



DATS NEWS

Dedicated Accessible Transit Service

May - June 2026



Art at Churchill Station!

Spring Weather Reminder



Remember to dress for all seasons during the springtime. The weather can change from warm and sunny to sleet and rain (and even snow) without warning in Edmonton. Be prepared. Bring an umbrella and an extra layer, just in case.

**Edmonton
Transit
Service**

Edmonton



We are bursting with pride! A beautiful new art installation from the **Nina Haggerty Centre for the Arts** was unveiled at **Churchill Station** in March, bringing heart and colour to our city's transit hub.

What makes this project even more special is that two of the featured artists are DATS riders! We want to extend a huge, heartfelt congratulations to them for this incredible achievement. Seeing our clients' creativity shining bright for all of Edmonton to see is truly inspiring and a beautiful testament to the talent within our community.

We invite everyone to visit the station, admire these masterpieces, and join us in cheering on our gifted artists!

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Manager's Message

Warmer weather is finally here, which means DATS will once again be helping people get to outdoor events, parks and festivals. Hawrelak Park has reopened, with a Grand Reopening celebration approaching on May 30. The new Coronation Park Sports and Recreation Centre also recently opened at the end of January. Whether exploring a new location in the city this spring, or going about your daily routine, DATS will get you there.

We've seen an increase over the past year of **online booking tool** use. So far in 2026, we averaged over 12,000 trips per month, booked using the **online booking tool**, and approximately 12% of all scheduled bookings.

For those of you who may be unfamiliar, the **online booking tool** is a web browser based application you can use to book trips, cancel trips and check on an upcoming pick-up, including a full calendar view. There is also a visual map pinpointing the vehicle location for an upcoming pick-up. The online booking tool is compatible with any device with a web-browser, including smartphones, laptop and desktop computers, and tablets.

You can register now at **datsonlinebooking.edmonton.ca**.

If you have any questions about the online booking tool, or other aspects of your service, please reach out to our **Community Relations** team at (780) 496-4567 (option 4).



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

Paul Schmold, Manager Paratransit DATS

Traveling with Service Animals on DATS

At DATS, we are committed to providing an inclusive and supportive environment for everyone. We want to remind our community that clients who rely on service dogs are welcome on all forms of public transit, including every DATS vehicle.

If you are traveling alongside a service dog, please keep these thoughtful tips in mind:

Focus on the Professional: Please do not distract a service dog or interfere with the vital job they are performing for their handler.

No Treats, Please: For the health and safety of the animal, never offer food or treats to a service dog.

Respect Privacy: To maintain a comfortable environment for your fellow rider, please do not photograph or record a service dog without explicit permission.

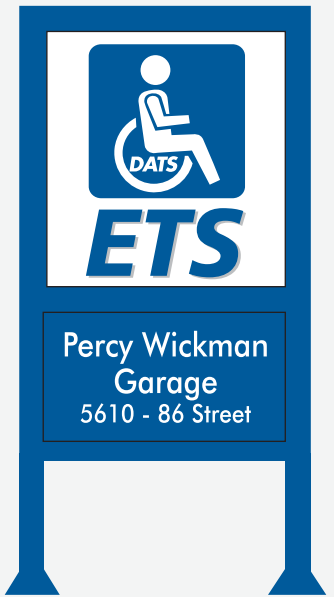
Understand Boundaries: Please do not be offended if a handler asks that you do not pet their dog; they need their companion to stay focused on their work.

Treat Handlers with Dignity: Always speak directly to the person rather than the dog. To respect their privacy, please avoid asking personal questions about their disability or the nature of their medical needs.

Work, Not Play: A service dog is there to assist, so please do not ask for demonstrations of the dog's skills or tasks.

We believe that a little extra kindness and respect makes the journey better for everyone.

If you have any questions about traveling with service dogs or want to learn more about how we support accessibility on DATS, please reach out to our **Client Services team** at (780) 496-4567.



Percy Wickman Garage's 20th Anniversary

This year marks a significant milestone for Edmonton's transit system: the **20th anniversary of the Percy Wickman Garage** and 51 years of the Dedicated Accessible Transit Service (DATS).

For two decades, this facility has served as the operational heart of a service that ensures reliable and compassionate transportation for all Edmontonians.

Thank you!



Holiday Booking Schedule

Victoria Day

DATS will operate on a holiday schedule (the Customer Care Centre will be closed) on Monday, May 18, 2026. The vehicles will be running as usual.

All subscription bookings will be cancelled on Monday, May 18. **If you still require your regular subscription booking on Monday, May 18, please call 780-496-4567 (option 2).**

- ▶ Bookings for Monday, May 18 and Tuesday, May 19 start on Friday, May 15
- ▶ Bookings for Wednesday, May 20 start on Saturday, May 16
- ▶ Bookings for Thursday, May 21 start on Sunday, May 17

Canada Day

DATS will operate on a holiday schedule (the Customer Care Centre will be closed) on Wednesday, July 1, 2026. The vehicles will be running as usual. All subscription bookings will be cancelled on Wednesday, July 1. **If you still require your regular subscription booking on Wednesday, July 1, please call 780-496-4567 (option 2).**

- ▶ Bookings for Wednesday, July 1 start on Saturday, June 27
- ▶ Bookings for Thursday, July 2 start on Sunday, June 28
- ▶ Bookings for Friday, July 3 start on Monday, June 29
- ▶ Bookings for Saturday, July 4 start on Tuesday, June 30

Construction Season is Here!

There are major construction projects planned for Edmonton this season and the pothole patrols are already out and about.

These projects may lead to increased travel times.

Because DATS is a shared-ride service, **travel times are designed to be comparable to taking the regular bus or LRT.** When requesting your trips, please plan accordingly, especially if you are travelling far from your residence or have a time-sensitive appointment.



MAY 2026



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
April 26	April 27	April 28	April 29	April 30	1	2
3	4	5	6	7	8	9
10	11	12	13	14 Can book for: May 15 (till noon) May 16 May 17	15 Can book for: May 16 (till noon) May 17, May 18 May 19	16 Can book for: May 17, May 18 May 19, May 20
17 Can book for: May 18, May 19 May 20, May 21	18 HOLIDAY Client Services Closed Subscription Trips Cancelled	19 <i>Regular Booking Schedule resumes</i>	20	21	22	23
24	25	26	27	28	29	30

JUNE 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
May 31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27 Can book for: June 28, June 29, June 30, July 1
28 Can book for: June 29, June 30, July 1, July 2	29 Can book for: June 30 (till noon), July 1, July 2, July 3	30 Can book for: July 1, July 2 (till noon), July 3, July 4	July 1 HOLIDAY Client Services Closed Subscription Trips Cancelled	July 2	July 3	July 4

Code of Conduct

At DATS, we believe every journey should be a positive one. To ensure a safe and respectful environment for all, we follow the **City of Edmonton Code of Conduct**. This helps us create a space where both our valued clients and dedicated staff feel welcome and protected.

A Comfortable Ride for All

To keep our vehicles clean and pleasant, we kindly ask that you keep food and drinks in sealed, travel-safe containers. For a smooth boarding experience, please have your fare ready when you enter. Most importantly, we ask for kindness in all interactions. Using respectful language and following the guidance of our operators ensures a stress-free trip for everyone on board.

Supporting Each Other

If behaviors occur that affect the safety or comfort of others, we may implement a **Modified Service Experience**. This is a supportive "time-out" designed to help everyone return to a positive service relationship.

We always consider individual circumstances and offer an appeals process for any service changes. **Thank you for being a part of our respectful DATS community!**

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 to use regular transit services, including ETS bus, LRT, and On Demand services. **Please note: This program is specifically designed to build independence on the main transit system and does not include training for DATS.** 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

DATS Kudos Corner

"Shoutout to my driver! 1000 stars for providing exceptional customer service."

"I would be lost without all of the help from the lovely DATS employees. Thank you!"

"I so appreciate Dats service. It allows me to visit a dear friend on a regular basis. Waiting time to book has not been a problem. Thank you for this great service."

"Thank you to the whole dispatch team for their excellent service on 18th Feb, for arranging a ready early ride. The team is outstanding for quick service!"

DATS Team

Profile

We'd love to introduce you to Denis! As our **Operations Technician Team Lead**, Denis plays a vital role in keeping the gears turning at DATS.



Denis Doucet

With a heart for service and a focus on teamwork, his mission is impactful. Denis and his team ensure our fleet is always mission-ready by maintaining the shop floor, managing driver supplies, and keeping bus exteriors clean. On the technical side, they are the go-to experts for troubleshooting lift issues, tablets, and validators. When challenges arise on the road, Denis manages bus exchanges and coordinates vehicle transport for servicing and repairs.

Denis thrives on the energy of the operations side, ensuring our team feels supported so they can provide the best possible experience for the Edmonton community. He is always aiming to put a smile on our operators' faces and make their day—and their passengers' journeys—more enjoyable. Whether he is solving a technical challenge or sharing a kind word, his positive energy is a staple of the DATS environment.

When he isn't leading his team at work, Denis is all about connection and the great outdoors. He is a devoted family man who cherishes every moment spent visiting with friends and making memories with his beloved grandbabies. Denis is also a true craftsman and adventurer at heart. In his downtime, you might find him in his workshop practicing woodworking, or out in nature enjoying a camping trip or a quiet afternoon of kayaking. He's also a master of the grill, as he loves nothing more than a good afternoon of barbecuing for his favorite people.

Denis looks forward to continue supporting the DATS team and ensuring every driver and client feels the benefit of a positive, well-run operation.

Booking Tips

How to Book a Reservation Trip:

- ◆ Enter the location name or address to begin your booking.
- ◆ For the best service, choose a pre-loaded location from the search results, by selecting the one with this Icon:



This helps ensure accurate pick-up and drop-off, minimizing potential delays or confusion.

It can load the wrong address information if you select the other Icon.



- ◆ Select your desired pick-up date and time.
- ◆ Specify the equipment you'll be using and any additional passengers.
- ◆ Confirm your booking and proceed with any additional or return trips.

DATS
May - June 2026

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DATS

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& Jason Magee

**Would you like to
receive the DATS
Newsletter and other
communications and
announcements by
email?**

Email: dats@edmonton.ca
or call (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** (see page 3)
- ◆ For subscription trips: **Press 6** (open after 12:30pm)

Telus Relay Service

- ◆ Dial **711** and ask for DATS

Lost & Found

- ◆ **(780) 496-1622**

Email / Website

- ◆ DATS@edmonton.ca
- ◆ edmonton.ca/DATS

Online booking

- ◆ <https://datsonlinebooking.edmonton.ca>

◆ 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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Return undeliverable Canadian address to:

DATS
Percy Wickman Garage
5610 86 Street NW
Edmonton, Alberta T6E 2X3

post office indicia here