

# LATS NEWS

Leduc Assisted Transportation Services



LeducTransit.ca

Fall 2017

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## Is there something you would like to tell us?

Over the next few weeks, comment boxes will be installed onboard our LATS buses. The boxes will be installed behind the driver's seat and comment cards will be alongside the comment box. Please feel free to share your comments and suggestions with us by filling out a comment card and depositing it in the comment box. There will be an area for you to add your contact information if you would like us to call you back but this will not be mandatory.

We value your feedback because it helps us to understand how we can best serve 'you'. Your comments allow us to understand areas where we can grow and improve. We also appreciate hearing about areas where we are meeting your needs! If you have any commendations or concerns to share, we will pass them along to the appropriate team member.

Thanks for your participation.



On July 23, 1894, Prime Minister, Sir John Thompson, passed a law making Labour Day a national holiday in Canada. It is a day meant to honour organized labour and is observed on the first Monday in September each year.

**THE CITY OF LEDUC WILL BE CLOSED ON  
MONDAY, SEPTEMBER 4<sup>TH</sup> FOR  
LABOUR DAY.**

**AS A RESULT, LATS WILL NOT OPERATE ON  
THIS DAY!**

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## Subscriptions

Are you planning on participating in a fall or winter program during the evening? Do you regularly attend a church service on Sundays? Would you like to go to the movie theatre once a week or perhaps have lunch with a friend on a regular basis? If so, please remember to make a subscription in advance so that your trip times are always available when you need them most.

If you are going to be away once your subscription is in place, just let us know and we can suspend your trips for you until you need them again. If you are going to be on respite but still need your subscription, please let us know the dates you will be on respite and where we can pick you up from.

When you are able to plan ahead, it makes it easier for us to schedule our staff and ensure we have enough buses running when needed. Subscriptions can be arranged by calling into booking at 780-986-5000 or 780-496-4567.

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## The Shuttle and the Construction by the Civic Centre

We are happy to inform you that the construction is complete at the Civic Centre and that the landscapers are working on completing the grounds. It will be a beautiful, fresh new look!

For those of you who like to get off or on at the Library or Civic Centre's main entrance, we will be stopping there once again. We will not be stopping on the street anymore but we will keep an eye out for you until we are sure you are aware of these changes.



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**During the month of September, we will be updating our client database in the LATS office. We would appreciate hearing from you if you have:**

1. Moved in the past year
2. Changed your phone number
3. Changed your caregiver in the past year
4. Changed your emergency contact information

You can reach us by calling 780-980-8445 and asking to speak to Maureen or you can leave a message and she will call you back.

Thank you for helping us ensure the information we have is current.

*Personal information is collected in accordance with section 3 of the Municipal Government Act and section 33 (c) of the Freedom of Information and Protection of Privacy Act (FOIP) and is protected by FOIP. If you have any questions about the collection and use of the information, contact the City Clerk's office at 780.980.7177 or at #1 Alexandra Park, Leduc, Alberta T9E 4C4.*

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## **Fall is in the Air**

Here are a few things we all need to remember to do in the fall:

- **Dress for the Weather** – With Fall, comes a change in the weather. Rain is common and the sun can be bright! The sun rises later and sets earlier. Be prepared for the changes and ensure you have what you need before you leave for the day. Take a sweater or jacket, umbrella and sunglasses.
- **Test and Replace Batteries** – Fall is a perfect time to do this each year! Batteries in carbon monoxide detectors, smoke alarms, back up batteries in alarm clocks, etc., should all be changed annually.
- **Wash your Hands** – Keeping hands clean is one of the most important steps you can take to avoid getting sick and spreading germs to others. It's best to wash your hands with soap and clean running water for 20 seconds. If that's not possible, use alcohol-based hand sanitizers when you have to.

- **Flu Season** – Take steps to protect yourself against the flu. Cover your nose or mouth with a tissue when you sneeze. Stay home if you are not feeling well. Consider getting vaccinated to prevent getting the flu. For more information, talk to a family member or health care practitioner.
- **Eat Healthy** – Did you know that apples are one of the healthiest snacks you can eat? Their skin contains heart-healthy flavonoids which are powerful antioxidants with anti-inflammatory and immune system benefits. Apples are full of fiber too which is an important part of a healthy diet. Remember to wash your fruit before you eat it.
- **Exercise** – As the weather cools, staying active is even more important. Consider a new exercise routine for the fall. If you can't walk outside, walk up and down the stairs or halls inside your building. Use a chair back to steady yourself while you do some gentle stretching. Set some exercise goals with a family member or friend and work-out together. Look into a fitness class at the Leduc Recreation Centre by calling 780-980-7120.
- **City of Leduc Fall 2017 Program Guide** – The city guide is now available and is full of programs, activities and events that you can participate in. Copies are available at the Civic Centre, Leduc Recreation Centre, Leduc Public Library and the Leduc Chamber of Commerce as well as online at: <https://www.leduc.ca/cityguide>

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**When you ride with us, the more you know about rider-safety, the better your experience will be. Here are a few important tips to remember:**

- Always follow the driver's instructions
- Do not approach the bus until it has come to a complete stop
- Do not approach the lift until the driver is ready to assist you
- Fasten your lap belt
- Stay seated while onboard
- Ensure your bags or backpack are stowed safely



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## Thank you to all of our Sponsors

Sponsorship is greatly appreciated when it comes to riding the LATS buses and it wouldn't be possible without the generosity of local Leduc residents and businesses.

Thank you to Safeway/Sobey's, Leduc Co-op, the Medicine Shoppe, No Frills, Second Glance and the Farmer's Market.

If you are interested in learning more about our sponsorship program, please call us at 780-980-8445.



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## Recipe For A Happy Home

Preheat oven to 425 degrees  
Mix together & cook for 20 minutes

4 Cups of LOVE

3 Cups of Loyalty

3 Cups Forgiveness

1 cup of friendship

5 spoonfuls of hope

2 spoonfuls of tenderness

4 quarts of FAITH

1 barrel of LAUGHTER



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## Lost and Found

Did you forget something on our bus? All articles left on a bus are turned in to our transit office. If you have lost or left an item on the bus, please call 780-980-8444 and let us know. Please ensure if you are leaving a message that you leave a description of the item you have lost, along with your name and telephone number. We will happily return your call.



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## Do you know someone who would like to use Leduc Assisted Transportation Services (LATS) but needs help getting started?

Maureen Hobden, Accessible Transit Supervisor, is happy to come to you and assist you with:

- filling out an application
- questions you have on how the service works
- questions about your mobility needs
- questions about how to book a ride
- questions about the costs associated with our service and where you can purchase fare products from

Maureen is happy to tailor your 'Travel Training' needs so that you are comfortable riding with LATS the very first time you use it. If you would like more information about this program, please call at 780-980-8445.

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## Medical Emergencies

If while riding one of our LATS buses, a client becomes non-responsive or is in need of emergency medical services (EMS), our LATS operators have a responsibility to call 911.

Any costs associated with EMS will be the responsibility of the client.



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### When is the Best Time to Book a Ride?

Peak hours are the busiest service times for LATS. Clients going to work, programs and other activities, keep our drivers and vehicles extremely busy! Peak hours are from 8:00 a.m. to 9:30 a.m. in the morning and again in the afternoon, between 3:30 p.m. and 5:00 p.m. from Monday to Friday. If you can travel outside the peak hours, your trip request will be more likely to be accommodated and may result in shorter travel times.

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### Artists in Motion seeks Local Art Submissions

From September 1 to October 31, Leduc Transit and Leduc Assisted Transportation Service (LATS) invite local artists to participate in the third annual Artists in Motion art contest. This year's theme, *Celebrate the Seasons*, asks entrants to capture the region's changing seasonal landscape through original artwork.

Twenty-four winners that best represent the contest theme will be selected by a panel of judges when adjudication takes place in early November. Winning entries will be featured in the design of 2018 monthly bus passes for both Leduc Transit and LATS. There is no limit to the type of artwork that can be submitted. Past entries have encompassed a variety of arts and crafts, including: knitting, sculptures, glasswork, paintings and drawings.

Leduc Transit and LATS host Artists in Motion on a yearly basis as a way to provide local artists a venue to showcase their artwork.

"The arts are a way for our region to express its creativity and contribute to the development of a vibrant, inclusive community," says Kevin Wenzel, manager of public transportation. "This contest and our residents' artwork is a way for us to stand out and highlight our community."

Those interested in submitting artwork for the contest can review entire contest details at [www.LeducTransit.ca](http://www.LeducTransit.ca) or contact Leduc Transit and LATS at [transit@leduc.ca](mailto:transit@leduc.ca) and 780-980-8444.



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### Booking Trips: Does LATS go to Edmonton?

We have had many calls at LATS asking if our LATS buses go to Edmonton and we are sorry to have to say that "No, we don't". However, all regular Leduc Transit buses are now low floor accessible. We would like to encourage our para-transit passengers to give them a try.

Our Leduc Transit low floor buses can be accessed by all people using mobility devices. They have a level entrance with a flip ramp, and spots for those using scooters or wheelchairs at the front of the bus.

Please note: tickets and passes used on LATS buses cannot be used on regular Leduc Transit. You can purchase tickets or passes at the Civic Centre, the Leduc Recreation Centre, and the Leduc County office or online at [www.leductransit.ca](http://www.leductransit.ca). You can also simply pay a cash fare when you get on the bus - \$5 per ride if going to Edmonton and \$2 per ride if riding around Leduc.

If required, operators will provide assistance to people to secure wheelchairs or scooters as they must be secured before the bus moves. For more information, contact Leduc Transit at 780-980-8444.

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### To Book a Ride call DATS Customer Care at 780-986-5000 or 780-496-4567.

**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)

*'A smile can cause your eyes to light up  
and your nose to wrinkle too. Caution is not  
advised - just go for it!'*

M.H.