

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

website: 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

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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.



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| *Catch a CAT* | Shopper Shuttle rides are free | *CAT is supported by Canby Area Businesses* | Shopper Shuttle rides are free | *Catch a CAT* |