

***Recently, we have had some concerns brought forward regarding our Shuttle route so we would like to address them in this newsletter.***

The LATS Shuttle route was last revised in May of 2015 so that the frequency and availability of runs for clients could increase during our operational hours. Each run begins at Salem Mews and ends at Safeway for a total of sixteen stops between the beginning and end of each run. The Shuttle currently operates Monday to Friday from 9:00 a.m. until 3:30 p.m.

Recently, it has come to our attention that some of our clients have requested to be dropped off at stops that are not on the Shuttle route. Operators have also had requests to take detours and drop clients off at their place of residence on the way home from Safeway. Please note that at this time, our Operators have been asked to follow the route as printed in the brochure dated May of 2015 and to direct any requests for routing changes to the LATS office.

Should you need to be home at an earlier time than what the Shuttle can provide, or would like to be dropped off at a location which is not currently on the Shuttle route, please book a reservation by calling DATS at 780-986-5000.

We are currently reviewing the Shuttle route and are looking for efficiencies and improvements we can make to better meet your needs. We will provide an update as soon as it is available.

We appreciate your understanding and cooperation.

Kevin Wenzel  
Manager, Public Transportation

To make a reservation  
call DATS  
Customer Care

• • •

780-496-4567

Or

780-986-5000

• • •

**Important Tips to  
Remember about  
Booking Trips...**

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**

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## ***Our mobility is something we take for granted until we no longer have it!***

Advocacy is all about creating an environment for opportunity! It's about helping people to live as full a life as they can without adversity, and it is something we feel very strongly about here at Leduc Assisted Transportation Services (LATS). Our goal is to support and provide accessible transit services to people with disabilities, both physical and cognitive, so that they can get to work, school, recreation, medical services and all other activities of daily living, within our community. We work closely with city departments and community organizations to ensure that our services are safe and accessible for all of our clients.

One of the services we provide is Travel Training. This is available to all clients who use our services and is an especially helpful orientation process, when a client is new to our services. Travel Training has proven useful in calming the fears of those who are unfamiliar with using transit. We can help you to:

- fill out an application for LATS services,
- learn how to book rides,
- develop the confidence and skills to travel alone or with a friend,
- become independent.

To assist our clients further, our transit information is available in alternative formats such as large print material for partially sighted clients. LATS information is also available online at [www.leductransit.ca](http://www.leductransit.ca) under the Leduc Assisted Transportation Services tab which is located on the right hand side of the web page. Here is where you will find links on how to apply for our services, information on the Shuttle route, our service guide, our sponsored trips, holiday closures, etc.

Across the country and around the world, advocacy initiatives for accessible transportation continue to develop every day. Guidelines, regulations and laws are developed to create the framework needed to support these initiatives, as well as, to support persons with disabilities. Our mobility is something we take for granted until we no longer have the use of it! This is why being able to use transit makes a difference to all of our clients. Transit helps us to participate in the community. We know without it, many of our clients would have limited access to what they need and where they have to go.

If there is any support or information we can provide you with, please do not hesitate to contact us. We are more than happy to help you find a solution to your transportation needs.

Leduc Assisted Transportation Services can be reached by calling 780-980-7177.

Maureen Hobden  
Accessible Transit Supervisor



## ***Accessible Transportation around the World***

Check out some of these fascinating accessible transportation vehicles from around the globe. Where there is a will to travel regardless of a mobility issue, there is a way!



**In Brazil**



**In the USA**



**In India**



**In the USA**



**In Kenya**



**In Sweden**

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## **Escorts and Mandatory Attendants on LATS Vehicles**

What is the difference between an escort and a mandatory attendant?

An escort is a person who travels with you as a companion. Let's say you would like to go out for lunch and bring a friend who is not a LATS client. If space is available when you book your trip, you may also make a reservation for your escort. Please note: your escort does have to pay a fare of \$4 each way they travel with you.

A mandatory attendant (MA) is a person who travels with you because you require assistance on the vehicle due to medical reasons. Once you are assigned an MA, you will always have to travel with one. An MA does not have to pay a fare but you do. When you book your trip, please remember to confirm that you will be traveling with your MA.

### **Important Message**

Please **remember to cancel** any trips you do not need by calling DATS at 780-986-5000 (Option 2).

There is a very high demand for LATS services and sometimes, we cannot provide service to those who really need a trip. When you book trips and do not cancel them, this means **someone else who could have used that trip, does not get the opportunity to do so.** It also means that our operators are making unnecessary trips which cost time and money.

Please be considerate of LATS' time and of your fellow passengers. **Clients who abuse the cancellation procedures may find themselves suspended from using our services.**

Thank you for your help!

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## **Holiday Hours**

The City of Leduc is closed and will not offer transportation services on the following dates:

- Friday, March 25, 2016 for Good Friday
- Monday, March 28, 2016 for Easter Monday

## **Transportation**

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

WHEELS  
ENGINE  
AUTOMOBILE  
CARRIAGE  
ACCESSIBLE  
BUS  
PASSENGER  
FARES  
ROADS  
ROUTES  
SHUTTLE  
DEPARTURE  
ARRIVAL

## **Just for Fun**

Q: What 'bus' crossed the ocean?

A: Columbus

Q: Did you say that you fell over fifty feet?

A: Yes, I was trying to get to the back of the bus!



## ***Inventions, Technology and Ingenuity***



Today's transportation options come in many forms: there are animal-propelled vehicles to motorized vehicles which of course, include many choices. From wagons, to cars, trains, planes, boats or buses, the options for travel are incredible! However with the concerns we face today regarding our environment and the footprint we leave behind; many Canadians are looking at what their transportation options are!

Transportation industries work hard to constantly improve the efficiency of equipment they produce. Vehicles have become more fuel efficient. Commercial vehicles are larger so that more capacity can be offered and they are also quieter. The industry of commercially used vehicles has also improved when it comes to the overall operation. For example, many larger transit properties are now reducing their costs by introducing articulated buses which hold almost twice as many passengers as a regular bus. Operating a larger vehicle such as this also reduces the carbon imprint by reducing the number of cars on the road. By the way, if you haven't seen an articulated vehicle, they look like they have a large

accordion right in the centre which allows them to bend in the centre of the vehicle making for easier maneuvering.

Manufacturers of transit vehicles are constantly improving designs and are developing products to make your travel more comfortable and convenient too. New inventions, technological changes and human ingenuity have resulted in many changes in Canada's transport industry. Leduc Transit vehicles are a good example of this. With our low-floor access buses, boarding is a breeze for all passengers whether they have mobility issues or not! Our buses are equipped with global positioning technology (GPS) which is a space-based navigation system. GPS provides time and location information in all weather conditions, anywhere on earth which is truly a marvel in itself! Wi-Fi is also available so our passengers can use the Internet while onboard. When designing these new buses, your safety and comfort, as well as, ergonomics, sustainability and esthetics were also taken into consideration.

Whether you use Leduc Transit or Leduc Assisted Transit Services (LATS), we want you to enjoy your ride and be confident in knowing that we care about you and our footprint on the future. Welcome aboard!



## Artists in Motion -

### City of Leduc

The City of Leduc is inviting local senior residents (65+) to participate in our second annual LATS *Artists in Motion* bus pass design contest. We believe that this program supports local artists by providing them with an avenue to showcase their art and to become involved in their community.

We are open to all types of art submissions from drawings, paintings, photography, sculpture, ceramics, metal work, crocheting, knitting and jewelry making. As long as a photograph can be taken of your finished product, it can be entered in our contest.

*"Your participation in this exciting opportunity may just win you a free month of rides with LATS."*

All submissions will be adjudicated and twelve finalists will be chosen. One finalist's artwork will be featured on the LATS monthly pass each month during 2017.

The contest is open for your submissions from April 1, 2016 to June 30, 2016.

For more information, please feel free to call Maureen Hobden, Accessible Transportation Supervisor, with the City of Leduc at 780-980-7177.



Over the last five and a half years, we have been privileged to have Ken Gummer as part of our LATS team. Ken has always come to work with a smile and has provided excellent service on behalf of the City of Leduc. We wish him the very best in his future and especially on the golf course as he officially retires on May 1st!