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**COLD LAKE ADAPTIVE TRANSIT SERVICE (CLATS) POLICY**

**POLICY NUMBER: 138-FC-11**

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Approval Date: October 10, 2011

Revise Date: August 25, 2023

Motion Number: CM20111011.1013

Repeal Date:

Supersedes: 111-FC-08

Review Date:

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**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 Criteria 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 FCSS, for approval by the CAO or designate. 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 pre-booking 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 CAO or designate. 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 FCSS, for approval by the CAO or designate 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 CAO or designate.
  - 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 CLATS:
    - 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, a written request should be made to FCSS, for approval by CAO or designate.
- 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-going 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 CAO or designate 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 The CAO or designate reserves the right to review client application/approval files for passengers on the Adaptive Transit Service and may request client information be updated as necessary inclusive of any medical information and/or recommendations from a qualified medical practitioner.
  - 4.8.6 Only the CAO or designate, can make the determination to remove a client from receipt of future service.
  - 4.8.7 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 CLATS bus is 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.
  - 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 of Community Services are affected by this policy.

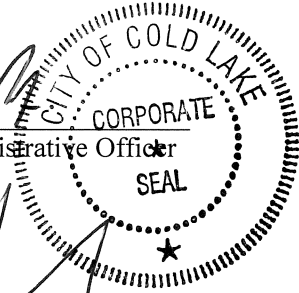
## 7.0 Revision/Review History

- 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 (CRM20220222.1007)
- “City of Cold Lake Special Transportation Service (CCLSTS)” changed to “Cold Lake Adaptive Transit Service (CLATS)” throughout entire policy.
- August 22, 2023 - Managerial Guidelines – Sections 4.2, 4.2.2, 4.4.1, 4.4.4, 4.5.2, 4.6.2, 4.8.3, 4.8.6, add section 4.8.5.
- August 25, 2023 – Persons Affected – Section 6.0.

August 29, 2023  
Date

Aug 31 2023  
Date

7/1/23  
Chief Administrative Officer



[Signature]  
Mayor