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, sexual 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

$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
ABOUT CANBY AREA TRANSIT PARATRANSPORT 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 5:00 am to 8:00 pm, Monday-Friday and 8:00am to 6:30pm, Saturday.

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, or by contacting the Transit Coordinator at 503.266.0717.

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 Saturday, 8:00am to 5:00pm) or on Sunday 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.

► Riders can choose either their pick-up time or their arrival time for each of your requested trips.

► All trips must have a 30 minute window between the drop off and pick-up times.

► 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 and excessive cancellations 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 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.

► Riders may travel with one (1) Personal Care Attendant (PCA). 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. You can also check out our website at www.canbyareatransit.org, Facebook or Twitter.