



# DATS News



## Dedicated Accessible Transit Service Fall 2024

### DATS Community Relations Team

The DATS Community Relations team continues to visit programs and agencies within the community. We are happy to meet and help answer questions about our service and policies and give an overview of DATS.

Do you know of any upcoming events that DATS may like to participate in? We would love to hear about it! Contact our team at (780) 496-4567 (option 4) or email us at [DATS@edmonton.ca](mailto:DATS@edmonton.ca)

**Edmonton  
Transit  
Service**

**Edmonton**

### DATS Notes Fall Travel Safety

As the days turn cooler, dress for Edmonton weather. Wear layers for travel on buses. As the days get shorter, also remember to keep a light on at home if you're expecting a ride in the early morning or evening.

#### **New Equipment - Call before you buy!**

If you are considering new equipment for travel use on DATS, please contact Community Relations at (780) 496-4567 (option 4) first to make sure it can be safely secured on our DATS vehicles and contracted vehicles.

Got new equipment already? Please let us know so that we can update your file - call: (780) 496-4567 (option 3).

Note: All wheelchairs, walkers, and scooters must meet the specific size, weight, and safety guidelines for DATS.

#### **Lost and Found - Reminder**

Take all your belongings with you when exiting the vehicle. All personal articles should be labeled. ETS handles all lost and found items on DATS. Recovering lost items can sometimes take several days (ETS Lost and Found is closed on weekends). ETS Lost and Found: (780) 496-1622.

# Manager's Message

It was a nice, hot summer here in Edmonton and our DATS team was happy to provide service to the many events and activities available in the community.

Over the summer, we have also been researching some potential service enhancements for a report going to City Council in September for their consideration. We plan to include an update about the status of that Council Report in the Winter DATS Newsletter.

On the technology front, we are pleased to be introducing an updated online booking tool this fall. The new booking program - called DATS Online Booking - will replace the old IBook program. There are a number of new and improved features that will be available using this new tool. Users will be able to access more information about their upcoming trips (and see trip history), type in any address to make a booking reservation and set up subscription trip bookings. Users will also be able to check on their ride.

We will be providing more information about all the new features and how to get set up when we are closer to the launch date. In the meantime, DATS IBook will still be available.

Over the past few months we have been using Arc validators on all of the DATS fleet, including our contracted vehicles. Please see page 3 (and below) for more Arc information or if you need assistance getting started with Arc.

As always, if you have questions about your DATS service, or would like to sign up for online booking, please contact our Community Relations team at (780) 496-4567 (option 4) or email us at: [DATS@edmonton.ca](mailto:DATS@edmonton.ca).



**Paul Schmold, Manager Paratransit (DATS)**



## General Questions about Arc?

If you need help with setting up or using Arc, there is support available.

- ▶ If you have online access - visit: [myArc.ca](http://myArc.ca)
- ▶ If you prefer to call - phone the Arc Call Centre at 1-888-302-0001 (on the back of the Arc card) or phone 311.

*For DATS clients still concerned about getting set up or using Arc, please call our Community Relations team at (780) 496-4567 (option 4).*

# Edmonton Transit: Arc

Arc is now available on all DATS vehicles. When you ride on DATS, you will tap your Arc card on a handheld device that your DATS operator or driver will carry.



Arc cards are convenient, reloadable transit fare cards you can use to pay your fares by tapping on and off buses, LRT and DATS. With Arc, money is stored in a secure online account, not on the card.

## The Arc advantage:

- ▶ Only pay for transit when you use it!
- ▶ No need to pay for a monthly or annual transit pass upfront. You pay as you go.
- ▶ Sign up, check your balance and load funds to your Arc account online from anywhere.
- ▶ Add your funds online, at Arc fare vending machines, over the phone or in person.

There are multiple options to register Arc cards and load funds for those who prefer offline options, including by phone and in-person.

You can use transit as much as you want in a day, month or year and you won't pay more than a daily, monthly or annual pass.

## ETS Ride Transit Program:

Ride Transit Program participants can now tap on and off ETS using Arc (participants can continue to purchase Ride Transit paper passes). To use Arc, participants will need to create an Arc account and register an Arc card with the Ride Transit fare profile.

Participants can pick up an Arc information package, including one free Arc card and instructions for creating an Arc account with the Ride Transit fare profile at select City Recreation Centres and the Edmonton Service Centre.

To have an info package mailed to you, please call ETS Customer Programs at (780) 496-8321.



# Arc Notes

## ETS Senior Annual Pass Program:

Senior fare riders in Edmonton who pay regular fare no longer need to apply to ETS to receive a seniors' regular annual transit pass. Instead, they will receive an annual fare cap of \$385 which is the same price as the annual pass. Once they reach this amount they can ride transit for the rest of the year for free.

Seniors who participate in the subsidized ETS senior annual pass program will still be required to apply.

To ensure you are charged the correct senior fare, you will need to create an Arc account, register your Arc card and add your senior fare profile.

The myArc.ca website is available for senior riders to register Arc cards and sign up for their senior fare profiles.

## Need help with Ride Transit?

- ▶ Call ETS Customer Programs at (780) 496-8321.
- ▶ Visit [edmonton.ca/ArcRideTransit](http://edmonton.ca/ArcRideTransit)
- ▶ Email: [ridetransitarc@edmonton.ca](mailto:ridetransitarc@edmonton.ca)

# Holiday Booking Schedule

## Monday, Sept 30 (National Day for Truth & Reconciliation)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Monday, September 30, 2024.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Sept 22	Sept 23	Sept 24	Sept 25	Sept 26	Sept 27	Sept 28
September 2024					Can book for Sept 28 (till noon), Sept 29, 30, Oct 1	Can book for Sept 29, 30, Oct 1, 2 (till noon)
Sept 29	Sept 30	Oct 1	Oct 2	Oct 3	Oct 4	Oct 5
Can book for Sept 30, Oct 1, 2, 3 (till noon)	<b>HOLIDAY</b> Client Services Closed  Subscription Trips Cancelled	<i>Regular Booking Schedule resumes</i>	<b>Note:</b> Subscription bookings will be cancelled on Monday, Sept 30. If you still require your subscription booking on Monday, Sept 30, call (780) 496-4567 (option 2) to book it.			

## Monday, Oct 14, 2024 (Thanksgiving)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Monday, October 14, 2024.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Oct 6	Oct 7	Oct 8	Oct 9	Oct 10	Oct 11	Oct 12
October 2024					Can book for Oct 12 (till noon), Oct 13, 14, 15	Can book for Oct 13, 14, 15, 16 (till noon)
Oct 13	Oct 14	Oct 15	Oct 16	Oct 17	Oct 18	Oct 19
Can book for Oct 14, 15, 16, 17 (till noon)	<b>HOLIDAY</b> Client Services Closed  Subscription Trips Cancelled	<i>Regular Booking Schedule resumes</i>	<b>Note:</b> Note: Subscription bookings will be cancelled on Monday, Oct 14, 2024. If you still require your subscription booking on Monday, Oct 14, call (780) 496-4567 (option 2) to book it.			

# Holiday Booking Schedule

## Monday, November 11, 2024 (Remembrance Day)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Monday, November 11, 2024.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Nov 3	Nov 4	Nov 5	Nov 6	Nov 7	Nov 8	Nov 9
<b>November 2024</b>					Can book for Nov 9 (till noon), Nov 10, 11, 12	Can book for Nov 10, 11, 12, 13 (till noon)
Nov 10	Nov 11	Nov 12	Nov 13	Nov 14	Nov 15	Nov 16
Can book for Nov 11, 12, 13, 14 (till noon)	<b>HOLIDAY</b> Client Services Closed <b>Subscription Trips Cancelled</b>	<b>Regular Booking Schedule resumes</b>	<b>Note:</b> Subscription bookings will be cancelled on Monday, Nov 11, 2024. If you still require your subscription booking on Monday, Nov 11, call (780) 496-4567 (option 2) to book it.			

## DATS Customer Satisfaction Survey

### DATS Customer Satisfaction Survey

The City of Edmonton has again commissioned Pivotal Research Inc. (an independent research firm) to conduct this year's survey. Feedback is used to assess and assist in planning for DATS services. A random sample of DATS users will be provided to Pivotal for the survey and clients will be emailed or called directly. Responses are anonymous and only group data will be reported.

*Note: If you receive an email for the DATS survey it will come from "snapsurveys" - this is the confidential survey provider.*

### Voluntary Survey Participation:

If you would like to participate in this survey, please call: (780) 496-4567 (option 4) or email:

DATS@edmonton.ca - deadline is September 27, 2024.

Note: family, caregivers and program staff are all welcome to participate. Surveys can be done online or by phone (paper version is also available by request).

### Privacy Note

*Personal information collection is authorized under section 33© of the Freedom of Information and Protection of Privacy (FOIP) Act and is managed and protected in accordance with the Act.*

*For any questions about the collection, please contact the Strategic Planning Analyst, Edmonton Transit Service, City of Edmonton by phone at (780) 686-2170, via email at etssurveys@edmonton.ca or by mail at Edmonton Tower, 10111 104 Avenue NW, Edmonton, AB.*

# DAG Report

After a break for the summer, the DAG team will be meeting this month.

## Got a fun story about your experiences on DATS?

If you have something positive to share about your travels on DATS, we would love to hear from you! How has DATS made a difference in your life? Please send us an email with your stories at: [DAG@edmonton.ca](mailto:DAG@edmonton.ca).

## What is DAG?

The DATS Advisory Group (DAG) is made up of a team of volunteers who provide advice to Edmonton Transit in the planning and operation of DATS, and in the development of other transportation policies and programs that affect persons with disabilities.

NOTE: If you have a general comment or suggestion for DAG, email us directly at: [DAG@edmonton.ca](mailto:DAG@edmonton.ca), or call DATS Community Relations at (780) 496-4567 (option 4) and leave them a message to pass on to us. Thanks!

NOTE: if you have questions or concerns about your DATS service, call the DATS Community Relations Team at (780) 496-4567 (option 4) and they will follow up. Thanks!

## ETS Travel Training

### Mobility Choices Travel Training

Would you like more support to learn to take regular ETS bus, LRT and On Demand services? ETS Mobility Choices travel training can help!

ETS Mobility Choices travel training and orientation is available to transit riders who need extra information and support to learn to use regular transit services independently. You can learn about ETS' regular bus, LRT and On Demand transit services, about important accessibility and safety features, using mobility equipment on regular transit, paying for transit, how to get transit information, how to plan trips, and more! We also provide practice opportunities with staff on the transit system to build your skills and confidence in using regular transit services. Training and orientation support is given based on your learning needs and goals.

Mobility Choices is free of charge and available for groups or individuals year-round.

For more information, call Pallavi Kambo, ETS Travel Trainer at 780-496-3000 or email [etscustomertraining@edmonton.ca](mailto:etscustomertraining@edmonton.ca).



# DATS Reminders

## Service Dogs

Clients must provide their animal's Alberta Service Dog Identification Card upon registration for DATS and bring this card when they travel. DATS will consider other types of assistance animals on a case-by-case basis.

Note: Only dogs with required training as service dogs, with valid training identification, and wearing service animal vests and appropriate harnesses can be used as service dogs on public transit (ETS and DATS).

## DATS Service - Buses and Taxis

DATS uses a fleet of City of Edmonton owned buses, and contracted vehicles (minivans and taxi sedans) to provide DATS service. Vehicles used are identified as "DATS" vehicles with magnetic signs. Please always ensure that the vehicle is a DATS vehicle and that the driver correctly identifies you when they arrive to pick you up.



Note: Door to door service applies to service on all DATS vehicles, including taxis. DATS requires all drivers to escort clients between the vehicle and the first set of accessible doors. If your driver does not provide door to door service, call us at (780) 496-4567 (option 4) and let us know so that we can follow up.

## Phone Calls to DATS

Please note that phone calls into DATS are recorded for quality assurance and training purposes. DATS uses the recordings to ensure we are providing the very best customer service.

## Fragrances

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

# Community Notes

## Assisted Waste Collection for Edmonton residents with restricted mobility

A Waste Collector will pick up garbage, recycling and food scraps from outside the front or back door of your home. If you live in an apartment or condo, a collector will pick up waste from your door and bring it to your building's collection bin.

Could you or someone you know benefit from this service? For more information call 311 or visit [edmonton.ca/AssistedWaste](http://edmonton.ca/AssistedWaste)

*Note: This service is provided at no additional cost by the City of Edmonton.*

## Fundraiser Notice: Playing it Forward

Saturday, October 19  
Newcastle Pub and Grill

Music, door prizes and more, all benefitting the Mirella L. Sacco Support Fund for Adults with Physical Disabilities. Tickets \$15 at the door or scan below:



## DATS Fall 2024

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### Please direct comments/submissions to:

DATS, Wickman Garage  
5610-86 St, Edm, AB T6E 2X3

Phone: (780) 496-4567

Fax: (780) 496-1008

Edmonton Transit Service:

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

E-mail: [dats@edmonton.ca](mailto:dats@edmonton.ca)

Editor: Caroline Wenzel

### 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](mailto:dats@edmonton.ca). Or call us (780) 496-4567.

# Contact DATS

## DATS Client Service Centre (780) 496-4567

- ▶ Cancel a trip or check on a late ride: Press 1
- ▶ Book/change a trip: Press 2
- ▶ Register for DATS: Press 3
- ▶ Submit a commendation, concern or any other inquiry: Press 4
- ▶ Self-serve options: Press 5
- ▶ Subscriptions: Press 6 (after 12:30pm only)

## Telus Relay Service

Dial 711 and ask for DATS

## 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.

## 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.



**Edmonton  
Transit  
Service**

**Edmonton**

Return undeliverable Canadian address to:

## DATS

**Percy Wickman Garage**

**5610 86 Street NW**

**Edmonton, Alberta T6E 2X3**

post office indicia here