

2019

ADA Plan

Americans with Disabilities (ADA) Plan

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Introduction

Canby Area Transit (CAT) operates as a department of the City of Canby. The department's administrative offices are located at 195 S Hazel Dell Way, Suite C in Canby. The Transit Director can be contacted by phone at 503.266.0751, by fax at 503.263.6284, or cat@canbyoregon.gov. Address written correspondence to Canby Area Transit, PO Box 930, Canby, OR 97013.

Canby Area Transit and the City of Canby are committed to providing equal opportunity for persons with disabilities. This commitment includes complying with the Americans with Disabilities Act of 1990 (ADA) and the Rehabilitation Act of 1993 including Section 37.173 of DOT's ADA regulations requiring transit operators to train their personnel to properly assist and treat individuals with disabilities with sensitivity and to operate vehicles and equipment safely. This includes training personnel to use the accessibility equipment and to accommodate the different types of common wheelchairs.

This Americans with Disabilities (ADA) Plan updates the ADA Plan adopted January 6, 2016 and documents the policies developed during the course of providing public transportation. These policies and service delivery systems were developed in regular public meetings with the integral participation of the Transit Advisory Committee and the governing body, Canby City Council.

Mission and Goals

City of Canby's stated mission is *to maintain and improve the quality of life and environment for all within the Canby Community.*

To accomplish this we will:

- Facilitate the provisions of needed services and infrastructure.
- Promote community-oriented decision making.
- Advocate accessibility and equity in process and service.
- Nurture a sense of community and responsibility between generations.

Canby Area Transit, a department of the City of Canby, has established the following mission statement: *To serve the citizens of Canby with accessible, dependable and efficient Public Transportation.*

Canby Area Transit is committed to providing transportation services that will accommodate people of all abilities and provide quality service to as many members of the community as possible. Customer accessibility is a critical consideration in all aspects of CAT service from customer amenities to vehicle and route design. The following lists service elements designed specifically to assure the accessibility of CAT service.

- All CAT service is designed with accessibility as a priority.
- Paratransit Dial-A-Ride service is available for those who are not able to access the Fixed-Route service.

- A General Public Dial-A-Ride service is available for anyone traveling within the CAT service area.
- CAT personnel are trained to operate vehicles and equipment safely and to sensitively assist people with disabilities.
- Vehicles are equipped with wheelchair lifts or ramps as well as bike racks.
- Stops and service routes are announced on Commuter and Fixed-Route services.
- Schedules and program information are made available in alternative formats.
- Service animals trained to perform a task are accommodated on all vehicles.
- Personal Care Attendants (PCA) may accompany individuals with disabilities at no charge.
- Travel Training assistance and trip planning is provided upon request.
- Bus stops are evaluated for accessibility and are established in the safest, most accessible locations available.
- As needed, customers are interviewed via phone or in person to identify the appropriate level of service, provide information and answer any questions.
- Reasonable modifications to our policies, practices, and procedures are made, upon request, whenever possible (see Appendix D).
- A transferless service exceeding ADA requirements is available to eligible customers traveling between Oregon City and Canby.

These practices contribute to the accessibility of the CAT system and improve its service to all customers including those with disabilities.

Transportation service is provided without discrimination against any person including any person with a disability. Discrimination by Canby Area Transit employees or representatives against any person on the basis of disability will not be condoned or tolerated. The Canby Area Transit Title VI Program Policy provides a comprehensive non-discrimination policy.

Service Design

Canby Area Transit (CAT) was established as a department of the City of Canby on January 1, 2002. Following the City's submission of a withdrawal petition to TriMet (pursuant to ORS 267.250 – 267.265) that was formalized by an Intergovernmental Agreement (IGA) between TriMet and the City of Canby on December 27, 2001.

Service History

Since CAT was established its service levels and design have been adjusted several times. Early on there were service expansions and improved local service. Prior to the recession, CAT provided 2 local circulator routes; 6 days of commuter service to Oregon City and Woodburn; midday service on weekdays to Wilsonville; 6 days of paratransit service within the Canby UGB; and 6 days of transferless paratransit service between addresses within the Canby UGB and/or within the Oregon City city limits. The transferless paratransit service to Oregon City is a requirement of the IGA between TriMet and the City.

In 2009, Saturday services were suspended. In 2011, the local circulator routes and the midday service to Wilsonville were suspended and the commuter service to Oregon City and Woodburn

was reduced dramatically. At the same time the transferless paratransit service to Oregon City was reduced by limiting the trip purposes for Oregon City Dial-A-Ride trips. Also, as a stopgap measure a very limited local general public demand response service was added to assist residents who were now without the local circulator routes. These service cuts were forced by funding shortfalls. The Commuter service along Highway 99E has seen schedule time adjustments over the years and bus stops have been moved or eliminated but the service has remained a commuter style service since 2011.

Service Changes

Since the last ADA Plan update the name of the route changed from the Route 99 to the Route 99X. Along with the name change the schedule was adjusted to provide either hourly or half-hourly service across the service day. To better conform to commuter route standards a number of seldom used bus stops were eliminated as were all possible deviations off of 99E. The changes were made in April of 2018. This was the first time since 2011 that a schedule change included an increase in service hours. The change added 10 revenue hours per service day. The change eliminated service gaps in the middle of the day and increased the number of trips between Canby and Woodburn and between Canby and Oregon City. It also extended the span of Commuter service between Canby and Oregon City by almost 2 hours per day.

The new schedule was also designed to pulse with South Metro Area Regional Transit (SMART) at the Canby Transit Center. This allows riders from both systems to make connections within a 3-8 minute wait. Whenever possible connections with South Clackamas Transportation District (SCTD) at the Canby Transit Center and with Woodburn Transit Service (WTS) and Cherriots Regional in Woodburn were also improved.

The changes did not impact the complementary paratransit service because the services defined as Fixed-Route within the City of Canby still operates between 6 am and 8 pm. The first bus to travel across town toward Woodburn leaves the Canby Transit Center at 6 am and the last bus from Woodburn arrives back at the Canby Transit Center at 8:00 pm.

Description of Service Area

Canby is a growing and thriving community with a population approaching 18,000 people. The rural environment and small town feel draw many to settle in Canby making it one of the most desirable bedroom communities – with Portland 25 miles north and Salem 30 miles to the south.

Bordered by the Molalla and Willamette rivers, Canby has historically been a natural hub for transportation which played a major role in the development of the City. The Willamette River served as the main source of transportation with steamboats taking produce to markets in Oregon City and Portland. Rails were laid in 1870 and the tracks were quickly lined with warehouses and the agriculture industry grew. In 1914, a ferry service was established across the Willamette River and today the Canby ferry is one of three ferries still operating in Oregon.

Canby is separated from Metro's Urban Growth Boundary by several miles of rural land. This separation is protected by a "Green Corridor" agreement between Canby, Clackamas County, Metro, and the Oregon Department of Transportation – which largely protects the 99E corridor from further development. This designation coupled with the Willamette River, the railroad lines, and the steep cliffs ensure that Canby will remain separate from the Portland Metropolitan Area for many decades, if not forever. The city's setting surrounded by rivers and fields, and its agricultural heritage, give it a unique character and a tradition of self-reliance. Canby's historic downtown, highway commercial area, schools, and churches are still very important local destinations.

Despite this physical separation and self-reliance, Canby has always had strong transportation and economic connections to its neighbors (Portland, Woodburn, Wilsonville, Molalla and Salem) by rail and road.

City-Data.com reports that the population of Canby rose 33% between 2000 and 2014. The Growth can be attributed in large part to people seeking a small town, rural lifestyle within a reasonable distance of the employment, recreational and retail opportunities of Oregon's two largest metropolitan areas.

Aging Population

According to the US Census Bureau's Quick Facts estimates for July 1, 2018 fifteen percent of the City's population was 65 or older. Baby Boomers are reaching retirement age and seniors will account for a growing proportion of the population. This will inevitably create an increased demand for Paratransit services over the next twenty years. Elderly residents who are less confident in their driving abilities may also add to the increased demand for Fixed-Route transit service as well. In fiscal year 2017-18 nearly 23 percent of CAT ridership was either elderly or a persons with a disability.

Other Demographics

Although the demographic profile of transit riders varies somewhat from one place to another, there are particular groups that are more likely to commute by transit than others. According to one study, the groups that are more likely to use transit include:

- Workers with no household car
- Workers with work or mobility limitations
- Women
- Hispanics
- Asians
- Immigrants (regardless of the number of years they have been in the United States)
- Workers with household incomes below \$20,000
- Workers age 17-29, and
- Workers age 60 and over.

With the exception of low-income households, the study indicated that all of the other groups still had higher than average transit use to access jobs, even in higher-income groups. In our

recent Title VI Plan we estimate that 20.1 percent of Canby residents inside the CAT service area are Latino, 10.9 percent of the population live in poverty and 7 percent are under the age of 65 living with a disability.

Commuter and Fixed-Route Service

The Route 99X is the only route currently operated by Canby Area Transit (CAT). It is designed as a commuter route that travels between Oregon City and Woodburn along Highway 99E via the Canby Transit Center in Canby. The schedule has two commute patterns. One between Oregon City and Canby and one between Oregon City and Woodburn via the Canby Transit Center. From 6:00 am to 8:00 pm the Route 99X also provides hourly service across Canby to the four bus stops in each direction along 99E. Historically, the in-town segments of the Route 99X between the Canby Market Center and Canby Square have been designated as a Fixed-Route. A current schedule is posted at www.canbyareatransit.org. See Appendix F for a copy of the current schedule.

Route	Service	Location	Days	Hours	Frequency
99X	Fixed Route	Between 99E & N Redwood (Canby Market Center) and 99E & SW Berg Parkway (Canby Square) via Canby Transit Center (100 NE 1 st)	Monday - Friday	6:00 am to 7:00 pm	hourly
99X	Fixed Route	Between 99E & SW Berg Parkway (Canby Square) and 99E & S Sequoia (Canby Market Center) via Canby Transit Center (100 NE 1 st)	Monday - Friday	7:00 am to 8:00 pm	hourly

Commuter Service

As noted above the Route 99X is a Commuter route with two patterns. The route provides hourly service between Oregon City and Woodburn (via Canby) and half-hourly service between Canby and Oregon City during peak hours. As the route travels along Highway 99E between Oregon City and Woodburn it provides intercity connections to and links between the rural communities along the route. Thereby, providing critical links for rural communities to Portland and Salem as well as connections to Molalla, Wilsonville and smaller communities along the route. See Appendix J to see the Route 99X map.

Route	Service	Location	Days	Hours	Frequency
99X	Commuter to Oregon City	Between the Canby Transit Center and Oregon City Transit Center (1035 Main St)	Monday - Friday	5:00 am to 10:00 pm	Hourly Peak: 30 min
99X	Commuter to Woodburn	Canby Transit Center and WTS Stop 18 near BiMart in Woodburn (1600 Mount Hood Ave)	Monday - Friday	6:00 am to 7:00 pm	Hourly

The Route 99X provides very limited stops along Highway 99E and does not provide local service to the small communities along route.

Fares

On October 1, 2012 CAT implemented a one dollar fare for all Fixed-Route and Commuter services. Children who have had their 7th birthday are required to pay the fare. Effective April 1, 2014 CAT offers a 24 ride Punch Pass for \$20 and a \$20 Monthly Pass.

Fleet

CAT operates a mixed fleet of vehicles. Current schedules require a minimum of 6 buses in operation per service day. Two (2) 35'/33 passenger buses are utilized only on the Fixed-Route and commuter services. Two (2) 22'/17 passenger buses with four wheelchair stations are utilized on Dial-A-Ride only. The other vehicles are used on both Fixed-Route/Commuter service and Dial-A-Ride (Paratransit) as appropriate. These vehicles include five (5) 24'-26'/20-21 passenger. Additionally, CAT has one (1) ramp accessible minivan and four (4) backup buses. All vehicles are accessible and can accommodate at least one wheelchair.

Complementary Paratransit Service

Canby Area Transit (CAT) provides demand responsive Complementary Paratransit service through its Dial-a-Ride program. CAT meets or exceeds the paratransit requirements set forth by the Americans with Disabilities Act (ADA).

Paratransit Service

CAT provides more than the required complementary paratransit service through its Dial-A-Ride program. The service is available to all individuals whose disability prevents them from using or accessing the local Fixed-Route bus; which operates along 99E between Berg Parkway to the south and N Redwood/S Sequoia to the north. Paratransit service is provided to all ADA paratransit eligible individuals traveling within Canby Urban Growth Boundary (which exceeds the ADA requirement of within $\frac{3}{4}$ mile of a fixed route). Paratransit customers traveling to and from destinations in the TriMet District make transfers to the TriMet LIFT service at the Oregon City Transit Center.

This service is provided during the hours of the local Fixed-Route service: 6:00 am to 8:00 pm Monday through Friday.

Eligibility

See Appendix A for the certification process as part of the Eligibility Policy. The policy addresses the six required elements:

- Availability of application materials in accessible format
- Description of determination process, including method of notifying individuals about determinations
- System and timetable for processing applications and allowing presumptive eligibility
- Documentation provided to persons determined to be ADA Paratransit eligible
- Description of the administrative appeals process
- A policy for visitors

Scheduling a Ride

When paratransit certification is complete, ride reservations are made by calling 503.266.4022 up to 14 days in advance and by 5:00 pm the day before any trip. Although the office is closed on weekends (and some holidays) trip requests are taken by voice mail and honored for Monday or the next service day. There are no restrictions on trip purpose and it is the practice of Canby Area Transit that there are no capacity constraints.

Additional Information

Subscription service (standing order) is available for riders who travel to and/or from the same location on a regular basis. Subscription service may be limited in order to ensure there are no capacity constraints for on-demand trip requests. A waiting list may be created for subscription service only.

Reservation times may be negotiated to within one hour of requested time. There is a pick-up window of 10 minutes before or after scheduled time. Passengers are requested to be ready for vehicle arrival, which may be up to 10 minutes early. Driver will allow up to five (5) minutes for passenger to board.

Cancellations, Missed Rides, and No Shows

Cancelled and missed trips are costly and an inconvenience to other passengers. Customers are requested to contact the dispatch/scheduler as soon as possible when canceling a trip. Ridership privileges may be suspended due to a pattern of missed or no show appointments. Ridership privileges can also be suspended due to unruly behavior, which may or may not threaten safety on the vehicle.

Service Delivery

Complementary service is curb-to-curb however reasonable accommodations are made when door-to-door service is needed (see Appendix D).

Personal Care Attendant

An eligible ADA Paratransit rider may travel with one (1) Personal Care Attendant (PCA) and one (1) companion. Additional companions may ride as space allows. Companions are required to pay any applicable fares.

Service Fares

Although the fare for the Paratransit service may be twice (2x) the fixed route fare, CAT fares on the Dial-A-Ride services are the same as Commuter/Fixed-Route fares.

The fare for all CAT services is one dollar. Children who have had their 7th birthday are required to pay the fare. CAT offers a 24 ride Punch Pass for \$20 and a \$20 Monthly Pass.

Dial-A-Ride customers who schedule their shopping trips on the twice daily Shopping Shuttles ride for free.

Oregon City Dial-A-Ride

CAT’s Oregon City Dial-A-Ride service exceeds the American’s with Disabilities Act (ADA) requirements for Paratransit riders. The Oregon City Dial-A-Ride is a supplement to CAT’s Paratransit Dial-A-Ride service that provides a connection to TriMet LIFT at the Oregon City Transit Center. Based on the IGA between the City and TriMet, CAT provides a transferless service (origin-to-destination) to all eligible Paratransit customers. Transferless service is provided between addresses within the Canby Urban Growth Boundary and addresses inside the city limits of Oregon City. The service is curb-to curb with reasonable accommodations made for trips requiring door-to-door assistance (see Appendix D).

This service is provided during the hours of Paratransit Service. The Oregon City Dial-A-Ride service is provided for the following trip purposes: medical or social services appointments, legal services, education or employment. The service operates from 6:00 am to 8:00 pm Monday through Friday.

All other aspects of the service are the same as the Paratransit Service detailed above.

Comparison of Fixed-Route to Complementary Paratransit

This comparison table summarizes the above defined Complementary Paratransit service showing it provides equal service to that provided by the Fixed-Route and meets the six required criteria.

Service Criteria	Consistent w/ Regulation	Comments
Service Area	Yes	See Service Area Map
Response Time	Yes	14 days in advance to 5:00 pm the day prior
Fares	Yes	\$1
Trip Purpose	Yes	No Restrictions
Service Hours	Yes	Same
Capacity Constraints	Yes	None

General Public Dial-A-Ride

Canby Area Transit (CAT provides a limited demand responsive General Public service through its Dial-A-Ride program. This service is offered to anyone traveling within the Canby Area Transit service area. Rides are provided on a space available basis as capacity on the Complementary Paratransit service allows.

This service is provided between 8:00 am and 6:00 pm Monday through Friday. See www.canbyareatransit.org for more detailed information including a map of the CAT service area.

Eligibility

Anyone traveling to or from a destination within the CAT service area is eligible for service. Individuals register by calling 503.266.4022 and providing their name, address, and phone number and answering a few questions.

Scheduling a Ride

Reservations may be scheduled as early as 14 days in advance or up to 24 hours prior to the trip. Reservations for Mondays or the first day after a holiday must be made on the Friday before the date of the ride request.

Reservations may be placed by calling the dispatcher/scheduler during office hours (Monday through Friday, 8:00am to 5:00pm) or on weekends and holidays by leaving a message on the office answering system.

When demand is high CAT is required to prioritize rides that are requested by riders who qualify for the Complementary Paratransit service. In order to comply, we have established a waiting list policy for General Public customers. Ride requests are recorded in the order they are received and offered to the General Public customers on a first come first served basis. Riders on the list are called after 5 pm on the day prior to their trip and given a pick up time or informed if there is no space available.

Additional Information

Subscription service (standing order) is not available for this service. It is provided on a space available basis.

Reservation times may be negotiated to within one hour of requested time when space is available. There is a pick-up window of 10 minutes before or after scheduled time. Passengers are requested to be ready for vehicle arrival, which may be up to 10 minutes early. Driver will allow up to five (5) minutes for passenger to board.

Cancellations, Missed Rides, and No Shows

Cancelled and missed trips are costly and an inconvenience to other passengers. Customers are requested to contact the dispatch/scheduler as soon as possible when canceling a trip. Ridership privileges may be suspended due to a pattern of missed or no show appointments. Ridership privileges can also be suspended due to unruly behavior, which may or may not threaten safety on the vehicle.

Service Delivery

Service is curb-to-curb however reasonable accommodations are made when modified service is needed (see Appendix D).

Service Fares

Although the fare for the Paratransit service may be twice (2x) the fixed route fare, CAT fares on the Dial-A-Ride services are the same as Commuter/Fixed-Route fares.

The fare for all CAT services is one dollar. Children who have had their 7th birthday are required to pay the fare. CAT offers a 24 ride Punch Pass for \$20 and a \$20 Monthly Pass.

Dial-A-Ride customers who schedule their shopping trips on the twice daily Shopping Shuttles ride for free.

Fleet

As mentioned in the previous sections, CAT operates a mixed fleet of vehicles. Current schedules require a minimum of 6 buses in operation per service day. Two (2) 35'/33 passenger buses are utilized only on the Fixed-Route and commuter services. Two (2) 22'/17 passenger buses with four wheelchair stations are utilized on Dial-A-Ride only. The other vehicles are used on both Fixed-Route/Commuter service and Dial-A-Ride (Paratransit) as appropriate. These vehicles include five (5) 24'-26'/20-21 passenger. Additionally, CAT has one (1) ramp accessible minivan and four (4) backup buses. All vehicles are accessible and can accommodate at least one wheelchair.

Coordination with Other Public Transit Service Providers

Canby Area Transit's participation in regular coordinated planning with many public transit service providers includes the Clackamas County Transportation Consortium, the Regional Transportation Coordinating Committee, and the Special Transportation Funding Advisory Committee responsible for the development of the Coordinated Human Transportation Services Plan. Canby Area Transit makes every effort to coordinate with other agencies in the region and to provide the most effective and appropriate level of service. We use the Transit Master Plan for Canby Area Transit as our primary guide <http://www.canbyoregon.gov/transportation/masterplan/VolumelICanbyTransitMP.pdf> . We also make every effort to implement the strategies of the Elderly and Disabled Transportation Plan (EDTP).

Providing connections and mobility is one of CAT's highest priorities and we currently make connections with TriMet, South Metro Area Regional Transit (SMART), South Clackamas Transportation District (SCTD), Cherriots Regional and Woodburn Transit System (WTS).

Our recent schedule changes facilitated a pulse between CAT and SMART. It also improved our connections SCTD and Cherriots. In 2017-18 we worked with Cherriots staff on the Highway 99E Corridor Plan which was published in June of 2018.

A transit staff person meets monthly with other transit providers in Clackamas County to work on coordination of services, economies of scale, funding opportunities, partnership opportunities and other items of mutual benefit. This group is also considering including providers from neighboring counties on a periodic basis to broaden the scope of our workgroup.

As often as possible we work with the RideWise program staff to assist CAT customers and Canby education professionals with travel training.

Public Participation

The City of Canby-CAT's public involvement strategy offers continuous opportunities for the public to be involved in proposed transportation decisions, such as service design changes, new services, fare changes, and changes of service policy. The primary mechanism for the public to participate is to attend the bimonthly Transportation Advisory Committee (TAC) meetings or City of Canby City Council meetings. These meetings are advertised in the local paper and are open public meetings and held in locations that are wheelchair accessible. Real time interpretation for Spanish speakers is now provided at all Transit Advisory Committee meetings.

All public meetings offer translation services and information in alternate formats and minutes from the meeting are available in English and other languages upon request. The TAC meeting are held on the fourth Thursday of January, March, May, July and September and on the third Thursday in November at 6:00 PM in the Council Chambers, 222 NE 2nd Avenue, 1st Floor. The City Council meetings are held monthly on the first and third Wednesdays at the same location. City Council meetings are also broadcast live over the local cable television station and video of the meetings is available on the City website at:

http://www.canbyoregon.gov/CityGovernment/councilminutes_agenda.htm

CAT meets the goals outlined in the Oregon Department of Transportation Public Transit State Management Plan for public involvement. CAT seeks out and considers the viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities. A copy of the current Title VI Plan and LEP is available on the CAT website at <http://www.canbyareatransit.org>. CAT provides private sector providers with a reasonable opportunity to comment on plans, programs, and to be included in coordinated plans. The following is a general description of CAT processes, which vary depending on the subject, purpose and scope of the program, policy or decision.

- a. Rider and general public surveys
- b. Open public meetings (TAC, City Council, Planning Commission)
- c. Technical work groups
- d. Website information
- e. Solicitation of comments
- f. Involve customers and potential customers in development of plans, policies, service changes, and funding decisions. CAT conducts broad outreach during planning processes such as Transit Master Plan or ADA plan updates or major service changes and riders, general public and stakeholders are notified and invited to participate and comment.
- g. Make plans available in alternate formats, Spanish, and other languages as necessary and hold public hearing (s) with adequate notice of the hearing, including advertisement in local paper, on website, and to special interest circulation.
- h. Develop contacts and mailing lists for LEP and ADA customers and transit stakeholders.

Summary of Public Participation

CAT complies with grant-related public involvement requirements as defined by grant application documents. The following is a summary of CAT's public participation efforts.

Printed Materials:

CAT has translated service information on CAT's website and published materials into Spanish. General information about CAT services is posted on CAT's website in English and Spanish and translations to other languages are available upon request. Route 99X schedules and Dial-A-Ride service information are printed and distributed in English and Spanish. Outreach materials, surveys, flyers, press releases and meeting notices for major service changes are available in English and Spanish.

Phone Access:

CAT's phone system includes a Spanish option on the CAT recorded messages. CAT contracts for translation services through Certified Languages International and Passport to Languages to provide verbal, written and in person translation services whenever necessary. Dispatchers are able to connect non-English speaking customers to a translator to respond to questions about CAT services.

Planning and Service Changes

The City and Canby Area Transit make every effort to encourage engagement of the community and all CAT riders and stakeholders whenever there is a policy adjustment, service change, or planning effort.

Administrative Changes

Since the last update to this plan, CAT modified the resolution establishing the Transit Advisory Committee (TAC). This modification made several corrections and clarifications but the substantive change was to the number of times annually that the committee is required to meet. The new requirement is "at least six (6) times per year". This was recommended by the Transit Advisory Committee at their meeting on November 17, 2016 and approved by the City Council on January 4, 2017. Both actions happened during public meetings with opportunity for public comment and advance notice by agenda postings on the CAT and City of Canby website. During discussions of the TAC it was suggested that recruitment of LEP population individuals to the TAC might be improved by reducing the number of meetings TAC members are required to attend and adjusting the time of the meetings. This action changed the number of meetings requirement by reducing it from 12 times per year to 6 times and in 2018 the meeting time was adjusted by 30 minutes from 5:30 pm to 6:00 pm.

Transit Master Plan Update and Recommended Service Changes

In September of 2016, CAT began a planning process that would last more than a year. Jarrett Walker + Associates (JWA) was selected as the planning consultant for the project. The scope of work included targeted outreach to, and involvement of, Spanish speakers in the planning effort. To accomplish this JWA included MultiCultural Collaborative (MCC) consultants in their proposal to address the Spanish speaker outreach effort.

In November of 2016, JWA and MCC consultants attended the Bridging Cultures Thanksgiving dinner event to meet and greet Spanish speakers and distributed a questionnaire which was used to compile a list of interested Spanish speaking contacts. ESL classes were also attended. The full arsenal of stakeholders were contacted, encouraged to participate and share the information with their contacts. Bilingual web-links were established to communicate the planning process meeting dates, a link to the survey and other pertinent details. An email address, phone numbers for texting and voice contact were offered to both English and Spanish speakers as options for sending and receiving information.

Ultimately, a group of 36 stakeholders spent four hours in a bilingual training and workshop. In a poll at the end of the workshop, 11 of them said they believed the City should prioritize investments in a new local circulator, whereas 17 said more frequency on Route 99 should be the top priority. This workshop was conducted with simultaneous Spanish interpretation. Food and childcare were provided. We also offered a \$20 stipend to those who attended.

Also, 175 people took a bilingual survey in print or online. Of these people, 63 preferred a local circulator and 100 preferred more service on Route 99. The most common free-form comment in the surveys was a request for weekend service.

The Transit Advisory Committee recommended unanimously to City Council that a phased improvement plan be adopted, in which the first step would be increased service on Route 99. The full plan (in English) and a summary document are available online at www.canbyareatransit.org under the Plans & Policies link. The new service on Route 99 was added in April of 2018. At the same time the route name was changed to the Route 99X. Outreach for the service changes happened directly following the Transit Master Plan process and included outreach to all stakeholders through the process that is becoming familiar to both English and Spanish speakers in our community.

Transit Master Plan – Project List Priorities

HB2017 established the Statewide Transit Improvement Fund (STIF) which had not been anticipated during the CAT Transit Master Plan process. The CAT Transit Master Plan was drafted with a neutral funding forecast. Although there are projects identified as next steps under Phase 2 of the plan these projects were not prioritized. So in order to compile an eligible list of projects to be included in the TriMet STIF Plan CAT conducted another outreach effort in June and July of 2018. The short timeline to accomplish this had some impact because schools were out for the summer. Otherwise, we were able to contact the stakeholder groups. This effort kicked off with a Bridging Cultures event on June 23, 2018. Bilingual fliers about the upcoming public hearings and survey were distributed along with paper copies of the survey and the press release (also bilingual). The four question survey was also distributed in paper format as well as online between June 20th and July 20th (in English and Spanish). Public hearings were held on June 28th and also on July 19th. Ultimately we received 210 English responses and 30 Spanish responses. All respondents preferred Saturday service over a local circulator by 74% (DAR and Fixed); English speakers preferred Saturday by 72% and Spanish speakers by 95%.

Title VI Program and LEP Plan Update

In 2018 CAT updated its Title VI program and Limited English Proficiency (LEP) plan. On September 5, 2018 the plan was adopted by the Canby City Council. As is our practice, prior to the Council approval, press releases were published, notices were posted in CAT and City public notice locations and on all buses, the Transit Advisory Committee reviewed the documents as did the City Council with opportunity for public comment on the agendas at public meetings. Since September of 2018 real time Spanish interpretation is available at all Transit Advisory Committee meetings to encourage participation of Spanish speaking residents. All notices were published in English and Spanish.

Future Planning Efforts

In addition to the outreach effort for this ADA Plan we will update and adopt a new Facilities plan in February of 2019. Also, in the spring or summer of 2019 CAT will conduct an outreach effort to determine the details of the new Saturday service that has been prioritized to begin in July of 2019. Prior to 2021, CAT will need to conduct another focused planning effort in order to identify the need for service improvements as well as facility and capital project improvements.

Over the past year CAT has incorporated simultaneous Spanish interpretation at its public hearing meetings and offered it upon request. During our Transit Master Plan process we also found that the preferred mechanism for contacting our Spanish speaking stakeholders, community members and riders is via text message. We are working on a method to facilitate the need for Spanish texting and also meet our public records requirements.

Appendices

Appendix A:	Eligibility Policy
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Appendix A: Eligibility Policy

Canby Area Transit AMERICANS WITH DISABILITIES (ADA) Eligibility Policy

Eligibility is the process whereby a rider can apply to receive ADA Complementary Paratransit or other special services for which they are determined eligible.

Application and Certification Process

When a customer contacts Canby Area Transit (CAT) with a request for ADA eligible service they are asked to complete a paper application and are given a copy of a brochure (attached as Appendix G) that describes CAT's Paratransit Service. An application form (attached as Appendix E) is provided to all customers requesting Paratransit Service. All eligibility materials are available in accessible formats upon request.

Once a completed application is received, CAT may take up to 21 days from receipt to make an eligibility determination. No application for special services is accepted for review by CAT until all sections of the application are completed. All partially complete or illegible applications are returned to the applicant. The Transit Director or designee will review all completed applications to determine eligibility for special services including the category of service such as permanent, temporary, or conditional. Follow-up phone, in-person interviews, or functional assessments may be needed. If an initial determination is not made within 21 days of the individual's request for service, they will be provided temporary services on a presumption of eligibility until eligibility is determined.

All applicants receive notification of their eligibility or service denial in writing and in an accessible format if requested. Individuals who are certified as eligible are provided with an identification card.

Denial of Service

If ADA Paratransit Service is denied, the individual has the right to appeal this decision. The service denial will be provided in writing, will detail the reasons for denial and provide information about the process of appealing the decision. The denial decision will be determined by the Transit Director or designee, who will sign the denial notification letter.

Appeal Process

Any applicant who is denied ADA Paratransit eligibility or disagrees with any established conditions of eligibility has the right to appeal the determination. An appeal request must be submitted in writing and postmarked or delivered within 60 days of the applicant receiving written notification of the decision regarding eligibility as provided above. Appeal requests should be addressed to: Transit Director, City of Canby, PO Box 930, 195 S Hazel Dell Way, Suite C, Canby OR 97013 for review. The appellant, at their request, has the right to meet with the Transit Director to present additional information and arguments. Anyone needing special accommodations may contact Canby Area Transit for assistance at 503.266.4022 or 195 S Hazel Dell Way, Suite C, Canby OR 97013.

The decision of the Transit Director must be made within 30 days and provided in writing or in an accessible format, and include the reasons for the finding. If the decision of the Director is not satisfactory, a further appeal can be made within 30 days to the Transit Advisory Committee at an open, public meeting. Determination at such a meeting will be forwarded as a recommendation to the Canby City Council for approval. Canby City Council determinations will be final. A record of action taken on each request or complaint must be maintained as part of the record or minutes at each level of the appeal process.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as the filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

Visitor Privilege

Visitors will be allowed Paratransit Services when traveling in Canby. The individual should have a certification from their home of record. If they do not and the disability is not obvious, the certification process will be used to determine eligibility. Visitor privilege will be provided by CAT for up to 30 days per year. Individuals certified by another transit agency in the region will have unlimited reciprocity.

Suspension of Services

Canby Area Transit reserves the right to suspend from services any ADA Paratransit qualified person, who establishes a pattern or practice of missing scheduled trips and/or for violating the passenger conduct rules posted in CAT vehicles. Repeated violations can result in services being revoked for up to a maximum of one year. All suspension decisions will be the responsibility of the Transit Director, subject by appeal to the City Council.

Personal Care Attendant

An ADA Paratransit eligible rider may travel with a Personal Care Attendant (PCA) who may ride free of charge. Other companions may ride as space allows and will be required to pay any applicable fares.

Eligibility Identification Cards

Eligibility Identification Cards will include: Customer name, Customer number, and expiration date for eligibility.

Temporary or Conditional Certification

If eligibility is determined temporary, the ADA Paratransit qualified person will need to be re-certified at the end of the termed period, unless a longer time period is recommended by the physician and approved by the Transit Manager.

If eligibility is determined conditional, the ADA Paratransit qualified person can request to have the status of eligibility reviewed should the conditions change.

Appendix B: Route Design Compliance

Canby Area Transit – City of Canby
 Transit Commuter Route Design Compliance

Commuter Service to Woodburn	
SERVICE DESIGN CHARACTERISTICS OF COMMUTER ROUTE	COMMENTS
No attempt to comprehensively cover service area	Operates between Canby Transit Center (100 NE 1 st) and Woodburn Transit System (WTS) bus stop (#18) near BiMart (1600 Mt Hood Avenue) in Woodburn.
Limited route structure	Commute portion of the route is linear along 99E
Limited number of stops	Commute portion of the route makes limited stops along 99E
Routes of extended length, usually between central business and outlying areas	Commute portion of the route is about 10 miles from Canby Square in Canby to the WTS bus stop (#18) in Woodburn.
Service predominately in one direction during peak times	Commute portion of the route is bidirectional throughout day as commutes serve both communities (reverse commute) and many shifts
Coordinated relationship to other modes	Commute portion of the route connects Canby commuters to WTS and Cherriots Regional
Use of multi-ride tickets	Both 24 ride Punch Passes and Monthly Passes are available for this service

Commuter Service to Oregon City	
SERVICE DESIGN CHARACTERISTICS OF COMMUTER ROUTE	COMMENTS
No attempt to comprehensively cover service area	Route operates between Canby Transit Center (100 NE 1 st) and the Oregon City Transit Center (1035 Main) in Oregon City
Limited route structure	Commute portion of the route is linear along 99E
Limited number of stops	Commute portion of the route makes limited stops along 99E
Routes of extended length, usually between central business and outlying areas	Commute portion of the route is 8.4 miles between Canby Market Center and the Oregon City Transit Center and 9.1 miles between the Canby Transit Center and the Oregon City Transit Center.
Service predominately in one direction during peak times	Commute portion of the route is bidirectional throughout day as commutes serve both communities (reverse commute) and many shifts
Coordinated relationship to other modes	Commute portion of the route connects Canby and Woodburn commuters to TriMet services in Oregon City.
Use of multi-ride tickets	Both 24 ride Punch Passes and Monthly Passes are available for this service

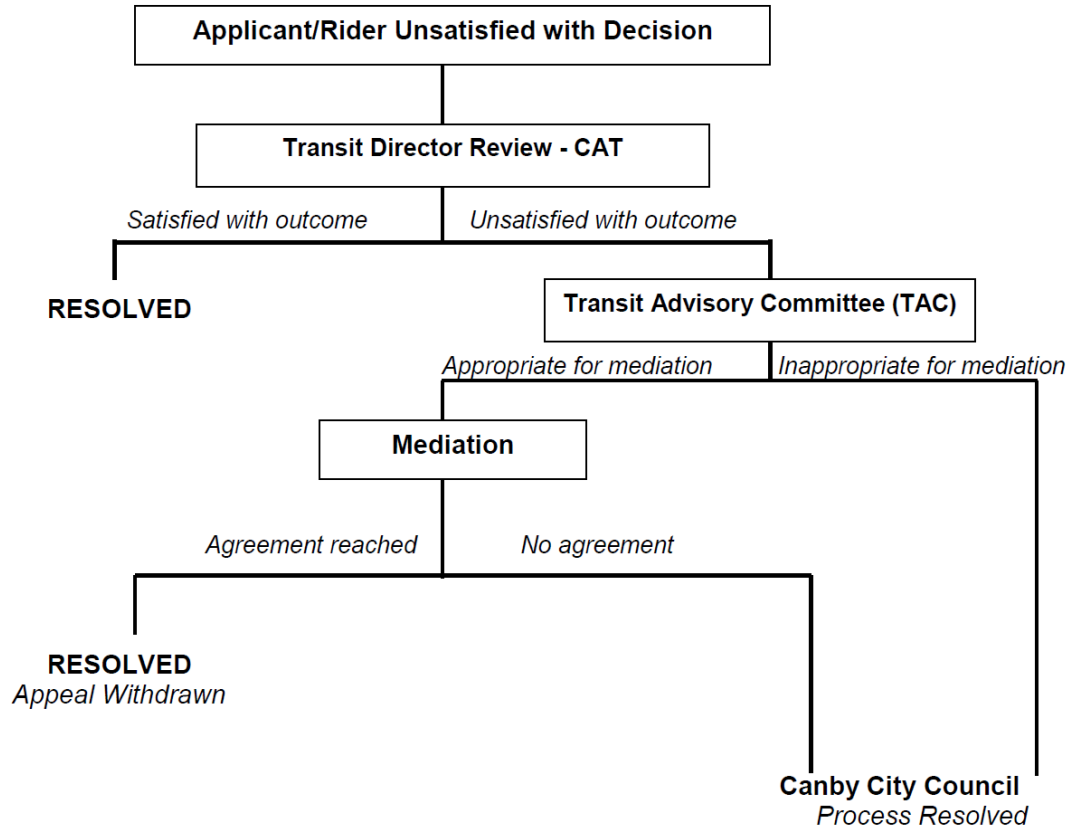
Appendix C: Complaint and Appeals Process

Canby Area Transit (CAT) – City of Canby Complaint and Appeals Process

STEPS	CONSIDERATIONS
<p>1. Notice of Decision Applicant or rider is notified of eligibility or suspension status. Those who receive suspension notices or notice of less than full eligibility will be notified of their option to request a review of the decision and their right to appeal.</p> <p>The applicant/rider has a predetermined number of days from receipt of a decision to request a review or an appeal: 14 days for suspension notices, 60 days for eligibility determinations and other decisions.</p> <p>At this point, the rider/applicant may either request a review (go to Step 2) or appeal the decision (go to Step 3).</p>	<p>The entity shall establish an administrative appeal process through which individuals denied eligibility or notified of an impending service suspension can obtain review of the decision. SS37.125 (g) and SS37.125 (h)(3).</p> <p>For Eligibility Decisions: Provider may require that an appeal be filed within 60 days of denial of an individual’s application. SS37.125(g)(1).</p> <p>For Suspensions: Canby Area Transit policy establishes that a suspension will take effect 30 days after the rider is notified therefore appeals should be made within 14 days</p>
<p>2. Manager’s Review Applicant/rider contacts the Transit Director to request a review of the decision The Director will review the case and work with the applicant/rider to obtain additional information in a timely manner.</p> <p>This may involve an in-person interview or an evaluation by a physical therapist.</p> <p>After all necessary information has been gathered. Transit Director will render a review decision within 14 days and will notify the applicant/rider in writing. The applicant/rider will again be notified of their right to appeal. An appeal must be initiated within 14 days (suspension) or 60 days (eligibility) of receipt of the review decision.</p>	<p>Applicants/riders are encouraged to request a manager’s review rather than jumping right to an appeal. A manager’s review supports the process goal of “keeping the complaints close to the source” and may be successful at resolving some conflicts.</p> <p>There is no ADA specified time limit for the information gathering step. The duration of this period is largely defined by the amount of time needed by the applicants, physicians or other professionals to complete assessments and/or submit information.</p>
<p>3. Formally Initiating an Appeal The applicant/rider will submit their request to appeal to the Transit Director for review by the Transit Advisory Committee (TAC)</p> <p>The TAC will determine if the appeal is appropriate for mediation. The City will contact a mediator from the roster for case development and mediation. The mediator will initiate contact with the applicant/rider within 30 days of Canby Area Transit’s receipt of the request to appeal.</p> <p>If Canby Area Transit determines the case is not appropriate for mediation the case will proceed directly to administrative appeal (Step 5).</p>	<p>Because mediation is an additional step in the required appeals process, Canby Area Transit retains the right to choose <u>not</u> to mediate certain cases. Such cases may involve intractable disputes or situations where one of the parties is unwilling or unable to participate in a productive manner. These cases will be forwarded directly to Step 5 for an administrative decision.</p>

<p>4. Mediation</p> <p>If mediation is successful at resolving the dispute, the appellant will be asked to withdraw their appeal. The mediated agreement will become final unless the Transit Director at Canby Area Transit identifies a concern.</p> <p>Canby Area Transit will have up to 14 days following approval of the agreement to issue a decision in writing that reflects the mediated agreement.</p> <p>If the mediation is not successful, the case will be reviewed by City Attorney and the Transit Advisory Committee and forwarded with recommendations to the Canby City Council for an administrative decision.</p>	<p>Approval by the City Attorney is necessary to ensure that the agreement adequately upholds legal requirements and does not hold the Canby Area Transit or the City of Canby to liability. Because legal and liability issues will be addressed in the mediation, review by the City Attorney is expected to be a perfunctory sign-off.</p>
<p>5. Administrative Appeal</p> <p>Administrative appeal will be processed by Transit Advisory Committee. This process involves a review of the file and an opportunity for the applicant/rider to be heard in-person.</p> <p>Following the TAC review and recommendation the City Council will make a final determination.</p> <p>The Canby City Council will issue a decision within 30 days of that hearing, or within 30 days of the applicant's/rider's waiver of the opportunity to be heard.</p> <p>This is the final step in an appeal.</p>	<p>The ADA requires that administrative appeals be heard by someone with "separation of functions". This requirement is met by having the Transit Advisory Committee conduct administrative reviews and forward for approval to the City Council. SS37.125 (g)(2).</p> <p>The ADA requires that the administrative appeal process include an opportunity for the applicant/rider to be heard and to present information and arguments. SS37.125 (g)(2).</p> <p>The Appendix to SS37.125 (g)(2) states that after the appeals process has been completed, the entity should make a decision within 30 days, and that service must be provided starting on the 31st day until and unless a decision is rendered.</p>

CANBY AREA TRANSIT COMPLAINT AND APPEALS PROCESS
For Eligibility Determinations and Service Suspensions



1. Canby Area Transit Director will review all complaints and appeals. This review may involve an in-person interview, evaluation by a medical professional or consultation with the individual's case manager.
2. If the Transit Advisory Committee (TAC) determines appeal is not suited for mediation, appeal will proceed with a TAC recommendation directly to the Canby City Council
3. For decisions made by the Canby City Council or TAC the appellant will have the opportunity to be heard in-person.

Appendix D: Reasonable Modification Policy

Reasonable Modification Policy Notice

Requests for modifications of CAT policies, practices or procedures to accommodate an individual with a disability.

To ensure equality and fairness, Canby Area Transit (CAT) will make reasonable modifications to our policies, practices, and procedures to avoid discrimination and ensure that programs and services are accessible to individuals with disabilities.

Whenever feasible, a request for modification to our service should be made in advance, before CAT is expected to provide the service. For more information regarding reasonable modifications and to see examples of acceptable reasonable modifications, see the Department of Transportation's Final Rule on the topic.

Send Requests for Modifications to:

Julie Wehling
Transit Director
PO Box 930 (mailing address)
195 S Hazel Dell Way, Suite C (physical office address)
Canby, OR 97013

wehlingj@canbyoregon.gov

503.266.0751

Appendix E: Paratransit Service Application Form



APPLICATION FOR Dial-A-Ride Paratransit Service

Please Print:

Name _____ Date of Birth _____
Last First

Address _____ Apt or Sp # _____

City _____ State _____ Zip _____

Phone (Home) _____ (Cell) _____ (E-mail) _____

To be completed if the applicant was helped by another person in the completion of this application.

Name _____ Daytime Phone _____

Address _____

Relationship _____ Date _____

I understand that the purpose of this form is to determine if I am eligible to ride CAT's Complementary Paratransit Service and that Dial-A-Ride staff may need to talk to me later to get more information. I certify that I have been truthful in answering this form, and that the information I have provided is correct.

Signature _____ Date _____

Will you need further materials in a different format? Circle one:

Braille

Large Print

Audio Cassette

Disk

Please read the following statements and check those that best describe what you believe is your ability to use CAT's fixed route bus service by yourself. You may select more than one.

- I use fixed route bus service frequently.
- I can use the fixed route bus sometimes, if the conditions are right.
- I have difficulty understanding and remembering all of the things I would have to do to find my way to and from the bus.
- I believe I could learn to ride the bus, if someone taught me.
- I have difficulty or cannot climb stairs and can only board a CAT fixed route bus if it has a lift or ramp.
- I have a visual disability that prevents me from ever getting to and from the bus, even with training.
- The severity of my disability can change from day to day. I can ride the bus only when I am feeling well.
- I can never use the bus by myself.
- I can get to and from the bus stop if the distance is not too great and the route is barrier-free.
- There is no CAT fixed route bus service in my area.
- I am not really sure if I can use the bus.
- My disability makes it impossible to walk to and from the bus, even in good weather.
- I do not want to ride the bus.
- I am not able to use the bus for other reasons. (Please explain): _____

INFORMATION ABOUT YOUR DISABILITY AND MOBILITY EQUIPMENT

- What is the disability that prevents you from using CAT's fixed route bus service?

- Have you had a disability for more than one year? _____ Yes _____ No
- Is your disability permanent? _____ Yes _____ No
- If not, how long do you expect to have a disability? _____
- Does your disability change much from day to day? _____ Yes _____ No
- Check any every mobility aids you use (check all that apply):

_____ Manual Wheelchair _____ Dog Guide _____ Prosthesis

_____ Motorized Wheelchair _____ White Cane _____ Crutches

(Fill out additional information below)

3 Wheeled _____ Cane _____ Portable O2

4 Wheeled _____ Walker _____ None

Brand Name _____ Braces _____ Other

Model # _____

Are you sometimes accompanied by someone who helps you with travel outside your home or when you get to your destination?

_____ Yes, sometimes _____ Yes, always _____ No

If you use a wheelchair or scooter can you transfer to a seat?

No Yes Sometimes

Will you be accompanied by an Attendant or Escort when riding Dial-A-Ride? (A person who may provide assistance during the ride or at the destination).

Yes No

When you arrive at your destination does someone else need to be there to take responsibility for you before the driver leaves?

Yes No

Please check one of the circles that best describes:

How far can you walk or travel (in wheelchair or scooter if applicable) on level ground by yourself?

- Any distance. I am not limited in my walking or travelling ability
- Only within my home
- I can walk or travel one (1) city block or less
- I can walk or travel _____
(Write the number of city blocks you can walk or travel)

Do you have OHP+ or Medicaid?

Your OHP+ or Medicaid ID# _____

Your Case Manager's Name _____

Phone # _____

PROFESSIONAL CONTACT (OPTIONAL)

It may be helpful for us to contact a professional who is familiar with your disability or health condition, abilities or limitations. Please list a professional we can contact. (Examples: Physician, Case Manager, Therapist or Social Worker).

Name of Professional _____

Telephone Number _____

I authorize the professional listed to release to CAT information about my disability or health condition and its effect on my ability to use CAT services.

I understand that I may revoke this authorization at any time.

Applicant's Signature _____

(Signature of Applicant or Responsible Party)

Date _____

Rev 1/19

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Please fold, tape and mail



RETURN ADDRESS:

Place
One
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**CITY OF CANBY TRANSIT DEPARTMENT
PO BOX 930
CANBY OR 97013-0930**

Rev 1/19

Appendix F: Route 99X Schedule

Route 99X - Woodburn to Oregon City Ruta 99X - Woodburn a Oregon City								
Northbound <i>Días Laborales Dirección Norte</i>								
Bus Stop ID ID de la Parada	214-1	1008	1018	1030	1000	1038	1042	2000
Woodburn - Hwy 214 1600 Mount Hood Avenue Hubbard								
99E & G Street								
Aurora 99E & 3rd St NE								
99E & SW Berg Parkway ARRIVE <i>Arribo</i> Canby Transit Center								
100 NE 1st Avenue DEPART <i>Salida</i>								
99E (SE 1st) & S Locust								
99E (SE 1st) & S Sequoia								
Oregon City Transit Center 1035 Main Street								
-	-	-	-	-	5:00	5:02	5:05	5:20
-	-	-	-	-	5:30	5:32	5:35	5:50
-	-	-	-	-	6:00	6:02	6:05	6:20
-	-	-	-	-	6:30	6:32	6:35	6:50
6:32	6:37	6:42	6:48	6:54	7:00	7:02	7:05	7:20
-	-	-	-	-	7:30	7:32	7:35	7:50
7:32	7:37	7:42	7:48	7:54	8:00	8:02	8:05	8:20
-	-	-	-	-	8:30	8:32	8:35	8:50
8:32	8:37	8:42	8:48	8:54	9:00	9:02	9:05	9:20
9:32	9:37	9:42	9:48	9:54	10:00	10:02	10:05	10:20
10:32	10:37	10:42	10:48	10:54	11:00	11:02	11:05	11:20
11:32	11:37	11:42	11:48	11:54	12:00	12:02	12:05	12:20
12:32	12:37	12:42	12:48	12:54	1:00	1:02	1:05	1:20
1:32	1:37	1:42	1:48	1:54	2:00	2:02	2:05	2:20
2:32	2:37	2:42	2:38	2:54	3:00	3:02	3:05	3:20
-	-	-	-	-	3:30	3:32	3:35	3:50
3:32	3:37	3:42	3:48	3:54	4:00	4:02	4:05	4:20
-	-	-	-	-	4:30	4:32	4:35	4:50
4:32	4:37	4:42	4:48	4:54	5:00	5:02	5:05	5:20
-	-	-	-	-	5:30	5:32	5:35	5:50
5:32	5:37	5:42	5:48	5:54	6:00	6:02	6:05	6:20
-	-	-	-	-	6:30	6:32	6:35	6:50
6:32	6:37	6:42	6:48	6:54	7:00	7:02	7:05	7:20
7:32	7:37	7:42	7:48	7:54	8:00	8:02	8:05	8:20
-	-	-	-	-	9:00	9:02	9:05	9:20
-	-	-	-	-	10:00	10:02	10:05	10:20

Northbound
Días Laborales Dirección Norte

CAT Route 99X CAT Ruta 99X

Service available Monday - Friday
¡SERVICIO LOS DÍAS LABORALES SOLAMENTE!



Connections to other transit systems:
Conexiones a otros sistemas de tránsito:
Oregon City Transit Center — TriMet
Canby Transit Center — SMART and SCTD
Woodburn — WTS and Chemists

- ningún servicio
AM en fuente normal
PM en negrita

- no service
AM in regular print
PM in bold print

Route 99X - Oregon City to Woodburn Ruta - 99X Oregon City a Woodburn								
Southbound <i>Días Laborales Dirección Sur</i>								
Bus Stop ID ID de la Parada	2000	1013	1119	1000	1025	1033	1045	214-1
Oregon City Transit Center 1035 Main Street								
99E (SE 1st) & N Redwood								
SE 2nd & Knott								
ARRIVE <i>Arribo</i> Canby Transit Center								
100 NE 1st Avenue DEPART <i>Salida</i>								
99E & SW Berg Parkway								
Aurora 99E & Liberty St NE								
Hubbard 99E & G Street								
Woodburn - Hwy 214 1600 Mount Hood Avenue								
5:25	5:38	5:41	5:45	6:00	6:04	6:10	6:14	6:22
5:55	6:08	6:11	6:15	-	-	-	-	-
6:25	6:38	6:41	6:45	7:00	7:04	7:10	7:14	7:22
6:55	7:08	7:11	7:15	-	-	-	-	-
7:25	7:38	7:41	7:45	8:00	8:04	8:10	8:14	8:22
7:55	8:08	8:11	8:15	-	-	-	-	-
8:25	8:38	8:41	8:45	9:00	9:04	9:10	9:14	9:22
8:55	9:08	9:11	9:15	-	-	-	-	-
9:25	9:38	9:41	9:45	10:00	10:04	10:10	10:14	10:22
10:25	10:38	10:41	10:45	11:00	11:04	11:10	11:14	11:22
11:25	11:38	11:41	11:45	12:00	12:04	12:10	12:14	12:22
12:25	12:38	12:41	12:45	1:00	1:04	1:10	1:14	1:22
1:25	1:38	1:41	1:45	2:00	2:04	2:10	2:14	2:22
2:25	2:38	2:41	2:45	3:00	3:04	3:10	3:14	3:22
3:25	3:38	3:41	3:45	4:00	4:04	4:10	4:14	4:22
3:55	4:08	4:11	4:15	-	-	-	-	-
4:25	4:38	4:41	4:45	5:00	5:04	5:10	5:14	5:22
4:55	5:08	5:11	5:15	-	-	-	-	-
5:25	5:38	5:41	5:45	6:00	6:04	6:10	6:14	6:22
5:55	6:08	6:11	6:15	-	-	-	-	-
6:25	6:38	6:41	6:45	7:00	7:04	7:10	7:14	7:22
6:55	7:08	7:11	7:15	-	-	-	-	-
7:25	7:38	7:41	7:45	-	-	-	-	-
8:25	8:38	8:41	8:45	-	-	-	-	-
9:25	9:38	9:41	9:45	-	-	-	-	-
10:25	10:38	10:41	10:45	-	-	-	-	-

Southbound
Días Laborales Dirección Sur

Appendix G: Paratransit Dial-A-Ride Brochure

Title VI Non Discrimination Policy

Canby Area Transit (CAT) operates equal opportunity programs without regard to race, color, national origin, religion, age, marital status, equal orientation, or disability in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law.

Holidays

Canby Area Transit (CAT) does not operate on the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas

Alternative formats available upon request.

(i.e., Braille, Large Print, Audio Cassette, Disk or other formats)

Canby Area Transit

PO BOX 930

195 S Hazel Dell Way

Suite C

Canby, OR 97013

503.266.4022

Oregon Relay Service 800.735.2900

Email: cat@canbyoregon.gov

Website: www.canbyareatransit.org



***Dial-A-Ride
Paratransit Service***

\$1.00 Fare

“Shopper Shuttle” is Free*

* visit website (www.canbyareatransit.org) or call office for details on Shopper Shuttle

503.266.4022

CAT is supported by
Canby Businesses



ABOUT CANBY AREA TRANSIT DIAL-A-RIDE SERVICE

Canby Area Transit Dial-A-Ride is a service provided in compliance with the 1990 Americans with Disabilities Act (ADA), providing complementary paratransit service within Canby and to and from Oregon City. The service operates 6:00 am to 8:00 pm, Monday-Friday, providing for those with special needs who are unable to access fixed route service. Applications for Dial-A-Ride services are available through the CAT office located at 195 S Hazel Dell Way, Suite C, Canby OR

RESERVATIONS, CANCELLATIONS AND NO SHOWS

- ▶ Reservations may be scheduled as early as 14 days in advance, and/or up to 5:00 pm the day before the trip is needed.
- ▶ Reservations may be placed by calling the dispatcher/scheduler during office hours (Monday through Friday, 8:00am to 5:00pm) or on weekends and holidays by leaving a message on the office answering system. Please call with complete trip information (dates, times, addresses) and a phone number for trip confirmation.
- ▶ Pick-up time may be negotiated and scheduled within an hour of the requested time.
- ▶ Clients needing a return ride must estimate how long they will be at their destination. If a client needs more time or is ready before their scheduled pick up time, please call 503.266.4022 (press '2' after greeting begins).
- ▶ Only 'life sustaining' (i.e. chemotherapy, dialysis) trips will be scheduled with a 'will call' return trip.
- ▶ To cancel a Dial-A-Ride reservation please call the office as soon as possible. A trip reservation cancelled with less than one (1) hour notice prior to pick-up time may be considered a no-show.
- ▶ When a rider is late by more than five (5) minutes past the scheduled pick-up time the trip will be considered a no-show.
- ▶ A pattern of no-shows could result in a suspension of ridership privileges. Suspended riders will be notified in writing.

PLANNING TRIPS

- ▶ Please plan trips with these points in mind:
 - CAT may arrive 10 minutes before or after the scheduled pick-up time.
 - Depending on route/passenger needs, CAT may send a bus or mini-van for your pick-up. If possible, make allowances for bus access to the pick-up and delivery addresses.
- ▶ CAT vehicles are wheelchair accessible. Drivers are trained to assist persons with disabilities in boarding and de-boarding.
- ▶ Riders may travel with one (1) Personal Care Attendant (PCA) and one (1) companion. Additional companions may ride as space allows. Reservations are required for PCAs and companions.
- ▶ Carry-on items such as groceries must be limited to what you and/or your personal care provider can carry. Packages may not block the aisle. No hazardous materials are allowed on the vehicles.
- ▶ Trips to the Portland/Metro area are made with connections through TriMet and require an approved application from TriMet LIFT services.
- ▶ All items found on vehicles will be donated to charity if not claimed within 30 days.
- ▶ Severe weather may result in a suspension of service. Please call 503.266.4022 for more information or check our website at www.canbyareatransit.org.

CUSTOMER COMMENTS APPRECIATED

Customer Comment Cards are available on all vehicles. Completed Customer Comment Cards may be given to any CAT driver or representative or mailed to:

Canby Area Transit
PO Box 930
Canby, OR 97013

503.266.4022

TTY/TDD Relay Service: 1.800.735.2900

Appendix H: General Public Dial-A-Ride Brochure

Accessibility Features

- Buses are **wheelchair lift** equipped.
- **Priority seating** is available on all buses for senior citizens and people with disabilities.
- Controlled **service animals** are permitted on buses (on a leash or in a pet container).
- Buses are equipped with **bike racks**.
- **Complementary Paratransit service** is provided to qualified individuals who are unable to use shuttles or fixed route buses.

Holidays

CAT does not operate on the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas

Title VI Non Discrimination Policy

Canby Area Transit (CAT) operates equal opportunity programs without regard to race, color, national origin, religion, age, marital status, sexual orientation, or disability in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law.

Canby Area Transit

PO BOX 930
195 S Hazel Dell Way, Suite. C
Canby, OR 97013

503.266.4022

Oregon Relay Service 800-735-2900
email: cat@ci.canby.or.us
website: www.canbyareatransit.org

CAT is supported by Canby Area Businesses

Alternative formats available upon request.



Dial-A-Ride

services for the general public

Bus Fare is \$1.00—Exact Change Only.

Children under 7 years old ride FREE when accompanied by an adult

Updated October 15, 2013
Actualizado el 15 octubre
de 2013

Dial-A-Ride

Canby Area Transit offers a Dial-A-Ride service for the general public. Anyone traveling to or from destinations within the Canby Urban Growth Boundary is eligible for this service. The service operates from 8:00 am—6:00 pm Monday through Friday. Reservations are accepted between 8:00 am and 5:00 pm.

How do I register?

- Register by calling us and answering a few questions. Registration only happens one time. After that just let us know if you change your name, address, or phone number.

It's that easy! We will pick you up and take you anywhere you need to go in Canby.

Reservations

Reservations may be scheduled as early as 14 days in advance or up to 24 hours prior to the trip. Reservations for Mondays or the first day after a holiday must be made on the Friday before the date of the ride request.

Reservations may be placed by calling the dispatcher/scheduler during office hours (Monday through Friday, 8:00am to 5:00pm) or on weekends and holidays by leaving a message on the office answering system. Please call with complete trip information (dates, times, addresses) and a phone number for trip confirmation.

Pick-up time may be negotiated and scheduled within an hour of the requested time.

It is best to pre-schedule return trips with a specific pick-up time. When this is not possible, the return trip is scheduled as a "call back". When you are ready for your return pick-up, please call Dispatch. At that time an estimated pick-up time will be given based on driver/vehicle availability. Although we will do our best to get to you promptly, during busy times it may take up to 60-minutes for a "call back" ride.

To cancel a Dial-A-Ride reservation please call the office as soon as possible. A trip reservation cancelled with less than one (1) hour notice prior to pick-up time may be considered a no-show.

When a rider is late by more than five (5) minutes past the scheduled pick-up time the trip will be considered a no-show.

A pattern of no-shows could result in a suspension of ridership privileges. Suspended riders will be notified in writing.

Trip Planning

Please plan trips with these points in mind:

- CAT may arrive 10 minutes before or after the scheduled pick-up time.
- Depending on route/passenger needs, CAT may send a bus or mini-van for your pick-up. If possible, make allowances for bus access to the pick-up and delivery addresses.

CAT vehicles are wheelchair accessible. Drivers are trained to assist persons with disabilities in boarding and de-boarding.

Carry-on items such as groceries must be limited to what you can carry. Packages may not block the aisle. No hazardous materials are allowed on the vehicles.

All items found on vehicles will be donated to charity if not claimed within 30 days.

Severe weather may result in a suspension of service.

Children under the age of 5 must be accompanied by a person over the age of 16. Children aged 5-8 may travel alone if adult supervision is arranged at the pick-up and drop-off points. Children aged 9 and older may travel alone. Children under the age of 7 traveling alone pay the fare.

All General Public Dial-A-Ride reservations are made on a space available basis. So make your reservation early.

Fare: \$1 per trip

Accompanied Children 6 years old and younger ride free.

Appendix I: Service Area Map

