



DATS News



Disabled Adult Transit Service
January 2021

Agency Reps Wanted Help Shape DATS

DAG (DATS Advisory Group) is looking for two new Agency Representatives to join the committee. Agency Reps are required to provide input, on behalf of their agency, based on their staff and customer experiences with DATS service. Meetings are held virtually during Covid, quarterly at this point.

DAG is a voluntary advisory committee that provides 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.

To find out more about this volunteer opportunity with DAG please send an email to: DATS@edmonton.ca and a member of DAG will get back to you.

Winter Trip Planning

Public safety, and the safety of our team members, remains a top priority for the City of Edmonton and Edmonton Transit. With new province-wide restrictions introduced in November and December, DATS continues to follow strict Alberta Health Service guidelines, while providing vital services for our clients.

One of the ways you can help is by planning ahead. Check with your destination to see if they are open before booking a trip. Some locations are serving customers by appointment only. Some locations have strict capacity rules, and may have waiting areas for customers, while others might not. Having safe access to drop off locations is even more important as our weather gets colder over the winter.

Remember to dress for the weather and consider traveling only if absolutely necessary. Meal and grocery delivery services and online shopping remain a popular option for many of our clients.

Familiarize yourself with the recommendations made by Alberta Health Services by visiting their website at ahs.ca, or by following local media.

Continue to wash your hands frequently, wear a mask on all public vehicles (including DATS) and stay home if you are sick. For more information on how DATS is incorporating additional safety measures, contact DATS Community Relations at (780) 496-4567 Option 4.

**Edmonton
Transit
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Manager's Message

As we move into a new year with a renewed sense of optimism, our priority remains to keep our clients and staff safe. It has been an incredibly challenging year, and we thank our clientele for doing their part to help keep everyone safe throughout the pandemic. Unfortunately, for many this has meant limiting travel and access to the community as we all adjust to restrictions. During this time it is important to take care of ourselves both physically and emotionally. We appreciate the kindness and patience that so many have exhibited over the past year. Support is available for those experiencing mental health challenges. Call 211 (or text INFO to 211), available 24 hrs/day, or find Canadian Mental Health Association resources online at edmonton.cmha.ca.



Moving forward to 2021, we expect our service levels to gradually return to normal as restrictions are lifted and Edmontonians return to a more normal routine. We will continue to adjust our service levels to keep up with service demands while we continue our progress on our commitment to improve our customer experience.

Paul Schmold - Manager Paratransit



New Buses

DATS is receiving 45 new buses in January and February of 2021, replacing aging vehicles in our fleet. Some of these vehicles have a different layout than our other buses, such as a lift towards the middle of the bus (instead of at the back). Once inspected and upgraded to include our communications and security equipment, they will be out on the road by the end of February.

Cancellation Policy

In order to better serve all of our clients, DATS is enforcing a new trip cancellation policy, monitoring no-shows, cancellations at the door, and late cancellations (within 2 hours of pickup). We are also monitoring subscription trip cancellations.

Understandably, some cancellations are unavoidable. DATS is introducing a point-system to track cancellations for all DATS clients. Each month, clients can use up to 8 cancellation points without any warnings or penalties.

Clients who are no-showed, or cancel at the door, use 2 cancellation points. Clients who cancel late (within 2 hours of scheduled pickup) use 1 cancellation point.

Clients who exceed 8 cancellation points in any one calendar month are given a warning. Clients who then exceed 8 cancellation points in another one month period (within six-months) will be suspended from using DATS for 7 days.

Clients who exceed 8 cancellation points in a month for a third time (within a six-month period), will be suspended from using DATS for 14 days, and a client who exceeds 8 cancellation points in a month for a fourth time (within a six-month period) will be suspended from using DATS for 30 days.

Additionally, clients who cancel over 40% of one or more of their subscription trips in a calendar month will receive a warning. Clients who exceed a 40% cancellation rate again in one month, over a six-month period, will lose that subscription, and must wait 30 days from the date of termination to re-apply for that subscription. Clients will still be able to use DATS as normal, making reservation and same-day bookings to meet their needs. Only the subscription will be affected.

We're here to help. If you must cancel a trip, please let us know at least two hours before the scheduled time of pickup. Call our cancellation line at (780) 496-4567 Option 1.

If you must cancel a subscription trip frequently, consider applying for a new subscription at a different time, or use reservation trips for your travel needs.

Letting us know in advance about a cancellation can free up resources to deliver trips for other clients. Calling in advance gives others a chance to make same-day trip requests and helps us better plan our service.

For more information about our trip cancellation policy, please contact DATS Community Relations (780) 496-4567 (Option 4).

DATS Notes

Registration Cards and Recertification

Current registration cards with upcoming or recently past expiry dates will remain valid until recertification resumes. DATS will contact clients directly regarding the recertification process.

Customer Satisfaction Survey

Thank you to everyone who recently participated in the ETS Customer Satisfaction Survey for DATS. The independent research company who conducted the survey on our behalf, Pivotal Research, will be sharing its findings with DATS management, and we'll include highlights in the next Newsletter.

COVID-19 has had a huge impact on our service and we appreciate the feedback.

Look forward to additional opportunities to provide input on DATS in the future.

Holiday Booking Schedule

FAMILY DAY 2021

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

- Monday, February 15, 2021 (Family Day)

Note: Subscription bookings will be cancelled February 15, 2021. If you still require your subscription booking call 780-496-4567 (option 2) to book it.

Subscriptions

DATS resumed Subscription services in early November 2020. We will be taking a thoughtful approach to re-starting subscription service to ensure it's as efficient and effective as possible for our customers.

As a reminder, subscriptions will be granted on a case-by-case basis, negotiated if necessary, and may take up to two weeks for approval.

The subscription booking line will be open at 12:30pm until close daily, but requests can also be submitted via fax (780) 496-1008, or email (dats@edmonton.ca).

Customers can still book reservations trips while they are waiting for their subscription request to be reviewed.

If you have any questions about Subscriptions, please contact DATS Community Relations at (780) 496-4567 (Option 4).

January 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 HOLIDAY Client Services Closed Subscription trips cancelled	2 Subscription trips cancelled
3 Regular Booking Schedule Resumes	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

February 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2	3	4	5	6
7	8	9	10	11 Can book for: Feb 12 (till noon) Feb 13, 14, 15	12 Can book for: Feb 13 (till noon) Feb 14, 15, 16	13 Can book for: Feb 14, 15, 16, 17 (till noon)
14 Can book for: Feb 15, 16, 17, 18 (till noon)	15 HOLIDAY Client Services CLOSED Subscription trips cancelled	16 Regular booking schedule resumes	17	18	19	20
21	22	23	24	25	26	27
28						

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

Please direct comments/submissions to:

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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:
dat@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
- ▶ For IVR : Press 5
- ▶ To request a subscription: Press 6
(daily from 12:30pm - 5pm)

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.

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Return undeliverable Canadian address to:

DATS

Percy Wickman Garage

5610 86 Street NW

Edmonton, Alberta T6E 2X3

post office indicia here