

**RESOLUTION NO. 1152**

**A RESOLUTION ADOPTING THE 2013 REVISED VERSION OF A DOCUMENT ENTITLED CANBY AREA TRANSIT – CITY OF CANBY AMERICANS WITH DISABILITIES (ADA) PLAN**

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

**WHEREAS**, the City previously adopted the document *Canby Area Transit – City of Canby Americans with Disabilities (ADA) Plan* (dated January 19, 2011) by Resolution 1081.


**IT IS HEREBY RESOLVED** that the document entitled *Canby Area Transit – City of Canby Americans with Disabilities (ADA) Plan* (dated March 6, 2013), attached hereto as Exhibit "A" and by this reference incorporated herein, is adopted by the Canby City Council.

This resolution is effective March 6, 2013.

**ADOPTED** by the Canby City Council on the 6<sup>th</sup> day of March 2013.

  
\_\_\_\_\_  
Brian Hodson  
Mayor

ATTEST:

  
\_\_\_\_\_  
Kimberly Scheafer, MMC  
City Recorder



Canby Area Transit – City of Canby  
AMERICANS WITH DISABILITIES (ADA) PLAN  
March 6, 2013

## Introduction

Canby Area Transit (CAT) operates as a department of the City of Canby. The department's administrative offices are located at 123 NW 2<sup>nd</sup> Avenue 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 January 19, 2011 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 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.

- 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 16,000 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 and Salem) by rail and road.

Since 2000, Canby's population has grown by 25%, 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 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. 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. 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 F for current maps and route schedules.

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 F for current maps and route schedules.

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. 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 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. CAT offers a 24 ride Punch Pass for \$20 and a \$40 Monthly Pass.

Until September 30, 2013 a ½ price (\$20) Monthly Pass will be offered to individuals who qualify for:

- Low Income (ID and evidence of SNAP or Medicaid eligibility required)
- Commuter (ID and evidence of the purchase of a monthly pass to a connecting transit system)

**Fleet**

CAT operates a mixed fleet of vehicles. Current schedules require a minimum of 5 buses in operation per service day. Three (3) 35'/35 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 cutaway 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 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 \$40 Monthly Pass.

Until September 30, 2013 a ½ price (\$20) Monthly Pass will be offered to individuals who qualify for:

- Low Income (ID and evidence of SNAP or Medicaid eligibility required)
- Commuter (ID and evidence of the purchase of a monthly pass to a connecting transit system)

**Fleet**

As mentioned in the previous section, 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.

**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



## **Other Transit Service**

CAT offers two demand response services in addition to the required Complementary Paratransit Services described above. CAT provides a Premium Dial-A-Ride service and a General Public Dial-A-Ride service as space allows.

### **Premium 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.

### **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 \$40 Monthly Pass.

Until September 30, 2013 a ½ price (\$20) Monthly Pass will be offered to individuals who qualify for:

- Low Income (ID and evidence of SNAP or Medicaid eligibility required)
- Commuter (ID and evidence of the purchase of a monthly pass to a connecting transit system)

### **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.

## **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**

The January 19, 2011 ADA Plan became available for public review and comment on the City website at [www.canbyareatransit.org](http://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 service changes including the elimination of the local Canby routes, implementation of the General Public Dial-A-Ride service included in the March 6, 2013 version of the plan were presented at the following public meetings:

Transit Advisory Committee – May 11, 2012  
Special - Transit Advisory Committee – August 10, 2011  
Special - Transit Advisory Committee – September 14, 2011

Rider surveys and public input brought forward ideas that resulted in the implementation of a \$1 fare and free Shopping Shuttles on October 1, 2012. These ideas were presented and discussed at public meetings on the following dates:

Transit Advisory Committee – October 12, 2011  
Transit Advisory Committee – November 9, 2011  
City Council Meeting – November 16, 2011  
Transit Advisory Committee – December 8, 2011  
Transit Advisory Committee – February 16, 2012  
Transit Advisory Committee – April 19, 2012  
Transit Advisory Committee – May 17, 2012  
Transit Advisory Committee – June 21, 2012  
Transit Advisory Committee – July 19, 2012  
Special Transit Advisory Committee – August 16, 2012

These changes are included in ADA Plan dated March 6, 2013. Subject to public comment the plan was submitted to City Council for discussion, comment and approval at the March 6, 2013 meeting.

## **Implementation Plan**

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

# **Appendix A**

## **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 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 2<sup>nd</sup> 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 2<sup>nd</sup>, 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.

**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



*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

**Canby Area Transit**

PO BOX 930  
123 NW 2<sup>nd</sup> Ave  
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)

**503.266.4022**

CAT is supported by  
Canby Businesses



## Appendix B

### 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 2<sup>nd</sup> 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](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 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/scooter use and vehicle transfer with checkboxes for No/Yes

3. Will you be accompanied by a Personal Care Attendant (PCA) when riding LIFT?

- Sub-question regarding PCA assistance with checkboxes for 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.*

RETURN ADDRESS:

---

---

---

Place  
One  
Stamp  
Here

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

## Appendix D

### 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



## Appendix D

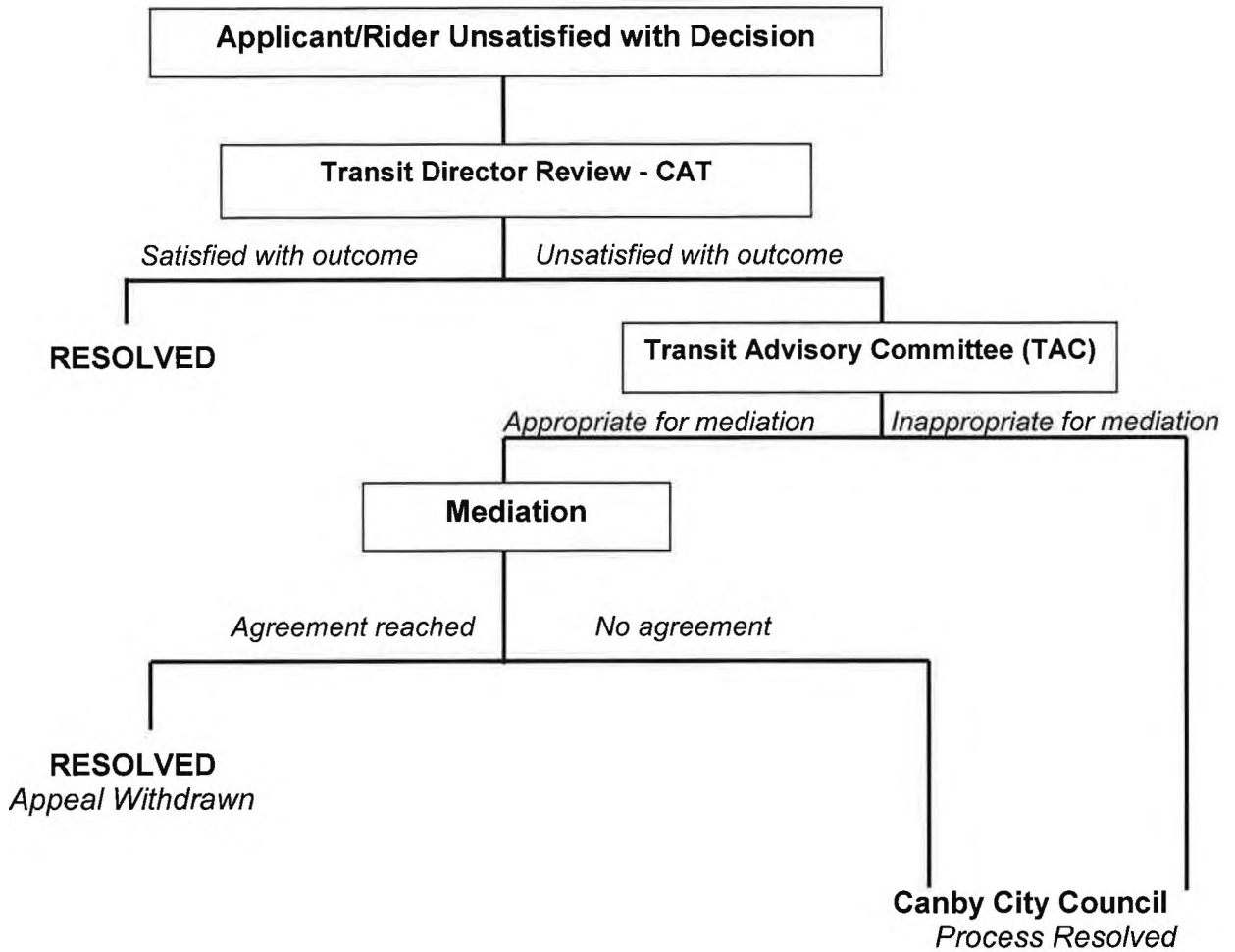
Commuter Service to Oregon City	
SERVICE DESIGN CHARACTERISTICS OF COMMUTER ROUTE	COMMENTS
No attempt to comprehensively cover service area	Commute portion of the route operates between either Canby Transit Center or Canby Market Center and the Oregon City Transit Center in Oregon City
Limited route structure	Commute portion of the route is linear along 99E
Limited number of stops	Commute portion of the route makes limited stops along 99E
Routes of extended length, usually between central business and outlying areas	Commute 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	Commute portion of the route is bidirectional throughout day as commutes serve both communities (reverse commute) and many shifts
Coordinated relationship to other modes	Commute 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 E**  
**Canby Area Transit (CAT) – City of Canby**  
**COMPLAINT AND APPEALS PROCESS**

<b>STEPS</b>	<b>CONSIDERATIONS</b>
<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>

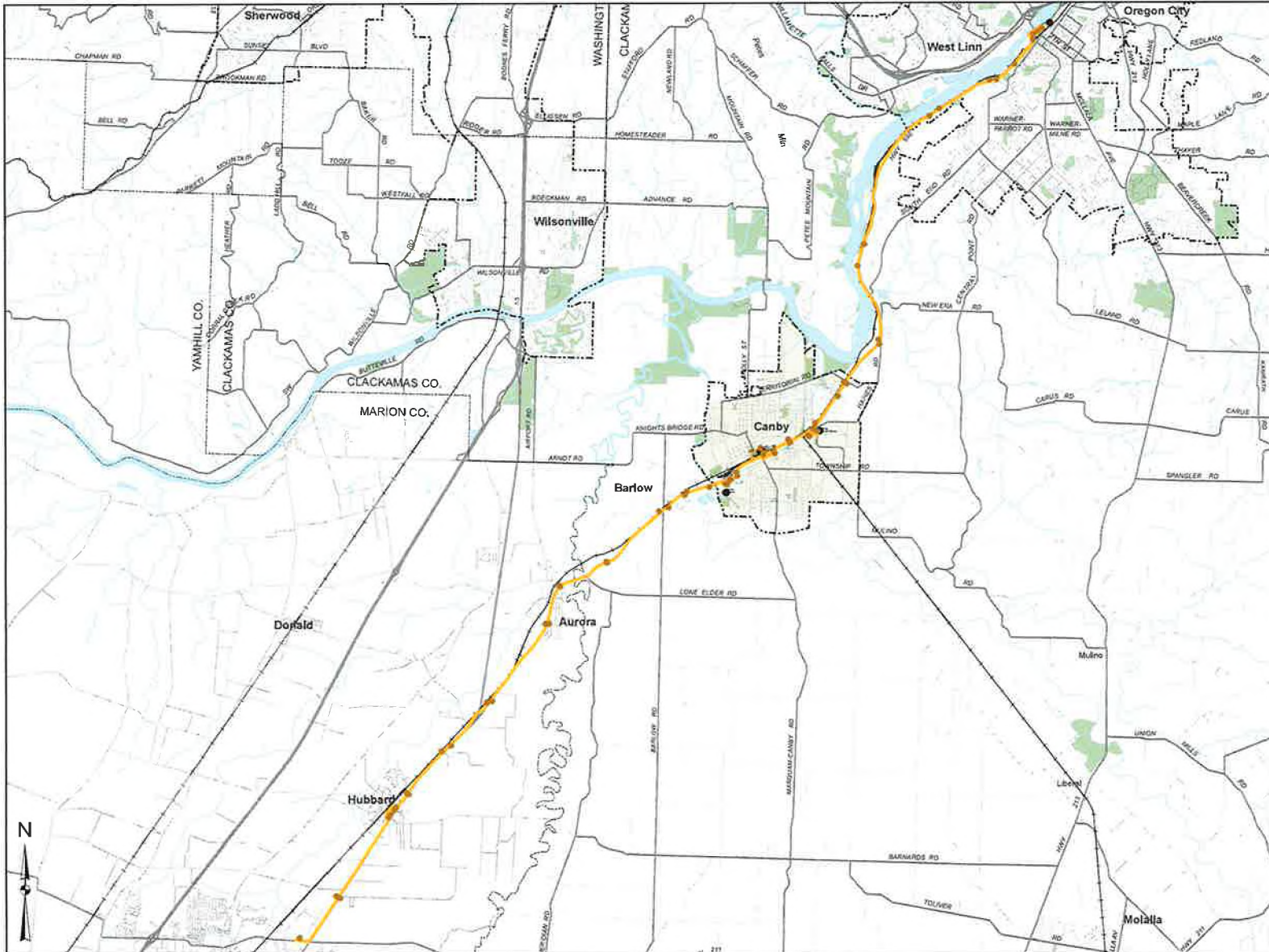
**CANBY AREA TRANSIT COMPLAINT AND APPEALS PROCESS**  
 For Eligibility Determinations and Service Suspensions



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 F



**Legend**

*CAT Bus Routes*

-  Orange Line
-  Bus Stops (provisional)
-  Arterial or Collector Roadway
-  Streets
-  Railroads
-  Urban Growth Boundary
-  Canby City Limits
-  Parks
-  Streams
-  Transit Center



**CITY OF CANBY**

---

**CANBY AREA TRANSIT SYSTEM  
ORANGE LINE**



Orange Line (99E) - to Canby or Oregon City									
Northbound on 99E									
Días Laborales Dirección Norte									
	Woodburn <i>Bi-Mart</i>	Hubbard <i>99E &amp; D Street</i>	Aurora <i>99E &amp; Liberty</i>	Canby Square <i>Safeway</i>	Canby Transit Center <i>Thriftway</i>	SE 2nd & S Locust	Canby Market Center <i>Fred Meyer</i>	Oregon City TC <i>Main Street</i>	
X					5:05	-	-	5:25	X
X					5:58	-	-	6:18	X
X					6:30	-	-	6:50	X
X	6:24	6:34	6:43	6:48	6:54	-	-	7:14	X
				7:24	7:30	7:34	7:38	7:54	
				7:54	8:00	8:04	8:08	8:24	
	9:00	9:10	9:19	9:24	9:30	9:34	9:38	9:54	
				9:54	10:00	10:04	10:08	10:24	
	11:30	11:40	11:49	11:54	12:00	12:04	12:08	12:24	
					12:30	12:34	12:38	12:54	
	2:00	2:10	2:19	2:24	2:30	2:34	2:38	2:54	
					3:00	3:04	3:08	3:24	
				3:39	3:45	3:49	3:53	4:09	
					4:30	4:34	4:38	4:54	
	4:30	4:40	4:49	4:54	5:00	5:04	5:08	5:24	
					5:30	5:34	5:38	5:54	
				6:24	6:30	6:34	6:38	6:54	
	7:05	7:15	7:24	7:29	7:35	7:39	7:43	7:59	

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

**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](http://www.canbyareatransit.org).

Appendix F

Effective 6-30-2012

Fecha de Entrada en Vigor 6-30-12

Updated June 29, 2012

Actualizado el 29 de junio de 2012

Effective October 1, 2012  
one-way bus fare will be \$1

Apartir del 1 de octubre de  
2012 la tarifa será de \$1

X = Express no stop at SE 2nd & Locust or Canby Market Center

— = no service

AM in regular print

PM in bold print

X = Directo sin efectuar parada en SE 2nd y Locust o en el Canby Market Center

— = ningún servicio

AM en fuente normal

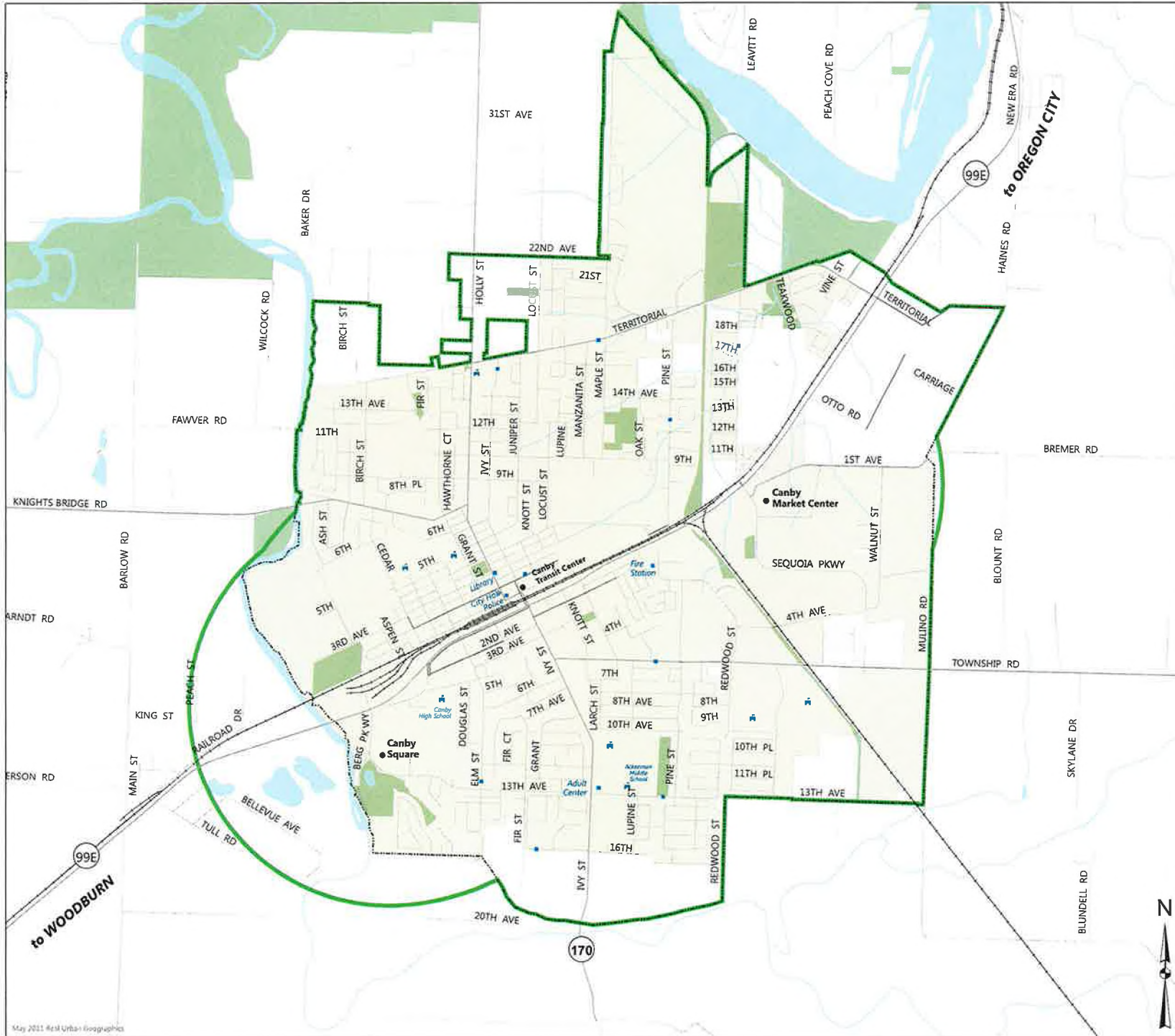
PM en negrita

**Cómo leer este horario:**




- Busque la parada donde va a subir al autobús.
- Lea de arriba hacia abajo para encontrar las horas de llegada programadas para las paradas indicadas.
- Lea de la izquierda a la derecha para encontrar el tiempo de tránsito entre paradas.
- Los horarios están sujetos a modificación sin previo aviso. Para el último horario visite el sitio web de CAT que se encuentra en [www.canbyareatransit.org](http://www.canbyareatransit.org).

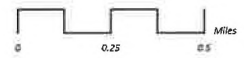
Orange Line (99E) - to Canby or Woodburn								
Southbound on 99E								
Días Laborales Dirección Sur								
	Oregon City TC <i>Main Street</i>	Canby Market Center <i>Fred Meyer</i>	SE 2nd & S Locust	Canby Transit Center <i>Thriftway</i>	Canby Square <i>Safeway</i>	Aurora <i>99E &amp; Liberty</i>	Hubbard <i>99E &amp; D Street</i>	Woodburn <i>Bi-Mart</i>
	5:28	5:44	5:49	5:55	6:00	6:06	6:13	6:22
	6:30	6:46	6:51	6:57	7:02			
	6:55	7:11	7:15	7:19	7:24			
	7:25	7:41	7:45	7:49	7:54			
	8:04	8:20	8:25	8:31	8:36	8:42	8:49	8:58
	8:34	8:50	8:55	9:01	9:06			
	10:04	10:20	10:25	10:31	10:36			
	10:34	10:50	10:55	11:01	11:06	11:12	11:19	11:28
	12:34	12:50	12:55	1:01	1:06			
	1:04	1:20	1:25	1:31	1:36	1:42	1:49	1:58
	3:04	3:20	3:25	3:31	3:36			
	3:34	3:50	3:55	4:01	4:06	4:12	4:19	4:28
X	4:19	-	-	4:39	4:40			X
	5:04	5:20	5:25	5:31				
X	5:38	-	-	5:58	6:03			X
	6:04	6:20	6:25	6:31	6:36	6:42	6:49	6:58
	7:04	7:20	7:25	7:31				
	8:10	8:26	8:31	8:35	8:40			

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



**Legend**

-  CAT Service Area
-  Arterial or Collector Roadway
-  Other Major Roadway
-  Railroad
-  Urban Growth Boundary
-  City Limit
-  Park
-  Stream
-  School
-  Transit Center
-  Landmark



**CITY OF CANBY**

**CANBY AREA TRANSIT SERVICE AREA**

## 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. Call 503.266.4022 for more information.

## 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  
123 NW 2nd Ave  
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

**Effective 10-1-12**

## Appendix F

## 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.