



Leduc Assisted Transportation Services Guide

LATS

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Leduc Assisted Transportation Services Guide

LATS

Leduc Assisted Transportation Service is a shared-ride service. It is a door to door transportation service for seniors (+65) and for persons with cognitive and/or physical disabilities within the City of Leduc. It is NOT a taxi service.

Welcome to LATS

LATS operates with four wheelchair accessible vehicles and one mini-van. All persons utilizing LATS must complete an application form. LATS staff will assess whether the applicant is eligible for LATS and under what conditions. LATS is funded and managed by the City of Leduc.

Who Can Use LATS

LATS is available to permanent residents of the City of Leduc with a physical or cognitive disability, and to seniors (persons over 65 years of age). Temporary service may be available to individuals with a temporary disability.

How to Apply for LATS

A completed application must be submitted before you can use LATS. Applications are available at the Civic Centre, Family & Community Support Services office at 4721 – 47th Avenue, online at www.leduc.ca or by calling 780-980-7177 to request an application by mail. Applicants are responsible for any charges associated with completing the application.

Application process:

Part A of the application form must be completed in full by all applicants.

- Part B of the application must be completed and signed by a qualified health care practitioner if the applicant has a disability and/or health condition.

Completed applications can be returned in person to The Civic Centre or Family & Community Support Services at 4721 – 47th Ave, fax to 780-980-7127 or by mail to: LATS, c/o City of Leduc, #1 Alexandra Park, Leduc, AB, T9E 4C4

- Completed applications will be processed in a timely manner. If the applicant meets eligibility guidelines the client may begin using the service immediately.
- For questions or to check the status of your application, contact LATS at 780-980-7177.

DATS

In order to improve service to our LATS customers, The City of Leduc is contracting DATS (the City of Edmonton's Disabled Adult Transit Service) to assist us in the delivery of this specialized transit service.

DATS provides the booking, dispatch and scheduling functions to LATS customers. LATS entered into this agreement to maximize efficiencies and take advantage of technologies that allow us to provide enhanced service delivery.

The City of Leduc is responsible for the overall management of the LATS program. The two paratransit agencies (LATS and DATS) are separate and no inter-municipal trips are included (no trips between Edmonton and Leduc) as a part of this service improvement initiative.

Types of Trips

Reservation Trips

Reservation trips are for occasional or casual trips. **All LATS bookings are on a "first come, first served" basis, based on availability.** Reservation trips can be booked up to three days in advance. If you are calling to book a trip for the following day, you must call and book before 12:00 noon.

The booking agent will offer alternate times if we cannot accommodate the time requested. You may also request a same day trip (see below).

Same Day Trips

LATS tries to accommodate same day trip requests as vehicle capacity, budget and scheduling allow. **There is no guarantee that a same day trip request can be accommodated.**

Calls for same day trip requests are accepted seven days a week, call 780-986-5000.

Note: when making a same day trip request during **Outside Regular Hours**, make sure to Press 1 on your telephone.

	Outside Regular Hours – Press 1	Full Service Hours	Outside Regular Hours- Press 1
Monday to Friday	5:00am - 7:30am	7:30am - 5:00pm	5:00pm - 9:00 pm
Saturday, Sunday	6:00am - 7:30am	7:30am - 12:00 noon	12:00 noon - 4:30pm

Subscription Trips

Subscription trips go from the same origin to the same destination, at the same time and on the same day of each week. These can be for one or more times a week; one time every two weeks (or 3 or 4); or one trip per month (e.g. first Monday of every month, etc.). Subscription trips must be booked before 12:00 noon the day before. Once booked, subscription service runs as long as needed.

If you do not need your subscription trip on a particular day/time, please temporarily cancel your subscription. Review your travel needs regularly and permanently cancel any subscription trips you no longer need.

How to Book a Trip

Call **780-986-5000** or **780-496-4567** to book your trip. Press 2 and your call will be forwarded to the DATS Customer Care Centre where an agent will assist you with trip planning and booking requests.

Trips are accommodated based on availability and can be booked up to three days in advance. If you are calling to book a trip for the following day, you must call before 12:00 noon.

When you call to book a trip, you will be asked:

- your LATS registration number;
- what day you wish to travel;
- the exact address for your pick up and drop off (name of location - business/facility, etc.);
- the time of day you wish to travel;
- if you will be accompanied by an attendant or escort;
- if you use a wheelchair or another type of mobility aid; and
- if you wish to book a return trip.

The Customer Care Agent will confirm the trip by repeating it back to you. Be sure all the information is correct.

Booking Hints:

Call in the afternoon whenever you can. At times, especially before the 12:00 noon cut off time for an advance booking, the Customer Call centre may experience high volumes of calls and you may get a busy signal. Therefore, one suggestion is to call after 12:00 noon. Customers are encouraged to plan ahead and try to book several days in advance. You have up to three days to pre-book a trip.

Try calling 780-496-4567 if you find that the 780-986-5000 line is ringing busy.

LATS Bus Operating Hours:

Monday to Friday: 8:00 a.m. to 9:30 p.m.

Saturday and Sunday: 9:00 a.m. to 5:00 p.m.

DATS Customer Care Centre Hours:

Full Service (advance trip booking, same day trip requests, commendations & concerns):

Monday to Friday: 7:30 a.m. to 5:00 p.m.

Saturday and Sunday: 7:30 a.m. to 12:00 noon

Note: outside of regular full service hours, press 1 to make your same-day trip request.

Outside of Regular Hours (trip cancellations, same day trip requests* - before or after booking hours, checking on a late ride or to speak to an agent press 1):

Monday to Thursday: 5:00 a.m. to 11:00 p.m.

Friday: 5:00 a.m. to midnight

Saturday: 6:00 a.m. to midnight

Sunday and holidays: 6:00 a.m. to 11:00 p.m.

*see Same Day Trips section for more information on how to book a same day request

Change of Information and User Expectations

If you are already registered with LATS, call 780-980-7177 to update any changes to your condition, address, emergency contact person, phone numbers, or equipment. Up-to-date information is needed to provide the best and safest service.

All locations served by the LATS drivers must be accessible. All locations must be kept free of snow and ice or we will be unable to provide service. Please confirm your destination is accessible before booking a trip.

Abuse of service privileges and/or ignoring the Passenger Code of Conduct shall be grounds for temporary or permanent cancellation of your eligibility.

LATS may not meet all travel needs. When a higher level of service is required, we recommend a private service option. For information on private service, please consult your local listings for taxi service information.

IVR Service

There is a 'call ahead' function (IVR – interactive voice response) now available to LATS customers. IVR is an automated telephone system that gives clients an advance call to let them know their LATS ride is five to ten minutes away. IVR helps to reduce wait times and uncertainty for customers.

There is also an automated call service the night before (between 6:30 and 8:00 p.m.) to remind you of your reservation trips for the next day. Note: you can also cancel your trip on the phone when you get this call if you no longer need the trip.

Being Ready

When you book a LATS trip, the Customer Care Agent will give you a scheduled pick-up window. On-time service and customer satisfaction is greatly affected by drivers having to wait for customers to be ready when they arrive. Please be ready at the start of your pick-up window as this will improve your own service quality and the service quality for your fellow travelers.

The vehicle will wait a maximum of five minutes upon arrival within your scheduled pick-up time window.

Drivers do not ring door bells or search buildings for customers not present at the outside door upon arrival. The outside door is the door closest to the street.

Please ensure the building is open or, if you have someone meeting you, make sure they are available at the earliest drop-off time.

No-Shows

A customer is considered a "no-show" when:

- The vehicle arrives at the scheduled time and pick-up location and no one is there.
- The customer cancels at the door.
- The customer cancels less than 30 minutes before the trip (customers are required to give at least 30 minutes cancellation notice).
- No-shows are recorded in customer files. Regular no-shows will be reviewed and may lead to a suspension of service.
- The vehicle will wait a maximum of five minutes upon arrival within your scheduled pick-up time window. If you are NOT ready during this five-minute period, your trip is considered a no-show.

Cancelling a Trip

There is high demand for LATS service. Your cooperation in phoning LATS promptly if you need to cancel your trip will help us to provide better service for all customers. Your cancellation saves making an unnecessary trip and may allow another customer to use the trip.

Call 780-986-5000 or 780-496-4567 (option 2) to place a Temporary Cancel on your subscription trips when you are not planning to use LATS.

LATS Same Day Cancellations: 780-986-5000 or 780-496-4567 (option 1).

LATS Driver Assistance

Drivers will:

- Operate power lifts and ramps on their vehicle and secure wheelchairs and scooters in wheelchair restraint devices to the floor of the LATS vehicle.
- Assist customers with lap/shoulder straps and belts.
- Assist customers on and off vehicles supported by the hand, forearm, or bicep area.
- Assist customers between the vehicle and the inside of the first exterior set of accessible doors at the place of origin and/or destination.

Drivers do NOT:

- Make any repairs or adjustments to your equipment.
- Help with parcels or baggage, so limit your possessions to those you can carry or travel with an attendant who can assist you.
- Enter your premises under any circumstances. Take your equipment down the steps and then go back up for you. All equipment must be at ground level when the driver arrives.
- Help pull up customer from seating position to board or exit the bus, touch any part of customer's body to assist boarding the bus.

Transportation Fees

Fare	Cost	Includes	Trips
	\$4.00	1 Ticket	One way trip.
Tickets	\$40.00	Ticket Booklet (11 tickets) -when you purchase a ticket booklet you receive one free ticket.	11 one way trips.
Monthly Service Pass	\$140.00	Unlimited monthly rides	Unlimited
Terms	<p>Tickets and Monthly Passes can be purchased at the Leduc Recreation Centre (Guest Services) at the Civic Centre (Finance Counter) or online. LATS will drive you, free of charge, to purchase your tickets or monthly pass.</p> <p>A ticket or monthly service pass is required to access the bus. Cash fares are not accepted on the bus.</p> <p>All tickets are non-refundable and monthly service passes are non-transferable.</p> <p>It is our policy that drivers shall not accept tips or gifts</p>		

Buying New Equipment

Please call LATS before purchasing new equipment to ensure it can be safely secured on our vehicles.

Wheelchairs and Scooters

For the safety of all passengers, all wheelchairs, walkers and scooters transported on LATS must meet specific size, weight and safety guidelines. All mobility aids must be kept in good repair at all times or they will not be taken on LATS. If the drivers cannot properly secure your mobility aid, we will not be able to provide you with service using that mobility aid. The use of wheelchair seatbelts are mandatory, if a wheelchair does not have a usable seatbelt we will be unable to provide service.

Please note:

- Combined weight of chair (or scooter) and passenger cannot exceed 750 lbs (340 kg)
- Maximum base dimensions for wheelchairs, walkers and scooters: 30 x 50 inches (76 x 127 cm) - equipment larger than this cannot be accommodated
- Wheelchairs must have escort handles
- Wheelchairs and scooters must have functioning brakes
- No flags or other projections are permitted
- Tie-downs must be securely fastened to the frame of the scooter
- Scooters may need attachments installed so they can be secured safely to the floor of the vehicle

Escorts on LATS

If space is available, you may take an escort on your LATS trip (depending on your eligibility). An escort is a person who travels with you as a companion. Escorts are required to pay the fare.

Mandatory Attendant (MA)

A mandatory attendant (MA) may be assigned when a customer needs individual assistance on the vehicle due to a medical condition and/or behavioral concerns. Mandatory attendant status will not be assigned to a customer who needs assistance at their destination. Customers that are assigned MA are not able to book any trips for travel without a mandatory attendant (this applies to all trips).

Customers who require a mandatory attendant must request the designation prior to booking (at time of registration or by contacting LATS Administration as necessary). Mandatory attendants are not required to pay a fare.

Customers displaying unacceptable behavior that affects other passengers and/or the driver will be required to ride with an attendant at all times. Mandatory Attendant designation is for customers who require supervision **on** the vehicle, **not** at their destination or to assist with parcels, etc.

If the customer cannot be left alone and no one is available when the vehicle arrives to receive them, they will have MA status assigned by LATS Administration and they will have to ride with someone for all their trips.

Passenger Safety on LATS

LATS is dedicated to the safety of every passenger on every trip. All passengers on LATS are required to use the appropriate securement system or transfer to a vehicle seat for the safest trip possible.

Correct use of a securement safety system (mobility aids) and seat belt assemblies (passenger) is mandatory and a condition of use while travelling on LATS.

Medical Seatbelt Exemption

All LATS Registrants are required to wear a seatbelt/shoulder strap, unless they have a medical exemption stating that they are unable to do so due to health reasons. If you are not able to use the recommended restraint system (for medical reasons) while travelling on LATS, we require a written exemption (signed by a qualified health care practitioner familiar with your case). The Province of Alberta has specific requirements which LATS must follow regarding seatbelt exemptions for medical reasons - letters must be updated annually.

Passenger Code of Conduct

NO person shall cause a disturbance that may negatively affect other passengers and/or distract the driver from the safe operation of the vehicle.

Some examples include:

- Yelling, hitting or throwing objects
- Excessive perfume
- Spitting or biting
- Arguing, refusing to co-operate with the LATS driver or adhere to the procedures (such as wearing seatbelts or shoulder strap/lap belt assemblies)
- Threatening or harassing the driver or other passengers
- Excessive, distracting or dangerous movement of arms, legs, head or torso beyond the passenger's personal space in the vehicle
- Urination, defecation
- Public nudity, sexual conduct or activity

Medical Emergency

LATS drivers must concentrate on the safe operation of their vehicle and the road conditions. The drivers cannot supervise those who require constant or frequent attention due to medical or behavioral reasons.

In the event of a medical emergency the LATS driver will call **9-1-1** for assistance. The cost of such emergency shall be the sole responsibility of the client/passenger.

LATS Customer Service

Commendations and suggestions:

If you are happy with the service you are getting from our LATS drivers and staff, let us know by calling in a commendation! We are also interested in any suggestions or comments you have about LATS; please call 780-986-5000 or 780-496-4567 (option 4).

Concerns with the service:

LATS listens to customer concerns, and a considerable time is spent in the investigation and resolution of service issues, please call 780-986-5000 or 780-496-4567 (option 4).