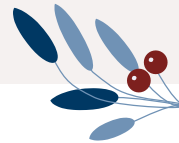




# DATS NEWS

Winter 2025

Dedicated Accessible Transit Service



## Our Cancellation Policy

To help us provide the best possible service for all DATS clients, our cancellation policy is designed to ensure vehicles and resources are available for those who need them. Your cooperation helps us maintain a reliable service for everyone.

**Learn more on page 5!**

## Booking a Seamless DATS Trip!

Getting ready for your DATS trip should be easy and stress-free. To make sure your booking is confirmed quickly and correctly, having your information ready is crucial.

**Learn more on page 6!**

Edmonton  
Transit  
Service

Edmonton

## DATS Notes

### *Staying Safe and Comfortable This Winter*

As the weather shifts to colder days and snow, we want to help you prepare for safe and comfortable travel with DATS.

**Dress for the Weather** - Edmonton's weather can change quickly. We encourage you to **dress in layers** for your trip. This helps you stay comfortable as you wait for your ride and while on the bus, where temperatures may vary as doors open and close.

**Book Your Trips Early** - During heavy snowfall or poor road conditions, DATS cannot accommodate same-day trips. Planning ahead helps us all. Please **reserve your DATS trips well in advance**, especially when bad weather is expected. This ensures we can provide timely service to everyone.

**Clear the Way for Safety** - We value the safety of both our clients and our operators. To ensure a safe and smooth pickup, please help us by **keeping your walkways, ramps, and driveways clear of snow and ice**. Our operators need a clear path to safely assist you to and from the vehicle. If a clear path isn't available, we may be unable to provide service until the area is cleared.

# Manager's Message

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As we move into another winter, I wanted to express my personal appreciation for DATS service. As someone who is legally blind and adjusting to progressive sight loss, I have had to make many adaptations in my life, including how I use public transit. Edmonton Transit has introduced a variety of features over the years that have made navigating public transit easier for me. The automated audio stop announcements on the buses, as well as digital trip planning and real time transit information via smartphone have been particularly helpful. In more recent years I was fortunate to receive a guide dog and train to become a handler with the amazing people at the Seeing Eye. With my guide dog Lincoln at my side, I have been able to continue to use public transit with increased confidence as I take the bus to and from work each day.



However, this summer I encountered a temporary barrier to being able to safely navigate the bus journey to my work location at Percy Wickman Garage. Extensive sidewalk construction, road closures and changes to temporary bus stops simply made it unsafe for me to navigate the walk from the bus stop to the worksite, even with Lincoln's best efforts to problem solve.

It was at this time that I submitted my first application for DATS service. In addition to providing me with an accessible way to take transit to and from work, it also offered me an opportunity to assess various aspects of the service in a unique way; as a client. The experience has been rewarding and enlightening. I have so much appreciation for the drivers and support staff at DATS that are on pace to deliver over one million trips in 2025. I was also able to compile notes on certain features of the service that can be tweaked or refined in order to continue to make life a bit easier for those using the service.

I look forward to sharing my feedback with DATS leadership as we continue on our journey of service enhancement.

Warm regards,

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

**Paul Schmold, DATS Client**

# Newsletter Frequency Update

## *More News, More Often!*

We are excited to announce that we are returning to publishing the DATS Customer Newsletter six times per year!

While we reduced our schedule during the pandemic, we're pleased to confirm that this is no longer needed.

Moving forward, to keep you better informed throughout the year, our new bi-monthly schedule will begin in 2026.

New Publication Months: January, March, May, July, September and November.

We look forward to connecting with you more frequently!

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## U of A Travel Update:

### *Stop Improvements and New Names*

DATS has been working closely with the University of Alberta to improve access and clarity for your trips to campus. These collaborative efforts mean that some DATS stops have been upgraded and renamed to ensure safer, more direct access to campus buildings. For example, some stops have been updated to a format like: BUSINESS BLDG.- UNIVERSITY (UA007). These changes also accompany facility enhancements that help shorten your travel path and reduce barriers when accessing your destination building.

**When booking your next trip to the University of Alberta, please ensure you use the full, updated stop name, whether you are calling or booking through the DATS Online Booking tool.**

We appreciate your patience as we continue to work with our partners to enhance accessibility across the city!



# Holiday Booking Schedule

## Christmas and New Year's Day

DATS will be operating on a holiday schedule (the Customer Care Centre will be closed) on the following days:

- ◆ Thursday, December 25, 2025 (Christmas Day)
- ◆ Friday, December 26, 2025 (Boxing Day)
- ◆ Thursday, January 1, 2026 (New Year's Day)

Note: All subscription bookings will be cancelled from December 22, 2025 to January 2, 2026, inclusively. If you still require your regular subscription booking during this period, please call 780-496-4567 (option 2) to book a new reservation.

**Season's Greetings &  
Best Wishes for 2026  
From the DATS Team!**



**December 2025**

| 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<br>        | 22<br>Can book for:<br>Dec 23 (till noon)<br>Dec 24, 25, 26, 27<br><i>Subscription trips cancelled</i> | 23<br>Can book for:<br>Dec 24 (till noon),<br>Dec 25, 26, 27, 28<br><i>Subscription trips cancelled</i> | 24<br>Can book for:<br>Dec 25, 26, 27 (till noon)<br>Dec 28, 29<br><i>Subscription trips cancelled</i> | 25<br><b>HOLIDAY</b><br>No Trip Booking<br><i>Subscription trips cancelled</i> | 26<br><b>HOLIDAY</b><br>No Trip Booking<br><i>Subscription trips cancelled</i> | 27<br>Can book for:<br>Dec 28, 29 & 30 (till noon)<br><i>Subscription trips cancelled</i> |
| 28<br>Can book for:<br>Dec 29, 30, 31, Jan 1 (till noon)<br><i>Subscription trips cancelled</i> | 29<br>Can book for:<br>Dec 30 (till noon)<br>Dec 31, Jan 1, 2<br><i>Subscription trips cancelled</i>   | 30<br>Can book for:<br>Dec 31 (till noon)<br>Jan 1, 2, 3<br><i>Subscription trips cancelled</i>         | 31<br>Can book for:<br>Jan 1, 2 (till noon),<br>Jan 3, 4<br><i>Subscription trips cancelled</i>        |                                                                                |                                                                                |                                                                                           |

**January 2026**

| Sunday | Monday | Tuesday | Wednesday | Thursday                                                                      | Friday                                   | Saturday                                     |
|--------|--------|---------|-----------|-------------------------------------------------------------------------------|------------------------------------------|----------------------------------------------|
|        |        |         |           | 1<br><b>HOLIDAY</b><br>No Trip Booking<br><i>Subscription trips cancelled</i> | 2<br><i>Subscription trips cancelled</i> | 3<br><b>Regular booking schedule resumes</b> |

## New Year's Eve Service:

DATS is extending its hours on **Wednesday, December 31, 2025 (New Year's Eve)**, with **the last pick-up of the day at 2 a.m.** In partnership with ETS' Community Program, service will be free from 6 p.m. until the end of the service day.

# Our Cancellation Policy

## *Helping Us Serve Everyone Better*

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To provide the best possible service for all our clients, DATS has a cancellation policy in place that is designed to be fair while ensuring that DATS vehicles and resources are available to as many people as possible. We understand that some cancellations are unavoidable, and this system helps us manage our services efficiently.

### How Our Point System Works

Each month, clients can use up to **eight cancellation points** without any warnings or penalties. Here's how points are used:

- ♦ **Two points:** A no-show (we arrive but you are not there) or a cancellation at the door.
- ♦ **One point:** A late cancellation (within **two hours** of your scheduled pick-up time).

### A Caring Approach to Warnings and Suspensions

We always aim to help first. If you exceed eight cancellation points in a calendar month, you will receive a friendly warning. Further action will only be taken if this happens multiple times:

**Second time** exceeding eight points in a month (within **six months**): **7-day** suspension.

**Third time** exceeding eight points in a month (within **six months**): **14-day** suspension.

**Fourth time** exceeding eight points in a month (within **six months**): **30-day** suspension.

### A Separate Note on Subscriptions

Your subscription trips are very important to us, and we want to ensure they are being used effectively. If you cancel over **40 per cent** of one or more of your subscriptions in a calendar month, you will receive a warning. If this happens a second time within a six-month period, you will lose that specific subscription. You can re-apply for it after **30 days**. Please note that this only affects your subscription; you can still use DATS as normal for reservation and same-day bookings.

### Here to Help

Letting us know in advance about a cancellation is a huge help to the entire DATS community. It frees up a vehicle to serve another client and gives others a chance to make a same-day trip request.

If you must cancel a trip, please let us know at least **two hours** before your scheduled pick-up by calling our cancellation line at **(780) 496-4567, option 1**.

For more information about our trip cancellation policy, please feel welcome to contact DATS Community Relations at **(780) 496-4567, option 4**.

**Note:** To make sure we can accommodate any changes to your subscription trips, please let the DATS scheduling team know at least one week in advance. We work hard to ensure every change can be made smoothly, and this notice helps us serve you better.

For the safety and quality of our service, all calls to the Client Service Centre are recorded.

# Tips



## ***Holiday Shopping?***

Clients are reminded that **drivers are not required to carry parcels** or other items for passengers. If you think you may need assistance, please arrange for an escort to help you.

## ***Turn on your lights:***

As the days get shorter, please leave a light on at home if you're expecting a ride in the early morning or evening. This helps our operators easily spot your location.

## ***Be prepared for your trip:***

Please use the washroom before you leave and bring any necessary medication with you.

Allow plenty of time for appointments that are time-sensitive.

***Thank you for helping us work together to ensure a safe and smooth winter for everyone.***

# Booking a Seamless

## ***DATS Trip!***

To ensure your booking experience is as quick and easy as possible, whether you are calling or booking online, please have the following essential information ready:

- ◆ Your DATS Client Registration Number.
- ◆ The Full Name (First and Last) of the rider who will be taking the trip.
- ◆ The Complete Trip Details: Exact pick-up address and the exact destination address.

This small preparation makes a huge difference!

## ***Did You Know You Can Book Yourself?***

Log in at [datsonlinebooking.edmonton.ca](http://datsonlinebooking.edmonton.ca) anytime to manage your travel at your own pace.

For maximum convenience, you can book, cancel, and review your trips anytime using **the DATS Online Booking Tool!** Log in 24/7 to manage your travel at your own pace.

If you need help setting up your online access, please call DATS Community Relations at (780) 496-4567, option 4.

## ***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 Transit. 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](mailto:etscustomertraining@edmonton.ca)



# DATS Team Member

## Profile

We'd love to introduce you to Ola, our Technology Systems Specialist at DATS!

Ola is focused on ensuring the various hardware and software needs of DATS are fully met. His role involves supporting a portfolio of software applications, including testing new upgrades and working collaboratively with colleagues to make sure everything is running optimally. In essence, he ensures DATS staff have the technological tools to provide exceptional service to our clients.

What he enjoys most about his job is the ability to provide behind-the-scenes service. He describes himself as a customer-centric individual who loves the fast-paced, dynamic environment where no two days are exactly the same. Ultimately, what puts a smile on his face is making a contribution toward ensuring clients have equitable access to a safe, reliable transportation solution.

Outside of work, Ola is an ardent cyclist and exercises regularly. To find tranquility, he enjoys escaping to the woods on weekends with his family and walking his Goldendoodle, Cosmo. He can also be seen taking his son to regular sport practices for swimming, hockey, and tennis. His personal interests and hobbies include cycling, tennis, and yoga.



***DATS Christmas Light Tours  
December 12, 14, 19 & 21, 2025***

Scan the **QR** code to submit your tour request. This is a **request only, not a booking**. A DATS representative will contact you to confirm your schedule.



## DAG Needs You!

The DATS Advisory Group (DAG) is seeking two new volunteer members—one User Representative (actual DATS user) and one Agency Representative—to help shape the future of DATS services. DAG acts as a sounding board for DATS senior management, providing essential user-focused advice based on our direct riding experience. We focus on enhancing the overall user experience.

### **Commitment Details:**

Role: Volunteer (unpaid).  
Meetings: 4 times per year (2 in-person, 2 online).  
Participation in ad-hoc committees is also expected.  
Term: Two (2) years.  
Technology: Must have a physical computer with internet access and an active email account to participate in all meetings and work.  
Focus: Commitment to improving service and maintaining strict confidentiality.

**DAG is NOT a channel for individual complaints.**

### **How to Apply**

Ready to contribute your experience? Submit a cover letter explaining your contribution and a brief resume to [dats@edmonton.ca](mailto:dats@edmonton.ca). Interviews will be scheduled online in January.

## DATS December 2025

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DATS, Percy Wickman Garage

5610-86 Street NW

Edmonton AB

T6E 2X3

Phone: (780) 496-4567

Fax: (780) 496-1008

Edmonton Transit Service:

[edmonton.ca/transit](http://edmonton.ca/transit)

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

### Editors:

Mayra Breshears &

Jason Magee.

### 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](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 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](mailto:DATS@edmonton.ca)
- ◆ [edmonton.ca/DATS](http://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  
Transit  
Service**

**Edmonton**

Return undeliverable Canadian address to:

### DATS

**Percy Wickman Garage**

**5610 86 Street NW**

**Edmonton, Alberta T6E 2X3**

post office indicia here