



COLD LAKE
ADAPTIVE
TRANSIT

Client Handbook

PRINTED APRIL 2022



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** In case of discrepancy between the Handbook and the City of Cold Lake CLATS Policy, the City of Cold Lake CLATS Policy shall prevail.*

CLATS Client Handbook

CLATS

Cold Lake Adaptive Transit Service (CLATS) is a shared-ride service. It is a transportation service for persons with a permanent, temporary, or intermittent disability within the City of Cold Lake. Medical appointments are the priority.

CLATS does not provide service outside the City of Cold Lake.

CLATS is not an emergency medical service. If you require transportation as a result of an emergency, please call 911.

Welcome

CLATS operates with one wheelchair accessible vehicle that can accommodate up to six wheelchairs. All persons utilizing CLATS must complete an application form to allow the Community Services Manager to assess whether the applicant is eligible for the service and under what conditions.

CLATS is administered and scheduled by the City of Cold Lake Community Services Department. CLATS is a service of the City of Cold Lake, and the cost of the service is offset with fares collected from the users.

Who can use the Service

CLATS is available for permanent residents of Cold Lake with a permanent, temporary, or intermittent disability.





How to Apply

A completed application, including the professional verification portion, must be submitted to determine eligibility before using CLATS. Applications are available at Cold Lake and District FCSS, City Hall, and online at the City of Cold Lake website at www.coldlake.com/CLATS. All applicants are responsible for any additional charges associated with completing the application process.

Registration Process

- Complete an application form, which must also be signed by a qualified health professional.
- Drop off or mail completed applications to Cold Lake and District FCSS.
- Once the application is received with all necessary information completed, it will be processed in a timely manner.

Completed applications can be returned to Cold Lake and District FCSS at 5220 54 Street or mailed to Cold Lake and District FCSS, c/o City of Cold Lake, 5513 48 Ave., Cold Lake, AB, T9M 1A1.

How to Book the Service

If you wish to schedule a trip with CLATS, it must be booked at least 24 hours in advance by calling 780-207-2568. If you are unable to pre-schedule, priority will be given based on availability. CLATS reserves the right to have a flexible pick-up time frame of 15 minutes before and after the time provided pursuant to road, weather, and driving conditions, as well as client mobility and flexibility.

When you book a trip, please provide:

- The day and time you wish to travel;
- The exact address for your pick up and drop off;
- If you will be accompanied by a mandatory attendant or volunteer;
- If you use a wheelchair or any other type of mobility aid;
- If you wish to book a return trip.

The operator will confirm the trip. Please be sure all the information provided is correct. If you leave a message for the driver, the trip is not confirmed until the driver has returned your call and confirmed with you.

Hours of Operation

Operating Hours:

Monday - Sunday: 8:30 am to 4:30 pm

Friday Evening: 4:30 pm to 9:30 pm

Holidays: Closed

Ph: 780-207-2568 (to book)

Administration Hours for Inquiries:

Monday - Friday: 8:30 am to 4:30 pm

Saturday and Sunday: Closed

Holidays: Closed

Ph: 780-594-4495

Change of Information and User Expectations

Contact CLATS Administration at 780-594-4495 with any changes to your conditions, 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 CLATS must be accessible. All locations must be kept free of snow and ice or service will not be provided. Please confirm that your destination is accessible before booking a trip. CLATS will try to accommodate same-day trip requests as vehicle capacity and scheduling allows. There is no guarantee that same-day trip requests can be accommodated.

Fees and Service Terms

\$1.75 (one punch) – One-way trip anywhere (point A to point B) within the City of Cold Lake.

Passes can be purchased from Cold Lake and District FCSS and City Hall. Arrangements can be made to have the operator deliver your payment (cheque only) and pick up your pass for you. Ask your operator for details.

Passes are available in \$21, \$35 and \$70 punch cards.

Terms:

- Please pre-purchase passes. Operators do not carry cash or passes;
- The fare, in the form of a pre-purchased pass, is payable upon entry to the vehicle;
- Please do not ask the driver if you can “owe” the fare;
- Passes may be refundable under certain circumstances;
- It is our policy that drivers shall not accept tips or gifts.

Being Ready on Arrival

On-time service and customer satisfaction is very important to us. Please be ready at your scheduled pick-up time, as this will improve your own service quality and the service quality for your fellow travelers. Due to time restraints, CLATS will be able to wait a maximum of five (5) minutes upon arrival within your scheduled pick up time frame.

No-Shows

A customer is considered a “no-show” when:

- The driver 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.

Two (2) or more no-shows will result in a punch of your card.

The vehicle will wait a maximum of five (5) minutes upon arrival within your scheduled pick-up time frame. If you are NOT ready during this five-minute period, your trip is considered a no-show.

Operator Assistance

Operators will:

- Operate power lifts and ramps on the vehicle and secure wheelchairs and scooters in wheelchair restraint devices to the floor of CLATS vehicle;
- Assist customers with lap/shoulder straps and belts;
- Assist customers on and off vehicles.

Operators will 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 (including garages), or take your equipment down the steps and then go back up for you. All equipment must be at ground level when the driver arrives.

In the interest of safety, the operator can make independent, occasional safety judgment calls related to client assistance.

Volunteer Helpers

If space is available, you may take a volunteer helper on your CLATS trip (depending on your eligibility). A volunteer helper is a person who is travelling with you as a helper. Volunteer helpers are not required to pay the published fare.

Mandatory Attendant

A Mandatory Attendant designation is assigned when a client requires individual assistance on the vehicle due to a medical condition and/or developmental disability. Mandatory Attendant status will not be assigned to a client who needs assistance at their destination. Clients that are assigned Mandatory Attendant status are not able to book any trip for travel without a Mandatory Attendant.

Mandatory Attendant status can only be granted by a qualified health care or social service practitioner.

Clients who require Mandatory Attendant status must request the designation prior to booking (at time of registration or by contacting CLATS administration if necessary). Mandatory Attendants are not required to pay a fare.

Clients displaying unacceptable behaviour that affects other passengers and/or the driver will be required to ride with an attendant at all times. Mandatory Attendant designation is for clients who require supervision ON the vehicle, NOT at their destination or to assist with parcels, etc.

Wheelchairs and Scooters

For the safety of all passengers, wheelchairs, walkers and scooters transported on CLATS 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 the CLATS vehicle. If the Operators cannot properly secure your mobility aid, we will not be able to provide you with service using that mobility aid.

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; equipment larger than this cannot be accommodated. Wheelchairs must have escort handles;
- 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.





Buying New Equipment

Please call CLATS Administration at 780-594-4495 before purchasing new equipment to ensure it can be safely secured on our vehicle.

Passenger Safety

CLATS is dedicated to the safety of every passenger on every trip. All passengers on CLATS are required to use the appropriate securement system, unless medically released from seat belt use, or transferred to a vehicle seat for the safest trip possible. The Province of Alberta has specific requirements which CLATS must follow regarding seat belt exemptions for medical reasons.

Correct use of a securement system, mobility aids, and passenger seat belt assemblies are a mandatory condition of use while travelling on CLATS.

Medical Seat Belt Exemption

The Province of Alberta has specific requirements which CLATS must follow regarding seat belt exemptions for medical reasons. If you are not able to use the recommended restraint system while travelling on CLATS, administration requires a written exemption signed by a qualified health care practitioner.

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.

Clients who abuse service privileges and/or ignore the Passenger Code of Conduct may be required to be assigned a Mandatory Attendant and must travel with an attendant on all trips.

Clients who continually fail to follow the Passenger Code of Conduct may be refused service.

CLATS may not meet all travel needs. When a higher level of service is required, we recommend a private service option. For more information on alternative services available in the community, call 780-594-4495.

Medical Emergency

CLATS operators must concentrate on the safe operation of their vehicle and the road conditions. Operators cannot supervise those who require constant or frequent attention due to medical or behavioural reasons.

In the event of a medical emergency the CLATS operator will call 9-1-1 for assistance. The cost of such an emergency, shall be the sole responsibility of the client/passenger.

Customer Service

Commendations and suggestions: If you are happy with the service you are receiving from the CLATS operators and staff, let us know by calling in a commendation! We are also interested in any suggestions or comments you have about CLATS, please call the Administrator at 780-594-4495 ext. 0.

Concerns with service: CLATS listens to customer concerns, and considerable time is spent in the investigation and resolution of service issues. If you have a specific concern, please do not hesitate to call the Administrator at 780-594-4495 ext. 0.





COLD LAKE ADAPTIVE TRANSIT SERVICE (CLATS) POLICY
POLICY NUMBER: 138-FC-11

Approval Date: October 10, 2011

Revise Date: February 22, 2022

Motion Number: CM20111011.1013

Repeal Date:

Supersedes: 111-FC-08

Review Date:

1.0 Policy Intent

The intent of this policy is to provide a guide to the operations of the Cold Lake Adaptive Transit Service (CLATS).

2.0 Purpose

The purpose of the Policy is to:

- 2.1 Act as a guideline to City of Cold Lake Administration on the service parameters, priorities and operations of the CLATS.
- 2.2 Outline responsibilities of the services users.
- 2.3 Supersede policy 111-FC-08 dated December 16, 2008, motion CM20090113.1012.

3.0 Policy Statement

The goal of this policy is to outline appropriate use of the CLATS, including use, limitations, fees, priority of service, mandatory aides, hours, and passenger conduct.

4.0 Managerial Guidelines

- 4.1 The CLATS is designed to assist persons with disabilities that prevent them from driving and seniors who need transportation to and from engagements who are unable to access alternative means of transportation.
- 4.2 Parameters of Service
 - 4.2.1 During regular hours of operation, the CLATS is intended to transport eligible residents of the City of Cold Lake to a variety of appointments and outings within the City of Cold Lake municipal boundaries.
 - 4.2.2 It is feasible that during regional special events and upon special request, the CLATS may be able to transport eligible residents of the City of Cold Lake to functions outside the municipal boundaries. A written request should be made to the FCSS Manager for approval by the General Manager of Community Services. Approval will be based on the financial feasibility of the request, available drivers and the minimization of disruption to regular service. Additional costs may be charged for such requests.

- 4.3 Priority of Service
- 4.3.1 Priority of service for the CLATS is as follows and in order:
- 4.3.1.1 medical and dental appointments;
- 4.3.1.2 business appointments including shopping, postal, banking and employment; and
- 4.3.1.3 cultural, social and recreational outings (example. church, special events, library)
- 4.3.2 The priority of service list allows clients with higher priority to supersede appointments booked with lower priority up to 24 hours in advance.
- 4.3.3 Within 24 hours, appointments will be based on first booked first served. Early prebooking is mandatory.
- 4.3.4 The CLATS should not be used as a replacement to the requirement of school divisions to transport their children to and from school. In special circumstances where the school division requires and requests assistance and the CLATS deems it has the appropriate means to assist an exception can be made. Additional costs may be incurred based on a cost recovery basis.
- 4.3.5 The CLATS shall not be used to transport people when a higher level of service such as an ambulance is required.
- 4.4 Hours of Operation
- 4.4.1 CLATS is available seven days per week. The regular hours of operation will be determined by the FCSS Manager in consultation with the General Manager of Community Services and the appropriate community groups. In establishing the hours of operation the changing need for the services within the community shall be considered.
- 4.4.2 Regular hours of operation can be modified by providing clients with two weeks' notice prior to implementing the change.
- 4.4.3 The CLATS may be made available for special events or activities within the community outside of regular hours.
- 4.4.4 To book the service outside of regular hours, a written request must be submitted to the FCSS Manager by the requesting group. The viability of the request will be based on staff availability and financial impact. Additional fees may apply for such requests.
- 4.5 Cancellation of the CLATS:
- 4.5.1 The CLATS shall be cancelled in the event that school buses are not running due to inclement weather conditions.
- 4.5.2 Any other cancellations will be at the discretion of the FCSS Manager in consultation with the General Manager of Community Services.
- 4.5.3 It is noted that all attempts to reduce the number of cancellations in service should be made. Maintenance should be scheduled at low volume times.
- 4.5.4 In the event of a cancellation of service, the scheduled CLATS Driver(s) will report to Cold Lake and District FCSS to perform other related duties as designated by the supervisor.
- 4.5.5 As a result of the sudden cancellation of service if the CLATS Driver(s) requests a day off, a leave request must be approved by the FCSS Manager in accordance with the City's Human Resources policies.
- 4.6 Client Eligibility
- 4.6.1 The following individuals are eligible for Cold Lake Adaptive Transit Service:
- 4.6.1.1 Adults with a permanent, temporary or intermittent disability.
- 4.6.1.2 Children may be considered under the above; however, a Mandatory Attendant must be present at all times.
- 4.6.2 Any case for riding the CLATS, which is not covered by the above criteria, will be referred to the FCSS Manager.

- 4.7 Client Registry
 - 4.7.1 All clients wishing to use the CLATS must pre-register with Cold Lake and District FCSS. Eligibility will be determined based on the criteria listed above. Clients are required to complete the registration package in its entirety prior to riding the service.
 - 4.7.2 Annual registration checks and updates will take place in July of each year. Any clients refusing to provide information requested for eligibility purposes will not be approved for on-go service.
 - 4.7.3 Registrants must inform FCSS of any changes that may impact their eligibility status.
- 4.8 Mandatory Attendant Designation and Expulsion of Service
 - 4.8.1 All clients will receive a copy of the Client Handbook. The procedures explained in this document are intended to promote the safety of patrons while ensuring an enjoyable experience for all riders.
 - 4.8.2 Should a client not wish to follow the Passenger Code of Conduct they may be refused service by the bus driver. The bus driver will be required to file a formal incident report explaining the circumstances within 24 hours.
 - 4.8.3 Following the incident report, the FCSS Manager will have the discretion of assigning a Mandatory Attendant Designation. This will require a client to travel with an attendant on all trips.
 - 4.8.4 If continued problems occur following the Mandatory Attendant Designation, refusal of future service may occur.
 - 4.8.5 Only the General Manager of Community Services, in consultation with the FCSS Manager, can make the determination to remove a client from receipt of future service.
 - 4.8.6 All clients who have been refused on-going service can have their application reviewed through a formal application 1 year following expulsion.
- 4.9 Safety of CLATS Driver(s) and Patrons
 - 4.9.1 Only appropriately trained City of Cold Lake staff briefed on the operation of the CLATS and with the appropriate Class of license under the *Alberta Highway Traffic Act* will be permitted to operate the bus.
 - 4.9.2 The City of Cold Lake prohibits the use of driver distractions while the vehicle is in motion. This includes:
 - 4.9.2.1 using hand-held cell phones
 - 4.9.2.2 texting or e-mailing
 - 4.9.2.3 using electronic devices like laptop computers, video games, cameras, video entertainment displays and programming portable audio players (e.g., MP3 players)
 - 4.9.2.4 entering information on GPS units
 - 4.9.2.5 reading printed materials in the vehicle
 - 4.9.2.6 writing, printing or sketching, and
 - 4.9.2.7 personal grooming
 - 4.9.3 Drivers will not leave the bus unattended. Drivers may assist passengers on or off of the bus, but may not accompany passengers to or from their destination beyond the bus. Drivers are not to assist passengers with carrying parcels to or from the passengers' destination for any reason.
 - 4.9.4 CLATS Driver(s) are required to either utilize a Bluetooth headset or alternatively to let all cell phone calls go to voice mail when the bus is in motion. At a time deemed appropriate they will return calls to patrons and schedule appointments.
 - 4.9.5 The Cold Lake Adaptive Transit vehicles are equipped with seatbelts for all riders. Therefore the CLATS Driver(s) and passengers will wear seatbelts at all times. This includes wheelchair tie downs. Clients refusing to abide by this CLATS safety regulations will not be permitted to access the service.

COLD LAKE ADAPTIVE TRANSIT SERVICE (CLATS POLICY)**POLICY NUMBER: 138-FC-11**

- 4.9.6 All clients utilizing a wheelchair must be capable of maneuvering themselves independently or must have an accompanying attendant, sanctioned by a medical practitioner, who will be allowed to ride and assist the client.
- 4.9.7 All wheelchairs will be restrained with a safety harnesses, and those clients who cannot independently maintain a stable upright position in their wheelchair may also be required to be restrained with seat belts and shoulder harnesses while riding the bus. Clients may be refused service on the bus if they refuse these rules.
- 4.9.8 When a client embarks the bus with a wheelchair, the CLATS Driver(s) will be responsible for the securing of all wheelchair restraints prior to moving the bus. Where an attendant or an institution staff member is present to assist, the CLATS Driver(s) will remain responsible for rechecking all restraining devices.
- 4.10 Fees
- 4.10.1 Rider fee increases will be recommended to City Council by the Chief Administrative Officer during the annual budget period or as needed.
- 4.10.2 No cash will be taken on the bus and the CLATS Driver(s) will only respond to pre sold passes. Passes will be pre-sold in increments of: \$21.00 (12 punches), \$35.00 (20 punches), and \$70.00 (40 punches) at the Cold Lake and District FCSS office and City Hall.
- 4.10.3 The CLATS fee structure is as follows:
- 4.10.3.1 One-way trip anywhere (point to point) within the City of Cold Lake \$1.75 (1 punch).
- 4.10.4 Fees for trips leaving the municipal boundaries will be determined at time of approval and will be based on a cost recovery basis.

5.0 References

Province of Alberta Distracted Driver legislation.
City of Cold Lake Occupational Health and Safety Policy and Manual.

6.0 Persons Affected

All registered clients of the CLATS, the CLATS Driver(s), FCSS Manager, and General Manager Public Services are affected by this policy.

7.0 Revision/Review History

- Amendments to Managerial Guidelines made on February 24, 2017.
- Section 4.10.3.1 amended on January 11, 2022.
- Section 4.6.1, and 4.9.1 amended on February 22, 2022 (CRM20220222. I 007)
- "City of Cold Lake Special Transportation Service (CCLSTS)" changed to "Cold Lake Adaptive Transit Service (CLATS)" throughout entire policy.

March 25, 2022

Date

March 25, 2022

Date

[Signature]
Chief Administrative Officer

[Signature]
Mayor



Quick Reference Information

CLATS is a shared-ride service. It is a transportation service for persons with a permanent, temporary, or intermittent disability within the City of Cold Lake. Medical appointments are the priority, however, this service does not include emergencies.

How to Apply

A completed application must be submitted to determine eligibility before using CLATS. Applications are available at Cold Lake and District FCSS, City Hall, and online at the City of Cold Lake website at www.coldlake.com/CLATS. All applicants are responsible for any additional charges associated with completing the medical designation portion of the application form.

Completed applications can be returned to Cold Lake and District FCSS at 5220 54 Street or mailed to Cold Lake and District FCSS, c/o City of Cold Lake, 5513 48 Ave., Cold Lake, AB T9M 1A1.

Hours of Operation

Operating Hours:

Monday – Sunday: 8:30 am - 4:30 pm
Friday Evening: 4:30 pm - 9:30 pm
Holidays: Closed
Ph: 780-207-2568 (to book)

Administration Hours for Inquiries:

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Fees and Service Terms

\$1.75 (one punch) – One-way trip anywhere (point A to point B) within the City of Cold Lake.

Passes can be purchased from Cold Lake and District FCSS or City Hall and are available in \$21, \$35 and \$70 increments.

For all inquiries, please call the Cold Lake and District FCSS Administrator at 780-594-4495.

Cold Lake and District FCSS

5220 54 Street
Cold Lake, Alberta
Ph: 780-594-4495

City of Cold Lake

5513 48 Avenue
Cold Lake, Alberta
Ph: 780-549-4494





www.coldlake.com