



## Complementary Paratransit Dial-A-Ride Policy

### Trip Reservations

Reservations can be made up to **two weeks** (14 days) in advance, or up to 5:00 pm the day before the trip is needed. Trips must have at least 30 minutes between drop off and pick up times.

To make a reservation, call the CAT office **503-266-4022**. **Office Hours: Monday through Saturday, 8am – 5pm**. Leave a message on the answering system if calling after hours or on weekends. Be prepared with:

- ◆ Trip information (dates, times, addresses)
- ◆ A phone number for a return call with trip confirmation
- ◆ Your choice of a pick-up or arrival time
- ◆ An estimate of your length of time at the destination

The night before the ride, you will receive an automated call confirming your ride times. The bus may arrive (10) minutes earlier or later than the requested time.

Once it arrives, the bus will wait for five (5) minutes for riders. Please be ready to board the bus at least ten (10) minutes prior to the time you were given in the confirmation call.

Riders may travel with one (1) Personal Care Attendant (PCA). Additional companions may ride as space allows for the \$1.00 fare. Reservations are required.

**Please note: Canby Area Transit is a shared service provider. Pickup and drop off times can be adjusted due to other reservations and rider demands.** From the time of the pick-up or arrival, there may be up to one (1) hour to pick up or drop off.

### Cancellations, Missed Rides, No Shows

CAT's Dial-a-Ride service is in high demand. Please read and understand the no show policy so we may continue to offer services to those who need it most. Call the CAT office as soon as possible to cancel a reservation, if you're ready prior to the scheduled pick-up time or if more time is needed.

- ◆ If a rider is late by more than five (5) minutes past the scheduled pick-up window time, the trip is considered a no-show.
- ◆ A pattern of no-shows and excessive cancellations could result in a suspension of ridership privileges. Suspended riders will be notified in writing.

- ◆ Riding privileges may be suspended due to a pattern of missed or no-show appointments.
- ◆ Privileges can also be suspended due to unruly behavior, which may or may not threaten safety on the vehicle.

### *Trip Planning Tips*

- ◆ Limit carry-on items such as groceries to what you and/or your personal care provider can carry.
- ◆ Packages may not block the aisle.
- ◆ No hazardous materials are allowed on vehicles.
- ◆ Trips to the Portland/Metro area are made with connections through TriMet LIFT. Contact <https://trimet.org/lift/> or (503) 962-8000.
- ◆ For trip planning assistance using CAT or connecting to public transit options in the region, contact the CAT business office, (503)266-4022 or [cat@canbyoregon.gov](mailto:cat@canbyoregon.gov).

### *All Passenger Fares*

- ◆ Dial-A-Ride Fare: **\$1.00**
- ◆ Children 7 and Older: **\$1.00**
- ◆ Accompanied Children 6 and Under: **FREE**
- ◆ Unaccompanied Children 6 and Under: **\$1.00**
- ◆ **Saturdays are free**