

THE CORPORATION OF THE TOWN OF COCHRANE



Integrated Accessibility Standards Regulations

Policies For Transportation

Approved: March 27, 2025

POLICIES FOR TRANSPORTATION AVAILABILITY OF INFORMATION ON ACCESSIBILITY EQUIPMENT			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 34
Approver	Council	Appendices	

Purpose:

All conventional and specialized transportation service providers are to provide the General public with current information about their accessibility equipment and the accessibility features of their vehicles, routes and services.

Statement:

Cochrane Access Transit Services will provide current information about our accessibility equipment and the accessibility features of our vehicles and services.

Application:

Our website contains information regarding our accessibility equipment as well as a list of accessibility features. Our Access Transit Van has a fold out ramp designed for wheelchairs, mobility scooters, as well as for ambulatory clients that may not be able to climb stairs.

The Town of Cochrane Website Accessibility Statement and accessibility features can be found at: <https://cochraneontario.com/services/accessibility>

POLICIES FOR TRANSPORTATION NON-FUNCTIONING ACCESSIBILITY EQUIPMENT			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 35 & 43
Approver	Council	Appendices	

Purpose:

All conventional transportation service providers and specialized service providers will accommodate people with disabilities when the accessibility equipment on the vehicle breaks down.

Further, conventional transportation service providers and specialized transportation service providers must repair accessibility equipment that is broken as soon as it is practicable.

Statement:

Cochrane Access Transit Services, will accommodate people with disabilities when the accessibility equipment on the vehicle breaks down, and will repair the accessibility equipment as soon as it is possible to do so.

Application:

In the event of non-functioning equipment on the Access Transit Van, the contracted service provider will bring the van to the municipal garage to make arrangements for repairs, if there is no passenger in the van.

If there is a passenger in the van, the operator of the van will contact the Town Hall to have administration contact the third party (Cochrane Community Living) to assist with picking up the passenger with their mobility vehicle at the local of the malfunction.

POLICIES FOR TRANSPORTATION ACCESSIBILITY TRAINING			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 36
Approver	Council	Appendices	Training Course Outline Table

Purpose:

All conventional transportation service providers and specialized transportation service providers will provide transportation-specific accessibility training for employees and volunteers, as it relates to their position.

This training is in addition to the general training required under the General Requirement part of the Integrated Accessibility Standards Regulation.

Statement:

Cochrane Access Transit Services will provide transportation-specific accessibility training for all current and new Transit Operators, in addition to the general training required under the IASR.

Application:

Transit Operator training (for both new and existing operators) includes the safe use of accessibility equipment and accessibility features on our access transit van.

Training also includes preparing new and existing Transit Operators on how to prepare for emergencies, and how to help people with disabilities in emergency situations.

All Transit Operators are trained specifically on acceptable modifications to procedures in the event of accessibility equipment failure or the occurrence of a temporary barrier. Operators are required to contact the Director of Protective Services to notify them of the situation and they work together to resolve the specific issue.

All employee (Transit Operator) files contain records of specific types of training, and date of training. The training required under the General Requirement part of the Integrated Accessibility Standards Regulation is provided by the Clerk of the Town of Cochrane and documented on the training course outline table.

POLICIES FOR TRANSPORTATION EMERGENCY PREPAREDNESS AND RESPONSE			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 37
Approver	Council	Appendices	

Purpose:

Conventional transportation service providers and specialized transportation service providers will have emergency preparedness and response policies that will provide for the safety of people with disabilities.

Statement:

Cochrane Access Transit Services will have emergency preparedness and response policies to provide for the safety of our passengers with disabilities.

Application:

If there is a need to evacuate the van, the Transit Operator will contact 9-1-1 (Emergency Services).

There are emergency exits at the rear of the van to be used by Emergency Personnel. In the event we need Police/Fire/Ambulance, 9-1-1 will be called to deal with the situation, due to the diversity of our clients/passengers and the variety of disabilities.

This can be found at: <https://cochraneontario.com/services/accessibility>



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POLICIES FOR TRANSPORTATION FARES, SUPPORT PERSONS			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 38
Approver	Council	Appendices	

Purpose:

No conventional transportation service provider or specialized transportation service provider will charge a fare to a support person who is accompanying a person with a disability on a transportation vehicle when the person with a disability has a need for a support person to travel with them.

Statement:

Cochrane Access Transit Services does not charge fares to support persons who are accompanying a person with a disability, when that person has a need for a support person to travel with them.

Application:

When applying for Access Transit service, the applicant indicates on the application if a support person (Assistant/Aide) is required. We currently provide a different colour Access Transit Ticket to our registered passengers who have indicated that they are unable to travel by themselves, which will allow a support person to accompany the Access Transit client at no extra cost.

Staff may reserve the right to require a person with a disability to be accompanied by a support person, but only if the support person is necessary to protect the health or safety of the person with a disability or the health and safety of other persons on Town premises.

POLICIES FOR TRANSPORTATION SPECIALIZED TRANSPORTATION SERVICES			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 42
Approver	Council	Appendices	

Purpose:

Specialized transportation service providers will identify how they will estimate demand for specialized transportation. They will also outline what steps they will take to reduce the waiting times for their services.

Statement:

Cochrane Access Transit Services will estimate the demand for specialized transportation services over a multi-year span, and create a plan to reduce wait times for services.

Application:

In 2023 the Town of Cochrane hired a Consultant, who provided a study on a growth outlook and long-term (i.e., 2021 to 2051) population, housing and employment growth forecast. Cochrane is expected to grow to a population of approximately 9,400 by 2051; representing an increase of 3,500 people from the 2024 population base of 5,900 (59% increase). By 2051, 10% of the Town's population will be 75 years or older, compared to 8% as of 2021.

Future demand will be monitored through the number of registered clients using the Access Transit Van, the percentage of unaccommodated trip requests, past ridership trends, review of incremental annual increase in demand, and ridership growth levels.

POLICIES FOR TRANSPORTATION CATEGORIES OF ELIGIBILITY			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 63
Approver	Council	Appendices	

Purpose:

Specialized transportation service providers will establish three categories for eligibility and use them consistently when people with disabilities apply to use the services.

Statement:

Cochrane Access Transit Services will establish three categories for eligibility, and use them consistently among applications.

Application:

A person with a disability that prevents them from using conventional transportation services shall be categorized as having unconditional eligibility (Permanent).

A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility (Temporary).

A person with a disability where environmental or physical barriers limit their ability to consistently use transportation services shall be categorized as having conditional eligibility (Conditional). Plans to implement a tracking system to enter specific expiration date for this purpose.

*This information is in the Cochrane Access Transit Application Form and Brochure.

This can be found at: <https://cochraneontario.com/services/accessibility>

POLICIES FOR TRANSPORTATION ELIGIBILITY APPLICATION PROCESS			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 64
Approver	Council	Appendices	

Purpose:

Specialized transportation service providers will meet standard service requirements for people with disabilities during the application and appeals process for specialized transportation services.

Statement:

Cochrane Transit Services will process completed applications for eligibility within 14 calendar days, and establish an independent appeals process to review decisions respecting eligibility.

Application:

Once Cochrane Access Transit has received a completed application for eligibility, they will make a decision within 14 calendar days. If they have not made a decision on an application by the end of the 14 days, they will give the applicant temporary eligibility until a decision on the eligibility is made.

Cochrane Access Transit services will not charge an application or assessment fee to people with disabilities who apply for Access Transit Service. Once eligibility is determined, the applicant will receive a letter in the mail indicating the status of their application.

Applicants denied Access Transit service may submit an appeal in writing with evidence to the Clerk's department for reconsideration.

*This information is in the Specialized Transportation Services (Access Transit) Policy and the Access Transit Application Form.

This can be found at: <https://cochraneontario.com/services/accessibility>

POLICIES FOR TRANSPORTATION EMERGENCY OR COMPASSIONATE GROUNDS			
Effective Date	March 26, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 65
Approver	Council	Appendices	

Purpose:

Specialized transportation service providers will develop procedures to respond to people with disabilities who need specialized services – because of an emergency or on compassionate grounds – earlier than the standard application timeline of 14 calendar days.

Statement:

Cochrane Access Transit Services will process Access Transit applications on a priority basis due to emergencies or compassionate grounds.

Application:

Applicants requiring urgent access to Access Transit services because of an emergency or on compassionate grounds and there are no other accessible transportation services to meet their needs, the Town of Cochrane may grant temporary eligibility without completing a full intake assessment to accommodate the request earlier than the standard timeline of 10 business days.

Individuals applying for emergency or compassionate access to Access Transit services must indicate their request for expedited consideration on their application form and provide justification for their request. If approved, the Town will extend access to Access Transit services to the applicant for a maximum of seven (7) calendar days. Any extension or more permanent access must be facilitated through the non-emergency application and meet eligibility requirements.

The need for specialized transportation services because of an emergency or on compassionate grounds is separate from a medical emergency or the need for an ambulance to bring a person to a hospital for medical attention. People who require urgent medical attention should call 9-1-1 or contact their local emergency service.

*This information is in the Specialized Transportation Services (Access Transit) Policy and the Access Transit Emergency or Compassionate Access Application Form, and can be found at: <https://cochraneontario.com/services/accessibility>

POLICIES FOR TRANSPORTATION VISITORS			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 67
Approver	Council	Appendices	

Purpose:

Specialized transportation service providers shall make their services available to visitors with disabilities.

Statement:

Cochrane Access Transit Services offers Access Transit service to visitors with disabilities.

Application:

Visitors with disabilities must meet one of two conditions:

- 1) They must be able to confirm that they are eligible for specialized transportation services in their home jurisdiction, or
- 2) They must meet the eligibility requirements for Cochrane Access Transit Service.

Visitors are requested to complete and provide the “Access Transit - Visitor Application Form” to the Clerk’s Department. Part B (Medical Information) on the Application Form is not required to be completed if confirmation of eligibility for specialized transportation services at their home jurisdiction is provided.

Requests from visitors will be granted on a short-term temporary basis, and will be provided with a welcome letter stating the expiration date of their approved access to Access Transit services.

*This information is in the Specialized Transportation Services (Access Transit) Policy and in the Access Transit Visitor Application Form.

This can be found at: <https://cochraneontario.com/services/accessibility>

POLICIES FOR TRANSPORTATION ORIGIN TO DESTINATION SERVICES			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 68
Approver	Council	Appendices	

Purpose:

Every specialized transportation service provider shall provide origin to destination services within its service area that takes into account the abilities of its passengers and that accommodates their abilities.

Statement:

Origin to destination services shall be provided within the Town's service area and will take the abilities of the passengers into consideration.

Application:

In the event of a service disruption, such as a road closure, Cochrane Access Transit Services does not guarantee that people with disabilities can get to a specific location at their intended destination. For example: if a road is closed due to a water main break, and no vehicles can access the road, then Access Transit Services is also unable to service the location.

This information may be communicated on the Town's website and social media, or the Access Transit Operator may communicate verbally with the person with a disability of the service disruption.

POLICIES FOR TRANSPORTATION CO-ORDINATED SERVICES			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 69
Approver	Council	Appendices	

Purpose:

Where specialized transportation services are provided in adjacent municipalities within contiguous urban areas, the specialized transportation service providers shall facilitate connections between their respective services.

Statement:

The Town of Cochrane will facilitate coordination of services with neighbouring municipalities/specialized providers.

Application:

Implement a co-ordinated plan with surrounding municipalities (Iroquois Falls and Smooth Rock Falls) to set accessible stops and drop off locations in the contiguous urban areas that have specialized transportation services.

POLICIES FOR TRANSPORTATION BOOKINGS			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 71
Approver	Council	Appendices	

Purpose:

Specialized transportation service providers will provide same day service, to the extent that it is available, and accept bookings for service as close as possible to the date requested.

Specialized transportation service providers must provide an accessible means to accept reservations.

Statement:

Cochrane Access Transit Services will provide same day service on the Access Transit Van when it is available.

Cochrane Access Transit Services will provide an accessible reservation process.

Application:

Same day service will be provided when there is availability in the schedule. When there is no availability in the same day's schedule, we will attempt to make a booking for the next day, or the next day there is availability.

In the event that same day service is not available, the contracted service provider will make every effort to schedule the client for the next availability.

Access Transit services currently accepts all reservations over the telephone by contacting the contracted service provider or in-person by visiting the municipal office (Town Hall). Implementation of an online booking system will be considered in the near future.

*This information is available in the Town of Cochrane Access Transit Services Brochure, which can be found at: <https://cochraneontario.com/services/accessibility>

POLICIES FOR TRANSPORTATION TRIP RESTRICTIONS			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 72
Approver	Council	Appendices	

Purpose:

No specialized transportation service provider shall limit the availability of specialized transportation services to persons with disabilities by:

- a) restricting the number of trips a person with a disability is able to request; and
- b) implementing any policy or operational practice that unreasonably limits the availability of specialized transportation services.

Statement:

Cochrane Access Transit Services will not limit the availability of Access Transit service to people with disabilities.

Application:

Access Transit clients are not restricted in the number of trips they are able to book. They may book as many trips per week necessary.

POLICIES FOR TRANSPORTATION SERVICE DELAYS			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 73
Approver	Council	Appendices	

Purpose:

Specialized transportation service providers shall inform people with disabilities when there will be delays in the scheduled pick-up times. Information about the delays will be communicated through methods that have been agreed on in advance by the providers and the people with disabilities.

Statement:

Cochrane Access Transit Services will inform their clients when there will be delays in scheduled pick-up times.

Application:

In the event of a service delay that impacts the contracted service provider's ability to deliver Access Transit services for any duration of time, the Town will work with the service provider to communicate and advertise the disruption.

*This information is available in our Notice of Temporary Disruption procedure

This can be found at: <https://cochraneontario.com/services/accessibility>

POLICIES FOR TRANSPORTATION COMPANIONS AND CHILDREN			
Effective Date	March 28, 2025	Policy Type	Integrated Accessibility Standards Regulations (IASR)
Responsibility	Clerk	Ontario Regulation	Section 74
Approver	Council	Appendices	

Purpose:

Every specialized transportation service provider shall allow companions to travel with persons with disabilities if space is available and will not result in the denial of service to other person with disabilities. Also, every specialized transportation service provider shall allow dependents to travel with a person with a disability who is the parent or guardian of the dependent if appropriate child restraint securement systems and equipment are, if required, available.

Statement:

Cochrane Access Transit Services (Access Transit Van) will allow companions to travel with Access Transit clients, as well as dependent children.

Application:

When companions, such as a partner, family member or friend, who travels with an Access Transit rider in the service provider's taxi, the regular taxi fare will be charged for the trip.

Access Transit rider's dependents will not be charged when accompanying the individual on an Access Transit trip. However, it is the Access Transit rider's responsibility to ensure that, where required due to the dependent's age, height, or weight, the dependent is secured in the taxi with the appropriate child restraint securement system.

*This information is available in our Specialized Transportation Services (Access Transit) Policy and can be found at: <https://cochraneontario.com/services/accessibility>