

# LATS NEWS

Leduc Assisted Transportation Services



[LeducTransit.ca](http://LeducTransit.ca)

March 2018

## 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 are 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 the client:

1. Is not at their pick-up location and/or the driver 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

All no-shows are recorded by DATS. Clients with frequent no-shows will receive a call from DATS and a warning of possible service suspensions. If the no-shows continue, that clients 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.



## Holiday Hours for Easter

LATS will be closed on March 30<sup>th</sup> for Good Friday and April 2<sup>nd</sup> for Easter Monday.

LATS will operate on April 1<sup>st</sup> for Easter Sunday.

DATS will be closed on March 31<sup>st</sup> for Good Friday. DATS' service centre will be closed on April 1<sup>st</sup> as well.

On April 1<sup>st</sup>, DATS will be taking bookings (until noon only) for April 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup>.



## Reminders

Please call us at 780-980-8444 or 780-980-8445 if you are:

- Moving your place of residence
- Going on respite
- Going on vacation
- Changing your phone number or emergency contact information

## Why is Transit Important?

Accessible transportation improves mobility for individuals who have difficulty getting around in their communities, due to their mobility restrictions. Thanks to transit, people are better able to stay connected to the services they need.

Transit properties always look for efficiencies and ways to improve inclusiveness and accessibility. One way this is accomplished is by adding low-floor buses and smart technology to the buses in their fleets. Everything from the hours a property operates to how it sells its fare products (bus tickets, passes, etc.,) are closely monitored. Properties work together with local and regional authorities to coordinate and create future transit plans. Transit properties have to be innovative with things such as; educating the public about the system including how a ride-sharing service works (travel training), work closely with Infrastructure and Engineering so that the roads are wide enough for a bus or can support the weight of a bus, provide accessible sidewalks and curb ways and other way-finding signage, etc. You may be wondering what does this mean and why is it so important? It is because efficiencies like these help keep transit organized and running smoothly!

Innovations such as technology help provide solutions for tasks we perform every day. Processes such as these help to remove barriers and enable better access to resources for both the individuals who use transit services and properties who provide the services. Creative use of technology can help bridge the gap

between accessible services and conventional services thereby, opening up many more options for all passengers.

In today's day and age, older adults and individuals with disabilities who have difficulty with mobility, depend on driver-assisted transportation. Some of the buses they ride on are equipped to kneel at the curb. Other buses use on-board computers to assist drivers with locations, times and mapping. Did you know that you can surf the Internet while riding Leduc Transit's conventional service? Smartphone applications are already used by many passengers to locate where a bus is on a route, if it is on time, or how to map out a trip to wherever you need to go. Technology has truly come a long way!

Inventions such as these, will be the key to getting around in the future. However, for now, well-designed transit routes allow passengers to ride in style and stay connected to the things they need to do and the places they need to go.

Leduc Transit and LATS look forward to the future and to assisting our residents in the best way we possibly can.



## Are you thinking of buying new mobility equipment?

The choices consumers have today for mobility aids is astounding! Whether you are in the market for a cane, walker, wheelchair or scooter, the possibilities are endless and so are all the 'bells and whistles' you can add onto your new device!



The use of an ambulation aid means you want to remain independent and mobile for as long as possible. Before you purchase your new equipment though, be sure to do your homework.

In order for us to accommodate you and your new equipment please keep a few things in mind:

- The base of your wheelchair or scooter must not exceed 30" x 50" (76 cm x 127 cm)
- Accessory bags attached to a wheelchair must fit into the space at the chair's back
- Any loose parcels you bring on board must be secured
- A wheelchair and passenger cannot have a combined weight of more than 750 pounds
- Wheelchairs must be able to be tied down
- Scooters must be tied down and the client must transfer to a seat wherever possible
- Canes and walkers must be secured
- Tires must be in good condition and must not be low on air or flat

- Drivers will not transport clients in scooters or in wheelchairs that they deem as unsafe

If you need more information, please don't hesitate to call us. We are here to help you!

## Seatbelts and Over Sized Wheelchairs

Wheelchair and scooter seatbelts come in a variety of sizes for different makes and models. Some models come equipped with them and some don't. Please remember that seatbelts are meant to protect the person who is seated in the wheelchair or scooter to prevent them from sliding or falling out of their seat.

When it comes to choosing the right belt, make sure that you pay close attention to the measurements so that it will fit on your device and on yourself correctly and comfortably. Some seatbelts are padded for added comfort, while others are just like the ones in vehicles. For more information, contact the manufacturer of your device.

At LATS, we like our clients to be safely secured in their wheelchair or scooter before they enter the bus. Once onboard, clients will be secured using our onboard securement equipment.

*'Happiness is...*

*a window seat onboard LATS!'*

