



DATS News



Disabled Adult Transit Service
October 2021

DATS Customer Satisfaction Survey

ETS is preparing to conduct a Customer Satisfaction Survey, and would like your input on DATS. Your participation is vital to helping us better understand customer needs and improve service.

The City of Edmonton has commissioned Pivotal Research Inc., an independent research firm, to gather feedback that will be used to assess and improve DATS services.

A random sample of DATS users will be provided to Pivotal to be contacted in the survey, starting November 1st. Responses are anonymous and only group data will be reported.

If you are a current DATS user, or caregiver, and would like to participate in this survey, please call: 780-496-4567 (option 4) or email: DATS@edmonton.ca - deadline is October 20, 2021.

Winter Safety

As the days turn colder, please dress for Edmonton weather, which can change rapidly within hours. Wear layers on buses that may be drafty as doors are opening and closing, or warm and comfy with the heat at maximum.

Please reserve your DATS trips well in advance, and watch the weather. In the event of heavy snowfall or poor road conditions, DATS cannot accommodate same-day (on-demand) trips. Poor road conditions delay all transit services, and attempting to accommodate same-day trips adds to these delays.

At DATS we value safety and teamwork. Help us excel at customer service and stay safe by keeping your ramps, sidewalks, driveways and other surfaces clear of snow or ice this winter. If a clear or safe path is not available, DATS may be unable to provide service until it is clear.

Turn the house lights on - so we can find you and provide safer door to door service. As the days get shorter, a light on at home helps if you're expecting a ride in the early morning or evening.

**Edmonton
Transit
Service**

Edmonton

Manager's Message

As we ramp up for the fall season, DATS remains committed to your safety. Through all the challenges that the pandemic has brought, DATS has been following Alberta Health Services (AHS) guidelines while working closely with the City of Edmonton and Edmonton Transit leadership.

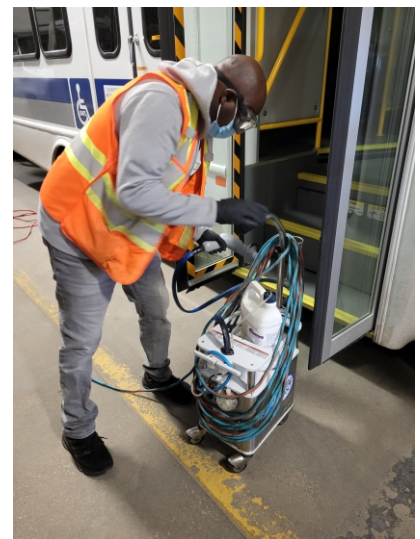
Our service continues to see very high accommodation rates and on-time performance during the pandemic. As Alberta reopened to the public in July, with no restrictions, our trip count increased to an average of approximately 1,600 trips on a typical weekday, but still remained below pre-COVID service levels of around 3,188 trips (July 2019). Moving into Fall, we continue to see a very gradual increase in the number of trips on DATS. Typically, service really ramps up in September and October after the summer holidays, especially with programs opening, to trip levels of approximately 3,400 to 3,500 average weekday trips (September 2019).



With the 4th wave upon us, masks are mandatory again in all public places and vehicles, including DATS vehicles (September 20, 2021). There is also a mandatory vaccination policy for City of Edmonton employees, including DATS staff, and all DATS Operators are subject to vaccination requirements. Overall, we remain committed to your safety, and continue to require our DATS Operators to wear masks and gloves. We continue to thoroughly clean and disinfect our buses between trips. Our contracted vehicles have been issued the same safety guidelines.

As always, if you have any questions or concerns about your safety on DATS vehicles, please contact our Community Relations team at (780) 496-4567 (Option 4).

Paul Schmold - Manager Paratransit



Disinfecting Fogger (electrostatic sprayer) used on DATS vehicles

Moving Forward

New Buses

By now you have probably seen or taken a trip on one of our new buses. We have 45 new buses on the road which replaced some of the older models in our fleet, with a purchase of another 14 more later this year. Feedback on the new buses continues to be positive from both Operators and customers - with extra kudos for the new air conditioning which was appreciated during our very hot summer temperatures.

Tablet Project Update

DATS has been busy installing new Tablets on our vehicles, which will improve onroad efficiency and customer service. Nearly half of our fleet now is new buses equipped with new tablets. We are now installing tablets in the remainder of the fleet. The tablets are also used by our contracted vehicles and our regional partners in St. Albert and Leduc.

These tablets have a more user-friendly interface and additional tools to help our Operators on the road, such as Google maps turn-by-turn navigation and even Street View. A robust training program ensures Operators are well prepared to make the most of the new technology.

Updated Information

New equipment? Change of email or phone number? Please let us know if you have any changes.

We strive to keep as much information as up-to-date as possible on file, which helps us to provide the best customer service.

Call us at (780) 496-4567 (option 3) to update your information.

DATS Notes

Lost and Found

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

DATS follows the ETS procedure for lost and found. When an item is lost on a DATS vehicle or a contract vehicle, items are turned in, logged, and then sent downtown to Edmonton Tower (10111 104 Avenue) for citizens to claim and pick up.

Processing an item can take 24 to 48 hours.

Lost something?

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

Citizens can also go to the City of Edmonton website, www.Edmonton.ca and use the following form to claim the lost item:
<https://www.edmonton.ca/ets/ets-lost-found-form.aspx>

DATS Notes

Booking Tips

Call over the Weekend

Avoid the busy Monday morning rush in our Call Centre and book your trips for Tuesday and /or Wednesday on the weekend instead!

The DATS Call Centre is open 7:30 a.m. to 12:00 noon 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.

ETS on Social Media

Follow ETS on facebook, instagram and twitter (@takeETSalerts) for photos, news, contests and more.

Online Booking

DATS I-Book, is available again, and clients can now book trips online. I-Book is available from any internet connected computer, tablet or smartphone.

Clients can email: DATS@Edmonton.ca to get started or to find out more information.

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

Online Booking Notes - COVID 19

We are no longer required to ask screening questions at time of booking. If you have any symptoms, we recommend you contact 811 and postpone unnecessary travel before making any bookings for future DATS trips.

Note: Before you travel, please confirm whether your destination requires proof of vaccination and if so, please carry it, to ensure your safe access when you get to your destination.



Report From DATS Advisory Group (DAG)

DAG News

Welcome aboard to our newest DAG Agency Representatives from the Council of India Societies of Edmonton and the Paralympic Sports Association. Thank you for your interest in supporting DATS services in Edmonton! We look forward to working with you.

DAG Selections Committee

DAG Volunteers Wanted

Member at Large

DAG has an immediate opening for a Member at Large.

Details: DAG is looking for a motivated individual with a broad knowledge of public transportation issues including paratransit to be a member of the voluntary advisory committee. The ideal candidate will be a resident of Edmonton, not a DATS user, commit to a two year term and have access to email for DAG communications.

User Representatives

DAG has an immediate opening for a User Representative.

Details: DAG is looking for a motivated individual to be a member of the voluntary advisory committee and provide input based on their experience of using DATS services and must be a registered DATS user. DAG User Representatives must commit to being a member for two years and require access to email in-order to fully participate in a timely manner.

DAG Meetings

Meetings are typically held the second Tuesday of each month from 4:30 PM to 5:30 PM. This is a virtual meeting until further notice.

Agency Representatives

DAG has an immediate opening for two Agency Representative positions.

Details: DAG is looking for new Agency Representatives to join the voluntary advisory committee. Agency Reps are required to provide input, on behalf of their agency, based on their staff and customer experiences with DATS Service. DAG Agency Representatives must commit to being a Representative for two years and require access to email in-order to fully participate in a timely manner.

Joining DAG

To find out more about joining DAG, please contact Shirley Masterson at (780) 496-4554. Or, email DAG care of: DATS@Edmonton.ca and we can provide more information and / or send out an application form.

Applications are reviewed at the DAG Monthly meetings.

Thank you for your interest in this valuable opportunity!

Holiday Booking Schedule

Thanksgiving Day: October 11, 2021

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Thanksgiving Day (Monday, October 11). The vehicles will be running as usual.

Note: Subscription bookings will be cancelled on Monday, October 11. If you still require a subscription booking on these days, call 780-496-4567 (option 2) to book.

October 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
3	4	5	6	7	8	9 Can book for: Oct 10, 11, 12, 13 (till noon).
10 Can book for: Oct 11, 12, 13, 14 (till noon).	11 HOLIDAY Client Services Closed Subscription Trips Cancelled	12 Regular Booking Schedule resumes	13	14	15	16

Remembrance Day: November 11, 2021

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Remembrance Day (Thursday, November 11). The vehicles will be running as usual.

Note: Subscription bookings will be cancelled on Thursday, November 11. If you still require a subscription booking on these days, call 780-496-4567 (option 2) to book.

November 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7	8 Can book for: Nov 9 (till noon). Nov 10, 11, 12	9 Can book for: Nov 10 (till noon). Nov 11, 12, 13	10 Can book for: Nov 11, 12 (till noon). Nov 13, 14	11 HOLIDAY Client Services Closed Subscription Trips Cancelled	12 Regular Booking Schedule resumes	13

Holiday Booking Schedule

Christmas 2021 & New Years 2022

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

- Christmas Day, Saturday, December 25, 2021
- Boxing Day, Sunday, December 26, 2021
- New Years Day, Saturday, January 1, 2022

Note: Subscription bookings will be cancelled from December 25 to December 31 and January 1, 2022.

If you still require your subscription booking on any of these days, call 780-496-4567 (option 2) to book it.

DATS Registration Reminder

If you are planning on booking trips on DATS over the holidays and are not yet registered, please register as soon as possible to ensure you are ready to book your travel on DATS. Contact us at (780) 496-4567 (option 3) to get started.

One of our new buses providing service at an Elks game.

Picture submitted by DATS Operator Peter Rayment.



DATS Notes

Baggage on DATS

DATS Operators are not required to help clients with baggage or personal belongings.

Please remember to limit your items to only that which you can carry with you safely on DATS.

A number of grocery delivery services are available in Edmonton. Check online for services near you.

Cancelling a Ride

Not going to use an upcoming trip?

Help your fellow DATS clients book on-demand trips by cancelling your unused or unwanted trips well in advance. The more notice we have to cancel a trip, the sooner we can reroute our vehicles, and offer more service to others.

Escorts on DATS

Travelers escorting a DATS client can now use any fare type when using our service. Escorts do not have to be registered DATS clients, but must be booked as an Escort to travel with one.

Did you know that escorts ride for free when traveling with a DATS client on conventional transit? This is an incentive to use the fully accessible fleet of ETS buses, LRT and stations when traveling with a friend.

DATS News, Fall 2021

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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

- ▶ 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 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
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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