

# LATS NEWS

Leduc Assisted Transportation Services



[LeducTransit.ca](http://LeducTransit.ca)

July – August, 2018

## LATS will not be operating on the following dates:

- **Monday, August 6<sup>th</sup>, (Civic Day)**
- **Monday, September 3<sup>rd</sup>, (Labour Day)**

## Edmonton DATS is having an open house

In September, Edmonton DATS will be hosting an open house. It would be a great chance to meet some of the staff who work there, take a tour of the facility, see some displays and demonstrations and have some light refreshments.

We will be sending out more information closer to the event! For more information, please contact Maureen at 780-980-8445.

## Sponsored Trips

Our generous sponsors will pay either one-way, or both ways of your trip, when you shop at their location.

### One-Way Sponsored Trips:

- Medicine Shoppe
- Second Glance
- Craig's No Frills
- The Farmer's Market (at the Leduc Recreation Centre)



### Two-Way Sponsored Trips (both ways paid for):

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

## 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 us or would simply like a refresher, is welcome to request training by calling the LATS office at 780-980-8445. This service is free and includes following:

- Learning to read maps and schedules for the Shuttle service,
- Understanding how and where to purchase fare products,
- Learning how the bus lift works,
- Understanding how to plan your trips, including booking 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.

## No Shows

If you don't need your trip, **please cancel it!** No-shows are a waste of LATS resources, reducing efficiencies and are an inconvenience to other clients who are trying to book trips.

No Shows occur when a LATS Operator arrives to pick up a client and:

- The client is not at their scheduled pick-up location.
- The driver is unable to locate them.
- The client cancels their scheduled trip at the door.
- The client cancels their scheduled trip with less than two hours' notice.

LATS Operators will set a timer for 5 minutes when they arrive at the pick-up location. If you are not ready during this time period, the operator will proceed to their next call.

Frequent no-shows are reviewed by the LATS Supervisor and may lead to a suspension of service to you.

## Are you going on a respite leave?

Please remember to call into Edmonton DATS with the dates that you will be staying with another caregiver at 780-986-5000. DATS will also confirm the caregiver's name address and phone number with you at that time.



## Are you going on a summer vacation?

If you are planning to be away for an extended period this summer, please remember to call into DATS at 780-986-5000 and ask them to suspend your subscription until you get back. DATS will ask you when you would like your subscriptions to resume so that it is in place upon your return.



## About LATS

LATS is a shared-ride service. This means that LATS Operators often pick up more than one client before dropping clients off. LATS is also a door-to-door, Operator-assisted service, which means LATS Operators are required to accompany clients to and from the first set of accessible doors.

We provide service to adult residents in the City of Leduc who qualify for assisted transit services.

We have a wonderful team of staff members both in the office and on the buses. We are proud to be able to coordinate and provide service to you.

LATS operates Monday to Friday from 8:00 a.m. to 9:30 p.m. and on weekends from 9:00 a.m. to 5:30 p.m.

## How and when 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.

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

## Did you know?

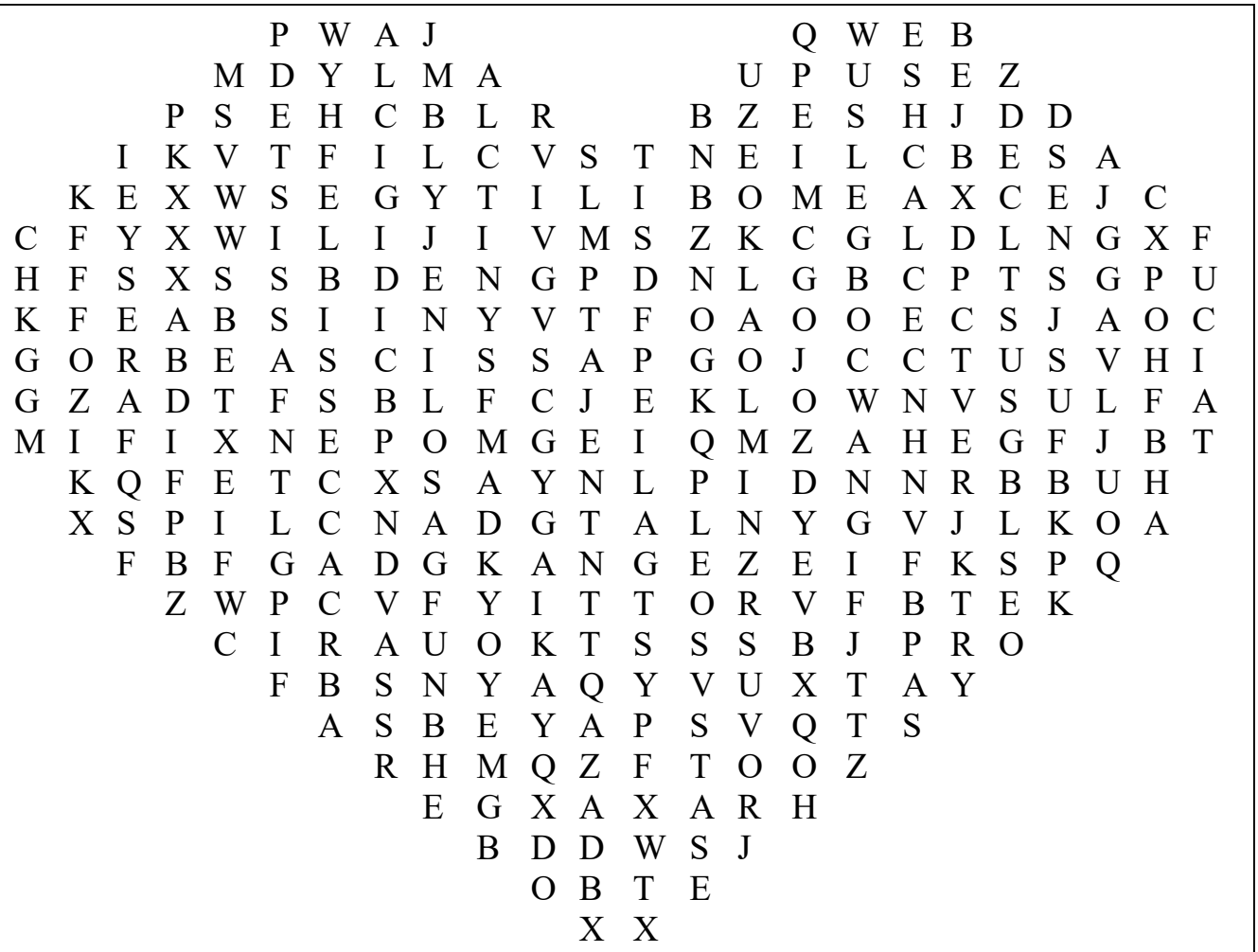
- The word 'bus' is short for the word 'omnibus', which refers to any self-propelled road vehicle capable of carrying more people than a private vehicle.
- The earliest bus and coach services in Canada were horse-drawn and began to make their appearance following the Seven Years' War which ended in 1763.
- Walter Harris Callow (1896-1958) was a Canadian veteran who invented the first accessibility bus. He invented it for veterans and others with disabilities, many of whom were returning from World War 2. Mr. Callow was blind and was also a quadriplegic.

## Healthy eating includes eating fish!

Did you know that eating fatty fish such as salmon, mackerel, sardines and albacore tuna at least twice a week, is an important part of a healthy diet? Omega-3 fatty acids, found in fatty fish and fish oil supplements, can help lower blood pressure, lower blood triglycerides (fats), slow the build-up of plaque in the arteries and reduce the risk of sudden death from a heart attack.



## I LOVE LATS Word Search



Word search Words:

Accessible, Assisted, Attendants,  
 Baggage, Booking, Bus,  
 Cancellations, Cane, Clients,  
 Companions, DATS, Fare box, Fares,  
 Gasoline, Lift, Mobility, Operators,  
 Pass, Passengers, Reservation, Route,  
 Safety, Scheduling, Scooter,  
 Seatbelts, Service, Shuttle, Sponsors,  
 Subscription, Tickets, Transport,  
 Transportation, Wheelchair, Wheels

*"When you're smiling, the  
 whole world smiles with you."  
 Louis Armstrong*

### Little Tidbits

Before you catch the LATS bus, take a little walk up and down the sidewalk. Walking helps fight diabetes, heart disease, osteoporosis and helps to keep your joints moving.

If mobility is an issue for you, use a mobility aid to help you keep your balance such as a cane or a walker. If you are unsure which type of mobility aid to buy, ask your doctor for some guidance.

When you are finished your exercising, drink plenty of water, which is nature's finest juice!