

LATS NEWS

Leduc Assisted Transportation Services



LeducTransit.ca

Booking Trips Onboard LATS

Reservation Trips are for occasional or casual use and are booked on a 'first come, first served' basis. Reservations can be made starting three days in advance and up to noon the day before your trip. We do our best to accommodate your requested time and if we cannot, we will offer you an alternate time.

Same-Day (On-Demand) Trips are trips that are requested on the same day that you wish to travel. These trips must be made at least two hours prior to the requested departure time. These trips are not guaranteed and depend on whether or not there is room on a bus and sufficient time to get you to your destination on time.

Subscription Trips for from the same place to the same destination, at the same time and on the same day of the week, repeating regularly, for a minimum of six weeks.

Trip Cancellations must be made at least two hours in advance. Your courtesy and accountability on cancelling is greatly appreciated and saves LATS from having to make unnecessary trips.

No-Shows occur when a LATS operator arrives to pick up a client and is:

1. Not at their pick-up location and/or the operator is unable to locate them
2. The client cancels at the door
3. The client cancels with less than two hours' notice before the scheduled pick-up time

No-shows are recorded by DATS. Clients with frequent no-shows will receive a warning and if the no-shows continue, LATS privileges will be suspended.

Comment Boxes

Please remember to fill out a comment card while onboard a LATS bus. Boxes and cards are located at the front of each bus and are checked on a regular basis. Comments can be anonymous or you can include your name and phone number if you would like a call back from us. Your input is appreciated and valued.



When to call and book your 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.



Cold Weather Notice:

When there is a significant accumulation of snow, ice and fog accompanied by temperatures below -25 degrees Celsius and a wind chill, road conditions can affect all traffic and can cause delays to Leduc Assisted Transportation Services

(LATS). Effective January 13, 2020, LATS will not be operating the wheelchair lifts on board all LATS buses, when the temperature is -25 degrees below Celsius or colder. This is a safety precaution for our staff, our clients and to protect the equipment from unnecessary exposure to extreme temperatures.

During period of extreme cold weather, please consider the following:

- Do I really need to go out or can I postpone my travel until the weather warms up?
- Am I dressed for the weather? Do I have all the winter gear I need such as warm clothes, winter boots, a warm coat, gloves and a hat?

If you do decide that your trip is not essential, please call 780-986-5000 (option 2) to cancel your ride so that LATS does not make an unnecessary trip to pick you up.

If you are traveling in cold weather, please ensure:

- that you are visible,
- that you wait indoors until the bus arrives,
- that you step carefully on slippery surfaces,
- that you leave a porch light on,
- that your walks are shoveled, and
- that you thank your driver!

Think safe, be safe!

Why Assisted Transportation Matters

The ability to travel around independently is a freedom that many people enjoy. For those of us who are able to drive our own vehicle, slipping behind the wheel of a car and heading out to shop, dine or to visit a friend, is something we can sometimes take for granted. However, for some of our LATS clients, these once routine and independent outings are not as easily tackled as they once were.

Sometimes health conditions can impact our ability to drive so we have to find other ways to get out and about. Not being able to drive should never stop you from doing the things you love to do. Your ability to be able to get out into the community is important for your well-being so that you remain engaged, involved and active.

There are so many benefits when having access to an assisted transportation service such as LATS:

- We will provide Travel-Training to new clients so that when they venture out on the bus for their first time alone, they are confident and comfortable.
- LATS staff are dependable and we pride ourselves in our ability to be punctual, whether it is answering inquiries when clients call into our office or when transporting clients to where they need to go.
- If clients need additional care every time they ride our service, they can

have a mandatory attendant ride with them.

- If clients would like to bring a companion to travel with them, they may do so as long as they let us know in advance and if we have room on our vehicles.
- LATS staff are professionally trained and participate in continuing education practices so that they can offer clients the very best service.
- LATS clients are provided with a shared-ride, driver-assisted, door-to-door service that provides them not only with a great transportation service, but also with comfort and peace of mind of knowing someone is there to help them.
- Reservations for rides can be made up to three days in advance either by telephone or online. If clients go to the same location frequently, a subscription can often be put into place.
- LATS vehicles have the right equipment needed to safely transport clients from one point to another.
- For our clients with mobility issues, our LATS vehicles are equipped with lifts to make entering and exiting the vehicle easier.
- With a wonderful safety record and a caring staff, we are proud to serve each of our clients.

We look forward to welcoming clients on board!

Up and Coming Events around the City of Leduc

Enjoy unlimited access to the Leduc Recreation Centre this Family Day long weekend. There will be free sleigh rides, a face painter and a DJ on February 17th and so much more.

\$10 DAILY FAMILY ADMISSION*

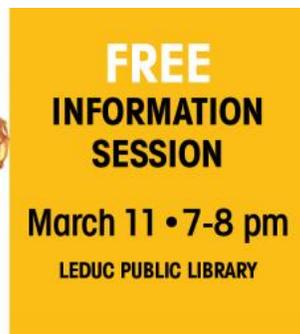
February 14-17 | Free Activities!

Visit Leduc.ca/LRC
for details.



Hens and Bees Pilot Program Information Session

Wednesday, March 11, 2020



Want to get closer to nature, extend your backyard gardening – and have fresh eggs or honey for you and your family? Attend this free information session to learn more about the [City of Leduc's Backyard Hens and Bees Pilot Program](#).

Starting March 30th interested residents can apply to participate in the hen keeping or beekeeping pilot programs; a limited number of applicants will be chosen for each program.

When: Wednesday, March 11

Time: 7 - 8 p.m.

Location: [Leduc Public Library](#)
(2 Alexandra Park, Leduc)



Be the Circus!

From balancing a stack of chairs on his chin to a spectacular and nearly disastrous high-wire walk, Flyin' Bob takes audiences on a 50-minute search for balance.

Through juggling, clowning, unicycling, acrobatics, wire walking, audience participation, comedy, and character, Be The Circus! stresses the importance of physical activity, concentration, peer support, taking chances, community, and the value of failure as well as success.

Date: Mar. 15, 2020

Time: 2 p.m.

Cost: \$12

For more information, call the McLab Centre for the Performing Arts at 780-980-7170.

The City of Leduc is closed on Monday, February 17, 2020. LATS services will not be available that day.

Valentine Sugar Cookies

Cookie Ingredients:

- $\frac{3}{4}$ cup unsalted butter, softened
- $\frac{3}{4}$ cup granulated sugar
- 1 large egg
- 2 teaspoons vanilla extract
- 2 $\frac{1}{4}$ cups all-purpose flour
- $\frac{1}{2}$ teaspoon baking powder
- $\frac{1}{4}$ teaspoon salt

Method:

Cream butter, add granulated sugar and mix well. Add the egg and vanilla and beat until creamy (about 2 minutes). Add the baking powder and salt to the flour. Add the flour mixture a little at a time to the creamed mixture. Beat well. Form dough into a log and wrap in plastic wrap. Chill for 24 hours.

Roll the dough out on lightly floured surface and cut with a heart-shaped cookie cutter. Bake at 350 degrees on parchment paper lined baking sheets, for 10-12 minutes. Cool for five minutes before transferring to a wire rack and then cool completely before icing your cookies.

Icing Ingredients:

- $\frac{1}{2}$ cup butter, creamed
- 2 cups+ icing sugar
- 1 teaspoon vanilla
- Pinch of salt
- Sprinkles

Method:

Cream the butter well. Add the icing sugar, a little at a time. Add the vanilla a pinch of salt. Beat until light and fluffy. Spread on cooled cookies and decorate with candied sprinkles.



Just for Fun

Why do skunks love Valentine's Day?

Because they're scent-imental creatures!



Why shouldn't you fall in love with a pastry chef?

Because he'll dessert you!

What Valentine's Day candy is the best to give a girl?

Her-She Kisses.



