



DATS NEWS

Fall 2025

Dedicated Accessible Transit Service



Preparing for Winter with DATS!

As the beautiful summer months begin to gently fade, it's the perfect time to look ahead and ensure everything is in good order for the winter season.

At DATS, your safety and comfort are our top priorities, and we want to help you prepare your home environment for seamless and secure trips during the colder months.

♦ **Learn more on page 6!**



Edmonton
Transit
Service

Edmonton

DATS Notes

Please keep in mind

Baggage

While our operators are unable to assist with parcels or baggage, they can still provide excellent support with your mobility aid and getting you safely to your destination. If you're traveling with an attendant, they're welcome to assist you with your bags. We also kindly ask you to keep it to a **two-bag limit**.

Dress in layers

As the days get cooler and shorter, we want to help you travel safely!

Remember to **dress in layers** when taking the bus, so you're comfortable with changing temperatures. If you're expecting a ride in the early morning or evening, **please keep a light on at home**. This helps our drivers see your location clearly and ensures a smooth pick-up.

Lost and Found

When you leave the DATS vehicle, make sure you have all of your belongings. ETS handles thousands of lost items every year. If you have lost an item on a DATS vehicle, it is sent to ETS Lost and Found at Edmonton Tower. **Call (780) 496-1622** to confirm and pick up a lost item.

Manager's Message

It has been a busy summer at DATS, and we're excited to share some key updates on our commitment to providing you with **safe, reliable** transportation as autumn begins.

We've seen a fantastic **31 per cent increase in online booking users** since December, and your feedback is directly shaping improvements. Being able to track your vehicle using the tracking map is particularly popular among online booking tool users.

Tutorial videos for our online booking tool will be available soon to help anyone who may need some more assistance getting started.

As we prepare for another round of customer satisfaction surveys (see page 5 for more information), we also want to thank DATS clients and caregivers who were able to participate in our July focus groups and one-on-one interviews.

Topics included vehicle types, overall customer service, and some potential service changes (subject to council approval and funding). At time of writing, findings are still being compiled and I'm eager to read their report. We'll provide a summary of this research in the next newsletter.

As always, our team is always working to improve service, especially as we see an increase in ridership in September.

Remember that if you ever have any questions or concerns, our **Community Relations team** is there to help, at (780) 496-4567 (Option 4) or at dats@edmonton.ca



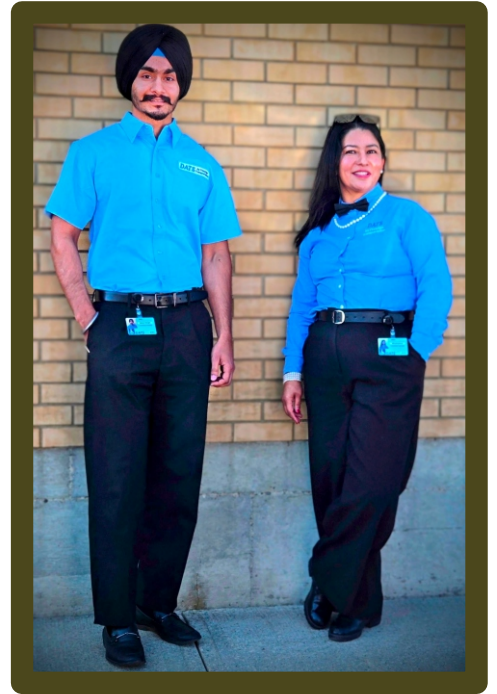
A handwritten signature in black ink, appearing to read "Paul Schmold".

Paul Schmold, Manager, Paratransit (DATS)

Prestige Team Unveils *Impressive New Uniforms!*

The Prestige team is always striving for excellence, and that extends to every aspect of our service – including the professional appearance of our dedicated team! We are absolutely thrilled to share that Prestige drivers are now sporting a fantastic new uniform, complete with updated badges, and the feedback has been overwhelmingly positive.

We believe that a professional and cohesive appearance contributes significantly to the trust and confidence our clients place in us. The new uniform design was chosen with comfort, durability, and a smart, approachable look in mind, ensuring the team feels good while performing their essential duties.



The drivers, who are on the front lines every day, have expressed their appreciation for the updated design and feel of the new attire. These new uniforms not only enhance the Prestige team's professional presence in the community but also represent our ongoing commitment to a high standard of service.

Along with the fresh new look, the **updated badges** proudly display our commitment to safety and professionalism. They are a clear identifier for the Prestige team members, reinforcing that you are in capable and caring hands.

We're so pleased that these new uniforms are making a strong, positive impression. It's just one more way Prestige is continually working to enhance your experience and ensure their team looks as impressive as the service they provide.



Holiday Booking Schedule



Labour Day, National Day for Truth and Reconciliation and Thanksgiving

DATS will operate on a holiday schedule (**the Client Services Centre will be closed**) on Monday, September 1 for Labour Day and Tuesday, September 30 for the National Day for Truth and Reconciliation, October 13 for Thanksgiving and November 11 for Remembrance Day.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					Aug. 29	Aug. 30
September 2025					Can book for: Aug. 30 (7:30 a.m. to noon) Aug. 31 Sep 1 & 2	Can book for: Aug. 31 Sep 1, 2 & 3 (7:30 a.m. to noon)
Aug. 31	Sep. 1	Sep. 2	Sep. 3			
Can book for: Sep 1, 2, 3 & 4 (7:30 a.m. to noon)	HOLIDAY Client Services Closed Subscription Trips Cancelled	<i>Regular Booking Schedule resumes</i>				
					Sep. 26	Sep. 27
					Can book for: Sep. 27 (7:30 a.m. to noon) 28,29 & 30	Can book for: Sep. 28,29 & 30 & Oct. 1 (7:30 a.m. to noon)
Sep. 28	Sep. 29	Sep. 30	Oct. 1			
Can book for: Sep. 29, 30 & Oct. 1, 2 (7:30 a.m. to noon)	Can book for: Sep. 30 & Oct. 1, (7:30 a.m. to noon) Oct. 2 & 3	HOLIDAY Client Services Closed Subscription Trips Cancelled	<i>Regular Booking Schedule resumes</i>			
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					October 10	October 11
October 2025					Can book for: Oct. 11 (7:30 a.m. to noon) 12,13 & 14	Can book for: Oct. 12,13,14 & 15 (7:30 a.m. to noon)
October 12	October 13	October 14				
Can book for: Oct. 13,14,15 & 16 (7:30 a.m. to noon)	HOLIDAY Client Services Closed Subscription Trips Cancelled	<i>Regular Booking Schedule resumes</i>	Note: Subscription bookings will be cancelled on all these statutory holidays. If you still require your regular subscription booking on any of these days, please call (780) 496-4567 (option 2) to book a reservation trip. We stand in solidarity on the National Day for Truth and Reconciliation and Remembrance Day.			

Holiday Booking Schedule

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					Nov 7.	Nov. 8
November 2025					Can book for: Nov. 8 (7:30 a.m. to noon) 9, 10 & 11	Can book for: Nov. 9, 10, 11 & 12 (7:30 a.m. to noon)
Nov. 9	Nov. 10	Nov. 11	Nov. 12	Nov. 13	Nov. 14	Nov.15
Can book for: Nov. 10, 11, 12 & 13 (7:30 a.m. to noon)	Can book for: Nov. 11, & 12 (7:30 a.m. to noon) Nov. 13 & 14	HOLIDAY Client Services Closed Subscription Trips Cancelled	Note: Subscription bookings will be cancelled on all these statutory holidays. If you still require your regular subscription booking on any of these days, please call (780) 496-4567 (option 2) to book a reservation trip.			



Share Your Voice: DATS Customer Satisfaction Survey

The City of Edmonton has asked **Pivotal Research Inc.**, an independent firm, to conduct this year's DATS survey. Your valuable feedback helps us assess and plan for better DATS services. A random selection of DATS users will be provided to Pivotal for the survey, and clients will be emailed or called directly. All your responses are anonymous, and only group data will be reported.

Please Note: If you receive an email for the DATS survey, it will come from "snapsurveys" – this is our confidential survey provider.

Want to Participate? If you would like to volunteer to participate in this survey, please call: 780-496-4567 (option 4) or email: DATS@edmonton.ca. The deadline to volunteer is **October 10, 2025**. Family members, caregivers, and program staff are all welcome to participate. Surveys can be done online or by phone. A paper version is also available upon request.

Your Privacy Matters

Your personal information is collected under section 4 (c) of the Protection of Privacy Act (POPA). It's managed and protected carefully, fully complying with the Act.

Should you have questions regarding the collection of your information, please feel welcome to contact our Strategic Planning Analyst, Edmonton Transit Service, City of Edmonton. You can reach us by phone at 780-289-6315, via email at ETSsurveys@edmonton.ca, or by mail at Edmonton Tower, 10111 104 Avenue NW, Edmonton, AB.

Tips

♦ **Accessible Destinations are**

Key: All locations served by DATS must be accessible. DATS follows specific guidelines when determining the accessibility of any location, considering distance to and from a vehicle, lighting and visibility, ramps and steps, snow removal, and other factors. If you are unsure, contact DATS, and an Operations Supervisor can assess a location for accessibility.

♦ **Assistance with Ramps and**

Lifts: If you need to have a lift or a proper ramp installed before winter, you might be eligible for grants as an owner, renter, or landlord. Please don't hesitate to give us a call at **780-496-4570** for more information. We are here to help you find the resources you need.

♦ **Maneuvering Room:** Please ensure you have adequate room to maneuver a chair or walker at the top landing of the stairs or at doorways at residences. The Barrier Free Design standards recommend a landing at the top and bottom of not less than 1.5m × 1.5m (approximately 4.9 feet × 4.9 feet).

♦ **Ramps with Curves or Turns:** If your ramp has a curve or turn, there should be a level area that is not less than 1.2m × 1.2m (3.4 feet × 3.4 feet).

*Ramp information is from the Barrier Free Design Guide, Alberta Government Safety Codes Council. For more information, call **780-413-0099***

Winter is coming

Ensuring Safe Pathways and Ramps

Winter weather brings unique challenges, and safe access to and from your home is paramount. Please take a moment to review these important considerations:

Permanent Ramps for Safety: If you use a ramp, please ensure it is permanently installed for everyone's safety. This stability is crucial, especially when surfaces might become slippery.

Ramp Specifications for Optimal Safety: To meet accessibility standards and ensure safe passage, remember these ramp specifications: for every 0.3m (1 foot) in height, you need 3.6m (12 feet) of ramp length. Crucially, your ramp must have a non-slip surface for walking and sturdy handrails for support.

Pathway Width Matters: Is your pathway wide enough to comfortably and safely accommodate you, your wheelchair, scooter, or other mobility aids? In case of an emergency, you should be able to safely exit your home and get away from the building with little effort. Narrow sidewalks can pose significant safety concerns for both you and your DATS escort or driver.

Plan for Snow and Ice Clearance: Winter in Edmonton means snow and ice. Please make arrangements now for timely snow and ice clearance for your sidewalks and steps. Clear pathways ensure our drivers can safely reach you and minimize any risk of slips or falls.

Assisted Snow Removal Pilot Program:

The program supports seniors and Edmontonians with disabilities by clearing snow from their accessible walkways, driveways, and adjacent public sidewalks.

Contact 311 for details.



DATS Team

Profile

We'd love to introduce you to Jillian, one of our dedicated Operations Supervisors at DATS!

Jillian brings a wealth of experience, with over 35 years in passenger transportation. Her career, which began with managing a taxi company and included a decade as a Case Manager for the Workers Compensation Board, has always been centered around a commitment to safety.

Since joining DATS in 2019, Jillian has been a vital member of the team. She truly enjoys meeting with clients to help ensure their mobility equipment is safe and meets accessibility standards. Assisting the residents of our city with their accessible transportation needs is incredibly rewarding for her, and a highlight of her day is always sharing client commendations with our Operators.

When she's not working, Jillian loves to unwind with a good book, practice yoga, explore the beautiful outdoors in her garden oasis and find beautiful places to explore in and around Edmonton.



Jillian Murphy

Expand your options!

Try Mobility Choices Travel Training

Mobility Choices in-person travel training is free, open year-round and is aimed at current and potential transit users who need extra support and instruction to learn to use regular transit services including ETS bus, LRT, and On Demand services. The program is open to people with disabilities, seniors, newcomers, and agency staff serving these audiences.

For more information about customer travel training, contact (780) 496-3000 or email etscustomertraining@edmonton.ca

Tips

♦ Important: Equipment Changes

We need accurate, current information to ensure your safety and comfort. Please contact us immediately if you have any changes to your equipment so we can update your files.

♦ Our Commitment to Your Safety

Our drivers are thoroughly trained to provide a safe trip for each client every time they ride.

Providing a safe trip means drivers must offer each client the service they are entitled to, including escorting clients between the vehicle and the first set of accessible doors.

Every client must also be safely secured using the full lap and shoulder seatbelts (posture belts are not enough!). The use of the seatbelt assembly is a condition of use on DATS for your protection.

If you have any concerns about safety on DATS, please contact us directly at 780-496-4570 and let us know.

Your well-being is our utmost priority.

DATS September 2025

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E-mail Communications

Would you like to receive the DATS Newsletter and other communications and announcements by e-mail? Just send an e-mail to: 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 or change a trip: **Press 2**
- ◆ Register for DATS: **Press 3**
- ◆ Submit a commendation, concern, other inquiry: **Press 4**
- ◆ Use automated IVR: **Press 5**
- ◆ For subscription trips: **Press 6** (12:30 p.m.)

Telus Relay Service

- ◆ Dial **711** and ask for DATS

Lost & Found

- ◆ (780) 496-1622

E-mail / Website

- ◆ DATS@edmonton.ca

- ◆ edmonton.ca/DATS

Online booking

- ◆ **DATS Client Service Centre**
- ◆ <https://datsonlinebooking.edmonton.ca>



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 cancellations, 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
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Edmonton

Return undeliverable Canadian address to:

DATS

Percy Wickman Garage

5610 86 Street NW

Edmonton, Alberta T6E 2X3

post office indicia here