

**RESOLUTION NO. 1229**

**A RESOLUTION ADOPTING CANBY AREA TRANSIT'S 2016 ADA PLAN - AMERICANS WITH DISABILITIES (ADA) PLAN AND REPEALING RESOLUTIONS 1081, 1152, AND 1186**

**WHEREAS**, Canby Area Transit (CAT) is required by federal regulation and by Oregon Department of Transportation's (ODOT) Rail and Public Transit Division to draft and maintain a Americans with Disabilities (ADA) Plan for its public transportation services; and

**WHEREAS**, the City previously adopted the document *Canby Area Transit – City of Canby Americans with Disabilities (ADA) Plan* (dated April 2, 2014) by Resolution 1186.

**NOW THEREFORE, IT IS HEREBY RESOLVED** by the City Council of the City of Canby as follows:

1. The document entitled 2016 ADA Plan – Americans with Disabilities (ADA) Plan attached hereto as Exhibit "A" and by this reference incorporated herein, is adopted by the Canby City Council and replaces all previous versions in their entirety.
2. Resolutions 1081, 1152, and 1186 are hereby repealed.

This resolution shall take effect on January 6, 2016.

**ADOPTED** by the Canby City Council on the 6<sup>th</sup> day of January 2016.

  
Brian Hodson  
Mayor

ATTEST:

  
Kimberly Scheafer, MMC  
City Recorder



# 2016 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@ci.canby.or.us](mailto:cat@ci.canby.or.us). 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 dated April 2, 2014 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.*

During a 2009 Canby Area Transit's planning process the following goal and objectives were identified to guide the development of a CAT Transit Master Plan.

*Goal: Serve the transportation needs of residents, employees, and visitors with convenient, safe, affordable, and efficient transit service and other options that offer a viable alternative to the automobile and provide key connections to other regional options.*

The objectives identified to support the goal were to:

- Provide service that is coordinated, efficient and reliable.
- Enhance access to fixed-route transit and other alternative transportation options.

- Accommodate the growing demand for alternative transportation services in Canby.
- Promote land use patterns and local policies that support transit and alternative transportation use.
- Increase the awareness of and community involvement in transit and alternative transportation services.

Clearly, 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.
- Premium 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.

## **Description of Service Area**

Canby is a growing and thriving community with a population of more than 17,000 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 31.9% between 2000 and 2013. 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.

Recent regional estimates indicate that as many as sixty five percent of Canby residents commute to work outside of Canby and those connections are expected to continue as population projections continue to indicate strong growth trends over the next 20 years.

### **Aging Population**

According to the 2010 U.S. Census of Population, 14.2 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 2014/15 more than 43 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. Of these groups Hispanics, in particular, represent a growing sector of the community in Canby. The 2010 census reports 21.3 percent of Canby residents are Hispanic, 8.5 percent of Canby households make less than \$15,000 annually and 11.7 percent make \$15,000 - \$24,999 annually.

## Fixed-Route Service

Canby Area Transit provides commuter and fixed-route service along 99E. Commuter service is provided to Oregon City and Woodburn and a local fixed route operates along 99E between Canby Market Center (Fred Meyer) and Canby Square (Safeway) within Canby. A current schedule is posted at [www.canbyareatransit.org](http://www.canbyareatransit.org). See Appendix E for a copy of the current schedule.

Route	Service	Location	Days	Hours	Frequency
99E	Fixed Route	Between Canby Transit Center and Canby Market Center	Monday - Friday	7:30 am to 7:35 pm	Varies from 30 – 120 min
99E	Fixed Route	Between Canby Square and Canby Transit Center or Canby Market Center	Monday - Friday	7:24 am to 7:35 pm	Varies from 30 – 120 min

## Commuter (Inter-City) Service

Canby Area Transit operates commuter service on portions of the route along 99E between Oregon City and Woodburn. The intercity connections provide links between the rural communities and critical links to Portland and Salem. See Appendix I for a current Route 99 map.

North of Canby the route along 99E provides commuter service originating from the Canby Market Center (1401 SE 1<sup>st</sup> Avenue in Canby) or from the Canby Transit Center (100 NE 1<sup>st</sup> Avenue) to the Oregon City Transit Center (TriMet) at the intersection of 99E and 11<sup>th</sup> Street in Oregon City.

South of Canby the route along 99E provides commuter service between Canby Square (1051 SW 1<sup>st</sup> Avenue in Canby) and a Woodburn Transit System (WTS) bus stop (#18) near BiMart (1600 Mt Hood Avenue) in Woodburn.

Route	Service	Location	Days	Hours	Frequency
99E	Commuter to Oregon City	From Canby Transit Center or (from Canby Market Center) to the Oregon City Transit Center	Monday - Friday	5:05 am to 8:10 pm	Varies from 30 – 120 minutes
99E	Commuter to Woodburn	Between Canby Square and BiMart in Woodburn	Monday - Friday	6:00 am to 6:36 pm only 6 trips daily	Roughly 150 minutes

Once outside the Canby Urban Growth Boundary each of these commuter services provide very limited stops along a highway or rural county road. CAT does not provide local service to the small communities along these commuter routes.

### Fares

On October 1, 2012 CAT implemented a one dollar fare for all Fixed-Route and Commuter services. Children who have had their 7<sup>th</sup> 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 5 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 three (3) 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.

## Complimentary Paratransit Service

Canby Area Transit provides demand responsive Paratransit service through its ADA Dial-a-Ride program to individuals whose disability prevents them from using or accessing the local fixed-route bus. Dial-a-Ride service is provided to all eligible individuals traveling within Canby Urban Growth Boundary or within ¾ mile of a fixed route. Dial-A-Ride 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 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 trip requests are taken by voice mail and honored for Mondays. 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 accommodations are made when door-to-door service is needed.

**Personal Care Attendant**

An ADA eligible 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**

The fare for the Paratransit service may be twice (2x) the fixed route fare.

On October 1, 2012 CAT implemented a one dollar fare for all CAT services. Children who have had their 7<sup>th</sup> birthday are required to pay the fare.

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

CAT offers a 24 ride Punch Pass for \$20 and a \$20 Monthly Pass.

**Premium ADA Dial-A-Ride**

CAT's Premium Dial-A-Ride service exceeds the American's with Disabilities Act (ADA) requirements for Paratransit riders. As a supplement to its Paratransit Dial-A-Ride connection to TriMet LIFT at the Oregon City Transit Center 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.

This service is provided during the hours of the local fixed-route and the complementary paratransit service hours. The Premium Dial-A-Ride service is provided for the following trip purposes: medical or social services appointments, 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 Complementary 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

On June 27, 2011 CAT implemented a General Public Dial-A-Ride service. The service replaced two local Canby routes that were eliminated due to budget cuts. The General Public Dial-A-Ride 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](http://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.

#### 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. 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.

#### **Service Fares**

On October 1, 2012 CAT implemented a one dollar fare for all CAT services. Children who have had their 7<sup>th</sup> birthday are required to pay the fare.

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

CAT offers a 24 ride Punch Pass for \$20 and a \$20 Monthly Pass.

#### **Fleet**

As mentioned in the previous sections, CAT operates a mixed fleet of vehicles. 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 three (3) 24'-26'/20-21 passenger. Additionally, CAT has one (1) ramp accessible minivan and four (4) backup cutaway buses. All vehicles are accessible and can accommodate at least one wheelchair.

### **Coordinaton 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 Elderly and Disabled Transportation Plan (EDTP) as a road map and make every effort to implement as many strategies of the plan as are possible. 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), Chemeketa Area Regional Transportation System (CARTS) and Woodburn Transit System (WTS).

Canby Area Transit has donated a minivan from its fleet to the Canby Adult Center. We work with the Canby Adult Center to arrange transportation for customers who are outside the CAT service boundaries. As often as possible we work with the RideWise program staff to assist CAT customers and Canby education professionals with travel training.

## Public Participation Plan

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 monthly 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.

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 is held the fourth Thursday of each month at Canby City Hall, 182 North Holly Street, Canby, Oregon, Conference Room 5:30 – 7:00. The City Council meetings are held monthly on the first and third Wednesdays at 155 NW 2<sup>nd</sup> Avenue, Canby, Oregon. 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.ci.canby.or.us/CityGovernment/councilminutes\\_agenda.htm](http://www.ci.canby.or.us/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 [www.ci.canby.or.us/transportation/Advisory/advisory.htm](http://www.ci.canby.or.us/transportation/Advisory/advisory.htm). 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 Efforts**

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 over the last few years.

### **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. Fixed route 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**

In 2007/2008 CAT conducted focused outreach to Limited English Proficiency (LEP) populations in Canby regarding upcoming service changes and a Title VI program and a LEP plan. In July of 2008 the City Council approved by resolution CAT's first Title VI Program plan. In 2014 the Title VI and LEP plan was updated following an extensive outreach period. CAT conducted surveys, held public meetings in both English and Spanish.

In 2011 CAT instituted major service changes including service reduction, elimination of fixed routes and addition of general public dial-a-ride. CAT notified riders with notices in English and Spanish posted on all buses, the website, at transit center and transit hubs. CAT notified the schools and worked with the Spanish librarian to get information distributed to the Latino community. Information was also distributed at apartment complexes and churches with high concentration of LEP populations. Public meetings were held on June 8, August 8, and September 14, 2014 and the public was also able to make comment at City Council meetings held on the first and third Wednesday of each month.

**Implementation of Fare**

CAT implemented a General Public Dial-A-Ride \$1 fare on January 2, 2012 and implemented the fare system wide on October 1, 2012. The suggestion to charge a fare came from customer input received at the public meetings regarding service reduction held in August and September of 2011. The Transit Advisory Committee acted on this input on October 12, 2011 by recommending that the City Council consider implementing a \$1 fare. On November 16, 2011 the City Council adopted Resolution 1117 which established the fare which was implemented in stages. In 2013 the Transit Advisory Committee recommended to the City Council that the Discounted Monthly Pass be eliminated and all Monthly Passes be sold at the discounted price of \$20. The council acted on the recommendation with Resolution 1179 which took effect on April 1, 2014. These changes were posted on vehicles, the CAT website, and at the Canby Transit Center (in English and Spanish). The changes were also presented in press releases and on the agenda for both Transit Advisory Committee meetings and City Council meetings with opportunities for public input.

**Future Planning Efforts**

In 2016 CAT will conduct a Transit Master Planning process. Staff and contractors will utilize the process outlined in CAT's Title VI Program plan as a road map for public participation efforts when gathering input and feedback from riders, stakeholders and LEP populations in Canby.

# Appendices

Appendix A:	Eligibility Policy
Appendix B:	Route Design Compliance
Appendix C:	Complaint and Appeals Process
Appendix D:	Dial-A-Ride Service Application Form
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Appendix F:	Paratransit Dial-A-Ride Brochure
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Appendix I:	Route 99 Map



## 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 F) that describes CAT's Dial-A-Ride service. An application form (attached as Appendix D) is provided to all customers requesting special services. 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 Complementary 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 special 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 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 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 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 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	Commuter portion of the route operates between Canby Square and Woodburn Transit System (WTS) bus stop (#18) near BiMart (1600 Mt Hood Avenue) in Woodburn.
Limited route structure	Commuter portion of the route is linear along 99E
Limited number of stops	Commuter portion of the route makes limited stops along 99E
Routes of extended length, usually between central business and outlying areas	Commuter 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	Commuter portion of the route is bidirectional throughout day as commuters serve both communities (reverse commute) and many shifts
Coordinated relationship to other modes	Commuter portion of the route connects Canby commuters to WTS and CARTS
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	Commuter portion of the route operates between either Canby Transit Center or Canby Market Center and the Oregon City Transit Center in Oregon City
Limited route structure	Commuter portion of the route is linear along 99E
Limited number of stops	Commuter portion of the route makes limited stops along 99E
Routes of extended length, usually between central business and outlying areas	Commuter 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	Commuter portion of the route is bidirectional throughout day as commutes serve both communities (reverse commute) and many shifts
Coordinated relationship to other modes	Commuter portion of the route connects Canby 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

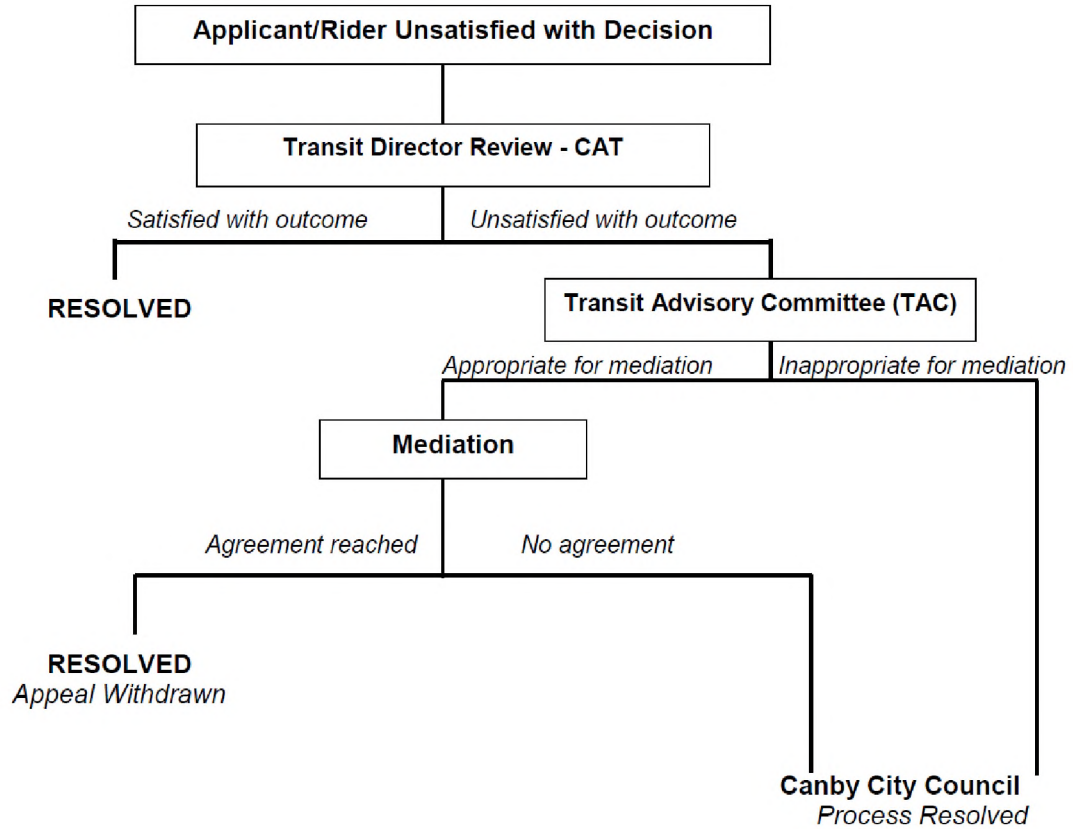
## Appendix C: Complaint and Appeals Process

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

STEPS	CONSIDERATIONS
<p><b>1. Notice of Decision</b> 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><b>2. Manager’s Review</b> 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><b>3. Formally Initiating an Appeal</b> 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><b>4. Mediation</b></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><b>5. Administrative Appeal</b></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 31<sup>st</sup> 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: Dial-A-Ride Service Application Form



**APPLICATION FOR**  
Canby Area Transit Dial-A-Ride Service

**PART 1. PERSONAL INFORMATION**      *PLEASE PRINT CLEARLY*

Name \_\_\_\_\_

Last Name

First Name

Middle Name

Date of Birth \_\_\_/\_\_\_/\_\_\_\_\_

Address \_\_\_\_\_

(Please include St., Ave., Blvd., Lane, Circle, Place, etc.)

Name of Apartment Complex \_\_\_\_\_ Apt. No. \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Nearest Cross-Street \_\_\_\_\_

Home Phone (\_\_\_\_) \_\_\_\_\_ Work Phone (\_\_\_\_) \_\_\_\_\_

**PART 2. CONTACT PERSON**

Provide the name of a person CAT can contact about your Dial-A-Ride service in an emergency.

Name of Contact \_\_\_\_\_

Relationship to Applicant \_\_\_\_\_

Phone Number(s) \_\_\_\_\_





APPLICATION FOR  
Canby Area Transit Dial-A-Ride Service

**PART 3. MOBILITY AIDS**

1. Will you use any of the following when riding Dial-A-Ride?

(Check all that apply)

- Cane, Walker, Crutches or White Cane
- Service Animal
- Communication Aid
- Other \_\_\_\_\_
- Portable Oxygen
- None of the Above

2. Will you use a wheelchair ( manual or electric ) or an electric scooter when riding Dial-A-Ride?

- No
- Yes
- Sometimes

a) If you use a wheelchair or electric scooter, which device do you use?

- Manual Wheelchair
- Motorized Wheelchair
- Electric Scooter

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

- No
- Yes

3. 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).

- No
- Yes

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

- No
- Yes



**PART 4. DISABILITY OR HEALTH CONDITION**

5. What is your disability or health condition?

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6. How does your disability or health condition limit or prevent you from using CAT fixed route buses?

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7. Do you expect your need for Dial-A-Ride service will be permanent or temporary?

Permanent  Temporary

If temporary, how long (estimate in months)? \_\_\_\_\_

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

- Any distance. I am not limited in my walking or traveling ability
- Only within my home
- I can walk or travel one (1) city block or less
- I can walk or travel \_\_\_\_\_ .

(\*\*Write in the number of city blocks you can walk or travel\*\*)



**APPLICATION FOR**  
Canby Area Transit Dial-A-Ride

9. a) Can you get off and on the bus by using the steps?

- No       Yes       Sometimes       Not Sure

b) Can you get to or from the bus stop nearest to your home?

- No       Yes       Sometimes       Not Sure

c) Can you wait up to 15 minutes at a bus stop?

- No       Yes       Sometimes       Not Sure

d) Can you get to a seat (or wheelchair / scooter position)  
once you have boarded the bus?

- No       Yes       Sometimes       Not Sure

**PART 5. DO YOU HAVE OHP+ OR MEDICAID?**

Your OHP+ or Medicaid ID# \_\_\_\_\_

Your Case Manager's Name \_\_\_\_\_ Phone# \_\_\_\_\_

**PART 6. APPLICANT'S CERTIFICATION (cont'd on next page)**

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 a penalty under the law. I understand all information will be kept confidential and disclosed only as needed in order to provide Dial-A-Ride services.



APPLICATION FOR  
Canby Area Transit Dial-A-Ride Service

**PART 6. APPLICANT'S CERTIFICATION (cont'd)**

I understand that it may be necessary for me to participate in an in-person evaluation at CAT expense to determine my eligibility for Dial-A-Ride service

Applicant's Signature \_\_\_\_\_ Date \_\_\_\_\_

**\*\*Application MUST be signed in order to process\*\***

If someone completed or assisted with this application please provide the following information:

Name(s) of Person(s) \_\_\_\_\_

Relationship to Applicant: \_\_\_\_\_

Phone Number(s) \_\_\_\_\_

**PART 7. 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(s) \_\_\_\_\_

Phone Number(s) \_\_\_\_\_

(Include Area Codes for all numbers)



APPLICATION FOR  
Canby Area Transit Dial-A-Ride Service

**PART 7. PROFESSIONAL CONTACT (OPTIONAL) (cont'd)**

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: \_\_\_\_\_ Date \_\_\_\_\_

(Signature of Applicant or Responsible Party)

**PART 8. INFORMATION AND ASSISTANCE**

Canby Area Transit offers information and assistance to persons that are becoming familiar with using CAT services.

YES, I would be interested in (check all that apply):

- More information about accessibility of bus
- Help with trip planning
- Finding out about travel training programs
- Other, please describe:

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# Appendix E: Route 99 Schedule

Route 99 - Woodburn to Oregon City		Ruta 99 - Woodburn a Oregon City	
Bus Stop ID ID de la Parada	214-1   1008   1018   1125   1030   1000   1038   1042   2000	Paradas de autobús en Canby	
Woodburn - Hwy 214 1600 Mount Hood Avenue Hubbard 99E & G Street Aurora 99E & 3rd St NE	6:32   6:37   6:40	Paradas de autobús en Canby	
Vietnam Era Memorial SW 4th Ave	7:24	5:05   5:06   5:07	5:25
99E & SW Berg Parkway	7:54	5:38   5:39   5:40	6:18
Canby Transit Center 100 NE 1st Avenue	8:24	6:30   6:31   6:32	6:50
99E (SE 1st) & S Locust	9:06	6:54   6:55   6:56	7:14
99E (SE 1st) & S Sequoia	9:13	7:30   7:31   7:32	7:54
Oregon City Transit Center	10:00   10:04   10:07	8:00   8:01   8:02	8:24
	10:36	8:30   8:31   8:32	8:54
	11:30	9:12	9:32
	11:34	9:30	9:54
	11:43	10:00   10:01   10:02	10:24
	12:30	10:13   10:40   10:41   10:42	11:01
	1:06	10:36	11:40
	1:12	11:34	11:40
	2:13	11:43	12:03   12:04   12:24
	2:30	12:30	12:31   12:32   12:54
	3:00	1:06	1:12
	3:45	2:13	2:30   2:31   2:32
	3:46	3:36	3:02   3:24
	4:31	4:39	4:09
	4:32	4:45	4:54
	5:01	4:43	5:24
	5:02	5:30	5:54
	5:32	5:31	5:54
	6:10	6:03	6:54
	6:31	6:05	7:59
	6:32	7:18	7:37
	7:37	7:35	7:54
	7:37	7:36	7:54
	7:59	7:33	7:54

## Northbound Días Laborales Dirección Norte

Bus Stops in Canby	
1013 CANBY MARKET CENTER	1042
4000	
1119 CANBY TRANSIT CENTER	1038
1000	1000
1025 CANBY SQUARE	1030
1125	1125

Paradas de autobús en Canby

Route 99		Ruta 99	
Bus Stop ID ID de la Parada	214-1   1008   1018   1125   1030   1000   1038   1042   2000	Paradas de autobús en Canby	
Oregon City Transit Center	2000	Paradas de autobús en Canby	
Canby Market Center 1401 SE 1st Ave	4000	1042	1042
99E (SE 1st) & N Redwood	1013	1038	1038
SE 2nd Ave	1119	1030	1030
Canby Transit Center 100 NE 1st Avenue	1000	1025	1025
Vietnam Era Memorial SW 4th Ave	1125	1000	1000
99E & SW Berg Parkway	1033	1008	1008
Aurora 99E & Liberty St NE	1018	1018	1018
Hubbard 99E & D Street	1043	1043	1043
Woodburn - Hwy 214 1600 Mount Hood Avenue	214-1	214-1	214-1

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

\* = ningún servicio  
AM en fuente normal  
PM en negrita

\* = no service  
AM in regular print  
PM in bold print

## Southbound Días Laborales Dirección Sur

Route 99 - Oregon City to Woodburn		Ruta 99 - Oregon City a Woodburn	
Bus Stop ID ID de la Parada	2000   4000   1013   1119   1000   1125   1025   1033   1043   214-1	Paradas de autobús en Canby	
Oregon City Transit Center	2000	Paradas de autobús en Canby	
Canby Market Center 1401 SE 1st Ave	4000	1042	1042
99E (SE 1st) & N Redwood	1013	1038	1038
SE 2nd Ave	1119	1030	1030
Canby Transit Center 100 NE 1st Avenue	1000	1025	1025
Vietnam Era Memorial SW 4th Ave	1125	1000	1000
99E & SW Berg Parkway	1033	1008	1008
Aurora 99E & Liberty St NE	1018	1018	1018
Hubbard 99E & D Street	1043	1043	1043
Woodburn - Hwy 214 1600 Mount Hood Avenue	214-1	214-1	214-1

## Appendix F: 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@ci.canby.or.us](mailto:cat@ci.canby.or.us)

Website: [www.canbyareatransit.org](http://www.canbyareatransit.org)



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

***\$1.00 Fare***

***Fixed Route and Dial-A-Ride  
"Shopper Shuttle" is Free\****

\* visit website ([www.canbyareatransit.org](http://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 the same hours as our fixed route service (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.
- ▶ 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.

## 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](http://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 G: 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](mailto:cat@ci.canby.or.us)

website: [www.canbyareatransit.org](http://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.

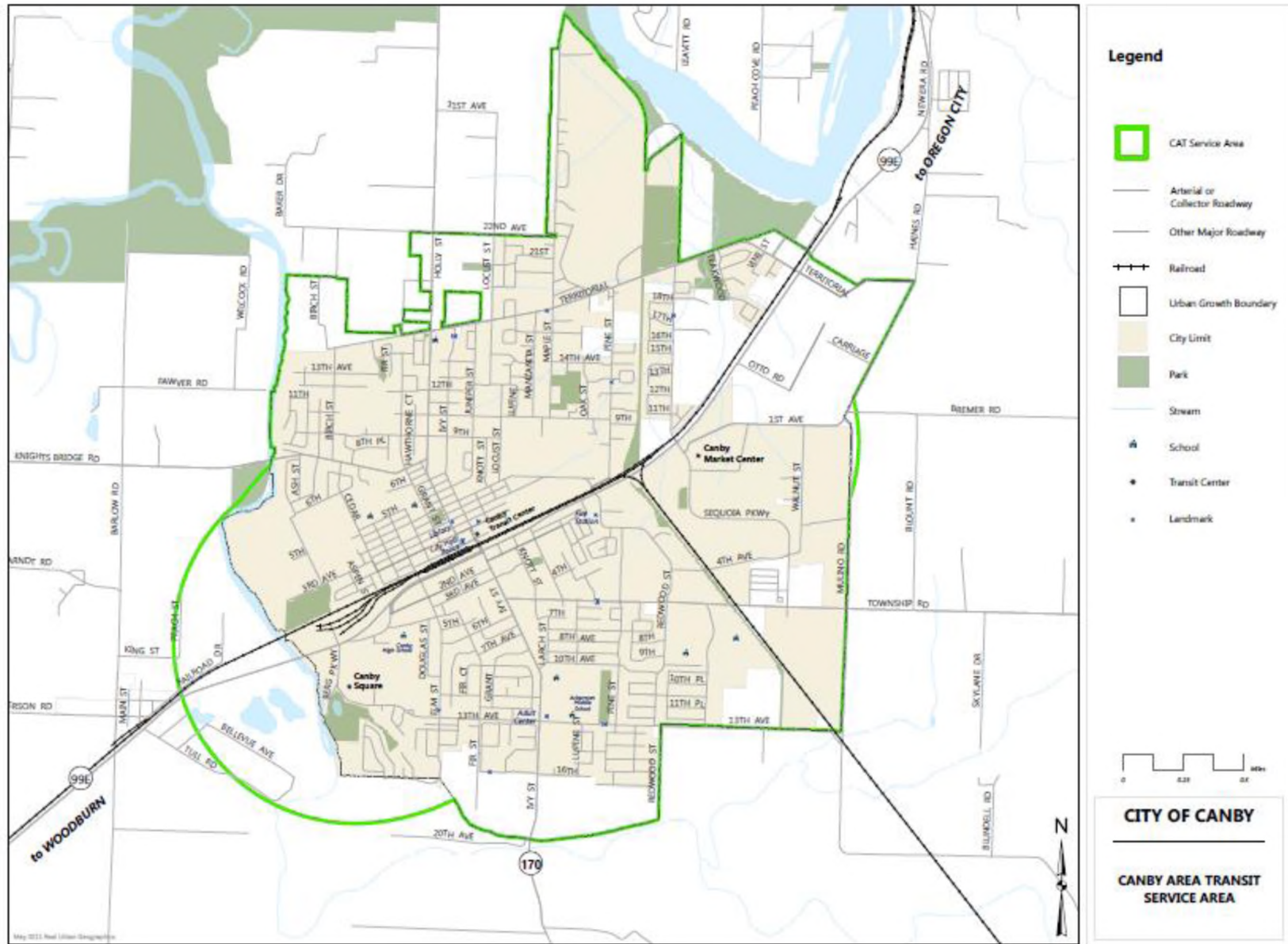
Children under the age of 5 must be accompanied by a person over the age of 16. Children aged 5-8 may travel alone if adult supervision is arranged at the pick-up and drop-off points. Children aged 9 and older may travel alone. Children under the age of 7 traveling alone pay the fare.

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 H: Service Area Map



# Appendix I: Route 99 Map

