

January / February 2025

COMMUNITY CONNECTOR

Bringing news from the City of Leduc to our LATS Clients

Winter Transit Tips

To make your winter riding experiences pleasant ones, please follow these tips:

Ensure you have a light on outside for both you and your Operator.

Ensure your driveway, walkway, steps and ramps are shovelled. Properties that are hazardous for our Operators will not be serviced by LATS. Kitty litter is a good alternative and provides some traction if you don't have any sand.

Dress warm and for the weather. Even though the buses are heated, they get cold quickly when the doors are opened.

Wear boots or overshoes with wide treads or a pair of winter safety cleats to attach to your footwear, can provide extra traction and grip and may help you avoid a slip, trip, or fall.

Winter Road Conditions

When we face inclement weather, transit Operators can sometimes face difficult driving conditions. Snow-covered streets require extra navigation time, which can sometimes result in your bus being late to pick you up or perhaps late in dropping you off. We appreciate your patience and understanding during these times.

Extreme Cold Policy

Leduc Transit follows the weather forecast through Environment Canada. When the City of Leduc is forecasted to have weather colder than -20C, Leduc Transit and LATS will not operate the bus lifts, and your trip will automatically be cancelled if you use the lift. LATS does not operate hydraulic lifts

during extreme cold weather as the lifts can become damaged.

LATS makes every effort to ensure the safety of our staff and clients are met, especially in the event of inclement weather.

Thank you for your cooperation and understanding.



Trip Arrival Window

Please be ready, waiting and watching for the bus 10 minutes before your scheduled trip time. Operators will only wait 5 minutes upon arrival. Failure to cancel in advance will result in your trip being a no-show. No-shows take time and resources out of an Operator's schedule and rides away from other clients who many have needed a trip time. Please be considerate.

Recent Changes to the LATS Service

As of November 7, we have changed our booking call center and rolled out a brand-new online booking tool. We have made scheduling rides faster and simpler, and our updated app helps keep you informed with real-time updates on your ride status.

Please remember to call our office (780-980-8445 and press 8) if you are going to be away so we can cancel your trips on your behalf.

Pre-book your next ride from one hour to 10 days in advance. You can book rides in one of three ways:

- Download the Book My Bus app
- Use the online booking portal on your browser at book.mybus.rideco.com
- Phone the call centre at **780-986-RIDE (7433)**

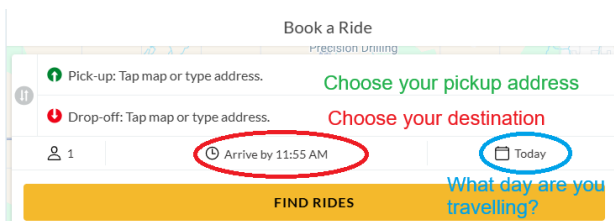


All riders who prefer using the call center are welcome to continue doing so.

The call center (**780-986-7433**) is available:
Monday-Friday 5 am – 7:30 pm
Saturday & Sunday 6 am – 6 pm

Starting Sunday, December 29, 2024,
LATS rides will be available:
Monday-Tuesday: 8:00 am – 9:00 pm
Wednesday-Friday: 8:00 am – 6:30 pm
Saturday: 8:30 am – 5:30 pm
Sunday: 8:30 am – 5:30 pm

Do you have to arrive at an appointment on time? Our new booking platform can specify your “arrive by time.” When talking to a booking agent, make sure you tell them about your “arrive by” time. If using the app, choose the booking option that says, “arrive by.”



Would you like to access your account on your smartphone, tablet or computer? We would be happy to add your email address to your existing LATS account so you can see your upcoming trips, book new trips, or cancel trips you no longer need.

Please call the **LATS office** at **780-980-8444** and **press 8** to talk to a team member in person or email us at transit@leduc.ca.

The new software used to book trips keeps track of all rides that are cancelled less than 60 minutes prior to the pickup time or where the rider is not at the

pickup location at the time of the ride (no show). While occasionally this will happen, this continued practice is considered a misuse of the service as it blocks other riders from booking trips. **PLEASE CANCEL ALL TRIPS YOU DO NOT NEED MORE THAN 60 MINUTES PRIOR TO THE TRIP.** When 20% of your rides over the course of a month are either a no show or cancelled late, your options for booking new rides will be limited to three trips at a time for the next week.

Stronger Community Partnerships

We are proud of the strong partnerships we have built this year with local organizations. These collaborations have helped us create a stronger support network for paratransit users. We are pleased that new sponsored locations are available to all LATS riders.

Two Way Sponsored Trip Locations

- Canada Safeway (6112 – 50 Street)
- City Centre Mall (5201 – 50 Street)
- Leduc Co-op Grocery (5421 – 50 Street)
- The Medicine Shoppe (Unit 18, 4302 – 50 Street)
- Leduc Co-op Hardware (5403 – 50 Street)
- Progress Health Physiotherapy (#1A, 5205 – 50 Avenue)
- True Touch Massage Therapy & Fitness (5013 – 49 Avenue)
- Leduc Recreation Centre (4330 Black Gold Drive)
- Leduc Public Library (2 Alexandra Park)
- Medscheck Pharmacy (#102, 6207 – 50 Street)
- Leduc Hearing Clinic (1, 5204 – 50 Street)

One-Way Sponsored Trip Locations

- Second Glance (5607 – 50 Street)
- Leduc’s Farmer’s Market (outdoor/seasonal) LRC Parking East Lot (4330 Black Gold Drive Leduc)
- Craig’s No Frills (3915 – 50 Street)
- Leduc ECO Station (6102 – 46 Street)

Thank you for being an essential part of our paratransit family. Your trust, feedback, and

patience have been the driving force behind our progress, and we are excited to continue working together to make the coming year even better!

How are we doing?

We appreciate your feedback. If you have things you would like to share with us, whether a compliment or a concern, we would like to know. Please feel free to email Leduc Transit at: transit@leduc.ca or by calling us at **780-980-8444 and press 8**.

We take your opinion seriously and want to ensure that we are providing the best service possible to each of you.



Senior Active Afternoons – Free Membership

If you are 60 or older, the Leduc Recreation Centre (LRC) offers free access Monday to Friday from 12:00 p.m. to 4:00 p.m. Please visit Guest Services at the LRC to register for this membership.

Seniors who are 75+ - Free Membership

If you are 75 years of age or older, the LRC offers you free access all day, any day! Please visit Guest Services at the LRC to register for this membership.

Transportation to and from the LRC is free to all LATS clients. Now that's a great bargain and a great way to get active!



Subsidized Transit Passes

Leduc Transit Services has partnered with the Government of Alberta to provide residents subsidized transit passes (Leduc Transit and LATS) at 50% off the regular price for those who qualify.

Please contact Family Community Support Services (FCSS) to book a mandatory intake meeting where they will confirm your eligibility, which needs to be done before purchasing a pass. To book an intake meeting, call FCSS at 780-980-7109.



Upcoming shows at the Maclab:

- Paul Woida – January 15
- Comedy in Motion with Bob Cates – January 19
- Connectivity Dance – January 22
- Notas de 4 – January 24
- River Poets – January 29
- New North Collective – February 1
- Jeremy Dutcher – February 11
- Beaumont School of Highland Dance – February 12
- Leeroy Stagger – February 18
- Piano Heist – February 19
- Del Barber – February 20
- Tina Hartt – February 26

Website to visit for more information & tickets is www.maclabcentre.com or call 780-980-7170 for more information.

Happy New Year to everyone!



Chasing away the January blues

Your mood and outlook on life are greatly affected by the quality of your sleep. The best way to ensure you are getting a quality rest is to prepare your sleep environment by keeping your television off and turning the overhead lighting off and a bedside lamp on. Listen to some soft, relaxing instrumental music and just relax.

Refocus your thoughts on the present moment. Don't think about the things that you have to do tomorrow – they can wait until tomorrow. Focus on your breathing and on feeling calm and peaceful.

Learn something new every day. It may be a new language, how to do a new hobby, or perhaps the meaning of a new word you haven't heard before. Check out the Leduc Library to see what courses they have coming up and enroll in something of interest to you.

Eat healthy! It's easy to get lost in all of the wonderful carbohydrates we love to consume, and this is because carbohydrates release the hormone 'serotonin' which is known as the 'happy' hormone. Carbs can also lead to weight gain, which after the holidays is something we are all trying to control. Try swapping out some of those sweeter and starchier carbs for things like fruits, nuts, fibrous vegetables and leafy greens instead.

Get lost in a good book! Reading is good for you because you have to focus and give your attention to what is on the page in front of you. This helps to engage your brain in ways that watching television or playing games on your phone, do not.

Give thanks! Remember to meditate each day and appreciate the things that are in your world. Give someone a smile everyday and fill your heart with gratitude.

2025 Alberta 55 Plus Provincial Summer Games Blackjack's Fundraiser

Who: Open to all (over 18)

What: Important fundraiser for the 2025 Alberta 55+ Summer Games featuring Edmonton's #1 party band! THE BARKELLS!!!

When: Saturday, January 25th

Where: Blackjack's Roadhouse

Cost: \$25

Payment methods accepted: Cash, eTransfer (sponsorship@leduc55plusgames.ca) or purchase online at:

<https://blackjacksroadhouse.com/events/> (The QR Code on the poster takes you here too).

PROVINCIAL SUMMER GAMES
20 LEDUC 25

BLACKJACKS ROAD-HOUSE

FUNDRAISER
**ALBERTA 55 PLUS
SUMMER GAMES**
2025 EDITION

FEATURING
THE BARKELLS

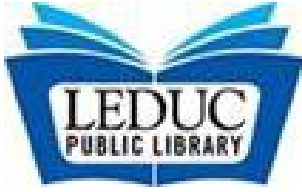
HITS FROM ACROSS
THE DECADES!

JANUARY 25, 2025
DOORS: 6PM SHOW: 7PM

\$25 ENTRY Purchase tickets at
blackjacksroadhouse.com

50/50 LIVE AUCTION 18+ EVENT

2110 SPARROW DRIVE NISKU, AB



To register for a program, call 780-986-2637, stop by the Information Desk or use our website leduclibrary.ca under Programs & More...

The following ZOOM programs are run in partnership with Strathcona County Library:

Yoga Nidra: Relax and Refresh

Wednesday, Jan 15, 7 - 8 p.m. This is a registered ZOOM program.

Join us for a refreshing ritual of rejuvenation and deep relaxation with yoga instructor Carri Fjell. This class includes gentle movement followed by an extended guided meditation to help you unwind after the holiday season. You can participate lying down—feel free to turn off your camera and join from bed! Suitable for all body shapes and abilities, just bring an open mind and a journal for the optional 15-minute reflection afterward.

Healthy Indoor Tropical Plants

Monday, Feb 3, 7 – 8 p.m. This is a registered ZOOM program.

Grow, nurture and propagate indoor tropical plants. Plant enthusiast Teryn Riddell will share her experience and tips on how to best care for your plants.

Family Tree Trackers: Never Seen Again

Thursday, Feb 13, 7 – 8:30 p.m. This is a registered ZOOM program.

Poor man's divorce, whereabouts unknown, and other euphemisms cloak the realities of missing persons cases. Historian Brenda L. Smith examines the reasons for unexplained disappearances and some of the places where the family historian might search to solve these puzzles.

Chronic Pain Management Tips

Thursday, Feb 27, 1:30 – 3 p.m. This is a registered ZOOM program.

Learn practical self-management strategies for pain relief, including exercise, pacing, problem solving, mindfulness and more. Presented by Arisha Mohammed, Self-Management Consultant with Alberta Health Services.

The following programs will be held at Leduc Public Library:

The Great Recipe Challenge!!

Jan 2 – Mar 18

Do you need an air fryer or think you need a new one? Why not win one from the library?? Well, get ready to share your best-loved recipes with the community of Leduc!

Enter on our website: www.leduclibrary.ca or at the Information Desk. To be eligible, the following must be submitted in full during the dates listed below.

- The title of your recipe, where it originated from (which cookbook ...), the recipe, and why you like it (taste or a story about the recipe).

Each participant may enter once. A random draw will be made at the end of March (the winner will be contacted). Please do not add personal information as recipes will be highlighted around the library for our community to enjoy!

Coffee Hour for Older Adults

Thursday, Jan 9, Feb 13 & Mar 13, 10:30 – 11:30 a.m. This is a registered program.

Play games, chat with new or old friends, bring your knitting ... it's your choice! We welcome older adults to this relaxed program for a chance to take time and just enjoy! We request that you register so we know how many cookies to provide for the program.

Diabetes 101

Tuesday, Mar 4, 6 – 7 p.m. This is a registered program.

Learn from a Registered Nurse and Dietician as they present on Type 2 Diabetes. What is Diabetes? Who is at risk? How is it diagnosed (screening)? And what it means to live with diabetes.

10 Healthy Habits of Financial Management

Thursday, Mar 6, 10:30 – 11:30 a.m. This is a registered program.

Learn how to better manage your money in this program led by Chartered Accountant, Melanie Gesy.

Outreach Services

Outreach Services is a convenient service that supplies books, large print books, audio books, Daisy books, DVDs, and other library materials to people who are unable to use the library due to temporary or long-term physical and medical disabilities. Library staff or volunteers will deliver books to your home and pick them up once a month.

Do you love to read but are no longer able to commute to the library? We can now bring library items to you! Audio Books, Daisy Books, Large Print, DVD's, etc.

Please call 780-986-2637 or **email** Kristi at kwollman@leduclibrary.ca for more information.

