LATS
LEDUC ASSISTED TRANSPORTATION SERVICE

CITY OF Leduc

COMMUNITY CONNECTOR

NOVEMBER & DECEMBER 2026



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Bringing news from the City of Leduc to our LATS clients!

CONNECTING PEOPLE. CONNECTING PLACES. CONNECTING COMMUNITIES.

Hello LATS Community,

As fall turns to winter, many of us are switching to colder routines, holidays plans, and busier schedules. Whether you're travelling to appointments, running errands, or attending community events, LATS is here to help you get where you need to go.



WINTER ACCESSIBILITY REMINDER

Please keep your walkways and driveways clear of snow, ice and debris.

For the safety of our passengers and drivers, all walkways, driveways, and pathways leading to the first accessible entrance of your home must be kept clear.

If a safe, accesssible pathway is not available, LATS drivers may be unable to provide service until the area has been cleared.

ADDITIONAL WINTER TRAVEL TIPS

DRESS FOR THE WEATHER

Dress in layers, as mornings and evenings can be much colder.

BE READY

Be ready at the start of your scheduled pickup window.

GOING AWAY?

Make sure to call the LATS office to pause your standing order.

PLAN AHEAD

Book appointments and trips as early as 10 days in advance to help us accommodate your trip.

CITY OF Leduc LATS

PASSENGER CODE OF CONDUCT



BE RESPECTFUL

- Treat others and Transit Operators with courtesy and respect.
- Use a calm voice.
- Keeps hands to yourself (no hitting or touching others).
- Respect other rider's personal space.



BE CONSIDERATE

- Use headphones for music, videos, games, or other audio.
- Keep conversations at a reasonable volume.
- Be mindful of others around you.



OCCUPY ONLY 1 SEAT

- Please sit in one seat only as every seat may be needed during peak periods.



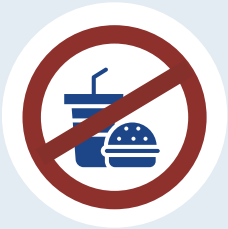
2 BAGS ONLY

- Limit to 2 bags per person on the bus.
- Keep bags with you and out of the aisle.



SHOW YOUR PASS

- Please show your pass every time you board.
- Be ready to present it to the Transit Operator when boarding.



FOOD & DRINKS

- No eating on Transit vehicles.
- Drinks must be in a sealed or spill-resistant container.
- Keep your belongings under your control.

780-980-8444 (Option 8)

transit@leduc.ca

CITY OF Leduc LATS

IMPORTANT SERVICE UPDATE

CHANGES TO LATE CANCELLATIONS AND NO-SHOWS

To help keeps LATS running smoothly and ensure rides are available for everyone who needs them, we will be monitoring cancellations and no-shows more closely.

STARTING NOW

We will begin monitoring late cancellations and no-shows to track ride history.

STARTING JANUARY 1, 2027

The system will begin restricting new bookings for passengers who have more than 20% late cancellations or no-shows.

WHAT COUNTS TOWARDS THE 20%?

LATE CANCELLATIONS

Rides cancelled less than 60 minutes before the scheduled pickup time.

NO-SHOWS

Rides where the passenger does not show up for their scheduled pickup time.

HOW DOES IT WORK?

10 TRIPS

You must have a minimum of 10 booked trips before the system will start tracking your cancellation and no show rate.

20%

If more than 20% of your booked trips are late cancellations or no-shows, booking restrictions will apply.

60 MINUTES

Please cancel your trips at least 60 minutes before your scheduled pickup time.

WHAT HAPPENS IF YOU ARE RESTRICTED?

7-DAY RESTRICTION

You can book up to 3 trips within a 48-hour period. Any trips already booked will not be affected.

BOOKING LIMITS

- Maximum of 3 trips in any 48 hour period.
- You cannot book trips beyond 48 hours.
- If you already have 3 trips in the next 48 hours, you will need to cancel one to book another

LATS
AT A GLANCE

HOURS OF OPERATION

MONDAY – TUESDAY	8:00AM – 9:00PM
WEDNESDAY – FRIDAY	8:00AM – 6:00PM
SATURDAY	8:30AM – 5:30PM
SUNDAY	8:30PM – 5:00PM

NO SERVICE ON STATUTORY HOLIDAYS.

$2.00
PER ONE-WAY TRIP
UNLESS IT'S A SPONSORED RIDE.

BOOK YOUR RIDE
780-986-7433

GENERAL INQUIRIES → 780-980-8444 (OPTION 0)

Holiday Service Notice

There will be **no LATS service** on the following statutory holidays:

NO LATS SERVICE

NOVEMBER 11	DECEMBER 25	DECEMBER 26	DECEMBER 28	JANUARY 01
Remembrance Day	**Christmas Day**	**Boxing Day**	**Day in Lieu**	**New Year's Day**
WEDNESDAY, NOVEMBER 11	FRIDAY, DECEMBER 25	SATURDAY, DECEMBER 26	MONDAY, DECEMBER 28	FRIDAY, JANUARY 1

MODIFIED LATS SERVICE

DECEMBER 21-23	DECEMBER 24 & 31	DECEMBER 29-30
8:00AM - 6:00PM	8:00AM - 3:00PM	8:00AM - 6:00PM

All other dates - regular schedule

Standing order rides will be cancelled from December 25-January 1. If you still require a trip during this time, please call 780-986-7433 or use the app/online.

YOUR LATS TEAM

THE PEOPLE BEHIND YOUR RIDE.

A Little Winter Fun!



WE ASKED OUR LATS TEAM...

What's your favourite thing to do in the winter?

TIM

"I love downhill skiing and usually go every Saturday morning!"

TATIANA

"I love alternating between skiing down mountains and relaxing with a book and a warm cup of tea."

DAVE

"Going to Mexico and playing pickle ball!"

VIRGIL

"Going on a GT sled and getting pulled by a skidoo!"

ERIC

"Tobogganing, snowshoeing and winter hikes."

THOR

"Rowing and cycling!"

SONALI

"I enjoy skiing and getting cozy by a bonfire."

ASAD

"Wait for summer."

CHANTILLE

"Going out for winter walks with my dogs and little one and the sound of snow crunching against my boots."

KEVIN

"Winter walks after a fresh snow fall!"

ABIGAIL

"Snuggling with my chickens and cats in the warm barn!"

CHARMAINE

"I love skiing, skating, cozy bonfires, and relaxing with a book and a warm drink."

MADISON

"Going to look at the different light festivals around the city!"

NEED HELP?


Search
TRANSIT OFFICE
780-980-8444
PRESS 0
Accounts & General Help
Profile changes
Mobility changes
Renewals
Standing orders
Applications
CALL CENTRE
780-986-7433
Your Rides
Booking a ride
Cancelling a ride
Asking about trip times

EXPLORE MORE
WITH LATS SPONSORED RIDES.



Thanks to our generous community sponsors, trips to these destinations are **already paid for.**

PAID TWO-WAY TRIPS



Medicine Shoppe



Safeway



Co-op Grocery & Hardware



True Touch Massage



City Centre Mall



Leduc Rec Centre



Medscheck Pharmacy



Leduc Public Library

PAID ONE-WAY TRIPS



No Frills



Farmer's Market



Second Glance



Eco Station

TIP SPOTLIGHT

30-MINUTE PICKUP WINDOW

A simple window that helps us keep your rides on time and reliable for everyone.

WHAT DOES THIS MEAN?

- Your bus may arrive any time within the 30-minute window and still be considered on time.

BE READY TO GO

- Please be ready at the start of your pickup window.
- Drivers will wait up to 5 minutes after arriving before continuing their route.

WHY DOES LATS USE A PICKUP WINDOW?

- Manage shared rides efficiently.
- Adjust for traffic, weather, and road conditions.
- Keep trips reliable for all riders.

TRAVELLING TO AN APPOINTMENT?

- When booking, request an arrive-before time for medical appointments or other time sensitive events.
- This allows the system to schedule your pickup so you arrive on time.



LIGHT UP LEDUC 2026

REGISTRATION OPENS NOVEMBER 12

Help brighten Leduc this holiday season. Light up Leduc brings neighbours together to celebrate festive decorations, community spirit and winter cheer. Whether you decorate your home or enjoy exploring the displays, everyone can take part! Keep an eye out for information about booking a group to see the lights on one of city buses.

LEARN MORE AT
leduc.ca/lightupleduc

DISCOVER

LEDUC

SILVER BELLS WINTER MARKET

4330 BLACK GOLD DRIVE, LEDUC LEDUC REC CENTRE



DECEMBER 11
DECEMBER 12
DECEMBER 13

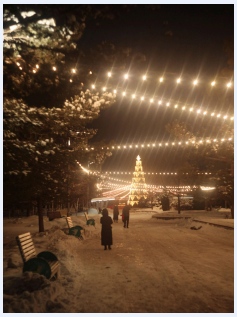
The Silver Bells Winter Market is a festive holiday market featuring a wide variety of local vendors, unique gift ideas, seasonal products, and handcrafted items. Running from **8:00 a.m. to 5:00 p.m**., the market provides an opportunity to support local businesses while discovering one-of-a-kind finds for everyone on your holiday shopping list.

LEARN MORE AT:
https://www.leduc.ca/event/silverbells-winter-market

LEDUC PUBLIC LIBRARY

leduclibrary.ca/Programs

PROGRAMS



WARM UP AT THE LIBRARY

NOV 20 6:00-8:00PM

Stop by the library during Light Up the Park to warm up with crafts, library services, and family-friendly fun.



ADULT STORYTELLING CIRCLE

NOV 25 7:00-8:30PM

Enjoy an evening of folktales and personal stories in a warm, welcoming atmosphere, featuring guest storyteller Bethany Ellis. **This event is virtual on Zoom.**



BOOK BUFFET

NOV 18 1:00-2:00PM

Share a favourite read, hear recommendations from others, and discover new titles in a relaxed, welcoming discussion. No assigned reading required.



CHRISTMAS TEA

DEC 9 2:00-4:00PM

Everyone is invited to enjoy a cup of tea, festive goodies, and great conversation at the Leduc Public Library!

CREATIVE CORNER

TUESDAYS
6:30-7:30PM

Bring your favourite portable craft, work on your latest project, and connect with fellow crafters in a relaxed, self-led gathering!

All skills are welcome!



Leduc Recreation Centre

ARENA ACTIVITES



Hit the ice! The Leduc Rec Centre offers a variety of arena programs.

- Public skating
- Shinny hockey
- Stick & Puck
- & more!

AQUATIC ACTIVITES



Jump in! The aquatic centre offers fun, fitness and learning opportunities!

- Public swim
- Swimming lessons
- AquaFit
- & more!

FIELDHOUSE & COURT ACTIVITES



Get active! The fieldhouse and courts offer spaces for a variety of sports and activities.

- Basketball
- Badminton
- Soccer
- & more!

FITNESS CLASSES



Stay active and feel your best with drop-in fitness classes for all fitness levels.

- Pilates
- Zumba
- Barre
- & more!

LIVE ON STAGE. RIGHT HERE IN LEDUC.

MACLAB CENTRE



Join the Maclab Theater for an exciting line up of performances this November and December!



JAKE'S GIFT



WALK LIKE A MAN



FOLSOM PRISON REVISITED



A HOLY JOLLY JILL BARBER CHRISTMAS

Visit www.MaclabCentre.com for more information.

EVENTS ARE FOR ALL AGES

DOORS OPEN AT 6:30PM
SHOWS BEGIN AT 7:30PM

4308 50 ST, LEDUC

LEDUC EVENTS

WHAT'S HAPPENING IN OUR COMMUNITY

NOVEMBER

WED **11** NOV



Remembrance Day

9:45 a.m. - Civic Centre (Cenotaph Service)
10:30 a.m. - Rec Centre (Remembrance Day)

Opportunity to pause, remember, and honour all who have served.

FRI **20** NOV



Light Up the Park

6:00 p.m. - 8:00p.m.
Alexandra Arena

Come check out some beautiful lights!

SAT **21** NOV



Winter Pottery Market

10:00 a.m. - 5:00p.m.
Leduc Arts Foundry

Shop for handmade ceramic wares made by instructors, students, and studio members.

DECEMBER

SAT **5** DEC



Christmas Farmers Market

10:00 a.m. - 4:00p.m.
Leduc Recreation Centre

Shop from a variety of local vendors.

SAT **5** DEC



Santa Helpers Auction

10:00 a.m.
Leduc Recreation Centre

Volunter to help raise money to buy toys for kids at Christmas or attend the auction!

SAT **12** DEC



CPKC Holiday Train

8:30 p.m. - 9:00 p.m.
Along 47th Street between 49 & 47 Ave

Gather to enjoy live music and support local food banks.

Winter
WORD SEARCH



N	I	A	Z	N	E	T	F	E	S	C	O	Y	A
S	A	A	L	D	N	H	R	L	S	E	Z	Z	S
Z	S	E	H	I	T	L	A	E	F	E	T	O	S
N	S	I	R	S	E	O	C	C	E	M	S	C	C
A	L	T	H	R	L	S	S	T	T	O	O	S	D
I	S	S	F	C	B	L	I	Z	Z	A	R	D	L
Y	S	E	L	A	M	C	O	L	R	E	F	C	I
C	F	L	T	E	E	I	D	S	N	I	H	L	S
S	L	F	L	S	D	N	E	T	T	I	M	R	T
N	I	S	W	E	O	D	C	S	L	F	I	I	L
O	S	C	I	E	O	D	S	L	S	L	E	E	T
W	D	Z	L	R	S	C	C	T	I	E	I	S	I
D	N	B	T	C	L	R	R	S	L	L	L	H	C
A	S	L	E	B	T	Z	L	F	R	O	R	B	E

WORDS TO FIND

SNOW	SLEET	MITTEN	FROST	COZY
ICE	BLIZZARD	SLED	SCARF	CHILL

We'd Love to Hear From You.

Have a suggestion, idea or something fun you'd like to see in our newsletter?

We're always looking for new ways to make our newsletter informative, interesting and enjoyable for our clients.

Whether it's a topic you'd like us to cover, a fun feature idea, or something you think other riders would enjoy, we want to hear from you!

REACH OUT TO THE LATS TEAM
780-980-8444 (Press 0)