

LATS NEWS

Leduc Assisted Transportation Services



LeducTransit.ca

July 2016

Customer Service

At Leduc Assisted Transportation Services (LATS), we are committed to ensuring your trips onboard our buses are enjoyable. We offer a safe and friendly service.

We promise to:

- acknowledge your needs
- work hard to find solutions
- be accountable to you

We are always looking for ways to improve our service so your input is important to us. If you have a concern or a commendation, please let us know! Your opinion gives us insight as to how we can continue to improve our service.

If you could take a moment to send us your feedback, we would really appreciate it. Attached, you will find a short questionnaire. Please fill it out and return it to your driver and they will deliver it to the office.

We look forward to hearing from you!



**LATS does not operate on
Monday, August 1st, 2016
In recognition of Heritage Day**

**To make a reservation on LATS, call
DATS Customer Care at:**

780-496-4567 (option 2)
or
780-986-5000

Important Tips to Remember:

1. If you are calling to book a trip for the following day, you must call before noon.
2. Avoid high volume call times by calling in the afternoon instead of the morning.
3. Plan ahead and try to pre-book your trips up to three days ahead.
4. There is no guarantee that a same-day trip can be accommodated.

Booking hours are as follows:

Monday to Friday
7:30 a.m. to 5:00 p.m.
Saturday and Sunday
7:30 a.m. to noon

*"Kind words can be short and easy to speak,
but their echoes are truly endless."
Mother Teresa*



Love Leduc Transit

Move with mobility!

Mobility devices are wonderful additions to the daily lives of those who need them. They help you to get out and enjoy life! Whether you use a grab-bar, cane, walker, wheelchair, scooter or service animal, they help to provide:

- balance for unsteady individuals,
- a restful place to sit,
- a set of wheels to get around on,
- something to lean on,
- a reduction in the risk of a fall,
- safety and stability,
- an extra set of hands,
- and can even be a set of eyes for some.

Mobility devices help you to maintain a healthy lifestyle by allowing you to exercise not only your physical health but your cognitive health as well. How? Well, they keep YOU moving which is essential for your overall health.

They help you to socialize whether it is going for a walk, go shopping or going out for tea. You can enjoy visits with your family and friends or attend church services or medical appointments.

Mobility devices help you to be in control of your life and to preserve your independence!



"No man can take your freedom from you. They can limit your mobility, but that's about all they can do." Danielle Steel

How does the ½ hour pick-up window work?

When customers book a trip with LATS they are provided with a 30 minute pick-up window. The window is the range of time that your LATS bus is expected to arrive in. If you have booked a ride for 10:15 a.m. then your window is anywhere from 10:15 a.m. to 10:45 a.m.

In order to keep our scheduled rides on time, we ask that you are ready to leave at the beginning of your ½ hour window.

Drivers will meet you at the first set of accessible doors to assist you to the bus. If you would rather make your own way to the bus, just let the driver know.



What cannot be brought onboard?

For safety and storage reasons, large items such as; musical instruments, sports equipment and luggage or duffel bags are not permitted on the bus.

All clients must be able to safely stow their backpacks and grocery bags under their seat.

Did you know?

In 1783, John Dawson of Bath, England, invented a wheelchair named after the town of Bath. Dawson designed a chair with two large wheels and one small one. The Bath wheelchair outsold all other wheelchairs throughout the early part of the 19th century.



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The City of Leduc has something for everyone. We are proud to be able to provide residents with services that

enhance their quality of life and encourage their involvement in the community.

Information on all of the city's services can be found by calling the Civic Centre at 780-980-7177 or on the web at:

<https://www.leduc.ca/about-leduc#>

One of the departments at the City of Leduc is Family and Community Support Services (FCSS). They offer great services to Leduc residents. For more information, follow this link: <https://www.leduc.ca/family-community-support>

At FCSS, the Older Adult Services Program is designed to provide information on services and programs for older adults and families caring for older adults. The program provides information and/or support with:

- assistance in completing forms for government programs
- concerns associated with aging and care giving
- assistance with developing new programs for older adults
- information about city programs, and federal and provincial benefits
- emergency services
- health support groups
- community medical services
- safety
- estate planning referrals
- funeral homes/planning referrals

For more information about any of the services listed above, please call Older Adult Services at 780-980-7115.

The City of Leduc's Public Transportation offers two services:



Leduc Transit is an inter-municipal transit partnership between the City of Leduc and Leduc County, offering a public transit (bus) service that connects the Leduc and Nisku areas and also stops at the Edmonton International Airport and the Century Park LRT station in south Edmonton. This service runs during peak hours in the morning and late afternoon, Monday to Friday.

We also operate Leduc Assisted Transportation Service (LATS), which is a door-to-door, driver-assisted transportation service for seniors (65+) and for persons with cognitive and/or physical disabilities within the City of Leduc. Temporary service may be available to individuals with a temporary disability.

For more information on Leduc Transit including routes, schedules and fares, follow this link: <https://www.leductransit.ca/>

For more information on LATS including application forms, service guides, fares and sponsored trips, follow this link: <https://www.leductransit.ca/LATS>



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Interesting Facts about Transportation in Alberta

Did you know?

- Alberta's provincial highway network covers 31,000 kilometers, 28,000 of which are paved.
- Alberta Transportation is responsible for nearly 4,500 bridges.
- Alberta has 2 international airports, 11 regional airports and 72 paved community airports.
- Alberta has over 6,800 kilometers of railway track.

Public transportation is an excellent way to save you money and reduce your environmental impact. When you ride public transportation and leave your vehicle at home, you save money on gas, oil changes and vehicle maintenance. Studies continue to show us that public transportation is safer than riding in a car! As an added bonus, public transportation can reduce the number of cars on the road, meaning less traffic congestion and fewer chances for accidents.

People who use the bus are typically healthier because they are getting outside and walking to their bus stop and walking to their final destination after their bus ride. By riding the bus, we are less likely to feel stressed or frustrated, both of which have been linked to high blood pressure, cardiovascular disease and overall decreased immune function which can lead to more colds and general illness.

Did you know that buses emit 80% less carbon monoxide than most cars? That's a lot more 'clean air' for us to breath!

In Alberta, many residents ride public transit every day thanks to the networks of transit vehicles such as: trains, local and commuter buses, shuttle buses and accessible buses.

At the City of Leduc, it's just one more reason to  Love Leduc Transit.

Why ride public transit? Find out by completing the word search puzzle below. 😊

comfortable, economic, healthy, stress free, wifi, friendly, less, traffic, shuttle, accessible, safe, reliable, commuters, relaxing

Z	P	X	H	H	E	A	L	T	H	Y	F	E	I	
S	J	Q	V	W	E	C	O	N	O	M	I	C	L	B
Z	B	G	Y	T	P	Z	P	P	Y	L	E	F	B	F
N	X	A	E	S	H	U	T	T	L	E	E	C	A	H
S	R	E	T	U	M	M	O	C	L	S	R	H	T	T
S	O	R	J	C	Y	U	E	B	A	S	F	T	R	E
J	M	W	W	M	L	I	F	J	S	S	N	O	O	
E	M	P	M	N	B	S	E	J	C	B	S	T	F	L
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H	A	Y	G	N	I	X	A	L	E	R	U	N	C	V

*"Every accomplishment starts with the decision to try."
Gail Devers*



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