

LATS NEWS

Leduc Assisted Transportation Services



LeducTransit.ca

September - October, 2018

LATS will not be operating on the following dates:

- Monday, October 8th (Thanksgiving)
- Sunday, November 11th (Remembrance Day)



Clients, Parents and Caregivers:

If you have any commendations or concerns regarding our service, please call into the office and speak to one of our administrative staff who will be happy to assist you.

Our Operators have a very important job to do and their focus is on getting clients safely to and from their destination, in a timely fashion.

Concerns regarding Operator assistance, reservations, pick-up and drop-off times, subscription times, etc., need to come through office administrative staff at all times.

Thank you for your attention and cooperation pertaining to this matter.

LATS is a Shared-Ride Service:

LATS clients share a bus service that picks up multiple clients and drops them off throughout Leduc each day. **Sharing a service** means that other passengers may be on-board during any part of a ride and that scheduled pick-up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick-up other passengers as it proceeds.

Shared rides help lower the cost of assisted transportation services.

Booking Trips

When you book multiple trips on LATS in one day, you must allow for one hour between trips.

If you finish your errand early, please be patient. **Operators cannot change pickup and drop off times** on your behalf and will be there to pick you up during your assigned pickup window.

Code of Conduct:

No person shall cause a disturbance that may negatively affect other passengers and/or distract the LATS Operator from the safe operation of the LATS vehicle.

Here are some examples of disturbances that will not be allowed on the buses:

- Yelling, hitting or throwing objects in the LATS vehicle.
- Spitting or biting on the LATS vehicle.
- Disturbing the LATS Operator while they are driving or assisting another passenger.
- Arguing, refusing to co-operate with the LATS Operator.
- Arguing with other clients.
- Causing disruptions on the bus that affect the Operator and other clients.
- Passengers must remain seated and wear seatbelts or shoulder strap/lap belt assemblies at all times in the LATS vehicle, unless a waiver is in place.
- Eating or drinking in the vehicle.



When to Call to 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).

To book a ride, call DATS Customer Care at 780-986-5000 or 780-496-4567 and select option 2.

To cancel a ride, call DATS Customer Care at 780-986-5000 or 780-496-4567 and select option 1.

30-Minute Window

When customers book a trip with LATS, they are provided with a 30-minute pickup window. The 30-minute window is the range of time given to a client that the LATS vehicle is expected to arrive in. An Operator could arrive at the beginning of the window or at the end of the window.

In order to keep our service on schedule, customers need to be ready to leave at the first time indicated on their 30-minute window. Example: If your pickup window is 10:00 a.m. to 10:30 a.m., you are expected to be ready to go at 10:00 a.m. (If you live in an apartment or condo building please note that our Operators are not expected to buzz/ring you when they arrive. You should be waiting in the lobby).

Service is delayed if customers are not ready to go at the start of the pickup window. These delays create a domino effect of late arrivals for the rest of the customers who have booked trips. Drivers will only wait for 5 minutes after they arrive before leaving for their next destination.



New Staff Members:

LATS is pleased to have three new staff members on our team! They are Randy Bouchard, Thor Barabonoff and Don Faulkner. We are very pleased to be able to work alongside of them. Please give them a warm welcome when you meet them!



Randy (left) Thor (right)

Don (below)



Happening Things in Leduc ☺

Join the City this Weekend for Culture Days!



Join us at Culture Days 2018 being held Sept. 28-30, and enjoy the variety of arts and culture activities available in Leduc! Municipalities across the country will celebrate [Culture Days](#) as a way to share inspiration, artistry, creativity and expression reflective of the mosaic of Canadian culture. During this weekend, organizations, artists and groups throughout Leduc will be offering opportunities to explore and experience culture through hands-on and interactive activities.

For more information, visit us online at <https://www.leduc.ca/culture>



The LRC facility is FREE all day with special activities taking place from 11:00 a.m. - 3:00 p.m.

There will be bouncy castles, laser tag, face painting, and performances by local artists and dancers in celebration of Culture Days in Leduc.

Other FREE activities taking place on this day includes:

- * FREE Swimming ALL DAY!
- * FREE Fitness Classes:

For more information, visit us online at <https://www.leduc.ca/free-access-day>

Join us Saturday, October 20th for a Soup Night Demonstration



Join us at the Leduc Recreation Centre's Kosmos Kitchen for a free Soup Night Demo! This drop-in style event will give you the chance to try some delicious soup prepared by a local chef, learn how to start your own soup group, meet others and learn a fun way to connect with neighbours.

Event Details:

WHAT: Soup Night Demo

WHEN: Oct. 20 from 3 to 5 p.m.

WHERE: Kosmos Community Kitchen at the LRC

COST: Free!

No registration or sign-up required. We gratefully acknowledge the generous support of **Coldwell Banker Haida Realty** in making this event possible as part of the Good Neighbours initiative.