

## 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 and Emergencies

Canby Area Transit (CAT) does not operate on the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas

Service changes due to severe weather or an emergency situation will be reported by local news media, posted on social media and at [www.canbyareatransit.org](http://www.canbyareatransit.org). Information will also be available by calling 503.266.4022 (select option 2).

## Contact us

Questions, comments, compliments or complaints should be directed to CAT dispatch at 503.266.4022 (select option 2); delivered to the CAT office or mailed/emailed to the addresses below:

### Canby Area Transit

PO BOX 930 (*mailing*)

195 S Hazel Dell Way Suite C (*office location*)

Canby, OR 97013

**503.266.4022**

Oregon Relay Service 800.735.2900

Email: [cat@canbyoregon.gov](mailto:cat@canbyoregon.gov)



Or visit our website: [www.canbyareatransit.org](http://www.canbyareatransit.org) to find detailed information about CAT and its services.

*Alternative formats available upon request (i.e., braille, large print, audio or other formats).*

**Updated 8.20.19|Effective 9.7.19**



# Dial-A-Ride

*General Public (GP)*

**\$1.00 Fare**

**Free Shopper Shuttle**

**503.266.4022**

CAT is supported by  
Canby Businesses



## General Public (GP) Dial-A-Ride

Canby Area Transit (CAT) Dial-A-Ride offers a limited General Public (GP) service to anyone traveling within the Canby Urban Growth Boundary. The GP service is designed to utilize unused capacity on the federally required Complementary Paratransit Service (CPS). GP service operates 8:00 am to 6:00 pm, Monday-Friday; and 8:00 am to 6:30 pm on Saturday. GP service is only available as space allows on the Complementary Paratransit Service (CPS). GP trips are provided on a first-come, first-served, space-available basis.

### How to Apply

To apply for General Public Dial-A-Ride services either visit the CAT office located at 195 S Hazel Dell Way, Suite C in Canby; or call 266.4022 (select option 2). Additional information is also available online at [www.canbyareatransit.org](http://www.canbyareatransit.org).

### Rider Rules

- ▶ To make a ride request call 503.266.4022 (select option 2). Office hours are Monday through Saturday, 8:00 am to 5:00 pm. When leaving a voice message ride request please include complete trip information (dates, times, addresses) and a phone number.
- ▶ GP ride request for Mondays or the first day after a holiday must be made on the last operating day before the requested trip.
- ▶ Schedulers will work with riders to negotiate a trip time that will fit into the schedule and best meet the rider's needs. However, riders should be aware that GP service is offered on a first-come, first-served, space-available basis. Trip time options may be very limited.
- ▶ GP ride requests will be recorded on a waiting list in the order received. Riders on the GP waiting list will receive a call the day prior to their requested trip (between 5:00 and 6:00 pm) to confirm or deny trips for the next business day.
- ▶ For each direction of the trip riders may request either a pick-up time or a drop-off time (not both).
- ▶ Rides can be scheduled as early as 14 days in advance, and/or up to 5:00 pm the day before the trip is needed if space is available. However, since GP service offered only as space allows it is advisable to make ride requests as soon as possible.
- ▶ The fare for each direction of the trip is \$1 for anyone age 7 or older. Accompanied children 6 under ride for free.

- ▶ Return trips need to be scheduled at the time of the trip request. Riders are asked to estimate how long they will be at their destination. On the day of the trip, if more time is needed or the rider is ready before their scheduled pick up time, please call 503.266.4022 (select option 2).
- ▶ Children under the age of 5 must be accompanied by a person over the age of 16. Children aged 5-9 may travel alone if adult supervision is arranged at the pickup and drop-off points. Children aged 10 and older may travel alone. Children under the age of 7 traveling alone pay the \$1 fare.
- ▶ To cancel a ride reservation call the office as soon as possible. A ride cancelled with less than one (1) hour notice prior to the pick-up time may be considered a no-show.
- ▶ Buses will always wait 5 minutes for the rider. If the rider is late by more than 5 minutes the bus will go to its next pick-up location. The missed ride will be recorded as a no-show.
- ▶ A pattern of no-shows could result in a suspension of ridership privileges. Riders in danger of suspension are notified in writing.

### Planning Trips

- ▶ Plan trips with these points in mind:
  - When a ride is scheduled the rider is given a pick-up time
  - The bus may arrive as much as 10 minutes before or after the scheduled pick-up time.
  - Riders should be ready for the bus to arrive anytime within this 20 minute window.
  - Buses will wait for riders for 5 minutes. The wait time will start once the bus arrives (*but no sooner than 10 minutes before the scheduled pick-up time*).
- ▶ 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.
- ▶ On weekdays, CAT offers GP riders a free shopping shuttle service.
- ▶ All items found on vehicles will be donated to charity if not claimed within 30 days.