



LATS

Leduc Assisted Transportation Services

SERVICE GUIDE



WWW.LEDUCTRANSIT.CA/LATS



LATS Office: 780-980-8444
Booking: 780-986-5000



www.LeducTransit.ca/LATS



transit@leduc.ca

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Welcome to Leduc Assisted Transportation Services (LATS)

This user guide will help you to understand our services and how to use them. The guide is available as a printed form or online at **www.leductransit.ca/LATS-Service-Guide**

Vision: *To be industry leaders, providing environmentally friendly, innovative solutions for accessible transit, within our community.*

Mission: *To provide our clients with dignified, Operator assisted, accessible door-to-door transportation services, connecting them to the community and resources they need. We strive to serve and improve the quality of life for all clients by understanding the barriers they face and by doing our best to remove the obstacles in their way.*

Values: *Safety, Customer Service, Teamwork, Respect, Empathy and Advocacy.*

About LATS:

The City of Leduc believes in community and connections and is proud to offer an accessible, door-to-door, transportation service within Leduc. LATS operates accessible vehicles that are equipped with lifts to make boarding the vehicle easy!

City of Leduc residents wishing to access LATS services, must complete an application form and submit it to the City of Leduc for

approval. Applications are available online at www.leductransit.ca/LATS, at the Leduc Civic Centre (1 Alexandra Park), at the Leduc Recreation Centre, or by calling (780) 980-8444.

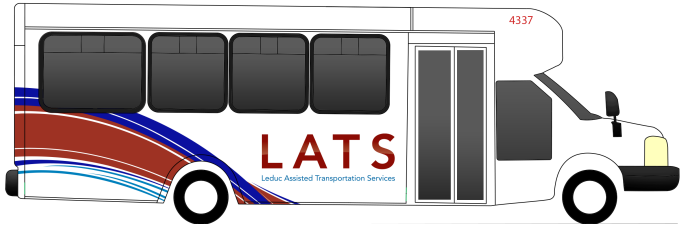
LATS is administered by the City of Leduc’s Public Transportation department. LATS contracts Edmonton Transit’s Disabled Adult Transit Service (DATS), to provide all booking, scheduling and dispatching services.

Who can use LATS services?

LATS is a shared ride, door-to-door service available to registered adult residents of Leduc, who are over the age of 65 or to those who have a physical and/or cognitive disability. Temporary services may be available to individuals who are temporarily unable to drive their own vehicles due to surgery or a short-term mobility issue. LATS does not provide service to individuals who are under the age of 18 years.

LATS services may also be available to individuals with disabilities who are visiting Leduc, however, an application must still be completed and approved, prior to using LATS services.

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Please ensure that your application is completed in full. It must be signed by you or your guardian. A ‘qualified’ health care or social services practitioner (e.g. physician, registered nurse, or social worker) must complete Part B of the application. Once Part A and Part B are completed, you may submit your application.
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What happens once you submit your LATS application?

Your application will be reviewed to determine if you are eligible to use LATS services. Successful applicants will receive a confirmation letter along with a welcome letter and a LATS client card in the mail. Once you have received this information, you will be able to use LATS services.

LATS privacy policy

Application information is collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy Act (FOIP Act) and will be used by the City of Leduc for processing your application and to determine your eligibility for LATS. Information collected on your application form may also be used by the Public Transportation department for statistical, research, training purposes, or to improve LATS service. Personal information is protected by the privacy provisions of the FOIP Act. If you have any questions, contact the City of Leduc Public Transportation department at (780) 980-8444.

Booking your trips

How do I book a trip with LATS?

Once you are ready to book your trip with LATS, call Edmonton DATS Client Services at (780) 986-5000 or (780) 496-4567, (option 2). Please be patient when you call and speak clearly on the phone. You will need the following information for the booking agent:

- » your client number (found on your LATS card),
- » the date and times you wish to travel,
- » the address of where LATS is to pick you up,
- » the address of where you are going to, and
- » if you will be using a mobility device such as a scooter, wheelchair, walker or cane.

Types of trips:

Reservation trip:

Reservation trips can be booked when you want a ride to a specific location, on a certain day, at a certain time. They are booked on a first come, first served basis. Reservation trips can be booked (based on availability), starting three days in advance and up until noon on the day before your trip. If DATS cannot accommodate your request, they will offer alternate times.

Try to plan your travel during off-peak times when there are more trips available. The best times to travel are between 9:15 a.m. to 11:15 a.m. and then again between 1:30 p.m. to 3:30 p.m.

Subscription trip:

Subscription trips go from the same origin, to the same destination, at the same time and on the same day of the week, repeating regularly, for a minimum of six weeks. (No changes or adjustments are accepted for the six-week period).

Once a subscription has been set up, it will run as long as the client needs it to. Call Client Services at (780) 496-4567, (option 1), to cancel or make any changes to your subscription. Subscription times that are not used, are frequently cancelled, or are often changed by the client, will be cancelled altogether by LATS.

Demand trip:

These trips are requested on the same day that the client wishes to travel. These types of trips must be made at least 2 hours prior to the requested departure time. LATS is only able to accommodate a limited number of 'same-day' trips, on the day of service.

LATS hours*

The bus operates:

- » Monday and Tuesday – 8:00 a.m. to 9:00 p.m.
- » Wednesday to Friday – 8:00 a.m. to 6:00 p.m.
- » Saturday – 8:30 a.m. to 5:30 p.m.
- » Sunday – 9:00 a.m. to 6:00 p.m.

DATS client care centre hours:

The Client Care Centre is available to receive calls:

- » Monday to Friday from 7:30 a.m. to 5:00 p.m.
- » Saturday and Sunday from 7:30 a.m. to 12:00 p.m.

When should I book a trip?

- » **For Monday trips** – Call Friday, Saturday (any time), or Sunday (before noon).
- » **For Tuesday trips** – Call Saturday, Sunday (any time), or Monday (before noon).
- » **For Wednesday trips** – Call Sunday, Monday (any time), or Tuesday (before noon).
- » **For Thursday trips** – Call Monday, Tuesday (any time), or Wednesday (before noon).
- » **For Friday trips** – Call Tuesday, Wednesday (any time), or Thursday (before noon).
- » **For Saturday trips** – Call Wednesday, Thursday (any time), or Friday (before noon).
- » **For Sunday trips** – Call Thursday, Friday (any time), or Saturday (before noon).

Can I book my trip online?

Yes, you can! Edmonton DATS I-Book is an online service that provides self-service options including reservation trip bookings, trip cancellations, viewing trips and more. I-Book is available online twenty-one hours a day, seven days a week.

datsibook.gov.edmonton.ab.ca

For more information, or to register for the I-Booking service, call Client Services at (780) 496-4567, (option 4).

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DATS Tip: Use the 'My Trips' page in I-Book to browse your trips and see trip details of any trips you've booked or cancelled with the Client Services Centre or online.
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What if the time I need a trip is not available?

With an increase in demand for LATS services, there may be periods of time where your trip cannot be accommodated. Please be patient on the phone and be prepared to accept an alternate time when available.

**Service hours are subject to change. For current hours, please visit Leductransit.ca/LATS or by calling 780-980-8444.*

Changing or cancelling your trip:

What if I have to cancel my trip?

There is a high demand for LATS service. Please contact Edmonton DATS promptly if you need to cancel your trip (at least two hours in advance). Your cancellation saves LATS Operators from making an unnecessary trip to pick you up when you don't need the ride and also frees up time for other clients who are on a waiting list for a ride.

Trips cancelled less than two hours before the scheduled pick-up time, are recorded as a no-show. Frequent cancellations and no-shows may affect client trip booking privileges.

To change a trip:

- » call DATS Client Services at (780) 986-5000 or (780) 496-4567, (option 2).

To cancel a trip or to check on your ride:

- » call DATS Customer Care at (780) 986-5000 or (780) 496-4567, (option 1).

Please note that the phone lines in the booking office at DATS are busiest in the morning so if you can, try to call in the afternoon.

Although we do our best to accommodate all trip requests, we do have times where we cannot. Please try to plan ahead.

Can I fax in my trip requests and/or cancellations?

Yes, requests for reservations, subscriptions or group trips can be faxed into DATS. You can also change your trips by fax.

- » DATS fax: (780) 496-1008.

DATS Tip: Check the fax form carefully. If you are missing information, your request may not be processed. Confirmation is sent in a return fax. If you don't receive confirmation, call (780) 496-4567, (option2). You must receive a confirmation fax for your trip to be guaranteed.

What is a no-show?

A client is considered a no-show when:

- » the LATS Operator arrives at the scheduled time and pick-up location and the client is not ready within five minutes,
- » the LATS Operator arrives at the scheduled location and the client cancels at the door,
- » the client cancels with less than two hours' notice before the scheduled pick-up time.

No-shows are recorded in client's file and frequent no-shows will be reviewed and may affect future booking privileges.

General information

Travel training

LATS offers travel training on an individual basis and in small group settings. Any individual or organization that would like to learn how to ride with LATS or would simply like a refresher, is welcome to request training by calling the LATS office at (780) 980-8444. This service is free and includes the following:

- » learning how to read the map and schedule for the Shuttle service,
- » understanding how and where to purchase fare products (monthly pass and ticket books),
- » learning how the bus lift works,
- » understanding how to plan your trips, including how to book them,
- » understanding what the LATS Operator will assist you with,
- » knowing what the procedures are in the event of an emergency,
- » knowing what type of carry-on is allowed, and much more.

Client expectations:

- » Have your sidewalks and driveway cleared of snow and ice,
- » Turn on an exterior light if it is dark outside,
- » Be ready at the beginning of the 30-minute window of your scheduled pickup time,
- » Have your LATS card and bus pass or ticket ready for the LATS Operator.

Client behaviour:

LATS is very proud of the service it provides to clients. Safety is very important to LATS! Negativity or poor behaviour, which may affect the LATS Operator or other clients' safety, is not tolerated and may be grounds for temporary, or permanent cancellation of LATS privileges.

What is a pick-up window?

When you book a trip with LATS, you will be given a thirty-minute pick-up window. You must be ready to go at the beginning of the window.

Upon arrival at your pick-up location, the Operator will wait a maximum of five minutes. If you are not out on time, the LATS Operator will mark you as a 'no-show' and will continue on with their route. LATS Operators depend on clients to be ready and waiting at the start of their window so that their schedule does not fall behind for other clients. Please be courteous!

The LATS Operator will only ring your doorbell if you are in a private residence. Apartment dwellers must be ready and waiting in the lobby. Operators will not search a building to look for you nor will they enter your premises under any circumstances.

Statutory holiday bookings:

LATS does not operate on statutory holidays.

What do the fares cost?

- | | |
|--|---------------------------------|
| » Monthly Local Pass - \$55 | <i>We accept either cash or</i> |
| » Book of Tickets (10 rides) - \$18 | <i>cheques (made payable</i> |
| » One-way fare - \$2 | <i>to the City of Leduc).</i> |

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Monthly passes and ticket books are available at the Civic Centre (1 Alexandra Park, Leduc AB) and at the Leduc Recreation Centre (4330 Black Gold Drive Leduc AB). Ticket books can also be purchased from the LATS Operator.
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What will the LATS operator assist me with?

LATS Operators are happy to provide you with door-to-door service. This means Operators will meet you at the first set of exterior doors and assist you on to the bus. When you are at your end destination, LATS Operators will assist you off of the bus and to the first set of accessible, exterior doors. (An accessible door is an outside door).

Operators will:

- » ring your doorbell (at private residences only),
- » assist you to and from the vehicle and to the first set of accessible doors (accessibility is defined as being no more than one step),
- » operate the lift on the bus,
- » safely secure your wheelchair, scooter or other mobility device onboard the bus,

- » correctly secure the shoulder straps and seatbelts,
- » never leave a client outside a locked accessible door.

Operators will not:

- » provide rides to clients who do not have a reservation,
- » arrange for rides or make changes to scheduled rides for you,
- » ring a buzzer at an apartment building,
- » make repairs or adjustments to your equipment,
- » look for clients in a mall, hospital, doctor's office, etc.,
- » wait for more than five minutes upon arrival within your thirty-minute window.

What is the Interactive Voice Response (IVR)?

DATS offers a call ahead function called an Interactive Voice Response (IVR). This function notifies clients that a vehicle on the way to pick them up. The IVR is an automated telephone system that gives clients an advance call so that they are ready when the Operator arrives.

The IVR system helps to reduce wait times and uncertainty for clients. Reminder calls can also be arranged to be sent out the evening prior to your reservations (between the hours of 6:30 p.m. and 8:00 p.m.), with the option to cancel trips over the phone. If you wish to have the IVR function added to your file, you can call DATS after you receive your client card.

What is a companion?

Sometimes, it is nice to take someone along with you when you are going out. A companion can go with you if you let the booking agent know at the time of the booking and if, there is room on the bus. They will have to pay a \$2 fare each way of travel. Companions must be a minimum of 18 years of age.

What is a mandatory attendant?

A mandatory attendant (MA), is a person who is assigned to ride with you each and every time you ride with LATS. They would be assigned if you have a medical condition that makes travelling alone difficult. Once an MA is assigned, you cannot book any trips without bringing your MA along.

MA's are assigned when your application is initially processed. MA's are not required to pay a fare.

Seatbelt exemptions:

In Alberta, in accordance of Section 88 of the Vehicle Equipment Regulation of the Traffic Safety Act, the law requires that all occupants in a motor vehicle wear a seatbelt. Should a client, for medical reasons, wish not to wear a seatbelt, a medical certificate must be signed by a qualified medical practitioner, written on the letterhead of the medical practitioner and include the name and address of the person exempted as well as, the reasons for exemption. The certificate must include a beginning and end date and must be for a period of no more than one year after which time, a new certificate is required.

Mobility aids:

If you are planning on using a mobility aid such as a wheelchair or scooter, your device must meet specific guidelines.

- » The combined weight of a mobility device and a client, cannot exceed 750 pounds or 340 kilograms.
- » The maximum base dimensions for equipment is 30 x 50 inches or 76 x 127 centimeters.
- » Wheelchairs must have escort handles.
- » Equipment must have functioning brakes.
- » Operators must be able to securely fasten the tie-downs to the frame of your mobility device.
- » If you are using a scooter, you must transfer to a seat unless you have a waiver on file with the LATS office.
- » All equipment must be in good working condition with no flat tires, no loose nuts and bolts, no protruding parts, etc.

If you are planning on buying new equipment, please give us a call first. We are here to assist you in making an informed decision.

Do you allow service animals on LATS?

If you require the assistance of a service animal, you must inform the LATS office at (780) 980-8444 prior to boarding with your animal. A copy of the service animals certification must be submitted to the LATS office where it will be kept on your file.

Clients must carry identification for their service animal as well as, identification for themselves as the service animal's owner.

Communication

Commendations and concerns:

Your feedback is very important to LATS because:

- » We want to make sure you are happy with our service.
- » Your feedback helps us to grow and improve.
- » We value your opinion.

If you have a commendation or concern, please call it in. LATS can be reached at (780) 980-8444 or by email at transit@leduc.ca

When you have a concern, please report it as soon as possible with your name, client number, current telephone number and any details. The information will be forwarded on to the appropriate area for investigation.

LATS buses all have confidential 'comment boxes' onboard. Please feel free to submit a commendation or concern in these boxes. They are collected regularly by LATS office staff and comments are followed up on.

Keeping up to date:

Communication is a very important tool which is why it is important to work together. If you are moving, getting a new phone number, new equipment, going away, etc., please let the

LATS office know. You can call LATS directly at (780) 980-8444 or you can call Edmonton DATS at (780) 496-4567, (option 4).

Watch for the Community Connector newsletter that comes out every two months. It is full of great information that will help you stay on top of things that are happening with LATS and at the City of Leduc. Newsletters are available through the LATS Operator, by mail, and on LATS' website at www.leductransit.ca/LATS

Lost and found:

All items found on LATS vehicles are turned into the LATS office. If you feel you have left something behind on one of the buses, please call (780) 980-8444.



LATS Sponsored Trips

Paid One-Way Trips

- » Second Glance
- » Craig's No Frills
- » Farmer's Market

Two-Way Trip (both ways paid for)

- » Medicine Shoppe
- » Canada Safeway
- » Leduc Co-op Grocery
- » Leduc Co-op Hardware
- » True Touch Massage Therapy & Fitness
- » City Centre Mall

The City of Leduc is enhancing the Shuttle route and will cover the cost of your one-way trip to the Leduc Recreation Centre (LRC) and the Eco Station.



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