



# DATS News



## Dedicated Accessible Transit Service Summer 2023

### DATS Client ID Cards

The purple and green DATS Registration cards are both valid now. Note: these Registration Cards are for ID only. Reg Cards are not fare - fare is still required for travel on DATS.

### TTY Notice - Call 711

DATS is no longer able to "nextalk" using the number (780) 944-5555. The City of Edmonton is now using a relay service via Telus.

Clients can use a TTY-compatible device (including smart phones) to call 711 and ask to relay to the DATS department of their choice.

### DATS Open House September 2023

Note: we will be announcing the date for our September Open House soon.

This year's Open House will be similar to those held in the past featuring displays, demonstrations and tours. It is a great chance for you 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.

Details are yet to be determined, but we look forward to seeing you and will provide more information soon.



**Edmonton  
Transit  
Service**

**Edmonton**

### Call before you buy!

If you are considering new equipment for travel use on DATS, please contact Community Relations at (780) 496-4567 (option 4) first to make sure it can be safely secured on our DATS vehicles and contracted vehicles. Got new equipment already? Please let us know so that we can update your file - call: (780) 496-4567 (option 3).

Note: All wheelchairs, walkers, and scooters must meet the specific size, weight, and safety guidelines for DATS travel.

# Manager's Message

We are all looking forward to summer, and getting out to enjoy our community. We are working closely with organizers to make sure we are ready to provide service for the special events planned around the City and to find the best spots to drop-off and pick-up clients at each location. And, don't forget - a fare paying DATS registrant can take along a friend or family member for free on ETS regular service - just show your DATS Reg Card to the ETS Operator.

Speaking of special events, we are delighted to announce we are hosting an Open House here at DATS in September. Due to uncertainty around Covid-19, we have not held an Open House since 2018. We are very excited to open our doors and reconnect with our friends in the community. Details are still being planned, but there is sure to be food, tours, hands-on equipment displays, vehicle displays and more, as we welcome you to visit and learn more about our service. It's a great chance to see how DATS functions from the inside out, and I hope to meet some of you there personally.

Our Community Relations Team has also been busy this spring, building those vital working relationships with our agency and program staff when possible. Please reach out to them if you would like to learn more about DATS services and policies. As always, we are committed to making sure customer service remains a top priority, along with safety, in 2023 and beyond.

Our Community Relations Team has also been busy this spring, building those vital working relationships with our agency and program staff when possible. Please reach out to them if you would like to learn more about DATS services and policies. As always, we are committed to making sure customer service remains a top priority, along with safety, in 2023 and beyond.



**Paul Schmold, Manager Paratransit DATS**



## Summer Vacation?

Don't forget to cancel any unwanted trips for while you are away! You can cancel multiple trips for a specific period of time, just ask your agent. Please cancel as far in advance as possible! With more advanced notice, we may be able to assist someone else with their booking request. For all cancellations, call (780) 496-4567 (option 1).

## Door to Door Service

DATS requires all operators to escort clients between the vehicle and the first set of accessible doors. If your operator does not provide door to door service, call us at (780) 496-4567 (option 4) and let us know!

Note: this applies to service on all DATS vehicles, including taxis.

# DATS Advisory Group (DAG)

## DATS Open House

We look forward to meeting some of you at the Fall DATS Open House. We will have representatives from this DAG team there to chat more about what we do, and the role we play at DATS.

## Volunteers Wanted!

Agency Representatives: DAG is looking for a one Agency Representative 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. DAG Agency Representatives must commit to two years and require access to email in order to fully participate in a timely manner.

DAG Meeting Attendance: Meetings are virtual and typically held the second Tuesday of each month from 4:30 to 6:30 PM.

## Applying to Join DAG

To find out more about joining us, please email us at [DAG@edmonton.ca](mailto:DAG@edmonton.ca) or contact Shirley at (780) 496-4554. Applications are reviewed at the DAG Monthly meetings. Thank you for your interest in this valuable opportunity!



# About DAG

## What is the DATS Advisory Group all about?

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.

There are 12 members appointed for two year terms.

- Six (6) User Reps (Maureen, Lizzie, Yasmin, Michelle, Misha, Curtis)
- Five (5) Agency Reps (Laura Bellacicco (Elves Special Needs Society), Elsa Asefaw (Chrysalis), Katrina Maximchuk (Paralympic Sports Association), Bindu Kannan (Council of India Societies of Edmonton), one vacant.
- One (1) Citizen-at-large Representative - one vacant.


If you have a question, comment or suggestion for the DAG committee, please email: [DAG@edmonton.ca](mailto: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!

# Holiday Booking Schedule



## July 3, 2023 (Canada Day)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Saturday, July 1, 2023.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
June 25	June 26	June 27	June 28	June 29	June 30	July 1
<b>July 2023</b> 					Can book for July 1 (till noon) July 2, 3, 4	<b>HOLIDAY</b> Client Services Closed  Subscription Trips Cancelled
July 2	July 3	July 4	July 5	July 6	July 7	July 8
Regular Booking Schedule resumes	Client Services Open Subscription Trips Cancelled	<b>Note:</b> Subscription bookings will be cancelled on Saturday, July 1, and Monday, July 3, 2023. If you still require your subscription booking on July 1 and/or July 3, call (780) 496-4567 (option 2) to book it.				

## August 7, 2023 (Civic Holiday)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Monday, August 7, 2023.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
July 30	July 31	Aug 1	Aug 2	Aug 3	Aug 4	Aug 5
<b>August 2023</b>					Can book for Aug 5 (till noon) Aug 6, 7, 8	Can book for Aug 6, 7, 8 (till noon)
Aug 6	Aug 7	Aug 8	Aug 9	Aug 10	Aug 11	Aug 12
Can book for Aug 7, 8, 9 10 (till noon)	<b>HOLIDAY</b> Client Services Closed  Subscription Trips Cancelled	Regular Booking Schedule resumes	<b>Note:</b> Note: Subscription bookings will be cancelled on Monday, August 7, 2023. If you still require your subscription booking on August 7, call (780) 496-4567 (option 2) to book it.			

# Holiday Booking Schedule

## September 4, 2023 (Labour Day)

DATS will operate on a holiday schedule (the Client Services Centre will be closed) on Monday, September 4, 2023.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Aug 27	Aug 28	Aug 29	Aug 30	Aug 31	Sept 1	Sept 2
<b>September 2023</b>					Can book for Sept 2 (till noon) Sept 3, 4, 5	Can book for Sept 3, 4, 5, 6, 7 (till noon)
Sept 3	Sept 4	Sept 5	Sept 6	Sept 7	Sept 8	Sept 9
Can book for Sept 4, 5, 6, 7 (till noon)	<b>HOLIDAY</b> Client Services Closed <b>Subscription Trips Cancelled</b>	<i>Regular Booking Schedule resumes</i>	<b>Note:</b> Subscription bookings will be cancelled on Monday, September 4, 2023. If you still require your subscription booking on September 4, call (780) 496-4567 (option 2) to book it.			

## DATS Notes

### DATS Community Outreach

The DATS Community Relations team continues to do outreach with the community. This spring, the team has already met with Elves, the Louis St. Laurent Bridging Fair, Nina Haggerty Centre for the Arts and Special Olympics. Currently we are working with Winnifred Steward, Chrysalis, Excel, Mira, CNIB, Villa Marguerite, Adaptabilities and others to schedule meetings with staff, caregivers and clients when available.

We are happy to meet with our community and help answer questions about our policies and give an overview of DATS as we continue to see higher demand.

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](mailto:DATS@edmonton.ca)

### Summer Event Schedule

The summer special event season in "Festival City" is back! Here is a short list of some of the popular events that we are ready to take you to:

- International Jazz Festival - June 28 - July 2
- Street Performers - July 7 - 16
- A Taste of Edmonton - July 20-30
- K-Days - July 21 - 30
- Freewill Shakespeare Festival - August 8 to September 3
- Folk Music Fest - Aug 10 - 13
- Fringe - Aug 17 - 27

# Edmonton Transit Service (ETS)

## Arc - Electronic Fare Payment

Arc will launch in phases - this allows ETS to continue to work with special customer groups to provide the education, care and attention needed to get all customers on the Arc system.

Arc is available for Adult Fare riders on conventional services now. Arc is also in use for students participating in U-Pass.



## Arc in 2023

This year, Arc may be expanded to include DATS. Exact timing is to be determined. Keep an eye on the webpage for updates on when Arc will be available to you!

More information can be found at [myArc.ca](http://myArc.ca) or by calling the Arc call centre at 1-888-302-0001.

## Attendants Ride Free on Regular ETS Services (bus and LRT)

On regular ETS, any attendant with a fare paying DATS registrant can travel free. The DATS registrant must show their DATS registrant ID card to the ETS Operator in order for their attendant to travel free.



## Explore your Mobility Options on ETS! Transit orientation for groups and individuals on ETS

Want to learn more about regular ETS services and increase your options to get around the community? ETS Mobility Choices customer travel training is available to help transit users who need extra information and support to learn to use regular transit services.

Participants will learn about ETS's regular bus, LRT and On Demand transit services, about important accessibility and safety features, using mobility equipment on regular transit, fares and fare programs, how to get transit information and plan trips, and more!

Training is geared to the needs and abilities of participants, for groups or individuals. Mobility Choices is free of charge and available year-round.

For more information on transit orientation and travel training opportunities, please contact Vicki Gudelj, Accessibility Coordinator at 780-496-3000.

# 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.

# DATS Notes

## Pick-up Window

Operators do not ring the buzzers at apartment buildings or search for clients who are not present at the exterior doors during a scheduled pick-up window.

Please be ready for the entire pick up window at the designated door.

## Same Day Trip Requests

As the weather improves, and demand for trips on DATS increases, please keep in mind that there is no guarantee that we can fulfill your Same Day Trip requests.

Booking trips three days out is still the best way to improve your chances of securing your trip times.

## Phone Calls to DATS

Please note that phone calls into DATS are recorded for quality assurance and training purposes.

DATS uses the recordings to ensure we are providing the very best customer service.

## Fragrances

DATS is a shared ride service, so please avoid using scented products on our vehicles.

## DATS News, Summer 2023

Published by DATS, four 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

E-mail: [dats@edmonton.ca](mailto:dats@edmonton.ca)

**Editor:** Caroline Wenzel

Contributors this Issue

Paul Schmold, Jason

Magee, Glenda Roberts,

Donna Garner, Cathy

Paplawski, 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) Or

call us at (780) 496-4567.



Edmonton  
Transit  
Service

The logo is a blue square with a white gradient. The word "Edmonton" is written in white, sans-serif font, centered within the square.

Edmonton

Return undeliverable Canadian address to:

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

*post office indicia here*