July 1	28 Can book for: June 29 (till noon) June 30, July 1, 2	29 Can book for: June 30, July 1, 2, 3 (till noon)
30 Can book for: July 1, 2, 3, 4 (till noon)	1 HOLIDAY Canada Day Client Services Centre Closed Subscription trips cancelled	2 Regular booking schedule resumes	3	4	5	6

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Please direct comments/submissions to:

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Edmonton Transit Service:
www.takeETS.com
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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:

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

post office indicia here