

LATS

Leduc Assisted Transportation Services

CITY OF
Leduc
LEDUC TRANSIT 

Service Guide



www.LeducTransit.ca/LATS

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Leduc Assisted Transportation Services (LATS)

About LATS

LATS is a shared-ride service available to permanent, adult residents in the City of Leduc. It is a door-to-door, driver-assisted transportation service for seniors (65+) and for adults with cognitive and/or physical disabilities. Temporary service may be available to individuals with a temporary disability. LATS operates with four wheelchair-accessible vehicles, Monday to Friday (8:00 a.m. to 9:30 p.m.), and Saturday and Sunday (9:00 a.m. to 5:30 p.m.).

LATS Trips

Trip Option	Service Details	Trip Schedule
Reservation trips	<ul style="list-style-type: none"> » Occasional or casual trips, » Can be booked three days in advance. Must be booked before noon, for next day trips, » Available on a first-come, first-served basis. 	<p>Monday to Friday 8:00 a.m. to 9:30 p.m.</p> <p>Saturday and Sunday 9:00 a.m. to 5:30 p.m.</p>
Same-day trips	<ul style="list-style-type: none"> » Dependant on availability and scheduling, » There is no guarantee that a same-day trip request can be accommodated. 	<p>Monday to Friday 8:00 a.m. to 9:30 p.m.</p> <p>Saturday and Sunday 9:00 a.m. to 5:30 p.m.</p>
Subscription trips	<ul style="list-style-type: none"> » Trips that travel from the same origin to the same destination, at the same time and on the same day, each week, » Can be booked for specific days/times, on an ongoing basis, » Can be temporarily cancelled. 	<p>Monday to Friday 8:00 a.m. to 9:30 p.m.</p> <p>Saturday and Sunday 9:00 a.m. to 5:30 p.m.</p>

Visit LeducTransit.ca/LATS

Online you will find information about LATS, the application process, scheduling and service updates, and much more.

LATS Shuttle

The LATS Shuttle is a 'fixed-route service' that operates Monday to Friday from 9:00 a.m. to 3:12 p.m. The shuttle picks up clients from the following Leduc residences: Majestic East / West, Planeview, Westgrove, Summit Court, Summit Square, Civic Centre, Library, Hospital, Salem Mews, Goldage, 49 Street Gazebo, City Centre Mall, Leduc Co-op, Second Glance, Safeway, Giant Tiger, and Dollarama. See shuttle map on page 3.

The shuttle drops clients off at the following Leduc businesses/events: City Centre Mall, Co-op Grocery, Co-op Hardware, Dollarama, Giant Tiger, Safeway, Second Glance, the Civic Centre, the Leduc Public Library and the 49 St. Gazebo Downtown.

Booking LATS trips

To book a LATS trip, call 780-986-5000 (seven days a week). If the number is busy or unavailable you can call DATS Customer Care Centre at 780-496-4567 (option 2).

DATS regular booking service is available Monday to Friday (7:30 a.m. to 5 p.m.), and Saturday and Sunday (7:30 a.m. to noon). DATS booking service is closed on statutory holidays. Trips will be accommodated based on availability, and can be booked up to three days in advance. Next-day trips must be booked no later than noon on the day before.

Information required when booking a trip

When you book your LATS trip, you will be asked the following:

- » Your LATS registration number,
- » What day and time you wish to travel,
- » The exact address for your pick-up and drop-off (include name of location, business, etc.),
- » If you will be accompanied by an escort or mandatory attendant (MA),
- » If you wish to use a wheelchair or other type of mobility aid,
- » If you wish to book a return trip.

Avoid high-volume call times, call in the afternoon instead of the morning. Plan ahead and try to pre-book your trips up to three days in advance.

LATS Sponsored Trips

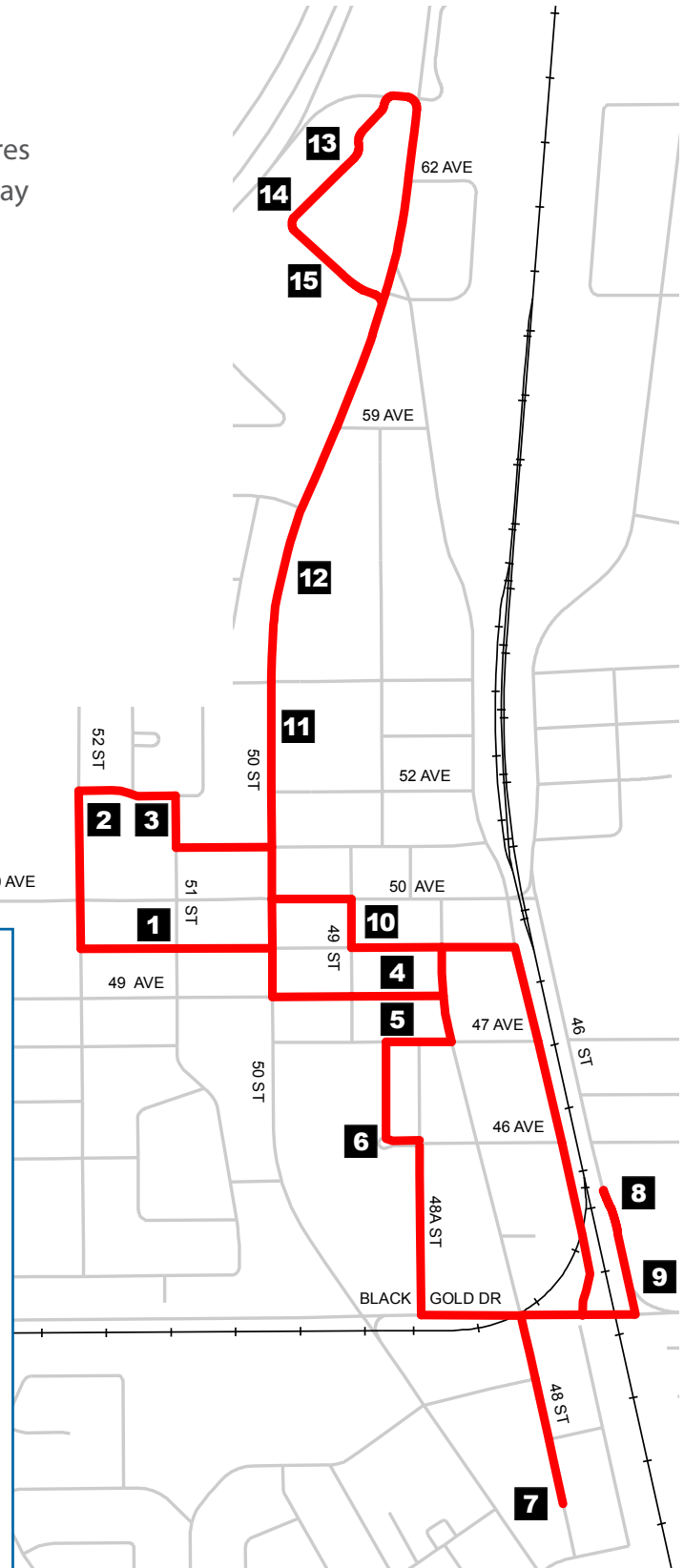
Our generous sponsors have paid the one-way fares to these locations, so the LATS client only has to pay fare for the other way.

Paid One-Way Trips

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

Two-Way Trip (both ways paid for)

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




LATS Shuttle Route
(Monday to Friday 9 AM - 3:12 PM Hourly)

Transit Route
— Leduc Assisted Transportation Services (LATS) Shuttle Route

Destination Points

1 Majestic East / West	8 Salem Mews
2 Planeview	9 Goldage
3 Westgrove	10 49 St. Gazebo
4 Summit Court	11 City Centre Mall
5 Summit Square	12 Leduc Co-op / Second Glance
6 Civic Centre & Library	13 Safeway
7 Hospital	14 Giant Tiger
	15 Dollarama



A City of Leduc GIS Product Dec 2016
Created: Dec 13th, 2016
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GSR3632_LATS_Shuttle4

*Disclaimer:
The Shuttle follows the numerical order of the stops as located on the map and then repeats itself throughout the day.*

Legal holidays and transportation schedules during special events

Regular LATS schedules are automatically cancelled on legal holidays. Visit LeducTransit.ca/LATS to find out more about transportation schedules during special events or festivals that may affect service.

Suspension of service

When there is a snow storm or freezing rain, or if an emergency situation occurs, LATS may decide to temporarily suspend transportation. In that case, you can either check LeducTransit.ca/LATS or call 780-986-5000 (if busy call 780-496-4567, option 2) for an update. For safety reasons and to keep delays to a minimum on such days, please cancel your trip(s) if you feel they can be postponed to another day.

Travel companions

Based on your LATS client file, you may be allowed to have a companion with you during transportation. Remember to confirm your companion's presence when requesting transportation.

Travel companion	Requirements
Mandatory Attendant (MA)	Mandatory Attendants may be assigned due to individual assistance needs onboard the vehicle. Clients that travel with an MA will not be permitted to travel without their MA. MAs are not required to pay a fare.
Escort (companion)	If space is available on the vehicle and you have informed dispatch at the time of booking. Escorts are required to pay a fare.
Service Animal	Service animals should wear an identifiable vest or identification card, recognizing the animal as a service animal.

Once you've booked your trip

Interactive Voice Response (IVR) service

IVR is a call-ahead function available to LATS customers. IVR is an automated telephone system that gives clients an advance call when their ride is five to 10 minutes away. An automated call will also be made the night before (between 6:30 p.m. and 8:00 p.m.) to remind you of your reserved trip(s) for the next day.

Cancellations

There is a high demand for LATS service; therefore, please call LATS promptly if you need to cancel your trip. To place a 'temporary cancel' on a subscription trip, call 780-986-5000 or 780-496-4567 (option 2). For same-day cancellations, call 780-986-5000 or 780-496-4567 (option 1).

No-shows

No-shows are recorded in customer files and regular no-shows may lead to a suspension of service. A client is considered a 'no-show' when:

- » The vehicle arrives at the pick-up location and the client does not board the vehicle within 5 minutes,
- » The client cancels at the door, or
- » The client cancels less than 2 - hours before their scheduled pick-up time.

Fares and fare collection

You must pay for your transportation each time you board a LATS vehicle, according to the current fare policy, otherwise you may be refused service.

Fare	Cost	Includes
One ticket	\$4	One-way trip
Ticket book	\$40	11 one-way trips
Monthly pass	\$140	Unlimited rides/trips

Fares can be purchased at:

- » Guest Services in the Leduc Recreation Centre (4330 Black Gold Drive),
- » The Finance counter in the Leduc Civic Centre (1 Alexandra Park),
- » Online at LeducTransit.ca/LATS

Ticket books can also be purchased directly from LATS operators. Please have exact cash or a cheque (made out to the City of Leduc – LATS) ready, as operators do not carry change. Fares are non-refundable and monthly service passes are non-transferable. It is our policy that LATS operators shall not accept tips or gifts.

Always carry your LATS client card when using the shuttle

In addition to paying your fare, and for security reasons, you must also show your LATS client card in order to be able to adequately identify yourself during transportation with LATS.



Canadian National Institute for the Blind (CNIB) cardholders ride free on all Leduc Transit routes.

Regulations

Standards of conduct and restrictions

LATS is committed to providing on-time, reliable and safe transportation service every day, based on mutual respect and in accordance with the passenger code of conduct. The expectations we have of our passengers are the same as those you have about our employees or representatives.

Passenger code of conduct

- » No yelling, hitting or throwing objects,
- » No use of excessive perfume,
- » No spitting or biting,
- » No arguing/refusing to cooperate with the LATS operator,
- » No threatening or harassing others,
- » No excessive, distracting or dangerous movements,
- » No nudity, sexual conduct or activity.

Abusing service privileges and/or ignoring the Passenger Code of Conduct shall be grounds for temporary or permanent cancellation of rider eligibility.

Be ready at the confirmed time for boarding

You must be ready at the confirmed time you were given when making your reservation.

The arrival of the operator

The operator will let you know when they arrive. If you live in a multi-unit dwelling (high-rise building, nursing home or other), please be ready and waiting at the outside set of accessible doors or outside the door.

Clearing the way

Before transportation, clients/passengers must ensure that nothing hinders their way at either pick-up or drop-off points.

All locations served by LATS operators must be accessible. An accessible door is an outside door with no more than one step. Steps and walkways must be kept free of snow and ice, or we will be unable to provide service due to potential hazard to the safety of both the client and operator.

Identification of a LATS client

For security reasons, you must show your LATS client card each and every time you use LATS. The client card is required to confirm your identity at all times, even if using a LATS monthly pass.

Seatbelts

The law requires all LATS passengers wear a seatbelt during transportation. If you are unable to buckle up on your own, the operator will assist you. The use of a lap belt and shoulder strap is also mandatory for all travel in a wheelchair.

If you are not able to use the recommended restraint for medical reasons while travelling on LATS we require a written medical exemption letter signed by a qualified health-care practitioner. The Province of Alberta requires that medical exemption letters be updated annually.

Wheelchairs and scooters

For the safety of all passengers, all wheelchairs, walkers and scooters transported on LATS must meet specific size, weight and safety guidelines. All mobility aids must be kept in good repair at all times or they will not be allowed on LATS. If LATS operators cannot properly secure your mobility aid, it will not be allowed to ride with you. If you are unsure, please contact us.

Wheelchair safety guidelines:

- » Combined weight of chair or scooter and passenger cannot exceed 750 lbs (340 kilograms),
- » Maximum base dimensions for wheelchairs, walkers and scooters is 30 by 50 inches (76 by 127 cm),
- » Wheelchairs and scooters must have functioning brakes,
- » Wheelchairs must have escort handles,
- » No flags or other projections are permitted,
- » Tie-downs must be securely fastened to the frame of the scooter,
- » Scooters may need attachments installed, in order to be secured safely to the vehicle.

Operators' Assistance

LATS operators strive to provide excellent service to clients/passengers at all times. Operators will assist with/perform the following:

- » LATS Operators **will** operate power lifts and ramps on the buses
- » LATS Operators **will** secure wheelchairs and scooters in wheelchair restraints on the buses
- » LATS Operators **will** assist passengers with mobility equipment and on and off the buses as needed
- » LATS Operators **will** assist passengers with lap/shoulder straps and belts when requested
- » LATS Operators **will** assist passengers between the buses and the inside of the first exterior set of doors
- » LATS Operators **will** use their own discretion when assisting with carry-on baggage or parcels (A general rule of thumb is: 2 - 4 plastic grocery bags or 2 reusable bags per trip)

For safety reasons, LATS operators will not assist with/perform the following:

- » LATS Operators **will not** search for passengers inside of buildings when they arrive to pick passengers up
- » LATS Operators **will not** enter a passenger's premises under any circumstance
- » LATS Operators **will not** make any repairs or adjustments to passenger equipment (i.e. wheelchairs)
- » LATS Operators **will not** lift / pull passengers from a seated position into an upright position to board / exit the bus at any time

Passenger safety

LATS operators must concentrate on the safe operation of their vehicle and the road conditions. Operators will not supervise passengers who require constant or frequent attention due to medical or behavioural reasons.

All passengers on LATS are required to use the appropriate securement system or transfer to a vehicle seat for the safest trip possible. Food and drinks must be stowed during the trip.

In the event of a medical emergency, the LATS operator will call 9-1-1 with the cost of such an emergency being the sole responsibility of the client/passenger.

Contact details

Online

- » Information and updates are available online at LeducTransit.ca/LATS

Telephone

- » You can reach us by telephone to provide operator commendations, suggestions or feedback: 780-980-7177,
- » You can book and cancel LATS trips by calling 780-986-5000 or 780-496-4567 (option 1 and 2).

Address

- » LATS
c/o the City of Leduc
1 Alexandra Park
Leduc AB T9E 4C4

Comments and complaints

If you are happy with the service you are getting from LATS operators and staff, please let us know by calling in a commendation. You may also provide any comment or suggestion you have about LATS. The City of Leduc listens to customer concerns and spends considerable time investigating and resolving any issues when they come up. To submit operator commendations, suggestions or feedback, please call 780-980-7177.

About DATS

In order to improve our service to LATS clients/passengers, the City of Leduc has contracted DATS (the City of Edmonton's Disabled Adult Transit Service) to assist in the delivery of our specialized transit service by providing the booking, dispatch and scheduling functions.

The City of Leduc is responsible for the overall management of the LATS program. Please note both para-transit agencies (LATS and DATS) are separate, and no inter-municipal trips are included as part of this service improvement initiative. **This means that you cannot travel between Leduc and Edmonton on LATS.**