FARES:
General Public Fare: $1.00
Children 7 and Older: $1.00
Accompanied Children 6 and Under: FREE
Unaccompanied Children 6 and Under: $1.00

CUSTOMER COMMENTS APPRECIATED
Customer Comment Cards are available on all vehicles and our website. Completed Customer Comment Cards may be given to any CAT driver or mailed to our office.

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 Year's 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
Facebook: www.facebook.com/CanbyAreaTransit
Twitter: @CanbyTransit

Dial-A-Ride
General Public (GP)

$1.00 Fare

“Shopper Shuttle” is Free*

* visit our website (www.canbyareatransit.org) or call our office for details!

503.266.4022

CAT is supported by Canby Businesses

City of Canby
Canby Area Transit

Updated: 05/05/2021
ABOUT CANBY AREA TRANSIT GENERAL PUBLIC DIAL-A-RIDE SERVICE

Canby Area Transit Dial-A-Ride offers a limited General Public (GP) service to anyone traveling within the Canby Urban Growth Boundary. The GP service is designed to utilize unused capacity on the federally required Complementary Paratransit Service (CPS). GP service operates Monday through Saturday: 8:00am to 6:00pm GP trips are provided on a first come, first-served, space available basis.

HOW TO APPLY

To apply for the General Public Dial-A-Ride services you can either visit the CAT office located at 195 S. Hazel Dell Way, Suite C in Canby or you can call the office at 503.266.4022 and select option #2. Additional information is also available online at: www.canbyareatransit.org

RIDER RULES AND POLICIES

► To make a ride request call 503.266.4022 and select option #2. The CAT office is open Monday through Saturday from 8:00am to 5:00pm.

► Riders can be scheduled as early as 14 days in advance, and/or up to 5:00pm the day before the trip is needed, if space is available. It is recommended that all trips be requested as soon as possible.

► If you are calling after hours, or forwarded to the voicemail system please leave the following information for your ride request: Name, Phone Number, Date of Trip, Destination, Time of preferred pickup or arrival, and Return (pickup) time.

► GP ride requests for Monday or the first day after a holiday must be made on the last operating day before the requested trip.

► Trip requests must include how many additional passengers will be accompanying you for your requested trip.

► For each direction of the trip riders may request either a pick-up time or a drop-off time (not both).

► GP ride requests will be recorded on a waiting list in the order received. Riders on the GP waiting list will receive a call the day prior to their requested trip (between 5:00pm and 6:00pm) to confirm or deny trips for the next business day.

► Schedulers will work with riders to negotiate a trip time that will fit into the schedule and best meet the rider’s needs. However, riders should be aware that GP service is offered on a first-come, first-served, space-available basis. Trip time options may be very limited.

► Return trips need to be scheduled at the time of the trip request. Riders are asked to estimate how long they will be at their destination. On the day of the trip, if more time is needed or the rider is ready prior to the scheduled pick up time, please call the office at 503.266.4022 and select option #2.

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

► A pattern of no-shows and excessive cancelations can result in a suspension of ridership privileges. Riders in danger of suspension are notified in writing.

► Children under the age of 5 must be accompanied by a person over the age of 16. Children aged 5-9 may travel alone if adult supervision is arranged at the pickup and drop-off points. Children aged 10 and older may travel alone.

PLANING TRIPS

► Plan trips with these points in mind:
  • When a ride is scheduled the rider is given a pick-up time.
  • The bus may arrive as much as 10 minutes before or after the scheduled pick-up time.
  • Riders should be ready for the bus to arrive anytime within this 20 minute window.
  • The bus will wait for riders for 5 minutes. The wait time will start once the bus arrives (but no sooner than 10 minutes before the scheduled pick-up time).
  • Depending on route/passenger needs, CAT may send a bus or a 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 and/or your personal care provider 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. Please call 503.266.4022 for more information. You can also check out our website at www.canbyareatransit.org, Facebook or Twitter.

Updated: 05/05/2021