

RESOLUTION NO. 1081

A RESOLUTION ADOPTING A DOCUMENT ENTITLED CANBY AREA TRANSIT – CITY OF CANBY AMERICANS WITH DISABILITIES (ADA) PLAN

WHEREAS, the City was notified by Oregon Department of Transportation's (ODOT) Public Transit Division that Canby Area Transit (CAT) is required to draft and maintain an Americans with Disabilities (ADA) Plan for its public transportation services.

WHEREAS, on January 12, 2011 the Transit Advisory Committee approved the plan entitled *Canby Area Transit – City of Canby Americans with Disabilities (ADA) Plan* and recommends it for adoption.

IT IS HEREBY RESOLVED by the City of Canby Council that the document entitled *Canby Area Transit – City of Canby Americans with Disabilities (ADA) Plan*, attached hereto as Exhibit "A" and by this reference incorporated herein, is adopted by the Canby City Council.

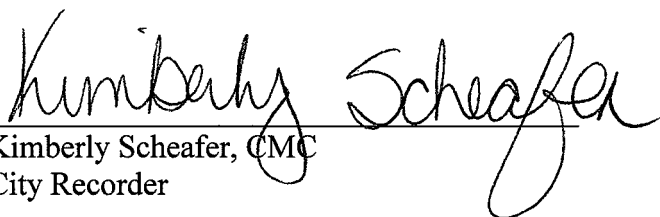
This resolution is effective January 19, 2011.

ADOPTED by the Canby City Council on the 19th day of January 2011.



Randy Carson
Mayor

ATTEST:



Kimberly Scheafer, CMC
City Recorder



Canby Area Transit – City of Canby
AMERICANS WITH DISABILITIES (ADA) PLAN
January 19, 2011

Introduction

Canby Area Transit (CAT) operates as a department of the City of Canby. The department's administrative offices are located at 123 NW 2nd Avenue in Canby. The Transit Director can be contacted by phone at 503.266.4024 extension 251, by fax at 503.263.6284, or 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.

The purpose of this plan is to document 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 Canby Area Transit's planning process the following goal and objectives were identified to guide the development of the 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.

- 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 all routes.
- 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 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 over 15,000 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 just 25 miles north and Salem just 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 just 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 and Salem) by rail and road.

Since the 1990s, Canby's population has grown by more than 30%, driven in large part by people seeking a small town, rural lifestyle within 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 2000 U.S. Census of Population, 11.6 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. Between Fiscal Years 2004 and 2010 the percentage of CAT ridership comprised of the elderly or persons with disabilities increased from 8.7 percent to 10.4 percent of the total CAT ridership.

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.

Fixed Route Service

Canby Area Transit provides fixed route service on its Blue and Green lines and on a portion of the Purple and Orange Lines. See Appendix F for maps and route schedules.

The Blue and Green Lines provide fixed route service within Canby. The Orange Line provides fixed route service within Canby Urban Growth Boundary (CUGB) and commuter service to Oregon City and Woodburn. The Purple Line also provides local fixed route service within the CUGB and commuter service to Wilsonville.

Local fixed route service is provided to northern Canby on the Green Line, to southern Canby on the Blue Line and on the Orange Line along 99E between Canby Market Center (1401 SE 1st Avenue- near Fred Meyer) and Canby Square (1051 SW 1st Avenue - near Safeway). Limited local service is also provided on the Purple Line between the Canby Transit Center (100 NE 1st Avenue – Cutsforth’s Thriftway) and the intersection of N Aspen and N Knights Bridge Road.

South Metro Area Regional Transit (SMART) and CAT share the operation of service between Canby and Wilsonville. CAT provides 4 of the 12 trips provided each day. See Appendix F for maps and route schedules.

Route	Service	Location	Days	Hours	Frequency
Green Line	Fixed Route	Full route – Northern Canby	Monday - Friday	7:02 am to 7:20 pm	60 minute
Blue Line	Fixed Route	Full route – Southern Canby	Monday - Friday	6:30 am to 7:59 pm	60 minute
Orange Line	Fixed Route	Between Canby Transit Center and Canby Market Center	Monday - Friday	7:30 am to 10:30 pm	30 minute
Orange Line	Fixed Route	Between Canby Transit Center and Canby Market Center	Monday - Friday	10:30 am to 8:00 pm	60 minute
Orange Line	Fixed Route	Between Canby Square and Canby Transit Center or Canby Market Center	Monday - Friday	7:30 am to 7:10 pm	60, 90 or 120 minute
Purple Line	Fixed Route	Between Canby Transit Center and the intersection of N Aspen and N Knights Bridge Road	Monday - Friday	4 trips only 10:30 am to 1:30 pm	60 minute

Commuter (Inter-City) Service

Canby Area Transit operates commuter service on portions of its Orange Line between Oregon City and Woodburn and on a portion of the Purple Line between Canby and Wilsonville. The intercity connections provide links between the rural communities and critical links to Portland and Salem. See Appendix F for maps and route schedules.

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

earliest morning trips and two afternoon trips originate from the Canby Transit Center and do not stop at Canby Market Center to best serve commuter demand.

South of Canby the Orange Line provides commuter service between Canby Square (1051 SW 1st Avenue in Canby) and the Mid Valley Plaza at the intersection of 99E and Hwy 214 in Woodburn.

CAT Purple Line provides 4 trips per day between the intersection of N Aspen and N Knights Bridge Road in Canby and the SMART Central (9699 SW Barber Street) in Wilsonville.

Route	Service	Location	Days	Hours	Frequency
Orange Line - North	Commuter to Oregon City	From Canby Transit Center or (from Canby Market Center) to the Oregon City Transit Center	Monday - Friday	5:13 am to 9:30 am and 3:30 pm to 6:00 pm	30 minute
Orange Line - North	Commuter to Oregon City	Between Canby Market Center and the Oregon City Transit Center	Monday - Friday	9:30 am to 3:30 pm and 6:00 pm to 8:00 pm	60 minute
Orange Line - South	Commuter to Woodburn	Between Canby Square and Mid Valley Plaza in Woodburn	Monday - Friday	6:00 am to 6:11 pm	60, 90 or 120 minute
Purple Line	Commuter to Wilsonville	Between the intersection of N Aspen and N Knights Bridge Road and SMART Central	Monday - Friday	4 trips only 10:35 am to 1:35 pm	60 minute

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

The fixed-route and commuter services are fareless—FREE.

Fleet

CAT's fixed route and commuter services utilize three (3) 35'/35 passenger buses, (1) one 30'/27 passenger bus, and five (5) 24'-26'/20-21 passenger cutaways. The CAT Dial-A-Ride (Paratransit) service utilizes two (2) 23'/17 passenger buses with four wheelchair stations. Additionally, CAT has two (2) ramp accessible minivans and three (3) backup cutaway buses. All vehicles are accessible and can accommodate at least one wheelchair.

Paratransit Services

Canby Area Transit provides demand responsive Paratransit service through its 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. Though 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 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 (3 trips in a 6-month period). Ridership privileges can also be suspended due to unruly behavior, which may or may not threaten the 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. CAT service is fareless so all rides are FREE.

Service Fares

The fare for the Paratransit service may be twice (2x) the fixed route fare. CAT service is fareless so the ride is FREE.

Fleet

As mentioned in the previous section, the CAT Dial-A-Ride (Paratransit) service regularly utilizes two (2) 23’/17 passenger buses with four wheelchair stations. Additionally, CAT has two (2) ramp accessible minivans and three (3) backup cutaway buses. All vehicles are accessible and can accommodate at least one wheelchair.

Other Transit Service

CAT provides a premium service exceeding the requirements of Complementary Paratransit. As a supplement to the CAT Dial-A-Ride connection to TriMet LIFT at the Oregon City Transit Center CAT provides 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.

Fares

CAT service is fareless so the ride is FREE.

Fleet

This service is provided using the same vehicles as those listed for the CAT Dial-A-Ride (Paratransit) service.

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	Canby Urban Growth Boundary
Response Time	Yes	14 days in advance to 5:00 pm the day prior
Fares	Yes	Fareless
Trip Purpose	Yes	No Restrictions
Service Hours	Yes	Same
Capacity Constraints	Yes	None

Coordination 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 loans 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

This ADA Plan became available for public review and comment on the City website at www.canbyareatransit.org on January 7, 2011. A public notice was posted on the website and in the local newspaper of the Transit Advisory Committee meeting on January 12, 2011 which included the discussion of this agenda item. Subject to public comment, the ADA Plan was submitted to City Council for discussion, comment and approval at the January 19, 2011 meeting. The draft and final plan were available in accessible formats upon request.

Implementation Plan

As Canby Area Transit meets the required service criteria for its Complementary Paratransit service, there are no planned changes to address ADA requ

Appendix A

Canby Area Transit AMERICANS WITH DISABILITIES (ADA) Eligibility Policy January 19, 2011

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 B) that describes CAT's Dial-A-Ride service. An application form (attached as Appendix C) 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, 123 NW 2nd Avenue, 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 123 NW 2nd, 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 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. CAT service is fareless so all rides are FREE.

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

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

Canby Area Transit

PO BOX 930
123 NW 2nd Ave
Canby, OR 97013

503.266.4022

Oregon Relay Service 800.735.2900

Email: cat@ci.canby.or.us

Website: www.canbyareatransit.org



Dial-A-Ride Service



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 123 NW 2nd Avenue.

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.

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 C
APPLICATION FOR
Canby Area Transit Lift Services

PART 1. PERSONAL INFORMATION

PLEASE PRINT CLEARLY

Name Last Name First Name Middle Name

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

Name of Apartment Complex Apt. No.

City State Zip Code

Social Security # (Optional) Date of Birth Month Day Year

Home Phone () Work Phone ()

Nearest Cross-Street

PART 2. CONTACT PERSON

Provide the name of a person CAT can contact about your LIFT service in an emergency.

Name of Contact(s)

Relationship to Applicant

Phone Number(s)

1. Will you use any of these aids when riding LIFT? (Check all that apply)

- Checkboxes for Cane, Walker, Crutches or White Cane; Communication Aid; Portable Oxygen; Service Animal; Other; None of the Above

2. Will you use a wheelchair/electric scooter, when riding LIFT? No Yes Sometimes

- Sub-questions a and b regarding wheelchair/electric scooter use and transfer to a seat in a vehicle

3. Will you be accompanied by a Personal Care Attendant (PCA) when riding LIFT? (A person who may provide assistance during the ride or at the destination.) No Yes

Appendix C

4. When you (or the applicant) arrive at the destination, does someone else need to be there to take responsibility for you (or the applicant) before the driver leaves? No Yes
If yes, the contact person listed in Part 2 will be called if no one is available to receive applicant at the destination.
5. What is your disability or health condition? _____

6. Explain HOW your disability or health condition limits or prevents you from using CAT buses.

7. Do you expect your need for LIFT service will be permanent or temporary?
 Permanent
 Temporary (Provide your best estimate in months) _____
8. How far can you walk, or travel (with your 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 only 1 city block or less.
 I can walk or travel _____ city blocks. (Write in the number of blocks you can walk or travel)
9. Indicate your ability to do each of the following on your own.
- a. Can you get on or off a bus by using the steps?
b. Can you get to or from the bus stop nearest to your home?
c. Can you wait up to 15 minutes at a bus stop?
d. Can you get to a seat or (wheelchair/scooter position) once you've boarded the bus?
 No Yes Sometimes I'm not sure

PART 5. SOME TRIPS MAY BE COVERED UNDER OHP OR MEDICAID

Applicant's Oregon Health Plan or Medicaid ID # _____

Case Manager's Name _____ Phone # _____

PART 6. APPLICANT'S CERTIFICATION

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 LIFT services.

Appendix C

I understand that it may be necessary for me to participate in an in-person evaluation, at CAT expense, to determine my eligibility for LIFT service.

Applicant's Signature _____ Date _____

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

Name of Person(s) _____

Relationship to Applicant _____

Phone Number(s) _____

(Include area codes for all numbers and you may include home, work, cellular and pager numbers)

PART 7. PROFESSIONAL CONTACT (OPTIONAL)

It may be helpful for us to contact a professional who is familiar with your disability or health condition and your 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)

I authorize the professional listed above 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: _____

(Signature of Applicant or Responsible Party)

(Date)

PART 8. INFORMATION AND ASSISTANCE

CAT offers information and assistance to persons in becoming familiar with using CAT services. Yes, I would be interested in (check all that apply):

More information about accessibility of bus

Help with planning trips on

Finding out about personal orientation and travel instruction programs

Other, please describe:

Appendix C

Please fold, tape and mail.

Place
One
Stamp
Here

RETURN ADDRESS:

CITY OF CANBY
P. O. BOX 930
CANBY, OR 97013

Appendix D

Canby Area Transit – City of Canby Transit Commuter Route Design Compliance

Orange Line – 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 Mid Valley Plaza 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 Mid Valley Plaza in Woodburn.
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 WTS and CARTS
Use of multi-ride tickets	Fare is FREE

Orange Line - 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 commuters serve both communities (reverse commuter) 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	Fare is FREE

Purple Line – Commuter Service to Wilsonville

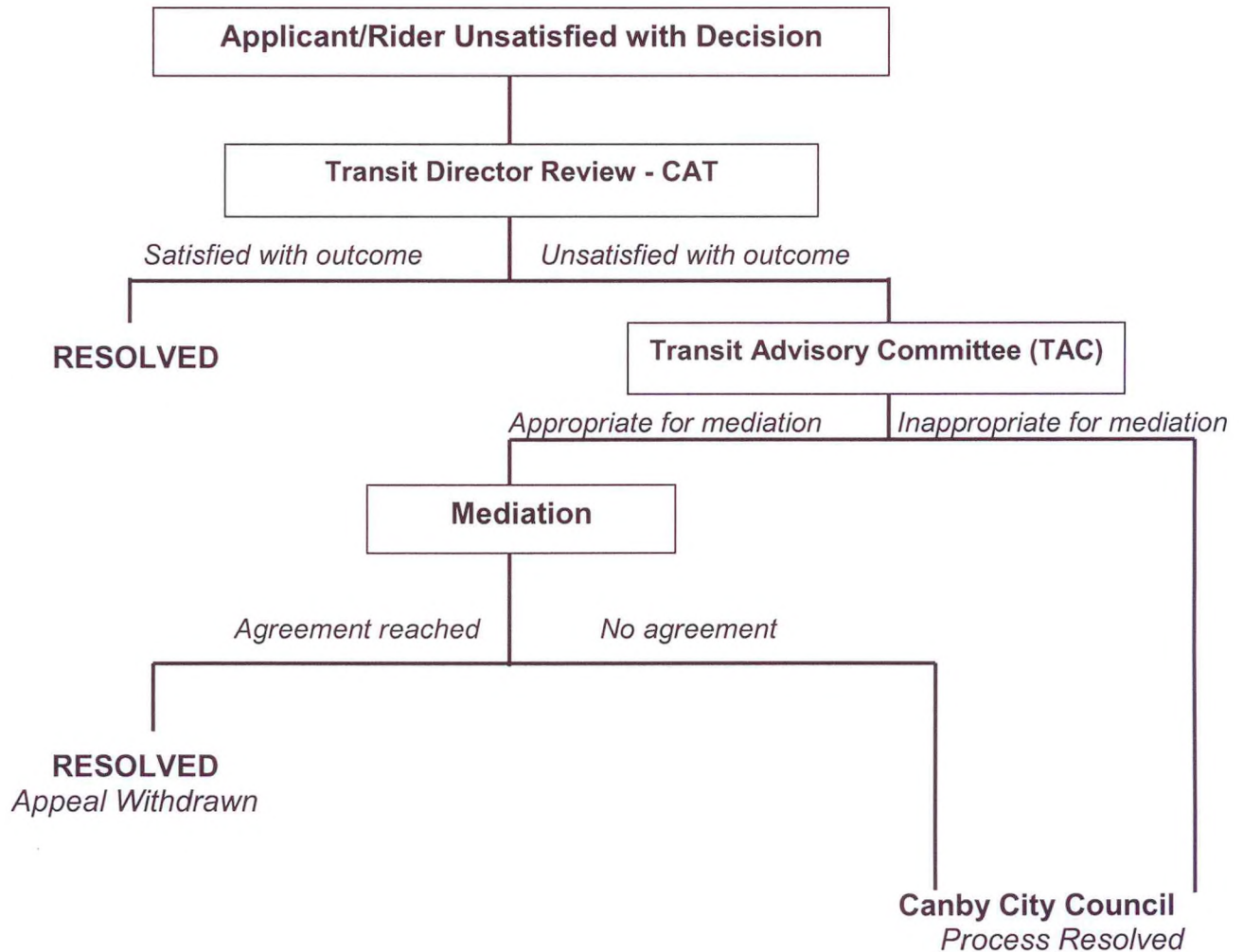
SERVICE DESIGN CHARACTERISTICS OF COMMUTER ROUTE	COMMENTS
No attempt to comprehensively cover service area	Commuter portion of the route operates between the intersection of N Aspen and N Knights Bridge Road and SMART Central. As mentioned above CAT provides 4 of the 12 trips per day.
Limited route structure	Commuter portion of the route travels along Knightsbridge Road, Arndt Road, and Airport Road to Interstate 5 and frontage roads in Wilsonville to make a direct connection to SMART Central in Wilsonville.
Limited number of stops	Commuter portion of the route makes limited stops.
Routes of extended length, usually between central business and outlying areas	Commuter portion of the route is approximately 8 miles between the intersection of N Aspen and N Knights Bridge Road and SMART Central.
Service predominately in one direction during peak times	Commuter portion of the route is bidirectional throughout day as commutes serve both communities (reverse commuter) and many shifts
Coordinated relationship to other modes	Commuter portion of the route connects Canby commuters to TriMet, WES and SMART services in Wilsonville.
Use of multi-ride tickets	Fare is FREE on all CAT buses. <i>SMART buses charge a fare for the commuter portion of the route.</i>

Appendix E
Canby Area Transit (CAT) – City of Canby
COMPLAINT AND APPEALS PROCESS

STEPS	CONSIDERATIONS
<p>1. Notice of Decision 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>2. Manager’s Review 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>3. Formally Initiating an Appeal 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>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 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 31st day until and unless a decision is rendered.</p>

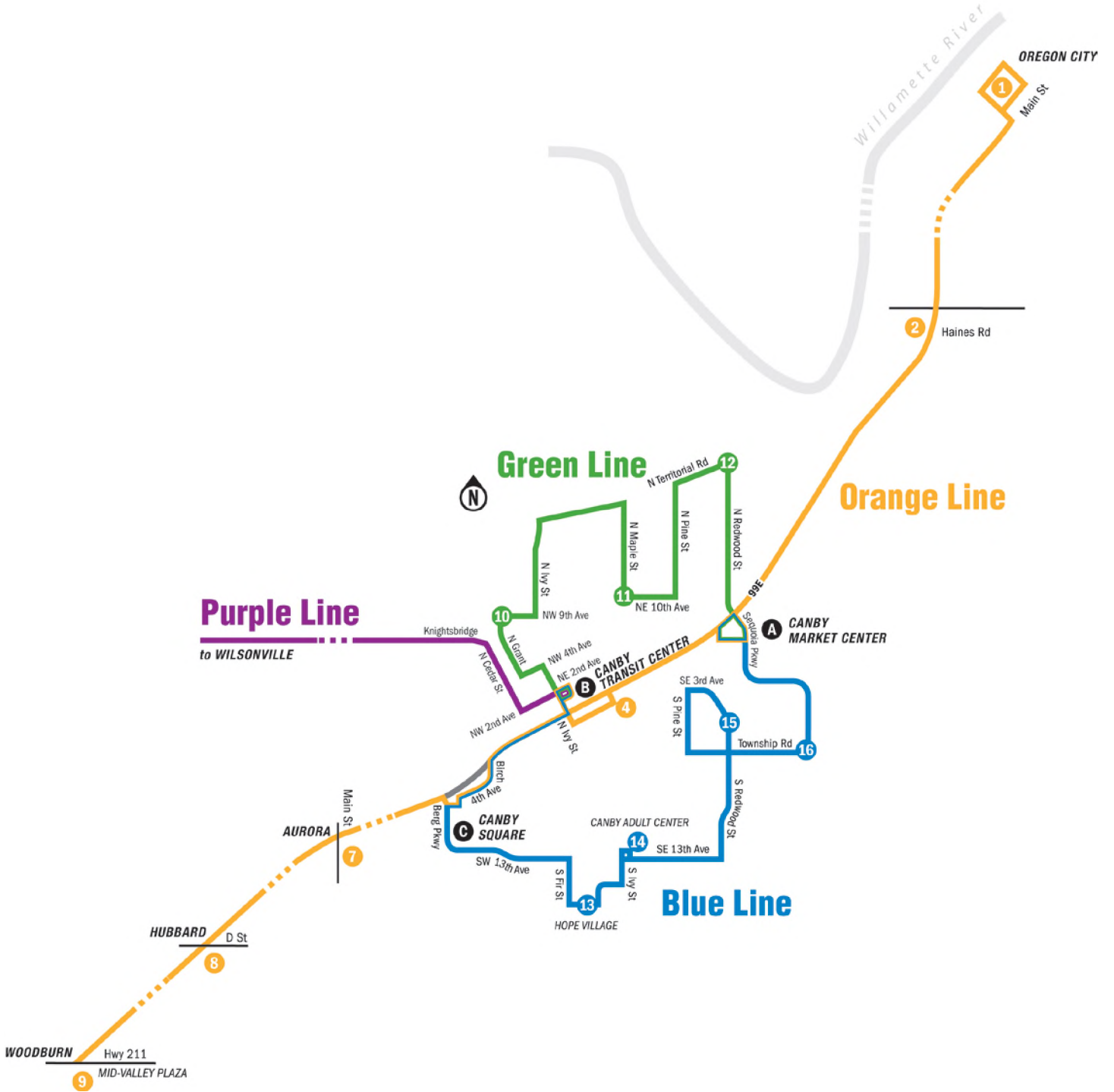
CANBY AREA TRANSIT COMPLAINT AND APPEALS PROCESS
For Eligibility Determinations and Service Suspensions



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 F

Schedules and Maps



**WEEKDAY
SERVICE
ONLY!**

**WEEKDAY
SERVICE
ONLY!**

**WEEKDAY
SERVICE
ONLY!**

**WEEKDAY
SERVICE
ONLY!**

ORANGE LINE - To Canby or Woodburn

Weekdays - Southbound on 99E

	Oregon City TC Main St.	99E & Haines	Canby Market Center Fred Meyer	SE 2nd & S Locust	Canby Transit Center Thriftway	Canby Square Safeway	Aurora 99E & Liberty	Hubbard 99E & D St.	Woodburn Mid-Valley Plaza
	1	2	A	4	B	C	7	8	9
X	5:35	5:45	—	—	5:55	6:00	6:07	6:16	6:23
X	6:11	6:21	—	—	6:30	6:37	—	—	—
X	6:37	6:47	—	—	6:57	7:02	7:09	7:18	7:25
	7:02	7:12	7:16	7:20	7:24	—	—	—	—
	7:32	7:42	7:46	7:51	7:57	8:02	8:09	8:18	8:25
	8:02	8:12	8:16	8:21	8:25	—	—	—	—
	8:32	8:42	8:46	8:51	8:55	—	—	—	—
	9:04	9:15	9:19	9:23	9:30	9:36	9:43	9:52	10:00
	9:33	9:45	9:49	9:54	9:58	—	—	—	—
	10:03	10:15	10:19	10:23	10:27	—	—	—	—
	11:03	11:15	11:19	11:23	11:30	11:36	11:43	11:52	12:00
	12:03	12:15	12:19	12:23	12:27	—	—	—	—
	1:03	1:15	1:19	1:23	1:30	1:36	1:43	1:51	1:59
	2:03	2:15	2:19	2:23	2:30	2:37	—	—	—
	3:02	3:14	3:18	3:23	3:30	3:36	3:43	3:52	4:00
	4:02	4:14	4:18	4:23	4:30	4:35	4:42	4:51	4:59
	4:30	4:42	4:46	4:51	4:55	—	—	—	—
X	4:50	5:02	—	—	5:10	5:16	—	—	—
X	5:08	5:20	—	—	5:28	—	—	—	—
	5:35	5:47	5:51	5:56	6:05	6:11	6:18	6:27	6:35
	6:02	6:14	6:18	6:23	6:27	—	—	—	—
	6:32	6:44	6:48	6:53	6:57	—	—	—	—
	7:32	7:44	7:48	7:53	7:57	—	—	—	—
	8:32	8:44	8:48	8:53	8:57	—	—	—	—

ORANGE LINE - To Canby or Oregon City TC

Weekdays - Northbound on 99E

	Woodburn Mid-Valley Plaza	Hubbard 99E & D St.	Aurora 99E & Liberty	Canby Square Safeway	Canby Transit Center Thriftway	SE 2nd & S Locust	Canby Market Center Fred Meyer	99E & Haines	Oregon City TC Main St.
	9	8	7	C	B	4	A	2	1
X	—	—	—	—	5:13	—	—	5:19	5:31
X	—	—	—	—	5:46	—	—	5:52	6:03
X	—	—	—	—	6:12	—	—	6:19	6:31
X	—	—	—	—	6:30	—	—	6:36	6:48
X	6:28	6:37	6:46	6:53	7:00	—	—	7:08	7:20
	—	—	—	—	7:30	7:34	7:38	7:42	7:54
	7:28	7:37	7:46	7:53	8:01	8:05	8:09	8:13	8:25
	—	—	—	—	8:30	8:34	8:38	8:42	8:54
	—	—	—	—	9:01	9:05	9:09	9:13	9:25
	8:59	9:07	9:16	9:23	9:30	9:34	9:38	9:42	9:54
	—	—	—	—	10:30	10:34	10:38	10:42	10:54
	10:54	11:03	11:12	11:19	11:30	11:34	11:38	11:42	11:54
	—	—	—	—	12:30	12:34	12:38	12:42	12:54
	12:54	1:03	1:12	1:19	1:30	1:34	1:38	1:42	1:54
	—	—	—	—	2:30	2:34	2:38	2:42	2:54
	2:54	3:03	3:12	3:19	3:30	3:34	3:39	3:43	3:55
	—	—	—	—	4:00	4:04	4:09	4:13	4:25
X	—	—	—	4:16	4:23	—	—	4:31	4:43
	4:04	4:13	4:22	4:29	4:40	4:44	4:49	4:53	5:05
X	—	—	—	—	5:00	—	—	5:08	5:20
X	5:04	5:13	5:22	5:29	5:37	—	—	5:45	5:57
	—	—	—	—	6:02	6:06	6:11	6:14	6:26
	—	—	—	—	7:00	7:04	7:09	7:13	7:25
	6:45	6:54	7:03	7:10	7:16	—	—	—	—
	—	—	—	—	8:00	8:04	8:09	8:13	8:25

**WEEKDAY
SERVICE
ONLY!**

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ONLY!**

X = Express no stop at SE 2nd & Locust or Canby Market Center
 — = no service
 AM in regular print
 PM in bold print

How to read this schedule

- Find the stop where you will board the bus.
- Read top to bottom to find scheduled arrival times at the listed stops.
- Read from left to right to find how long it takes to travel between stops.
- Schedules are subject to change without notice. For the most current schedule check the CAT website www.canbyareatransit.org.

Effective September 5, 2009

Updated August 27, 2009

Everyone rides for free | **Catch a CAT** | CAT is fareless | **CAT is supported by Canby Area Businesses** | everyone rides for free | **Catch a CAT** | CAT is fareless

PURPLE LINE - To Canby

SMART Route 3

Weekdays - Southbound

	WES Commuter Rail TriMet - Train Arrivals	SMART Central Wilsonville Station	Springridge Charbonneau	Arndt & Airport Rd	NW 2nd & Cedar	Canby Transit Center Thriftway
S	6:23	6:28	6:36	6:40	6:46	6:49
S	7:23	7:28	7:36	7:40	7:46	7:49
S	8:23	8:28	8:36	8:40	8:46	8:49
C	—	11:00	11:08	11:12	11:18	11:21
C	—	12:05	12:13	12:17	12:23	12:26
C	—	1:05	1:13	1:17	1:23	1:26
C	—	2:05	2:13	2:17	2:23	2:26
S	—	3:35	3:43	3:47	3:53	3:56
S	4:30	4:35	4:43	4:47	4:53	4:56
S	5:30	5:35	5:43	5:47	5:53	5:56
S	6:30	6:35	6:43	6:47	6:53	6:56

PURPLE LINE - To Wilsonville

SMART Route 3

Weekdays - Northbound

	Canby Transit Center Thriftway	NW 2nd & Cedar	Arndt & Airport Rd	Springridge Charbonneau	SMART Central Wilsonville Station	WES Commuter Rail TriMet - Train Departure
S	5:54	5:57	6:03	6:07	6:15	6:19
S	6:54	6:57	7:03	7:07	7:15	7:19
S	7:54	7:57	8:03	8:07	8:15	8:19
S	8:54	8:57	9:03	9:07	9:15	—
C	10:30	10:33	10:39	10:43	10:52	—
C	11:30	11:33	11:39	11:43	11:52	—
C	12:30	12:33	12:39	12:43	12:52	—
C	1:30	1:33	1:39	1:43	1:52	—
S	4:00	4:03	4:09	4:13	4:21	4:26
S	5:00	5:03	5:09	5:13	5:21	5:26
S	6:00	6:03	6:09	6:13	6:21	6:26
S	7:00	7:03	7:09	7:13	7:21	—

S = Service provided by SMART drivers in **SMART buses** (Route 3)

C = Service provided by CAT drivers in **CAT buses** (Purple Line)

AM in regular print

PM in bold print

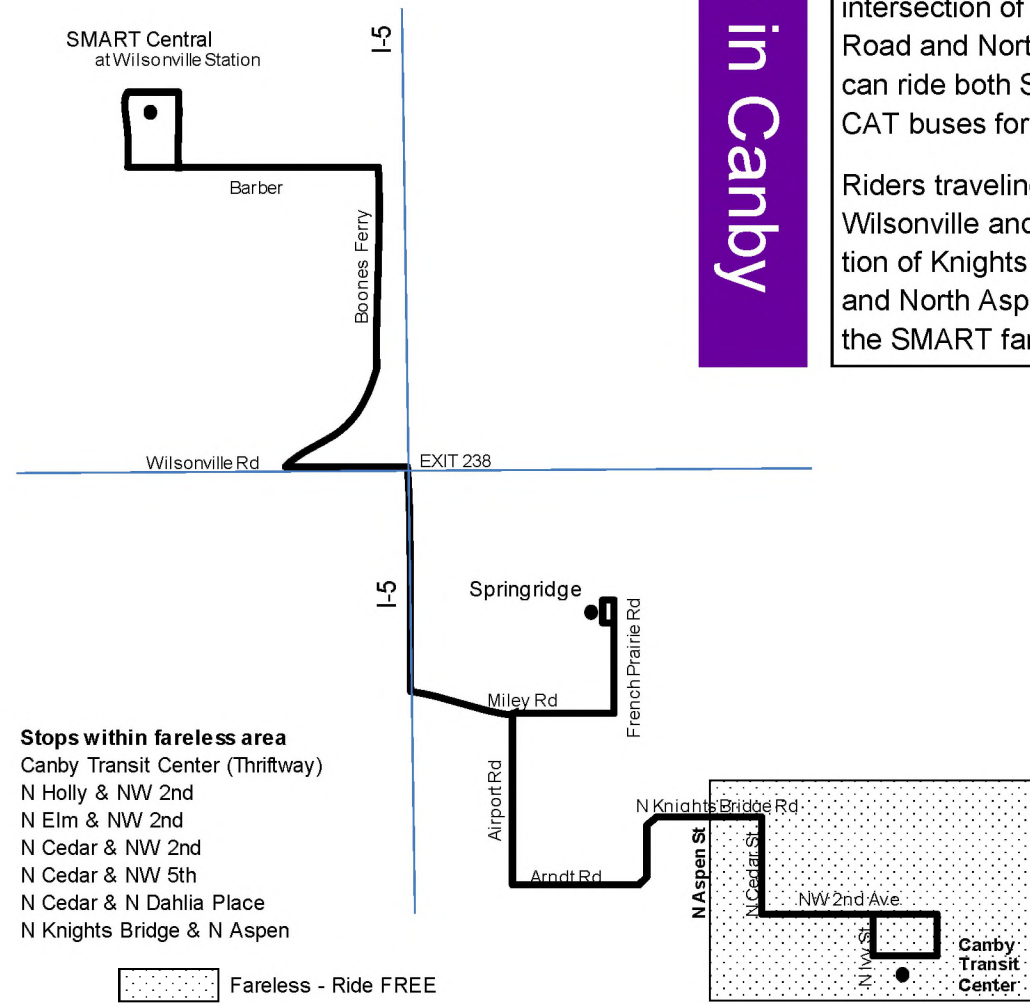
Effective January 12, 2009 all SMART buses make connections at SMART Central the new Wilsonville Transit Station. TriMet's WES Commuter Rail service began on February 2, 2009. This route and schedule is designed to meet TriMet's WES trains at SMART Central.

How to read this schedule

- Check the day. Bus schedules for weekdays and Saturdays are different.
- Find the stop where you will board the bus.
- Read top to bottom to find scheduled arrival times at the listed stops.
- Read from left to right to find how long it takes to travel between stops.
- Schedules are subject to change without notice. For the current schedule check the CAT website www.canbyareatransit.org.

Effective September 5, 2009

Updated August 27, 2009



Ride Free in Canby

Ride free in Canby

The Purple Line is operated by both South Metro Regional Transit (SMART) and Canby Area Transit (CAT).

Riders traveling within Canby between the Canby Transit Center (Thriftway) and the intersection of Knights Bridge Road and North Aspen Street can ride both SMART and CAT buses for **free**.

Riders traveling between Wilsonville and the intersection of Knights Bridge Road and North Aspen Street pay the SMART fare (\$1.25).

CAT is supported by Canby Area Businesses