



CANBY
AREA
TRANSIT

2025

Americans with Disabilities (ADA) Plan

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Table of Contents

CONTACT CANBY AREA TRANSIT	2
INTRODUCTION.....	3
WHAT IS DIAL-A-RIDE	3
ADA Complementary Paratransit (CPS).....	3
Clackamas County Area Service.....	3
Oregon City Dial-A-Ride	3
General Public (GP) Dial-A-Ride.....	4
HOW THE BASIC SYSTEM OPERATES.....	4
Service Fares	4
Reservations.....	4
Pick-up Window.....	4
Personal Care Assistant (PCA).....	5
Service Delivery.....	5
Cancellation Policy.....	5
Missing Scheduled Trips and No Show Policy.....	5
Suspension.....	5
Service Animals.....	5
Assistance from CAT Operators	6
Vehicle Lifts and Securement.....	6
ADA ELIGIBILITY POLICY.....	7
REASONABLE ACCOMODATION POLICY.....	9
APPENDICES INDEX.....	10
A: Complaint and Appeals Process Chart.....	11
B: Paratransit Dial-A-Ride Application.....	13
C: Paratransit Dial-A-Ride Brochure and Policy.....	22
D: General Public Dial-A-Ride Signup Form.....	25
E: General Public Dial-A-Ride Brochure and Policy.....	26
F: Dial-A-Ride Service Area Map.....	29
G: Clackamas County IGA Service Area Map.....	30

Contact Canby Area Transit

By Phone or Email

Phone (503)266-4022

Fax (503)263-6284

Email cat@canbyoregon.gov

Reservations are made by calling the dispatcher/scheduler during office hours (Monday through Saturday, 8:00am to 5:00pm). Reservations are made up to 14 days in advance and up to 5:00 pm the day prior to the trip request. The office is closed on Sundays and some holidays and any trip requests received will be considered same day requests.

CAT's phone system includes a Spanish option on the CAT recorded message and dispatchers can connect non-English speaking customers to a translator to respond to questions about CAT services.

By app

Download the PaseoGo app from Apple or Google Play store, or <https://passiogo.com/>. Up to the minute tracking of fixed route CAT buses, routes, stop locations and service alerts.

Clients for Dial-A-Ride can request to have portal access to submit trip requests through CTS TripMaster.

Oregon Relay 711

The 711 Telephone relay number connects standard (voice) telephone users with people who are deaf, hard of hearing, deaf-blind and/or speech-disabled and who use text telephones (TTYs).

Online

Resources, schedules, applications, service changes and weather alerts are updated and available at <https://www.canbyoregon.gov/area-transit>.

Location and Mailing Address

195 S Hazel Dell Way, Suite C

Canby OR 97013

The information in this plan is subject to change. The most recent policies, guides, fares and other program updates are maintained on Canby Area Transit's website <https://www.canbyoregon.gov/area-transit>.

If you are unable to access the website, CAT office staff can help provide the information you need: Call **503-266-4022** or email cat@canbyoregon.gov.

Electronic versions of this document can be found at <https://www.canbyoregon.gov/area-transit/page/plans-and-policies>.

Introduction

This plan describes Canby Area Transit's Dial-a-Ride services and how best to use them. In addition, it explains who is eligible under the Americans with Disabilities Act of 1990 (ADA), how an eligible rider can become certified.

Canby residents may use either the General Public, or ADA Complementary Dial-a-Ride upon eligibility approval, within CAT's service area (*Appendix I*). CAT's Dial-a-Ride also serves the city of Canby with designated purpose trips to Oregon City for clients who are approved under the Complementary Paratransit status.

Section 223 of the ADA requires CAT to provide complementary paratransit service to all ADA eligible riders who, because of a disability, are not able to use CAT's regularly scheduled fixed route buses. Information on this service is included in the section in this document entitled "CAT ADA Complementary Paratransit" (*Appendix E*).

CAT is committed to providing safe, dependable, and accessible service to the citizens of Canby and we look forward to serving your transportation needs.

What is Dial-A-Ride

Dial-a-Ride is a "demand response" service offered by CAT in the City of Canby and surrounding region. The Canby Area Transit Dial-A-Ride program offers two services: Complementary Paratransit and General Public.

ADA Complementary Paratransit Service (CPS)

CAT's Complementary Paratransit Dial-a-Ride service is available to all individuals certified as eligible under the federal ADA guidelines. Reservations can be scheduled up to two weeks in advance and up to 5pm the day before the requested trip for a guaranteed ride. Trip requests after 5:00pm the day prior, any requests received on Sundays and holidays are considered a same day requests and can be denied.

All ADA rides are guaranteed within a two-hour window of the desired scheduled time. Clients are allowed to request either their pick-up time or drop-off time per trip, not both.

ADA complementary paratransit users must complete the CAT ADA Complementary Paratransit Dial-a-Ride application and obtain approval for the service.

Dial-A-Ride operates within the Canby Urban Growth Boundary to within ¼ mile of the boundary. Paratransit customers traveling to and from destinations in the TriMet District may make transfers to the TriMet LIFT service at the Oregon City Transit Center. CPS is provided during the hours of the CAT Fixed-Route service: 5:00 am to 8:00 pm Monday through Friday and 8:00am to 6:30pm on Saturday.

Clackamas County Area Service

CAT offers ADA Complementary Paratransit and General Public service to areas outside of the normal service area, but within the City of Canby's Urban Growth Boundary (See Appendix N). This is the result of an agreement with Clackamas County and is effective through June 30th, 2025.

Oregon City Dial-A-Ride

CAT's Oregon City ADA Complementary Paratransit service is transferless (origin-to-destination) to addresses within the city limits of Oregon City. Trips are limited for the following: medical, legal or social services appointments, education, and employment purposes.

General Public (GP) Dial-A-Ride

Canby Area Transit provides a limited demand General Public Dial-A-Ride service. It is available to anyone traveling within the CAT service area (*See Appendix I*). Rides are provided on a first-come, first-served basis with priority given to Complementary Paratransit requests. Hours of service are 8:00 am to 6:00 pm, Monday through Saturday. A registration application is required (*Appendix E*).

How the Basic System Operates

Dial-a-Ride operates as a shared ride system. Other passengers may be on board during any part of a ride and scheduled pick-up times or routes of travel may be altered so other passengers are accommodated. Shared rides help lower the cost of Dial-a-Ride and passengers are requested to be ready at the door when the bus pulls up.

Service Fares

The fare for all CAT services is one dollar Monday through Friday and Free on Saturday. Children 7 years and older are required to pay the fare. CAT offers a 24-ride Punch Pass for \$20 and a \$20 Monthly Pass. Passengers are allowed to have one Personal Care Attendant (PCA) with them for no charge. Any other extra passengers are required to pay the appropriate fare.

Reservations

Reservation times may be negotiated up to one (1) hour of requested pick-up or drop-off time. Clients can only choose either their pickup or drop-off time per trip for the request, but not both. CAT schedulers do their best to accommodate the ride times requested however alternate times may be offered.

Requests for a specific driver or vehicle are not accepted, nor are requests to ride alone or take an exact travel route from pick-up to destination. Dial-a-Ride trips must have at least 30 minutes of time between the drop-off time and pickup time of the client at the locations they requested.

Reservations can be made up to 14 days in advance and up to 5:00 pm the day prior to the trip, unless it is on a Sunday or holiday. Trip requests received on Sundays or holidays that CAT is closed will be treated as same day requests and may be denied. Reservations can be made by calling the dispatcher/scheduler at 503-266-4022 and selecting option #2. Office hours are Monday through Saturday, 8:00am to 5:00pm except for designated holidays. Messages left on the after-hours answering system will be returned on the next business day. Clients are required to provide the following information to schedule a trip request:

- Full name of passenger
- Date of Trip
- Pickup or Arrival time (client can only choose one)
- Requested return time if booking a round trip
- Pickup address in full

- Drop off address in full
- Any mobility devices in use
- If the passenger requires additional assistance (to/from vehicle to doorway)
- If passenger is accompanied by “Personal Care Assistant” or other person (including children)

Pick-up Window

Reservation times may be negotiated up to one (1) hour of requested pick-up or drop-off time known as a “pick-up window”. Clients can choose either their pickup or drop-off time per trip for the request but not both. There is a pick-up window of 10 minutes before or after scheduled time and passengers should be ready for vehicle arrival.

Drivers will allow up to five (5) minutes for passengers to board from the time of arrival within the 20-minute window (10 minutes before/after). After this the operator will move on to accommodate other trips being served and the ride recorded as a “no-show”.

Example of Pick-up Window per the Federal Transit Administration Topic Guides on ADA Transportation: Chapter: On-Time Performance in ADA Paratransit: Section: Scheduling Practices for On-Time Performance:

*“For example, if a rider indicates that she needs a ride home from work, gets off work at 5 p.m. and requests a 5:15 p.m. pickup, the appropriate one-hour scheduling window would be from **5:15 p.m. to 6:15 p.m.**”*

Example of a Drop-off Window per the Federal Transit Administration Topic Guides on ADA Transportation: Chapter: On-Time Performance in ADA Paratransit: Section: Scheduling Practices for On-Time Performance:

“For example, a rider who needs to be at work at 9 a.m. might reasonably request a pickup time of 8 a.m. for a trip of average or short length. If... schedulers applied the full two-hour scheduling window, though, a pickup time of between 7 a.m. and 9 a.m. could be offered. Further, with a 60-minute maximum ride time policy, it is possible that the rider could be offered a 9 a.m. pickup, ride for 60 minutes, and not arrive until 10 a.m. So, to guarantee a 9 a.m. arrival, a rider would have to request a pickup at 7 a.m. (allowing one hour scheduling flexibility plus 60 minutes ride time). If 7 a.m. were requested, though, a pickup time as early as 6 a.m. could then be offered. ... In this example, [the] scheduling procedures could result in the customer arriving one hour late or two hours early for work, or a medical or other appointment.”

Information on the Federal Transit Administration Topic Guides on ADA Transportation can be found at: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/topic-guide-series-ada-transportation>

Personal Care Attendant (PCA)

PCAs assist clients with one or more daily life activities and are permitted travel with an ADA Paratransit eligible at no charge. Other companions may ride as space allows and will be required to pay any applicable fares.

Service Delivery

Complementary Paratransit service is door-to-door. Drivers are required to assist clients from the first door/entry to the transit vehicle, and from the vehicle to the first accessible door. Drivers should ask the client if they would like assistance, and clients can refuse this service. Other reasonable accommodations to service will be considered (*see Reasonable Accommodation Notice*).

Cancellation Policy

Clients are requested to contact the dispatch/scheduler (503) 266-4022 as soon as possible and at the latest, no more than 1 hour before the scheduled pick-up time to avoid a No-Show. There are no penalties for cancellations if a 1-hour notice has been given. Trip privileges may be suspended due to a pattern of missed or no-show appointments.

Missing Scheduled Trips and No-Show Policy

"No-shows" are different from cancellations. Service can be suspended for a pattern or practice of missing scheduled trips, called no-shows. Allowances will be made for missed trips that are beyond the control of the passenger such as late pick-ups, family emergencies, trips which are missed due to operator error, client medical conditions, and medical emergencies. These shall not be a basis for determining that a pattern or practice of no-shows exist.

To prevent potential abuse of this rule, no-shows will be monitored and a letter will be sent and/or a telephone call will be made after each incident notifying the rider of the policy and cautioning them of the possible loss of service. The individual will be offered an opportunity to be heard to explain the reason and to present information and arguments.

Suspension

Canby Area Transit reserves the right to suspend any rider including ADA Paratransit qualified person from services who establishes a pattern or practice of missing scheduled trips and/or for violating the passenger conduct rules posted in CAT vehicles. Riders can also be suspended due to unruly behavior, which may or may not threaten safety on the vehicle, and abuse both verbally and/or physically against any CAT staff member. Repeated violations can result in services being revoked for up to a maximum of 30 days.

All suspension decisions will be the responsibility of the Transit Director, subject to appeal before the City Council.

Service Animals

In compliance with 49 CFR Part 37, the transit system allows trained service animals to accompany passengers with disabilities. The driver will not ask for proof of the qualifications of the animal but may ask only two questions:

- Do you require this animal because of a disability?
- What work or tasks has the animal been trained to perform?

However, any animal which is not under the passenger's control, or which becomes a threat to other passengers may be restricted from riding. Unruly and threatening animals will be denied service.

Assistance from CAT Operators

All drivers and transit system staff are trained in use of accessibility equipment, the operating policies related to each of the service requirements described, and in the proper assistance and treatment of individuals with disabilities. CAT operators can help passengers with:

- Door or designated stop location to the CAT vehicle.
- Getting in and out of the vehicle.
- Depositing fares if requested.
- Fastening seat belts and securing wheelchairs and scooters.
- Getting from the CAT vehicle to the entry door or the designated destination stop location.

For safety reasons, CAT Operators are not permitted to operate the controls of any powered mobility devices or push battery-powered, non-manual wheelchairs, handle a service animal, or enter a private residence.

For more information about service animals you can go to the U.S. Department of Justice Civil Rights website: <https://www.ada.gov/resources/service-animals-2010-requirements/>

Vehicle Lifts and Securement

Passengers can request a ramp or lift to board the vehicle at any designated stop unless:

- The ramp/lift cannot be deployed
- The ramp/lift will be damaged if deployed
- Temporary stop conditions beyond CAT's control preclude passenger safe use of the stop.
- Passengers cannot be required to use a body belt when using vehicle lifts.

Per ADA regulations, individuals with a disability cannot be required to use seat belts or shoulder harnesses when other riders on the same vehicle are not required to do so. Passengers can be asked if they wish to use a lap or shoulder belt and are not required to do so. Mobility devices such as wheelchairs are required to have four-point securement at a minimum for Dial-A-Ride passengers.

ADA Eligibility Policy

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. There are six (6) service criteria that are used to evaluate ADA Paratransit service comparability to the fixed route. These criteria represent the minimum service standards:

1. Availability in the same area served by the fixed route;
2. Available to any ADA Paratransit eligible persons at any requested time on any particular day in response to a request for service made the previous day.
3. ADA Paratransit fares that are no more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day on the fixed route system.
4. There can be no trip restrictions or priorities based on trip purpose.

5. Service must be made available to eligible persons on a next day basis; and
6. There can be no constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service to ADA Paratransit eligible individuals.

Application and Certification Process

An application form is provided to all customers requesting ADA eligible Paratransit service. The application includes a medical form completed by a licensed health professional. Customers are provided with a brochure and policy document describing CAT's ADA Complementary Paratransit Service. Eligibility materials are available in accessible formats upon request.

Once a completed application, both Part 1 and Part 2, is received, CAT may take up to 21 days from the date of the last part of the application packet was received to make an eligibility determination. Applications are not accepted for review until both parts are received and all sections of the application are completed. Incomplete or illegible applications are returned with a letter of explanation on what needs to be completed.

The Transit Director or designee will review completed applications to determine eligibility for available service categories: permanent, temporary, or conditional. Follow-up phone or in-person interviews and functional assessments may be conducted if necessary.

A determination will be within 21 days of the application's receipt. If more time is needed to determine eligibility, the customer will be provided with temporary services on a presumption of eligibility until the assessment can be completed. All applicants receive notification of service eligibility or denial in writing and, if requested, in an accessible format.

Denial of Service

Denial of service decisions are determined by the Transit Director or designee. The applicant will be notified by letter outlining the reasons for the denial and the process to appeal the decision.

Appeal Process

Any applicant denied ADA Paratransit eligibility, or who 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's receipt of the written eligibility notification noted in "Denial of Service" above.

Appeal requests should be addressed to:

Transit Director
City of Canby
195 S Hazel Dell Way, Suite C
Canby, OR 97013.

If preferred, the appellant may request a meeting with the Transit Director to present additional information and arguments. Those needing special accommodation 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 of the Transit Director's dated appeal decision. The appeal is made to the City Transit Advisory Committee and held at their open, public meeting. Determination results from this meeting will be forwarded as a recommendation to the Canby City Council for approval.

The Canby City Council determinations of an appeal 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 CAT eligibility certification process will be used to determine eligibility. Visitor privileges 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 any ADA Paratransit qualified person from service 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 30 days.

All suspension decisions will be the responsibility of the Transit Director, subject by appeal to the City Council.

Temporary or Conditional Certification

If eligibility is determined to be temporary, the ADA Paratransit qualified person will need to be re-certified at the end of the termed period, unless an extension 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.

Reasonable Accommodation Notice

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:

Todd Wood, Transit Director
195 S Hazel Dell Way, Suite C
Canby, OR 97013

Contact:

woodt@canbyoregon.gov
Office Phone: 503-266-0751

Appendices

Appendix A:	Complaint and Appeals Process Chart
Appendix B:	Paratransit Service Application Form (Part 1 & 2)
Appendix C:	Paratransit Service Brochure and Policy
Appendix D:	General Public Dial-A-Ride Service Signup Form
Appendix E:	General Public Service Brochure
Appendix F:	Dial-A-Ride Service Area Map
Appendix G:	Clackamas County IGA Map

Appendix A: Complaint and Appeals Process

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

STEPS	CONSIDERATIONS
<p>1. Notice of Decision</p> <p>Applicants or riders are 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</p> <p>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 make 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</p> <p>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</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>within 30 days of Canby Area Transit’s receipt of the request to appeal.</p> <p>If Canby Area Transit determines whether the case is not appropriate for mediation the case will proceed directly to administrative appeal (Step 5).</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 it for approval to the City Council. SS37.125 (g)(2).</p> <p>The ADA requires that the administrative appeal process includes 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 decide within 30 days, and that service must be provided starting on the 31st day or unless a decision is rendered.</p>

Please answer the following questions complete and accurately. Your answers will help us determine your ability to use various types of public transit.

CAT Fixed Route buses: Canby Loop and 99X operate on a predetermined route according to a predetermined schedule.

CAT Dial-A-Ride buses: Paratransit and demand response door-to-door service.

1. Are you currently approved to ride with other transit agencies' complementary paratransit service? Yes No If yes, which transit agency? _____

2. Are you able to ride CAT Fixed-Route buses? Yes No Sometimes I do not know

3. What limitation(s) make it difficult or prevent you from using CAT Fixed-Route buses?

4. If the limitation(s) you described are temporary, how long do you expect these to continue?

5. Does your limitation(s) change from day to day in a way that affects your ability to use CAT Fixed-Route buses? Yes No Sometimes I do not know

6. If yes or I do not know is selected, explain why: _____

7. How do you currently travel to your most frequent destinations? (Check all that apply.)

CAT Fixed-Route buses Drive myself Someone drives me CAT Dial-A-Ride

Taxi NEMT (non-emergency medical transportation) Other: _____

8. Do you use any of the following mobility aids or equipment? (Check all that apply.)

None

Manual Wheelchair

Service animal

Cane

Power wheelchair

Portable oxygen

Walker

Power scooter

Respirator

Crutches

Extended footrests

Picture board

White cane

Chest restraint

Alphabet board

Prosthetic device

Other (Please describe): _____

9. Are you proficient in using these mobility aids or equipment? Yes No N/A

10. Does a Personal Care Attendant (PCA) accompany you when you travel outside your home (Example: push your wheelchair, carry your oxygen, etc.)? Yes No Sometimes

11. Do you want or need training to use a CAT Local bus? Yes No

12. Please indicate by marking yes, nor, or not applicable/not sure, regarding “limitations” that may make it difficult or prevent you from using CAT Fixed-Route buses:

Travel skills and abilities:	Yes	No	N/A Unsure
Is your walking speed “normal”, not unusually fast or slow?			
Are you able to independently walk or wheel one-quarter mile? <i>If not, how far can you walk/wheel? _____</i>			
Do you have the endurance to safely and independently complete a bus trip?			
Are you stable standing and walking?			
Can you independently climb three 12-inch steps?			
Are you able to step up and down curbs?			
Are you able to walk or wheel up and down curb cuts?			
Can you wait independently outside for 15 minutes?			
Are you able to wait at a bus stop without a bench?			
Can you travel up or down moderately steep terrain?			
Are you able to travel on uneven or broken surfaces?			
Are you independently able to grasp handles and railing while boarding and exiting a bus?			
Can you transfer from your wheelchair or mobility device to a seat in a vehicle?			
Are you able to detect or feel changes on surfaces?			
Are you able to hear well enough to safely travel?			
Are you able to see well enough to safely travel?			
Is your short-term memory adequate for safe, independent travel?			
Is your long-term memory adequate for safe, independent travel?			
Are you able to travel safely and independently on a CAT 99X or Canby Loop bus?			
Are you able to maintain appropriate behavior in public?			
Are you able to ask for, understand and follow directions?			
Are you able to recognize destinations or landmarks?			
Are you able to recognize and respond to dangerous situations?			
Are you able to deal with unexpected situations or changes independently, without assistance?			
Are you able to seek, understand and act on directions needed to complete a trip?			

<i>(continued)</i> Travel skills and abilities:	Yes	No	N/A Unsure
Are you able to provide or say a street address and telephone number upon request?			
Are you able to safely and effectively travel through crowded or complex facilities?			
Are you able to find and remember transit system information?			
Are you able to walk or wheel the distance from your residence to the nearest bus stop?			
Are you able to locate and recognize the correct bus to take?			
Are you able to get on and off a bus independently when the bus is lowered to a curb and/or use a ramp?			
Are you able to get to a seat or wheelchair securement area on a CAT Fixed-Route bus?			
Are you able to find your way in familiar and unfamiliar settings?			
Are you able to manage unexpected situations?			
Are you able to travel alone outside your home?			
Are you able to read, tell time, and follow a schedule, or instructions allowing for safe and independent travel?			
Are you unable to adequately manage snow, ice, rain, heat, humidity, cold, bright light, low light, and/or noise? (Circle those that you are unable to manage),			

PLEASE READ THE FOLLOWING AND SIGN THE APPLICATION.

I understand that the purpose of this application is to determine whether I am eligible to use Canby Area Transit Dial-A-Ride services. I certify that the information in this application is true and correct. I understand that providing false information may result in denial of service as well as penalty under the law. I understand that information I provide will be disclosed only as needed to evaluate eligibility for Dial-A-Ride paratransit, and to provide Dial-A-Ride services if I am determined to be eligible, unless I give other specific authorization.

I understand that it may be necessary for me to participate in an in-person evaluation at Canby Area Transit's expense, to determine my eligibility for Dial-A-Ride services. I understand that Canby Area Transit may review my current ADA Dial-A-Ride eligibility status at any time whatsoever where circumstances may warrant that I am no longer eligible to receive ADA Dial-A-Ride transportation service.

If a legal representative signs this application: I acknowledge that I may be present with the applicant during the in-person evaluation, or I may designate someone to be present on my behalf.

Signature - Applicant or *Legal Representative

Date

*A power of attorney must be included if application is signed by someone other than applicant.

**If someone other than the applicant assisted in completing this application,
the person must complete and sign the following:**

Relationship to Applicant: _____

Name: _____ Date: _____

Address: _____

Phone: _____

Organization or Agency Affiliation: _____

Mail, Fax or Email To:

Canby Area Transit
ATTN: Transit Manager
195 S. Hazel Dell Way Suite C
Canby, OR 97013

FAX: 503-263-6284
Email: cat@canbyoregon.gov

If you have any questions or need assistance in completing the application, please contact us at (503) 266-4022. *Applications will be reviewed within 21 days once received.*





**CANBY
AREA
TRANSIT**

CAT Office Use Only date stamp

CAT ADA Dial-A-Ride Application

Medical Professional Questionnaire- PART 2

Applicant Instructions: Complete and sign page 1 and have your medical professional complete pages 2 thru 4.

Dear _____

(medical professional)

Date: _____

I, _____, have asked CAT to determine my eligibility to use the CAT
(applicant's name)

local bus service or their Dial-A-Ride paratransit service.

To the medical professional: Please respond to the following questionnaire and mail or fax the completed form to be used along with a separate Part 1 application process for paratransit service. If I revoke this authorization, I will send a written request with a copy of this form to you by mail.

HIPAA Statement: I understand that I may refuse to sign this authorization and that my refusal to sign will not affect my ability to obtain health care treatment from you. However, it may impact the ability of CAT to determine my eligibility for paratransit services. I understand that I may cancel this authorization in writing at any time. The cancellation will not affect any information that you disclosed prior to cancellation. This authorization will expire one year from the date of this letter. I understand that the information released may be subject to re-disclosure and no longer protected under federal and state law.

Signature of patient or legal representative

Contact number

Relationship to patient (if applicable)

If I revoke this authorization, I will send a written request with a copy of this form to you by mail, fax or email to:

Canby Area Transit
ATTN: Transit Manager
195 S. Hazel Dell Way Suite C
Canby OR 97013

FAX: 503-263-6284 Email: cat@canbyoregon.gov

For questions or assistance in completing the application, contact the Transit Manager at (503) 266-0717.

First name: _____ Last Name: _____ DOB: _____

What is CAT Dial-A-Ride ADA Paratransit and who is eligible?

CAT Dial-A-Ride is the Americans with Disabilities Act (ADA) complementary paratransit service for the Canby area. CAT Dial-A-Ride is an origin to destination, shared ride, public transportation service for individuals with disabilities who are unable to use CAT Fixed-Route bus service due to significant functional limitations. The following features of the CAT bus system allow many individuals with disabilities to use these routes:

- CAT Fixed-Route buses are equipped with a ramp and/or lift. This helps avoid climbing steps if the applicant is unable.
- Announcement system that identifies major bus stops and transfers.
- Reader signs that provide a visual cue for riders with hearing impairment.
- Priority seating: a dedicated area for seniors and people with disabilities.
- Bus stop improvements including curb ramps at intersections and adding benches and shelters at many locations.

Please Note: Paratransit eligibility is not based on age, inability to drive, or the lack of availability or inconvenience of CAT Fixed-Route bus service.

This Medical Professional Questionnaire will be used to help determine what CAT service best meets the applicant's needs.

1. Capacity in which you know this applicant: _____
2. Does the applicant use any of the following devices to assist with their mobility needs?

<input type="checkbox"/> None	<input type="checkbox"/> Manual Wheelchair	<input type="checkbox"/> Service animal
<input type="checkbox"/> Cane	<input type="checkbox"/> Power wheelchair	<input type="checkbox"/> Portable oxygen
<input type="checkbox"/> Walker	<input type="checkbox"/> Power scooter	<input type="checkbox"/> Respirator
<input type="checkbox"/> Crutches	<input type="checkbox"/> Extended footrests	<input type="checkbox"/> Picture board
<input type="checkbox"/> White cane	<input type="checkbox"/> Chest restraint	<input type="checkbox"/> Alphabet board
<input type="checkbox"/> Prosthetic device	<input type="checkbox"/> Other (Please describe) : _____	

3. What health related condition(s) or diagnosis makes it difficult or prevents the applicant from using CAT Fixed-Route buses?

4. Please indicate by marking yes, no, not sure, if your patient does/does not have “**functional limitation(s)**” that may make it difficult or prevent them from using CAT fixed route buses.

PHYSICAL ABILITIES: Is patient within normal limits for:	YES	NO	N/A Not sure
Walking speed – <i>is not unusually fast or slow</i>			
Walking distance – <i>is able to ambulate one-quarter mile</i>			
Endurance – <i>is able to safely and independently complete a bus trip</i>			
Coordination and balance – <i>is stable, does not present a fall risk</i>			
Strength – <i>is strong enough for safe, independent travel</i>			
Gait – <i>is normal, without hindrance or disturbance affecting travel</i>			
Range of motion – <i>doesn't present ambulation difficulties affecting travel</i>			
Dexterity – <i>does not present ambulation difficulties affecting travel</i>			
Climbing steps – <i>can the patient independently climb three 12" steps?</i>			
Waiting outside – <i>can patient wait independently outside for 10 min?</i>			
Mobility aids – <i>is the patient proficient in using their mobility aids?</i>			

SENSORY FUNCTIONS: Is the patient:	YES	NO	N/A Not sure
Oriented and aware of their personal space?			
Able to detect changes on surfaces (<i>tactile</i>)?			
Able to detect environmental cues (<i>seeing, hearing, feeling</i>)?			
Visual acuity with best correction (<i>if information is available</i>) Right eye:___ Left eye:___ Both eyes:___			
Visual Fields: Right eye:___ Left eye:___ Both eyes:___			

COGNITIVE ABILITIES: Does the patient possess:	YES	NO	N/A Unsure
Orientation skills – <i>ability to orient oneself to person/place/thing?</i>			
Judgment/safety skills – <i>adequate for safe, independent travel?</i>			
Problem solving skills – <i>adequate for safe, independent travel?</i>			
Coping skills – <i>adequate for safe, independent travel?</i>			
Short-term memory – <i>adequate for safe, independent travel?</i>			
Long-term memory – <i>adequate for safe, independent travel?</i>			
Attention to task – <i>adequate for safe, independent travel?</i>			
Public behavior – <i>able to maintain appropriate behavior in public setting?</i>			
Wayfinding skills – <i>adequate for safe, independent travel?</i>			
Communication skills – <i>adequate for safe, independent travel?</i>			
Ability to recognize and respond to dangerous situations?			
Ability to deal with unexpected situations or changes without assistance?			
Ability to provide or say street address and telephone number upon request?			
Ability to recognize destination or landmarks?			
Ability to ask for, understand, and follow directions?			
Ability to safely and effectively travel through crowded or complex facilities?			

First name: _____ Last Name: _____ DOB: _____

5. Are these functional limitations: permanent or temporary

If temporary, for how long?

**Signature of health care provider: _____

Print name of health care provider: _____

Date: _____ Phone: _____

Office Address: _____

****Medical professional must sign this form prior to returning
the questionnaire to Canby Area Transit.**

Canby Area Transit
ATTN: Transit Manager
195 S. Hazel Dell Way Suite C
Canby OR 97013
FAX: 503-263-6284
Email: cat@canbyoregon.gov



Appendix C: Paratransit Dial-A-Ride Brochure and Policy

Other Transportation Options

CAT provides fixed route transportation service in addition to Dial-A-Ride:

- ◆ 99X Fixed Route operates along the Highway 99E corridor from Oregon City to Canby and Woodburn. Fare is \$1.00 weekdays - Saturdays are FREE.
- ◆ Canby Loop fixed route operates in the Canby city limits with over 30 convenient stops. Canby Loop is FREE.

Bus schedules are available at www.canbyoregon.gov or by contacting the CAT office:

Phone (503) 266-4022
Email: cat@canbyoregon.gov

Customer Comments Appreciated

We value your feedback. Comment cards are available on all vehicles and on the CAT website.

Return completed cards to any CAT bus driver or drop off or mail to the Canby Area Transit office.

Dial-A-Ride Service

Canby Area Transit Dial-A-Ride provides door-to-door transportation for Canby residents who are unable to use fixed route service. Priority is given to Americans with Disabilities Act (ADA) eligible customers.

For a fee of \$1.00, approved riders can travel to destinations within the Canby Urban Growth Boundary, and for select services to and from Oregon City.

CAT Dial-A-Ride is a shared service provider. Pickup and drop off times may 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.

Complementary Paratransit service operates 5:00am to 8:00pm, Monday through Friday - and 8:00am to 6:30pm on Saturday.

Contact CAT

For more information or to apply:

195 S. Hazel Dell Way Suite C
Canby, OR 97013
(503) 266-4022
CAT@canbyoregon.gov
www.canbyareatransit.org/dial-a-ride

Holiday Closures

Canby Area Transit bus services do not operate on the following holidays:

- ◆ New Year's Day
- ◆ Memorial Day
- ◆ Independence Day
- ◆ Labor Day
- ◆ Thanksgiving Day
- ◆ Christmas Day

*CAT is Supported by
Canby Area Business!*



195 S. Dell Way Suite C
Canby, OR 97013

Phone: 503-266-4022
Fax 503-263-6284
Email: cat@canbyoregon.gov
Oregon Relay Service: 800-735-2900

Accessibility



All Canby Area Transit vehicles are fully accessible and able to accommodate all wheelchairs and scooters that meet ADA standards regarding size and weight.

Drivers are trained to assist persons with disabilities in boarding and de-boarding.

Fares & Passes

\$1.00 per trip / Saturdays are FREE

Drivers accept exact cash or a Canby Area Transit pass for fares. Save time and purchase a Punch Pass or Monthly Pass:

- ◆ 24 Ride Punch Pass (no expiration)
- ◆ Monthly Pass (good for the current month)

Passes are \$20.00 each, payable in cash from a driver, or by cash, check or credit card through the CAT office.



**CANBY
AREA TRANSIT**

Dial-A-Ride

**Complementary
Paratransit Service**

PH: 503-266-4022
Fax 503-263-6284
Email: cat@canbyoregon.gov
Oregon Relay Service: 800-735-2900

Service Alerts

In the event of severe inclement weather or area construction projects, bus service may be re-routed or delayed. Check for updates on social media:

[facebook.com/CanbyAreaTransit](https://www.facebook.com/CanbyAreaTransit)
TWITTER: @CanbyTransit
WEBSITE: www.canbyareatransit.org

For details and up to date information, contact CAT Monday through Saturday, 8am to 5pm.

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.

This is in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law.

** Alternative formats available upon request (i.e., Braille, Large Print, Audio Cassette, Disk, or other formats).



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 (excluding Sundays and Holidays). 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 can 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.

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

Appendix D: General Public Sign-up Form



GENERAL PUBLIC DIAL-A-RIDE FORM

<i>Office use:</i> Client # _____ Expiration: _____ Entered by: _____
--

PLEASE PRINT:

Name: _____

Last

First

Physical Address: _____

Mailing Address: _____

(if different)

Name of facility or apartment building: _____

(if applicable)

Primary Ph: Cell Phone: _____

Date of Birth: _____ Email: _____

EMERGENCY CONTACT

Emergency Contact Person: _____

Relationship to Applicant: _____

Emergency phone Primary: _____ Other: _____

MAIL TO:

Canby Area Transit
195 S Hazel Dell Way
Canby OR 97013
Attn: Transit Coordinator

EMAIL OR FAX TO:

CAT@canbyareatransit.org
FAX: (503) 263-6284

Please note: If you require mobility devices, have vision or hearing impairments or other potential ADA qualifying conditions, please contact our office to apply for a Complementary Paratransit Dial-A-Ride Application. Thank you!

Appendix E: General Public Brochure

Other Transportation Options

CAT provides fixed route transportation services in addition to Dial-A-Ride:

- ◆ 99X Fixed Route operates along the Highway 99E corridor from Oregon City to Canby and Woodburn. Fare is \$1.00 weekdays - Saturdays are FREE.
- ◆ Canby Loop fixed route operates in the Canby city limits with over 30 convenient stops. Canby Loop is FREE.

Bus schedules are available at www.canbyoregon.gov or by contacting the CAT office:

Phone (503) 266-4022
Email: cat@canbyoregon.gov

Customer Comments Appreciated

We value your feedback. Comment cards are available on all vehicles and on the CAT website.

Return completed cards to any CAT driver or drop off or mail to the Canby Area Transit office.

General Public Dial-A-Ride

Canby Area Transit 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 CAT's Paratransit Service. GP operates Monday through Saturday, 8:00am to 6:00pm.

CAT Dial-A-Ride is a shared service provider. Pickup and drop off times may 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.

GP Rides are provided on a first come, first served space available basis. A sign-up form is required from customers prior to service.

For more information:

Contact the CAT Office:

195 S. Hazel Dell Way Suite C
Canby, OR 97013
(503) 266-4022
CAT@canbyoregon.gov

Visit the CAT website:

www.canbyareatransit.org

CAT Bus Passes

Drivers accept exact cash or a Canby Area Transit pass for fares.

Save time and purchase a Punch Pass or Monthly Pass:

- ◆ 24 Ride Punch Pass (no expiration)
- ◆ Monthly Pass (good for the current month)

Passes are \$20.00 each, payable in cash from a driver, or by cash, check or credit card through the CAT office.

Fares

GP Fare: \$1.00
Children 7 & Older: \$1.00
Accompanied Children 6 & Under FREE
Unaccompanied Children 6 & under: \$1.00

SATURDAY RIDES ARE FREE



**CANBY
AREA
TRANSIT**

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

Accessibility



All Canby Area Transit vehicles are fully accessible and able to accommodate all wheelchairs and scooters that meet ADA standards regarding size and weight.

Drivers are trained to assist persons with disabilities in boarding and de-boarding.

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.

This is in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law.

****Alternative formats available upon request (i.e., Braille, Large Print, Audio Cassette, Disk, or other formats).**



Dial-A-Ride

General Public

PH: 503-266-4022
Fax 503-263-6284
Email: cat@canbyoregon.gov
Oregon Relay Service: 800-735-2900

**CAT is supported by
Canby Area Businesses**

Service Alerts

In the event of severe inclement weather or area construction projects, bus service may be re-routed or delayed.

Updates are posted on the CAT website, Facebook and Twitter pages:

www.facebook.com/CanbyAreaTransit
TWITTER: @CanbyTransit
www.canbyareatransit.org

Information is also available by contacting the CAT business office Monday through Saturday, 8am to 5pm.



Holiday Closures

Canby Area Transit bus services do not operate on the following holidays:

- ◆ New Year's Day
- ◆ Memorial Day
- ◆ Independence Day
- ◆ Labor Day
- ◆ Thanksgiving Day
- ◆ Christmas Day



General Public 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 (excluding Sunday and Holidays). 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 can 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.
- ◆ 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.

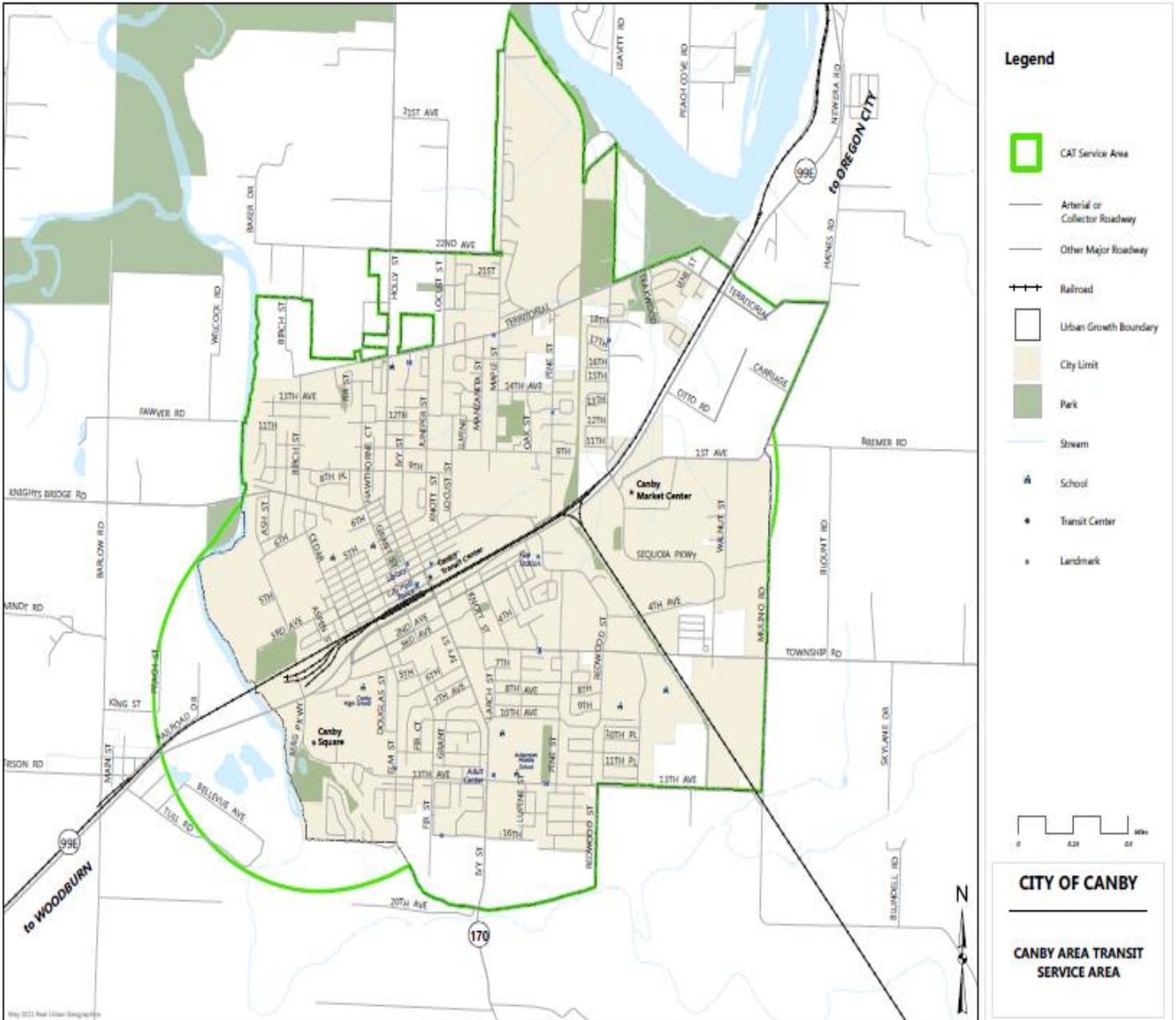
Trip Planning Tips

- ◆ Limit carry-on items such as groceries to what you and/or your personal care provider can carry.
- ◆ Packages may not block the aisle and 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.

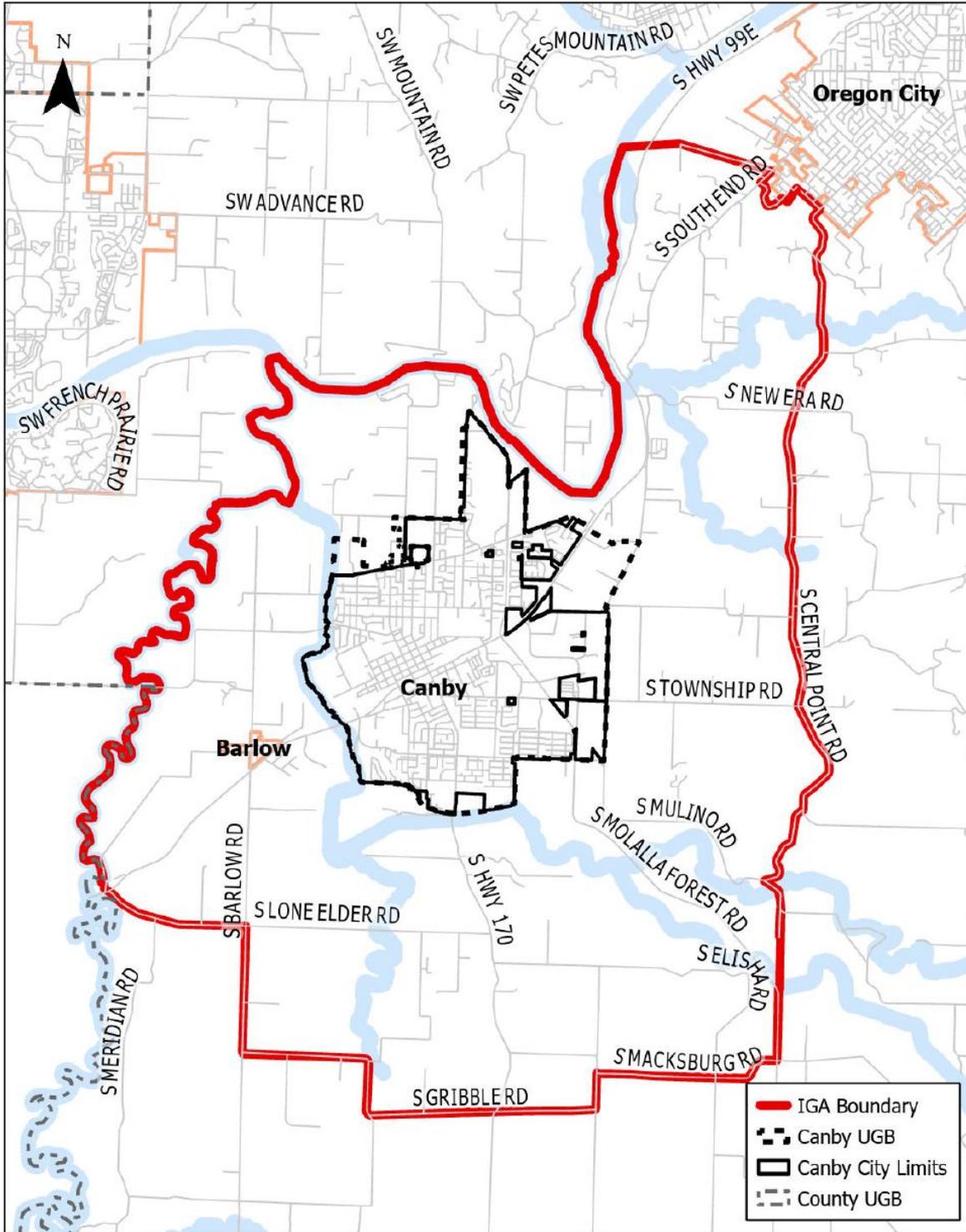
All Passenger Fares

- ◆ 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**

Appendix F: Dial-A-Ride Service Area Map



Appendix G: Clackamas County IGA Map



Canby Area Transit (CAT) & Clackamas County IGA Boundary

0 1 Miles

Date: May 7, 2024
 By: Canby Planning
 Source: Clackamas County GIS Portal