

# LATS NEWS

Leduc Assisted Transportation Services



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

## Snow and Ice

Winter weather has arrived! Clients are reminded to ensure driveways, sidewalks and steps at their residences are clear of snow, ice and other debris this winter. LATS operators are not obligated to pick clients up if these conditions are not met. Slippery sidewalks and driveways can be hazardous for both clients and operators. Moving clients who use mobility devices such as wheelchairs can be very difficult on snowy driveways and walkways. Thank you for your assistance in ensuring safety for everyone.

Our weather can change quickly and unexpectedly. Please ensure you and those in your care are dressed appropriately for all trips.

## Keep Us Informed

It is important to keep our LATS administration staff up-to-date with your current address and phone numbers.

If you are moving, going on vacation, have a new phone number or are going to be on respite care, please call (780) 980-8444. LATS needs your most current contact information so that operators, dispatchers and customer service representatives can best coordinate your rides and communicate with you and your emergency contacts if necessary.



*Winter happiness is catching snowflakes on the end of your tongue!*

**LATS WILL OPERATE ON SATURDAY, NOVEMBER, 11<sup>TH</sup> FOR REMEMBRANCE DAY.**

**THE CITY OF LEDUC WILL BE CLOSED ON MONDAY, NOVEMBER 13<sup>TH</sup> AS A DAY IN LIEU. LATS WILL NOT OPERATE ON THIS DAY.**

**To Book a Ride call DATS Customer Care at: 780-986-5000 or 780-496-4567.**

**For Monday trips** – Call Friday, Saturday (anytime), or Sunday (before noon).

**For Tuesday trips** – Call Saturday, Sunday (anytime), or Monday (before noon).

**For Wednesday trips** – Call Sunday, Monday (anytime), or Tuesday (before noon).

**For Thursday trips** – Call Monday, Tuesday (anytime), or Wednesday (before noon).

**For Friday trips** – Call Tuesday, Wednesday (anytime), or Thursday (before noon).

**For Saturday trips** – Call Wednesday, Thursday (any time), or Friday (before noon).

**For Sunday trips** – Call Thursday, Friday (anytime), or Saturday (before noon)



## Your Feedback is Important to Us

If you have a commendation or a concern that you would like to share with us, please fill out one of our comment cards which are located on all of the LATS buses. Deposit your card in the 'comment box' when finished. We value your opinion! All comments are anonymous unless you would like to hear back from us.

## No Eating on the Bus



Food is not allowed to be consumed while riding on our buses. We understand that there are days when you may be running late and may have missed your breakfast;

however, we ask that this rule is followed. Many of our clients have food allergies and we want to protect them and their health while on board. Thank you for your cooperation.

## Thank you to our Artists

Thank you to those who participated in our annual *Artist in Motion* bus pass design contest again this year. We have received many beautiful works of art and are looking forward to hearing what our adjudicators think. We will keep you posted!

## Food Bank Donations on LATS

From December 11<sup>th</sup> to 19<sup>th</sup>, LATS will be accepting donations for the Leduc and District Food Bank. Bins will be placed on board all of the LATS buses and donations will be forwarded to the Leduc and District Food Bank in time to help those in need for the holiday season. Thank you for your generosity!

♥ The secret to happiness  
is helping others! ♥

## Stuff-A-Bus, Nov 30 – Dec 2

The Leduc and District Food Bank is calling on the generosity of residents to help fill their shelves this year. To assist with this, the City of Leduc, Stitchery and More, Leduc Co-op, the Leduc and District Food Bank, and 93.1 FM - The One radio station, are teaming up to make this happen.

You can help with this by stopping by Leduc Co-op at 5403 – 50<sup>th</sup> Street on November 30, December 1 and December 2, from 9:00 a.m. to 6:00 p.m. A Leduc Transit bus will be there and volunteers will be accepting your donations to 'Stuff-A-Bus'.

Thank you in advance for your support!



## LATS December Holiday Hours

**LATS will not operate after 3:00 p.m. on Sunday, December 24<sup>th</sup> and will be closed December 25<sup>th</sup> and 26<sup>th</sup> for the holiday season.**

**LATS will not operate after 3:00 p.m. on Sunday, December 31<sup>st</sup> and will be closed on Monday, January 1<sup>st</sup> for New Year's day.**

**If you are planning to be away over the holiday season, please remember to cancel your subscriptions until you are back by calling DATS at 780-986-5000 (option 2).**

## We are on the web!

Everything you want to know about LATS is on the City of Leduc's website. You can find information on the following:

- How to apply for LATS
- The service guide for LATS
- Bi-Monthly newsletters
- The Shuttle service, route and schedule information
- How to purchase fare products (tickets and passes)
- Sponsors and locations
- Maps
- Hours of operation
- Holiday closures

Follow this link:

<https://www.leductransit.ca/LATS>

## Older Adult Support with Family & Community Support Services

The Older Adult Services Program is designed to provide information on services and programs for older adults and families caring for older adults:

- Assistance with 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 Older Adult Services, please call 780-980-7115.**

## What's happening around Leduc



The Leduc Recreation Centre is pleased to host this year's Remembrance Day Services.

Saturday November 11th 9:15am-10:45am

Everyone is welcome to attend. Please be seated by 9:00 a.m. The ceremony will begin promptly at 9:15 a.m.



Mistletoe Craft and Food Sale at Telford House. November 18<sup>th</sup> from 10:00 a.m. to 5:00 p.m. and November 19<sup>th</sup> from 11:00 a.m. to 4:00 p.m.



The 13<sup>th</sup> Annual Santa Claus Parade will be held on November 25<sup>th</sup> at 7:00 p.m. to 9:00 p.m. The parade will begin at the Bank of Montreal and will head west along 50<sup>th</sup> Avenue to 50<sup>th</sup> Street and then turns right. Heading north, the parade ends at 52<sup>nd</sup> Avenue.



*Begin and end each day  
with a smile!*

## We ❤️ working for the City of Leduc

As City of Leduc employees who work in Public Transportation, we know a thing or two about how to keep the wheels turning! Along the way, there may be a bump in the road but we always find a way to get over the bump and keep moving on. After all, our end goal is to get you to and from your destinations within the community.

Many things go into keeping this transit service well-oiled and running smoothly. For instance, the City has a great team of mechanics who maintain our fleet, rain or shine, to ensure that service isn't interrupted. They understand how important it is to be able to keep the buses on the road every day and are committed to providing prompt solutions towards the maintenance and repairs required to do so.

We know that for our clients, accessible transportation is an essential component for many things along the way. It is the lifeline to a world that some cannot otherwise get around in! It provides a link to avenues for socialization and opportunities which are important to both physical and mental health. It connects us with a way to get to church, work, appointments, shopping or to a movie. Perhaps riding with LATS allows you to join a club, volunteer for a community service in need or to simply dine out instead of in, now and then.

As the Baby Boom generation continues to enter retirement and also enjoy longer lives, this can require changes to how we as a community, address the needs of a larger aging population and how to deploy services that our clients may need. Changes in the number of seniors in a community can impact the way that social services, medical facilities and transportation are deployed

throughout a community so this is something that we are working to keep ahead of.

In the Public Transportation office, we have a team of individuals who take pride in ensuring your travel needs are being met. Some of the things we do include working closely with individuals with physical cognitive and visual impairments. We provide travel training and one-on-one sessions with clients as needed. We research mobility equipment and learn how to use it so that we understand what our clients deal with on a daily basis. This also means we have to have an understanding of different disability-related conditions. We plan bus routes and runs and look for ways to serve you better. We look for ways to reduce environmental barriers for things like distance, terrain and weather or architectural barriers, such as a lack of curbs and ramps. Whether for conventional or paratransit services we also spend time networking with other transit properties and community organizations to learn more.

Of course, we have a wonderful team of LATS drivers whose smiling faces greet you every day! They provide safe transportation and great client service seven days a week. They work hard to ensure that the bus you ride in is clean and that you are comfortable while on board.

We look forward to hearing from you and appreciate your feedback. We can be reached at 780-980-8444.

