

# LATS NEWS

Leduc Assisted Transportation Services



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

Fall 2016

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## CHANGES TO THE SHUTTLE

Beginning October 3, 2016, we will be making a minor adjustment to our Shuttle bus service. The Shuttle will still begin each day at the regularly scheduled time but will now end each day at Goldage Manor on run #9, at 3:33 p.m. Run #10 will no longer exist.

With this change, we will be able to schedule another run in the morning and at the end of the day to accommodate our clients who need to get to and from programs and their places of employment, in a timely fashion.

We are excited about these changes because they mean we are showing growth and an increased need for our services. LATS is proud to serve the residents of Leduc!



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## LATS EVENING SERVICE

Beginning this month, many of the fall and winter programs start. Along with this, many clients will require service on one or more evenings each week.

We encourage all clients who require a specific evening and time to and from a program, to book your subscription through Edmonton DATS by calling 780-986-5000. As reservation time slots fill up quickly, we suggest you book once your registration in a program is confirmed.

Please remember that it is very important that if you are going to be away, that you cancel your trip so that the time slot can be used by another LATS client. If you are going to be on respite, we ask that you call our office at the number below to let us know the dates of your respite stay and the location you will need us to pick you up from.

If you have any questions or concerns, please feel free to contact Maureen Hobden, Accessible Transit Supervisor at 780-980-8445.

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## 30 MINUTE PICK-UP WINDOW

When customers book a trip with LATS, they are provided with a 30 minute pickup window. The 30 minute window is the range of time given to a client that the LATS vehicle is expected to arrive in.

In order to keep our service on schedule, customers need to be ready to leave at the first time indicated on their 30 minute window. Example: If your pickup window is 10:00 a.m. to 10:30 a.m., you are expected to be ready to go at 10:00 a.m. (If you live in an apartment or condo building please note that our operators are not expected to buzz/ring you when they arrive. You should be waiting in the lobby).

Service is delayed if customers are not ready to go at the start of the pickup window. These delays create a domino effect of late arrivals for the rest of the customers booked for trips. Drivers will only wait for 5 minutes after they arrive before leaving for their next destination. We thank you for your understanding.

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## SAFETY GUIDELINES

Our LATS team has a very important job and that is to keep you safe! LATS staff members are well trained and participate regularly in on-going training provided by the City of Leduc.

When you ride with us, the more you know about rider-safety, the better your experience will be. Here are a few important tips to remember:

- Always follow the driver's instructions
- Do not approach the bus until it has come to a complete stop
- Do not approach the lift until the driver is ready to assist you
- Fasten your lap belt
- Stay seated while onboard

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## DID YOU KNOW

- Canadian National Institute for the Blind (**CNIB**) cardholders ride free on all Leduc Transit routes including LATS
- Did you know that the Government of Canada allows individuals to claim the cost of monthly public transit passes on their personal income tax? Visit the **Canada Revenue Agency** for more info.

## UPDATES

Up-to-date information is needed to provide you or your client with the best service possible. Please call 780-980-8445 with any changes to your phone number, address or emergency contacts or where you will be staying when on respite.

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## THANK YOU

Saying thanks can make you feel warm and fuzzy all over. It can even make you smile and warm the heart of the person you are thanking! A 'thank you' is a way of showing someone that you are recognizing their efforts and their commitment. You are demonstrating your appreciation for their contributions.

As we are entering the time of year where 'giving thanks' is part of the season, we wanted to thank a few individuals and organizations who deserve our recognition:

- Thank you to Becky Baskier who is the Activity Coordinator at Planeview Place. She organized the artwork submissions from Planeview Place residents for our annual bus pass contest. Becky ensured everything was ready for our photographer and made us feel very welcome. We enjoyed spending time with the residents who were participating in the event and seeing all of the talent which was showcased. Thank you Becky!
- Thank you to Diane Sims from Telford House. She organized the artwork submissions from the members of Telford House for our annual bus pass contest. Diane coordinates and manages the daily operations of Telford House and made sure that she promoted the need for artwork for our annual bus pass contest. Telford

House was definitely an 'art walk' when we went to photograph the entries. We would also like to thank and acknowledge all of those who volunteered to help Diane.

- Thank you to Lucrecia Mendoza from the City of Leduc for her dedication to the senior community in Leduc and also to her colleagues. Lucrecia has been very supportive and willing to collaborate with the Transit department on this project. Thank you Lucrecia!
- Thank you to Sean Haughian from the City of Leduc for his wonderful photography and taking the time out of his schedule to assist us with this project.
- Thank you to all of the artisans at both Planeview Place and Telford House for sharing our creations. You are truly amazing and we thank you for inspiring us! We look forward to highlighting your art on our bus passes where everyone can enjoy your story and celebrate your work.



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## REMINDER

The City of Leduc is closed on Monday, October 10<sup>th</sup> for Thanksgiving. We will resume service to our clients on Tuesday, October 11<sup>th</sup>.



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## IT'S TIME TO FALL BACK!

Please remember to turn your clocks back before you go to bed on Saturday, November 5<sup>th</sup> and enjoy an extra hour of sleep. Daylight Savings time ends on Sunday, November 6<sup>th</sup>.

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## MEDICAL EMERGENCIES

If while riding one of our LATS buses, a client becomes non-responsive or is in need of emergency medical services (EMS), our LATS operators have a responsibility to call 911.

Any costs associated with EMS will be the responsibility of the client.



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## Do you know someone who would like to use Leduc Assisted Transportation Services (LATS) but needs help getting started?

Maureen Hobden, Accessible Transit Supervisor, is happy to come to you and assist you with:

- filling out an application
- questions on how the service works
- questions about your mobility needs
- questions about how to book a ride
- questions about the costs associated with our service and where you can purchase fare products from

Maureen is happy to tailor your 'Travel Training' needs so that you are comfortable riding with LATS the very first time you use it. If you would like more information about this program, please call Maureen at 780-980-8445.

