



DATS News



Dedicated Accessible Transit Service Fall 2023

You're Invited! DATS Open House

Thursday, September 21
11am - 2pm
Percy Wickman Garage
5610-86 Street

Need a Ride?

Book your trips to and from the Open House on DATS starting Monday, September 18. Just make sure to let the booking agent know you are coming to visit us at the Open House.

Parking Note

There will be some visitor parking available at the front of the building.

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DATS Open House

Visit us on September 21st to meet DATS team members, take a tour of Percy Wickman Garage, and learn about some of the latest initiatives and technologies serving DATS clients. There will be an information session with some of the DATS management team. ETS will be providing information on the new Arc Card and their Mobility Choices travel training program. In addition, DAG members (the DATS Advisory Group) will also be there - stop by and say hello. Friends and family are all welcome.

We will also have vehicles for you to explore: including our own DATS buses of course, as well as a full sized ETS bus, along with some of our other vehicles.



Manager's Message

It was a nice hot summer here in Edmonton and I hope you were able to enjoy some of the many events and activities available in the community. Our DATS team was happy to provide you with service to your favorite festivals and special events.

I'm very excited to invite you all to the 2023 DATS Open House here at Percy Wickman Garage on Thursday, September 21st. It's been a while since we have hosted an open house due to safety concerns around Covid, in fact, this is our first since 2018! We are opening our doors to the public, giving everyone a chance to see first-hand how our service works. Similar to our Open Houses in the past, there will be tours of our facility, presentations, displays, and a chance for you to meet some of the team members that work so hard to deliver such a vital service to Edmontonians. Please check the front page for more details on the DATS Open House.



In addition to our own Open House, ETS is also opening their doors to the public on Saturday, September 16 at Centennial Garage and again on Saturday September 23 at D.L. MacDonald Transit Yard. Please see below for more information.

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

Paul Schmold, Manager Paratransit (DATS)

ETS Open Houses

If you're interested in learning more about regular ETS services, there are two additional open houses in September:

- Centennial bus garage (15520 Ellerslie Road SW): Saturday, September 16 from 10a.m. to 3p.m.
- D.L. MacDonald LRT garage (13310 50A Street NW): Saturday September 23 from 10a.m. to 3p.m.

More information will be available in early September. www.Edmonton.ca

DATS Fleet

DATS uses a fleet of approximately 101 buses to provide service. Over the past couple of months we began the process of receiving a total of 34 brand new buses. All of our new buses come equipped with air conditioning units to improve everyone's comfort over the hotter months and have been designed with a more balanced suspension to improve the smoothness and comfort for riders. These new buses will replace older ones at the end of their lifespan and ready for retirement.



Contractor installing the cameras on new bus

Before the new buses are put in service, there are a number of steps to get them ready to go. Each bus must pass an extensive inspection by our Fleet Section, ensuring they are mechanically ready for our use. Once inspection is complete, the buses are fitted with cameras, radios and tablets. DATS vehicles have seven cameras fitted on each bus (three outside and four inside). The radio allows the operator to communicate with our Dispatch Team for support on the road. Vehicles are fitted with holders for the tablets - the onboard computer that provides the operator with the information needed to provide service each day.



Contractor installing new router on an older bus

In addition to ensuring the new buses are ready for DATS service, we also have to update the technology in a few of the older buses. This includes replacing the routers which provide the internet connection required for the cameras and tablets.

DATS Notes

DATS in the Community

The DATS Community Relations team continues to do outreach with the community over the summer, with plans to reach out to additional programs, and some of the larger group homes that we serve. We are happy to meet with our community and answer questions about our service and give an overview of DATS as we continue to see higher and higher demand following COVID.

If you have any suggestions for organizations for the team to contact, or know of upcoming events that DATS may like to participate in, please let our Community Relations team know at (780) 496-4567 (option 4) or email DATS@edmonton.ca.

Trip Cancellations

If you have booked trips you no longer need, please phone DATS as soon as possible to cancel these trips. Although two hours is the minimum cancellation notice required, by giving us as much notice as you can, trips can be made available for other clients to use.

If you need to cancel your DATS trip, call (780) 496-4567 (option 1).

Holiday Booking Schedule

September 30, 2023 (National Day for Truth and Reconciliation)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Saturday, September 30, 2023.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Sept 24	Sept 25	Sept 26	Sept 27	Sept 28	Sept 29	Sept 30
September 2023			Can book for Sept 28 (till noon), Sept 29, 30, Oct 1	Can book for Sept 29 (till noon), Sept 30, Oct 1, 2	Can book for Sept 30, Oct 1 (till noon), Oct 2, 3	HOLIDAY Client Services Closed Subscription Trips Cancelled
Oct 1	Oct 2	Oct 3	Oct 4	Oct 5	Oct 6	Oct 7
Regular Booking Schedule resumes		Note: Subscription bookings will be cancelled on Saturday, September 30, 2023. If you still require your subscription booking on September 30, call (780) 496-4567 (option 2) to book it.				

October 9, 2023 (Thanksgiving)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Monday, October 9, 2023.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Oct 1	Oct 2	Oct 3	Oct 4	Oct 5	Oct 6	Oct 7
October 2023					Can book for Oct 7 (till noon), Oct 8, 9, 10	Can book for Oct 8, 9, 10, 11 (till noon)
Oct 8	Oct 9	Oct 10	Oct 11	Oct 12	Oct 13	Oct 14
Can book for Oct 9, 10, 11, 12 (till noon)	HOLIDAY Client Services Closed Subscription Trips Cancelled	<i>Regular Booking Schedule resumes</i>	Note: Note: Subscription bookings will be cancelled on Monday, October 9, 2023. If you still require your subscription booking on October 9, call (780) 496-4567 (option 2) to book it.			

Holiday Booking Schedule

November 11, 2023 (Remembrance Day)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Saturday, November 11, 2023.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Nov 5	Nov 6	Nov 7	Nov 8	Nov 9	Nov 10	Nov 11
November 2023			Can book for Nov 9 (till noon), Nov 10, 11, 12	Can book for Nov 10 (till noon), Nov 11, 12, 13	Can book for Nov 11, 12 (till noon), Nov 13, 14	HOLIDAY Client Services Closed Subscription Trips Cancelled
Nov 12	Nov 13	Nov 14	Nov 15	Nov 16	Nov 17	Nov 18
<i>Regular Booking Schedule resumes</i>		Note: Subscription bookings will be cancelled on Saturday, November 11, 2023. If you still require your subscription booking on November 11, call (780) 496-4567 (option 2) to book it.				

DATS Customer Satisfaction Survey

DATS Customer Satisfaction Survey

The City of Edmonton has commissioned Pivotal Research Inc. (independent research firm) to complete this year’s survey. Feedback is used to assess and assist in planning for DATS services. A random sample of DATS users will be provided to Pivotal for the survey and clients will be emailed or called directly. Responses are anonymous and only group data will be reported.

Note: If you receive an email for the DATS survey it will come from “snapsurveys” - this is the confidential survey provider.

Voluntary Survey Participation:

If you would like to volunteer to participate in this survey, please call: 780-496-4567 (option 4) or email: DATS@edmonton.ca - deadline is September 22, 2023. Note: family, caregivers and program staff are all welcome to participate. Surveys can be done online or by phone (paper version is also available on request).

Privacy Note

Personal information collection is authorized under section 33© of the Freedom of Information and Protection of Privacy (FOIP) Act and is managed and protected in accordance with the Act.

For any questions about the collection, please contact Strategic Planning Analyst, Edmonton Transit Service, City of Edmonton by phone at 780-289-6315, via email at yasmine.koufahi@edmonton.ca or by mail at Edmonton Tower, 10111 104 Avenue NW, Edmonton, AB.

DAG Notes

Open House

Members of DAG will be at the Open House in September, please stop by and say hello.

DAG Update - Fall

After a break for the summer, the DAG team will be meeting again. We are planning to help test the new technology and customer tools coming and see how we support DATS users in making the best use of these new tools.

DAG Volunteers Wanted

The DAG Team is looking for a Citizen-at-large member and an Agency Representative. If you are interested in finding out more about DAG or volunteering to join us - please email us at DAG@edmonton.ca. Applications are reviewed at the DAG Monthly meetings.

The DATS Advisory Group (DAG) is made up of a team of volunteers who provide 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.

If you have a question, comment or suggestion for the DAG committee, please email: DAG@edmonton.ca, or call DATS Community Relations at (780) 496-4567 (option 4) and leave them a message to pass on to us. Thanks!

ETS Travel Training

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 ETS bus, LRT, and On Demand services independently and with confidence, including people with disabilities, seniors, newcomers.

Would you like to learn more about ETS services and programs, including trip planning options, fares and fare programs, and important accessibility and safety features? Instruction is tailored to individual or group needs and abilities, including one-on-one training on the transit system for those who need more individualized attention and guided practice on the system. Other hands-on learning includes guided trial and practice of mobility aids on not-in-service transit buses as well as sessions focused on trip planning and electronic trip planning tools.

For information on customer travel training opportunities, please contact Vicki Gudelj, Accessibility Coordinator at (780) 496-3000.



Technology and Scheduling

In a time of increasing demand, DATS uses technology to help us to create a flexible routing system which provides service to our clients. Operational efficiencies, service goals, fleet size, and employee productivity are all taken into consideration when working with our technology.

Scheduling - Our goal is to get you safely to your destination and on time. DATS uses specialized technology to help us to create efficient routes to deliver service. There are many factors to consider, and it is a complicated process to monitor daily service while checking for ways to improve efficiency as we go. Our team has to update mapping information as the roads are affected by development and construction. As new buildings and roads are built, we need to keep up with any updates to ensure we are working with the most accurate information.

As well, changing road speeds must be factored in so we can design runs that provide passengers with travel times within our service standards. For example - the recent residential speed reductions put in place. This means our buses can not travel as fast as previously, so we need to identify all the revised speed limits and then adjust any runs using those roads to allow extra time for slower speeds. This is an ongoing process.

What does this all mean? When we create a trip for you, we need to put your trip on a route that makes the best sense - for you, for other passengers and for your operators. This means taking all of the factors into consideration, and come up with a result that passengers have the shortest possible ride time and get there on time. For operators, this means they have the tools they need to provide good DATS service and are able to stay on schedule. And for DATS, this means being able to provide the best possible level of service within our resources - how many vehicles we have, how many operators, and of course, within budget.



As always, if you have any concerns or questions about your DATS service, please reach out to our Community Relations Team who will follow up with you - contact us at (780) 496-4567 (option 4) or email DATS@edmonton.ca.

Lost and Found

DATS is not responsible for lost items. Remember to check for your personal belongings before leaving the DATS vehicle. Label your items to help recover them if they are lost. If you can, keep your belongings in a bag or backpack for the duration of your trip. Clothing like toques, scarves, mitts might not make a sound when they fall.

If you have lost an item, contact ETS Lost and Found at (780) 496-1622. Lost items can take up to four days to recover over a weekend or holiday. DATS often cannot search vehicles for lost items until the end of service.

DATS Fall 2023

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Please direct comments/submissions to:

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www.takeETS.com

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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: 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/change a trip: Press 2
- ▶ Register for DATS: Press 3
- ▶ Submit a commendation, concern or any other inquiry: Press 4
- ▶ Self-serve options: Press 5
- ▶ Subscriptions: Press 6 (after 12:30pm only)

Telus Relay Service

Dial 711 and ask for DATS

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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Return undeliverable Canadian address to:

DATS

Percy Wickman Garage

5610 86 Street NW

Edmonton, Alberta T6E 2X3

post office indicia here