



# DATS News



**Dedicated Accessible Transit Service**  
**December 2021**



## Announcement Inside

We are updating what "DATS" stands for to better reflect our service. We also decided to make this announcement on Friday, December 3, 2021 as that day marks the annual International Day of Persons with Disabilities (IDPWD) - the perfect time for us to move forward with our new name!

The IDPWD theme for 2021 is:  
*Leadership and participation of persons with disabilities toward an inclusive, accessible and sustainable post-COVID-19 world.*

➔ **See Page 2 for all the details in the DATS Manager's Message.**

Season's Greetings & Best Wishes for 2022

From the DATS Team! 

## Holiday Travel Reminders

### Holiday shopping?

Operators are not required to carry parcels or other items for passengers. Please limit the number of packages to what you can hold on your lap while traveling in the vehicle. If you think you may need assistance, please arrange for delivery or make alternative travel arrangements.

### Going out of town?

If you are planning a trip and need a paratransit service like DATS at your destination, we recommend you research transportation options before leaving. Note: your registration with DATS does not guarantee automatic acceptance from other transportation service providers. Avoid disappointment and inconvenience and be sure to check your options before you go!

### Visiting family and friends over the holidays?

Avoid disappointment - send in your DATS registration forms early so we can register you in time for all your holiday travel!

### Caregivers and Facility Staff Reminder

Make sure any resident who may want to take DATS over the holidays is registered. DATS receives many applications just before the holidays and registration may take a little longer to process than during the rest of the year due to volume.



Visit:  
[idpwd.org](http://idpwd.org)

**Edmonton  
Transit  
Service**

**Edmonton**

# Manager's Message

For 46 years DATS has served Edmontonians, helping registered clients to access and participate in the community through the freedom of transportation and accessibility. Traditionally, DATS was the acronym that stood for Disabled Adult Transit Service, but it is time for us to change in order to align our service with our vision, and use more modern, appropriate terminology.

We are pleased to announce, effective Friday, December 3, 2021, that we are deleting the word "Disabled" and moving forward with a more modern, positive and respectful DATS acronym - **DATS: Dedicated Accessible Transit Service**. We've also pulled the term 'adult' from our old name to be more accurate, as we do have a few registered clients who are under 18. DATS is a paratransit service, and our team is dedicated to accessibility and dedicated to meeting the travel needs for those who cannot take conventional transit.

After consultation and consideration, we decided to keep "DATS" for a few reasons. "DATS" remains a recognizable name, a brand of service, and a logo, that our clients are accustomed to, and a name that our team members are proud of. Changing the acronym allows us to keep this identity, while transitioning to a more acceptable, modern and appropriate name for our service.

In our journey to modernize and be as neutral as possible with our language, we are now reviewing some of the other terms we use. We have been using the term "client" for a few years now, intending to reflect our ongoing professional relationship with the people using our service. It was suggested that the term "client" may have some negative connotations within certain communities. We researched what other paratransit organizations use and also followed up with the DATS Advisory Group and other members of the community, including the Self Advocacy Federation to gather their feedback. If you have any concerns or suggestions regarding the use of any of our terms: "clients", "registrants", "users" etc, please let us know by emailing: [DATS@edmonton.ca](mailto:DATS@edmonton.ca) or by calling our Community Relations team at (780) 496-4567 (option 4). I would love to hear from you.

These changes, along with many other processes and procedures at DATS, are made in consultation with our community partners and the DATS Advisory Group (DAG). We wish to thank everyone who helps us to move forward in a positive direction.



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



# Winter Safety

## Stay Warm and Dry

Please dress for Edmonton weather, and wear layers for travel on buses that may be drafty as doors are opening and closing, or warm and comfy with the heat at maximum.

## Travel Time on DATS

DATS is a shared ride service and you must be ready during the full 30 minute pick-up window. Due to the weather, road conditions and travel distance, please be prepared to be on the vehicle for the full 90 minutes.

## Snow Clearance

We depend on residents, caregivers and facility managers to maintain their properties. We need a clear, wide pathway to ensure the safe pick-up and drop-off at your residence or facility.

Ramps, sidewalks, driveways and roadways must be cleared from the door to where the door or the lift of the vehicle is opened. In order for the lift to lower safely, a width of 2.14m or 7 feet needs to be clear of snow. If a clear and safe path is not available, DATS may be unable to provide service until it is cleared.

To find an agency or service for snow clearance, call:

- **311** (Main telephone number to call, 24 hours a day, to ask questions and connect with City of Edmonton programs, services and events)
- **211** (Connect to seniors organizations and groups who provide services for seniors)
- Seniors Association of Greater Edmonton: 780-701-9011
- Your Community League

## Safety Question?

As always, if you have any questions or concerns about your safety on DATS vehicles or in accessing our services, please contact our Community Relations team at (780) 496-4567 (option 4). Or email: [DATS@Edmonton.ca](mailto:DATS@Edmonton.ca)

# DATS Notes

## Winter Weather Delays

Remember to reserve your DATS trips well in advance, and watch the weather for heavy snowfall or freezing rain. In the event of heavy snowfall or poor road conditions, DATS is unable to accommodate same-day (on-demand) trips.

Poor road conditions delay all transit services, and trying to accommodate same-day trips only adds to these delays.

## Updated Information

New equipment? Change of email, phone number or contact information? Please let us know as soon as you have any changes.

We strive to keep your information as up-to-date as possible, which helps us to provide the best and safest customer service.

Call us at (780) 496-4567 (option 3) to update your information. You can also email us: [DATS@Edmonton.ca](mailto:DATS@Edmonton.ca)

# DATS Notes

## Lost and Found

Take all your belongings with you when exiting the vehicle. All personal articles should be labeled, as this helps to recover your belongings.

ETS handles all lost and found items on DATS. Processing an item can take 24 to 48 hours.

Lost something? Call ETS Lost and Found at 780-496-1622 to ask about any lost items on DATS or other ETS vehicles.

Lost and Found claim forms are also available online:  
<https://www.edmonton.ca/ets/ets-lost-found-form.aspx>



## Stay in Touch - Sign up for Email!

Email is a convenient way to stay connected and is timely and saves on paper!

If you would like to receive communications like the DATS Newsletter or Customer Bulletins electronically, please email us at:

[DATS@Edmonton.ca](mailto:DATS@Edmonton.ca) or call the DATS Registration Team at (780) 496-4567 (option 3) to sign up for email communications.

## Online Booking

I-Book is available from any internet connected computer, tablet or smartphone. You can register online: <https://datsibook.gov.edmonton.ab.ca>

### What can you do with I-Book?

- Book new trips
- View/Cancel existing reservation trips
- View existing Subscription Trips (contact client services to make changes)
- View your DATS personal profile information (contact client services to update)
- Change your I-Book and IVR password
- Securely message DATS

### Reminder: Programs and Caregivers

Online booking is a convenient tool for staff and family to use too. As long as you have client passcodes, you can book, check on trips and cancel.

### Curious to learn more about I-Book?

We are happy to help you get set up or provide more information. Please email us at [DATS@Edmonton.ca](mailto:DATS@Edmonton.ca) or call the DATS Community Relations team at (780) 496-4567 (option 4) for assistance.



### DATS Team - Thanks!

A big thanks goes out to the DATS team members (operators and office staff) who volunteered their time this year to support this important initiative that will help Edmonton's Food Bank serve individuals facing financial hardships over the holidays.



# DATS Advisory Group (DAG)

## Holiday Wishes

The DATS Advisory Group would like to wish all fellow registrants all the best in the holiday season and in the new year!

We are also pleased to welcome the new name for DATS: Dedicated Accessible Transit Service. The DAG group was happy to be a part of the decision to move forward with a new respectful DATS acronym!

Let's all work together to make the best use of DATS, here are some tips from your fellow users:

- Need help with snow clearance? Now is the time to arrange for help with snow removal.
- Reminder: Do NOT leave the house until the DATS operator comes to your door to assist you, especially if it is icy.
- Leave outdoor lights on during dark hours. Days are getting shorter - help your operator find you by leaving your outside lights on for pick-up and drop-off times.
- Stay Warm - Dress warmly during the colder months and wear footwear for the season. Vehicles are heated, but there may be drafts as passengers get on and off vehicles.
- Pick-up window - be there at the start of the pick-up window and wait for the full 30 minutes.
- When booking your trip, listen carefully and record your pick-up window.
- If you are booking a trip, three days in advance is best!
- If you haven't already, give online booking a try! It is easy to use and convenient.



## DATS Notes

### Grocery Delivery

Many grocery stores in Edmonton offer in-store pickup and delivery. Delivery services can reduce the number of bags you carry while on DATS or ETS, and in-store pickup services can free up your time, especially during winter months.

Here is a short list of services within Edmonton.

Visit their respective websites for details.

- Real Canadian Superstore
- Sobeys, Safeway
- Save on Foods
- Walmart
- Edmonton Grocer
- SPUD.ca
- JY Grocery Delivery
- Organic Box
- Italian Centre

In addition to these, there are a number of restaurant and convenience store delivery services, including:

- Uber Eats
- Skip the Dishes
- Door Dash
- Instacart

# Holiday Booking Schedule

## Client Services Centre

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

- Saturday, December 25, 2021 (Christmas Day)
- Sunday, December 26, 2021 (Boxing Day)
- Saturday, January 1, 2022 (New Year's Day)

Note: The vehicles will be running as usual on these days.



## December 2021 / January 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
DEC 19	DEC 20	DEC 21	DEC 22	DEC 23	DEC 24	DEC 25
		Can book for: Dec 22 (until noon). Can book for: Dec 23, 24	Can book for: Dec 23 (until noon). Can book for: Dec 24, 25, 26, 27	Can book for: Dec 24 (until noon). Can book for: Dec 25, 26, 27, 28	Can book for: Dec 25, 26, 27, 28, 29 (until noon). Can book for: Dec 30	<b>HOLIDAY</b>  Client Services Closed  <b>Subscription Trips Cancelled</b>
DEC 26	DEC 27	DEC 28	DEC 29	DEC 30	DEC 31	JAN 1
<b>HOLIDAY</b>  Client Services Closed  <b>Subscription Trips Cancelled</b>	Can book for: Dec 28 (until noon). Can book for: Dec 29, Dec 30	Can book for: Dec 29 (until noon). Can book for: Dec 30, Dec 31, Jan 1	Can book for: Dec 30 (until noon). Can book for: Dec 31, Jan 1, 2	Can book for: Dec 31 (until noon). Can book for: Jan 1, Jan 2, Jan 3	Can book for: Jan 1, Jan 2 (until noon). Can book for: Jan 3, Jan 4	<b>HOLIDAY</b>  Client Services Closed  <b>Subscription Trips Cancelled</b>
JAN 2	JAN 3	JAN 4	JAN 5	JAN 6	JAN 7	JAN 8
Can book for: Jan 4 (until noon). Can book for: Jan 4, 5, 6  <b>Subscription Trips NOT Cancelled</b>	<b>Regular Booking Schedule resumes</b>					

# Holiday Booking Schedule

## Subscription Trips

Please note: all subscription trip bookings are cancelled on December 25, 26, 27, 28, 29, 30, 31 and January 1, 2022.

If you still require your subscription booking during this time, please call 780-496-4567 (option 2) to book.

Note: Subscription trips will NOT be cancelled on Sunday, January 2, 2022.

## New Year's Eve Service

In conjunction with Edmonton Transit's Community Program, DATS service on New Year's Eve from 6:00 p.m. to 2:00 a.m. will be free.

DATS is extending its hours of service on Friday, December 31 (New Year's Eve) with the last pick-up of the day at 2:00 a.m.



## Booking Tips

### Call on the Weekends

Avoid the busy Monday morning rush in our Call Centre and book your trips for the following Tuesday and Wednesday on the weekend instead of waiting for Mondays!

The call centre is open on weekends. This helps us to keep up with the call volume on Mondays and should decrease your on-hold times.

### Group Trips

Consider setting up subscriptions wherever possible for your clients. Staff making trip bookings are also encouraged to call over the weekend, when our call lines are less busy, especially when booking multiple trips for multiple clients.

### Facility Bookings

Online booking is a convenient tool for staff and family to use too. As long as you have client passcodes, you can book, check on trips and cancel. For more information on online booking - I-Book, please see page 4.

Published by DATS, six times annually  
Circulation 6,500.

Please direct  
comments/submissions to:

DATS, Wickman Garage  
5610-86 Street  
Edmonton, Alberta 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

Contributors this Issue  
Paul Schmold, Jason Magee, Shirley  
Masterson, Glenda Roberts, Arlene  
Wicentowich, Jaye Carter, Sandy  
Slosky, DATS Advisory Group.

### 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) - please put  
"DATS Newsletter" in the subject line.  
Or call us at (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 or any other inquiry: Press 4

## Nextalk (780) 944-5555

## 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