



LATS

Leduc Assisted Transportation Services

SERVICE GUIDE

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WWW.LEDUCTRANSIT.CA/LATS



LATS Office

☎ 780-980-8444

@ Transit@leduc.ca

📍 Leductransit.ca/LATS

Book a ride



☎ 780-986-RIDE (7433)

📍 book.mybus.rideco.com

TABLE OF CONTENTS

About LATS	2
General information	7
How to ride	10
Communication	10

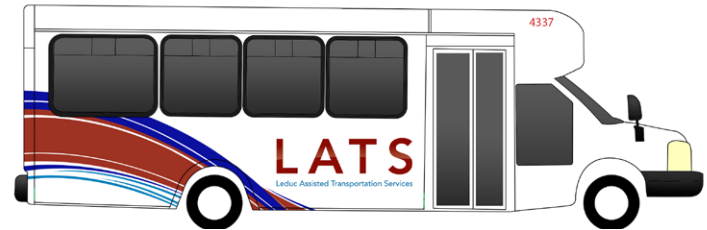
Welcome to Leduc Assisted Transportation Services (LATS)

This user guide will help you to understand our services and how to use them.

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.

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 transportation service to individuals under 18.

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.

LATS hours

The bus operates:

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

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

LATS does not operate on the following statutory holidays:

- » New Year's Day
- » Family Day
- » Good Friday
- » Easter Monday
- » Victoria Day
- » Canada Day
- » Heritage Day
- » Labour Day
- » Thanksgiving
- » Remembrance Day
- » Christmas Day
- » Boxing Day

LATS Fares

- » **Monthly Local Pass** - \$55
- » **Book of Tickets (10 rides)** - \$18
- » **One-way fare** - \$2

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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).
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General Information

Travel training

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

- » 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 fare product ready for the LATS Operator.

Client behaviour:

LATS is immensely proud of the service it provides to clients. Safety is especially 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 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 arrive at your destination, LATS Operators will help you off 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:

- » 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 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 someone assigned to ride with you each 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.

MAs are assigned when your application is initially processed. MAs are not required to pay a fare.

Seatbelt exemptions:

In Alberta, in accordance with 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 be for no more than one year, after which a new certificate is required.

Mobility aids:

If you are planning to use 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 mobility 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 to purchase new mobility equipment, please give us a call first. We are here to help you make an informed decision.

Do you allow service animals on LATS?

If you need the help of a service animal, inform the LATS office at (780) 980-8444 before boarding the bus with your service animal. A copy of the service animal's certification must be submitted to the LATS office where it will be kept on your file.

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

How to ride

LATS uses an on-demand service system to make service easier, faster, and more convenient. Clients can book their ride right away or up to 10 days in advance of travel.

Three ways to book your trip

Riders are encouraged to book rides in advance using one of the following methods:

- » Download the Book My Bus app from Google Play or the Apple Store
- » Book online at book.mybus.rideco.com
- » Phone the call centre 780-986-RIDE (7433)
 - *Monday to Friday: 5 a.m. to 6:45 p.m.*
 - *Weekends and statutory holidays: 6 a.m. to 6 p.m.*

How it works

- » Create an account online or in the app
- » Pick the nearest pick-up and drop-off locations;
- » Select travel times
- » Choose seat requirements
- » Head to the pick-up stop
- » Track the bus in real-time and enjoy the ride

Getting started with the app or web portal:

- » Accounts have been created for you using the email registered with LATS.
- » Once you are on the app or website, access your account by clicking “Forgot Password” and reset your password.
- » Door-to-door locations are entered into the system once your application is approved. Enter your address as the origin or you can click the pin located over your home on the map.
- » Contact us at 780-980-8444 or transit@leduc.ca if you have any issues logging in.

LATS Sponsored Trips

Generous sponsors have paid the one or two-way fares to these certain locations.

Paid One-Way Trips

- » Second Glance
- » Craig’s No Frills
- » Farmer’s Market
- » Eco Station

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Note: companions do not receive a free trip to sponsored locations
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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
- » Leduc Recreation Centre
- » Progress Health Physiotherapy
- » Medscheck Pharmacy
- » Leduc Public Library
- » Leduc Hearing Center

FAQs

What if the time I need a trip for 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.

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 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.

What is the Interactive Voice Response (IVR)?

Interactive Voice Response (IVR) is a call ahead function. This function notifies clients that a vehicle is 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 780-980-7433 after you receive your client card.

How do I book a seat for a mandatory attendant?

Since a mandatory attendant is assigned when your application is initially processed, your account is automatically set up to book two seats for you and your attendant.

Communication

Commendations and concerns:

Your feedback is 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

If 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 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 an especially valuable 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 email us at transit@leduc.ca.

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

To receive our newsletter electronically, email us to get added to the email list at transit@leduc.ca.

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.