

AGENDA

CANBY AREA TRANSIT ADVISORY COMMITTEE MEETING

March 27th, 2025 - 6:00 PM

Canby City Hall
Council Chambers
222 NE 2nd Ave
Canby, OR 97013

Zoom for Public View:

<https://us06web.zoom.us/j/85953612055?pwd=ba9LSxEwgL4s4ftc0mChaucjubYLTZ.1>

Meeting ID: 859 5361 2055

Passcode: 224237

- 1. CALL TO ORDER**
 - a. Introductions Stephanie Boyce
 - b. Chair and Vice Chair Voting Stephanie Boyce

- 2. CONSENT AGENDA**
 - a. Approval of Minutes from January 23rd, 2025 Elected Chair

- 3. PUBLIC INPUT**

Open for Public Comment or Input

- 4. OLD BUSINESS**
 - a. Bus Shelter Project Update Heidi Muller

- 5. NEW BUSINESS**
 - a. Operations Report Heidi Muller
 - b. Transit Committee Member Update Todd Wood
 - c. ADA Plan Update Heidi Muller
 - d. Title VI Plan Update Heidi Muller
 - e. Asset Maintenance Plan Update Heidi Muller
 - f. Transit Graphics Heidi Muller

- 6. DISCUSSION ITEMS**

Open for New Discussion Items

- 7. ADJOURN**

*The meeting location is accessible to persons with disabilities. A request for an interpreter for the hearing impaired or for other accommodations for persons with disabilities should be made at least 48 hours before the meeting. Contact Heidi Muller at 503-266-0717 or mullerh@canbyoregon.gov.

A copy of this Agenda can be found on the City of Canby's web page at:

<https://www.canbyoregon.gov/meetings>

TRANSIT ADVISORY COMMITTEE

January 23, 2025

Presiding: Stephanie Boyce (Vice Chair)

Committee Members Present: Nancy Muller, DeAnna Ball-Karb

Committee members Absent: AdriAnne Navallo, Tyler Francke, Greg Perez

Staff Present: Todd Wood, Transit Director; Heidi Muller

Others Present: Ted Hensley

CALL TO ORDER

Vice Chair Boyce called the meeting to order at 6:00 p.m. Introductions of all members and staff followed. Excused absences of members Navallo and Perez were noted.

PUBLIC INPUT

No public input was provided.

CONSENT AGENDA

Member Muller moved to approve the minutes of July 25th and November 21st, 2024 as presented and it was seconded by Member Ball-Karb. The motion passed (3-0).

PUBLIC COMMENT

There was no public comment.

OLD BUSINESS

A. Transit Building Update – Director Wood explained the proposed Transit building is on hold due to a problem with using planned NEPA funding for construction on the property. Other options include scaling down the project and extending/expanding office lease space. Research continues and recommendations will be forwarded to the City Council once they are finalized.

B. Bus Shelter Project Update – Director Wood reported on the status of the bus shelter project which is coming along with the assistance of the Public Works staff.

NEW BUSINESS

A. Operations Report – Ms. Muller provided statistics for the weekday and weekend ridership by route.

B. Transit Committee Member Update – Director Wood explained recent resignations and an upcoming appointment to one of the vacancies. Absences of committee members and an election for Chair will be on the March agenda.

- C. 5339 Vehicle Grant Update – Director Wood updated on the 5339 grant of \$725,000 for replacement of vehicles and about other STIF grants in place. He noted the STIF audit is also currently in progress.
- D. Master Plans – Director Wood noted the ADA, Title VI and Asset Maintenance plans are nearly completed. The plans will be on a future agenda for review.
- E. Budget FY 2025-26 – Director Wood reported City budget discussions have just begun. A draft Transit budget will be reviewed with the committee in the coming months.

DISCUSSION ITEMS

Member Ball-Karb asked about a pickup time call delay experienced by a family member. Ms. Muller will put in a work order and inquire whether the lag is system or driver input related.

ADJOURN

Vice-Chair Boyce adjourned the meeting at 6:55 p.m.

Minutes Prepared By: Melody Thompson

Weekday Ridership by Route or Service										February 2025	
	11-2023	11-2024	12-2023	12-2024	01-2024	01-2025	02-2024	02-2025	Year to Date 2023-2024	Year to Date 2024-2025	Percentage of Change
Fixed-Route											
Route 99X	4,280	4,058	3,574	3,824	3,763	4,127	4,490	3,809	16,107	15,818	-1.79%
99X Route Complaints	1	1	2	2	1	1	-	1	4	5	25.00%
99X Route Preventable Accidents	-	-	-	1	-	-	-	-	-	1	#DIV/0!
99X Route rides per hour	5.19	5.31	4.52	4.75	4.62	4.92	5.56	5.27	4.97	5.06	1.81%
99X Route rides per mile	4.61	4.71	5.32	5.21	5.12	4.98	4.50	4.67	4.89	4.89	0.10%
Canby Loop Route	1,506	1,854	1,316	1,686	1,797	1,983	2,096	1,706	6,715	7,229	7.65%
Canby Loop Route Complaints	-	-	1	2	-	-	-	-	1	2	100.00%
Canby Loop Preventable Accidents	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Canby Loop rides per hour	5.74	7.78	5.32	6.71	6.44	7.54	8.15	7.43	6.41	7.37	14.85%
Canby Loop rides per mile	2.47	1.94	2.73	2.24	2.17	1.99	1.75	1.99	2.28	2.04	-10.53%
Demand Response											
Dial-A-Ride (ADA)	818	793	655	884	666	876	732	640	2,871	3,193	11.22%
Dial-A-Ride (General Public)	135	66	95	82	98	62	54	35	382	245	-35.86%
Denied Trips (ADA)	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Denied Trips (General Public)	6	1	7	1	-	-	1	-	14	2	-85.71%
Same Day Rides	3	12	16	18	7	14	6	18	32	62	93.75%
Same Day Cancelations	114	104	77	100	145	124	103	161	439	489	11.39%
No Shows	26	32	30	38	35	38	16	39	107	147	37.38%
DAR Complaints	-	2	-	-	1	-	1	2	2	4	100.00%
DAR Preventable Accidents	-	-	-	-	-	-	-	-	-	-	#DIV/0!
DAR rides per hour	2.38	2.49	2.16	2.57	2.00	2.42	2.27	2.23	2.20	2.43	10.22%
DAR rides per mile	0.23	0.19	0.24	0.21	0.22	0.20	0.20	0.19	0.22	0.20	-11.24%
Totals											
Total 99X-Route	4,280	4,058	3,574	3,824	3,763	4,127	4,490	3,809	16,107	15,818	-1.79%
Total City Circulator Route	1,506	1,854	1,316	1,686	1,797	1,983	2,096	1,706	6,715	7,229	7.65%
Total Demand Response	953	859	750	966	764	938	786	675	3,253	3,438	5.69%
Total - All Rides	6,739	6,771	5,640	6,476	6,324	7,048	7,372	6,190	26,075	26,485	1.57%

Weekend Ridership by Route or Service										February 2025	
	11-2023	11-2024	12-2023	12-2024	01-2024	01-2025	02-2024	02-2025	Year to Date 2023-2024	Year to Date 2024-2025	Percentage of Change
Fixed-Route											
Route 99X	349	628	419	428	257	405	443	486	1,468	1,947	32.63%
99X Route Complaints	-	-	-	-	-	-	-	-	-	-	#DIV/0!
99X Route Preventable Accidents	-	1	-	-	-	-	1	-	1	1	0.00%
99X Route rides per hour	4.99	8.60	4.80	7.42	4.26	7.04	7.64	8.44	5.42	7.88	45.23%
99X Route rides per mile	3.82	2.54	3.84	12.46	3.80	3.16	2.89	2.63	3.59	5.20	44.88%
Canby Loop Route	181	239	247	184	171	243	260	237	859	903	5.12%
Canby Loop Route Complaints	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Canby Loop Preventable Accidents	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Canby Loop rides per hour	3.26	4.03	4.03	4.19	3.76	5.10	5.28	4.83	4.08	4.54	11.15%
Canby Loop rides per mile	3.98	3.77	3.63	3.93	3.19	2.95	2.70	3.02	3.38	3.42	1.26%
Demand Response											
Dial-A-Ride (ADA)	125	142	108	107	64	114	92	119	389	482	23.91%
Dial-A-Ride (General Public)	7	23	4	7	3	14	2	18	16	62	287.50%
Denied Trips (ADA)	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Denied Trips (General Public)	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Same Day Rides	-	3	-	2	-	-	1	7	1	12	1100.00%
Same Day Cancelations	9	20	12	19	15	15	14	24	50	78	56.00%
No Shows	6	10	7	5	3	5	1	11	17	31	82.35%
DAR Complaints	-	-	-	-	-	-	-	-	-	-	#DIV/0!
DAR Accidents	-	-	-	-	-	-	-	-	-	-	#DIV/0!
DAR rides per hour	2.94	2.25	2.53	2.11	2.25	2.24	2.33	2.35	2.51	2.24	-10.95%
DAR rides per mile	0.42	0.26	0.32	0.29	0.35	0.29	0.32	0.30	0.35	0.29	-19.15%
Totals											
Total 99X-Route	349	628	419	428	257	405	443	486	1,468	1,947	32.63%
Total City Circulator Route	181	239	247	184	171	243	260	237	859	903	5.12%
Total Demand Response	132	165	112	114	67	128	94	137	405	544	34.32%
Total - All Rides	662	1,032	778	726	495	776	797	860	2,732	3,394	24.23%

Overall Ridership by Route or Service										February 2025	
	11-2023	11-2024	12-2023	12-2024	01-2024	01-2025	02-2024	02-2025	Year to Date 2023-2024	Year to Date 2024-2025	Percentage of Change
Fixed-Route											
Route 99X	4,629	4,686	3,993	4,252	4,020	4,532	4,933	4,295	17,575	17,765	1.08%
Fixed Route Complaints	1	1	2	2	1	1	-	1	4	5	25.00%
Fixed Route Accidents	-	1	-	1	-	-	1	-	1	2	100.00%
Fixed-Route rides per hour	10	14	9	12	9	12	13	14	10.40	12.94	24.46%
Fixed-Route rides per mile	8	7	9	18	9	8	7	7	8.48	10.09	19.06%
Canby Loop Route	1,687	2,093	1,563	1,870	1,968	2,226	2,356	1,943	7,574	8,132	7.37%
Canby Loop Route Complaints	-	-	1	2	-	-	-	-	1	2	100.00%
Canby Loop Preventable Accidents	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Canby Loop rides per hour	9	12	9	11	10	13	13	12	10.50	11.90	13.41%
Canby Loop rides per mile	6	6	6	6	5	5	4	5	5.66	5.46	-3.49%
Demand Response											
Dial-A-Ride (ADA)	943	935	763	991	730	990	824	759	3,260	3,675	12.73%
Dial-A-Ride (General Public)	142	89	99	89	101	76	56	53	398	307	-22.86%
Denied Trips (ADA)	-	-	-	-	-	-	-	-	-	-	#DIV/0!
Denied Trips (General Public)	6	1	7	1	-	-	1	-	14	2	-85.71%
Same Day Rides	3	15	16	20	7	14	7	25	33	74	124.24%
Same Day Cancelations	123	124	89	119	160	139	117	185	489	567	15.95%
No Shows	32	42	37	43	38	43	17	50	124	178	43.55%
DAR Complaints	-	2	-	-	1	-	1	2	2	4	100.00%
DAR Accidents	-	-	-	-	-	-	-	-	-	-	#DIV/0!
DAR rides per hour	5	5	5	5	4	5	5	5	4.72	4.67	-1.06%
DAR rides per mile	1	0	1	1	1	0	1	0	0.58	0.48	-16.09%
Totals											
Total 99X-Route	4,629	4,686	3,993	4,252	4,020	4,532	4,933	4,295	17,575	17,765	1.08%
Total City Circulator Route	1,687	2,093	1,563	1,870	1,968	2,226	2,356	1,943	7,574	8,132	7.37%
Total Demand Response	1,085	1,024	862	1,080	831	1,066	880	812	3,658	3,982	8.86%
Total - All Rides	7,401	7,803	6,418	7,202	6,819	7,824	8,169	7,050	28,807	29,879	3.72%



CANBY
AREA
TRANSIT

2025

Americans with Disabilities (ADA) Plan

Todd M. Wood
Transit Director
195 S. Hazel Dell Way
Suite C
Canby, OR 97013

Phone: (503) 266-0751
Email: woodt@canbyoregon.gov
www.canbyareatransit.org



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Contact Canby Area Transit

By Phone or Email

Phone (503)266-4022

Fax (503)263-6284

Email cat@canbyoregon.gov

Reservations are made by calling the dispatcher/scheduler during office hours (Monday through Saturday, 8:00am to 5:00pm). Reservations are made up to 14 days in advance and up to 5:00 pm the day prior to the trip request. The office is closed on Sundays and some holidays and any trip requests received will be considered same day requests.

CAT's phone system includes a Spanish option on the CAT recorded message and dispatchers can connect non-English speaking customers to a translator to respond to questions about CAT services.

By app

Download the PaseoGo app from Apple or Google Play store, or <https://passiogo.com/>. Up to the minute tracking of fixed route CAT buses, routes, stop locations and service alerts.

Clients for Dial-A-Ride can request to have portal access to submit trip requests through CTS TripMaster.

Oregon Relay 711

The 711 Telephone relay number connects standard (voice) telephone users with people who are deaf, hard of hearing, deaf-blind and/or speech-disabled and who use text telephones (TTYs).

Online

Resources, schedules, applications, service changes and weather alerts are updated and available at <https://www.canbyoregon.gov/area-transit>.

Location and Mailing Address

195 S Hazel Dell Way, Suite C

Canby OR 97013

The information in this plan is subject to change. The most recent policies, guides, fares and other program updates are maintained on Canby Area Transit's website <https://www.canbyoregon.gov/area-transit>.

If you are unable to access the website, CAT office staff can help provide the information you need: Call **503-266-4022** or email cat@canbyoregon.gov.

Electronic versions of this document can be found at <https://www.canbyoregon.gov/area-transit/page/plans-and-policies>.

Introduction

This plan describes Canby Area Transit's Dial-a-Ride services and how best to use them. In addition, it explains who is eligible under the Americans with Disabilities Act of 1990 (ADA), how an eligible rider can become certified.

Canby residents may use either the General Public, or ADA Complementary Dial-a-Ride upon eligibility approval, within CAT's service area (*Appendix I*). CAT's Dial-a-Ride also serves the city of Canby with designated purpose trips to Oregon City for clients who are approved under the Complementary Paratransit status.

Section 223 of the ADA requires CAT to provide complementary paratransit service to all ADA eligible riders who, because of a disability, are not able to use CAT's regularly scheduled fixed route buses. Information on this service is included in the section in this document entitled "CAT ADA Complementary Paratransit" (*Appendix E*).

CAT is committed to providing safe, dependable, and accessible service to the citizens of Canby and we look forward to serving your transportation needs.

What is Dial-A-Ride

Dial-a-Ride is a "demand response" service offered by CAT in the City of Canby and surrounding region. The Canby Area Transit Dial-A-Ride program offers two services: Complementary Paratransit and General Public.

ADA Complementary Paratransit Service (CPS)

CAT's Complementary Paratransit Dial-a-Ride service is available to all individuals certified as eligible under the federal ADA guidelines. Reservations can be scheduled up to two weeks in advance and up to 5pm the day before the requested trip for a guaranteed ride. Trip requests after 5:00pm the day prior, any requests received on Sundays and holidays are considered a same day requests and can be denied.

All ADA rides are guaranteed within a two-hour window of the desired scheduled time. Clients are allowed to request either their pick-up time or drop-off time per trip, not both.

ADA complementary paratransit users must complete the CAT ADA Complementary Paratransit Dial-a-Ride application and obtain approval for the service.

Dial-A-Ride operates within the Canby Urban Growth Boundary to within ¼ mile of the boundary. Paratransit customers traveling to and from destinations in the TriMet District may make transfers to the TriMet LIFT service at the Oregon City Transit Center. CPS is provided during the hours of the CAT Fixed-Route service: 5:00 am to 8:00 pm Monday through Friday and 8:00am to 6:30pm on Saturday.

Clackamas County Area Service

CAT offers ADA Complementary Paratransit and General Public service to areas outside of the normal service area, but within the City of Canby's Urban Growth Boundary (See Appendix N). This is the result of an agreement with Clackamas County and is effective through June 30th, 2025.

Oregon City Dial-A-Ride

CAT's Oregon City ADA Complementary Paratransit service is transferless (origin-to-destination) to addresses within the city limits of Oregon City. Trips are limited for the following: medical, legal or social services appointments, education, and employment purposes.

General Public (GP) Dial-A-Ride

Canby Area Transit provides a limited demand General Public Dial-A-Ride service. It is available to anyone traveling within the CAT service area (*See Appendix I*). Rides are provided on a first-come, first-served basis with priority given to Complementary Paratransit requests. Hours of service are 8:00 am to 6:00 pm, Monday through Saturday. A registration application is required (*Appendix E*).

How the Basic System Operates

Dial-a-Ride operates as a shared ride system. Other passengers may be on board during any part of a ride and scheduled pick-up times or routes of travel may be altered so other passengers are accommodated. Shared rides help lower the cost of Dial-a-Ride and passengers are requested to be ready at the door when the bus pulls up.

Service Fares

The fare for all CAT services is one dollar Monday through Friday and Free on Saturday. Children 7 years and older are required to pay the fare. CAT offers a 24-ride Punch Pass for \$20 and a \$20 Monthly Pass. Passengers are allowed to have one Personal Care Attendant (PCA) with them for no charge. Any other extra passengers are required to pay the appropriate fare.

Reservations

Reservation times may be negotiated up to one (1) hour of requested pick-up or drop-off time. Clients can only choose either their pickup or drop-off time per trip for the request, but not both. CAT schedulers do their best to accommodate the ride times requested however alternate times may be offered.

Requests for a specific driver or vehicle are not accepted, nor are requests to ride alone or take an exact travel route from pick-up to destination. Dial-a-Ride trips must have at least 30 minutes of time between the drop-off time and pickup time of the client at the locations they requested.

Reservations can be made up to 14 days in advance and up to 5:00 pm the day prior to the trip, unless it is on a Sunday or holiday. Trip requests received on Sundays or holidays that CAT is closed will be treated as same day requests and may be denied. Reservations can be made by calling the dispatcher/scheduler at 503-266-4022 and selecting option #2. Office hours are Monday through Saturday, 8:00am to 5:00pm except for designated holidays. Messages left on the after-hours answering system will be returned on the next business day. Clients are required to provide the following information to schedule a trip request:

- Full name of passenger
- Date of Trip
- Pickup or Arrival time (client can only choose one)
- Requested return time if booking a round trip
- Pickup address in full

- Drop off address in full
- Any mobility devices in use
- If the passenger requires additional assistance (to/from vehicle to doorway)
- If passenger is accompanied by “Personal Care Assistant” or other person (including children)

Pick-up Window

Reservation times may be negotiated up to one (1) hour of requested pick-up or drop-off time known as a “pick-up window”. Clients can choose either their pickup or drop-off time per trip for the request but not both. There is a pick-up window of 10 minutes before or after scheduled time and passengers should be ready for vehicle arrival.

Drivers will allow up to five (5) minutes for passengers to board from the time of arrival within the 20-minute window (10 minutes before/after). After this the operator will move on to accommodate other trips being served and the ride recorded as a “no-show”.

Example of Pick-up Window per the Federal Transit Administration Topic Guides on ADA Transportation: Chapter: On-Time Performance in ADA Paratransit: Section: Scheduling Practices for On-Time Performance:

*“For example, if a rider indicates that she needs a ride home from work, gets off work at 5 p.m. and requests a 5:15 p.m. pickup, the appropriate one-hour scheduling window would be from **5:15 p.m. to 6:15 p.m.**”*

Example of a Drop-off Window per the Federal Transit Administration Topic Guides on ADA Transportation: Chapter: On-Time Performance in ADA Paratransit: Section: Scheduling Practices for On-Time Performance:

“For example, a rider who needs to be at work at 9 a.m. might reasonably request a pickup time of 8 a.m. for a trip of average or short length. If... schedulers applied the full two-hour scheduling window, though, a pickup time of between 7 a.m. and 9 a.m. could be offered. Further, with a 60-minute maximum ride time policy, it is possible that the rider could be offered a 9 a.m. pickup, ride for 60 minutes, and not arrive until 10 a.m. So, to guarantee a 9 a.m. arrival, a rider would have to request a pickup at 7 a.m. (allowing one hour scheduling flexibility plus 60 minutes ride time). If 7 a.m. were requested, though, a pickup time as early as 6 a.m. could then be offered. ... In this example, [the] scheduling procedures could result in the customer arriving one hour late or two hours early for work, or a medical or other appointment.”

Information on the Federal Transit Administration Topic Guides on ADA Transportation can be found at: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/topic-guide-series-ada-transportation>

Personal Care Attendant (PCA)

PCAs assist clients with one or more daily life activities and are permitted travel with an ADA Paratransit eligible at no charge. Other companions may ride as space allows and will be required to pay any applicable fares.

Service Delivery

Complementary Paratransit service is door-to-door. Drivers are required to assist clients from the first door/entry to the transit vehicle, and from the vehicle to the first accessible door. Drivers should ask the client if they would like assistance, and clients can refuse this service. Other reasonable accommodations to service will be considered (*see Reasonable Accommodation Notice*).

Cancellation Policy

Clients are requested to contact the dispatch/scheduler (503) 266-4022 as soon as possible and at the latest, no more than 1 hour before the scheduled pick-up time to avoid a No-Show. There are no penalties for cancellations if a 1-hour notice has been given. Trip privileges may be suspended due to a pattern of missed or no-show appointments.

Missing Scheduled Trips and No-Show Policy

"No-shows" are different from cancellations. Service can be suspended for a pattern or practice of missing scheduled trips, called no-shows. Allowances will be made for missed trips that are beyond the control of the passenger such as late pick-ups, family emergencies, trips which are missed due to operator error, client medical conditions, and medical emergencies. These shall not be a basis for determining that a pattern or practice of no-shows exist.

To prevent potential abuse of this rule, no-shows will be monitored and a letter will be sent and/or a telephone call will be made after each incident notifying the rider of the policy and cautioning them of the possible loss of service. The individual will be offered an opportunity to be heard to explain the reason and to present information and arguments.

Suspension

Canby Area Transit reserves the right to suspend any rider including ADA Paratransit qualified person from services who establishes a pattern or practice of missing scheduled trips and/or for violating the passenger conduct rules posted in CAT vehicles. Riders can also be suspended due to unruly behavior, which may or may not threaten safety on the vehicle, and abuse both verbally and/or physically against any CAT staff member. Repeated violations can result in services being revoked for up to a maximum of 30 days.

All suspension decisions will be the responsibility of the Transit Director, subject to appeal before the City Council.

Service Animals

In compliance with 49 CFR Part 37, the transit system allows trained service animals to accompany passengers with disabilities. The driver will not ask for proof of the qualifications of the animal but may ask only two questions:

- Do you require this animal because of a disability?
- What work or tasks has the animal been trained to perform?

However, any animal which is not under the passenger's control, or which becomes a threat to other passengers may be restricted from riding. Unruly and threatening animals will be denied service.

Assistance from CAT Operators

All drivers and transit system staff are trained in use of accessibility equipment, the operating policies related to each of the service requirements described, and in the proper assistance and treatment of individuals with disabilities. CAT operators can help passengers with:

- Door or designated stop location to the CAT vehicle.
- Getting in and out of the vehicle.
- Depositing fares if requested.
- Fastening seat belts and securing wheelchairs and scooters.
- Getting from the CAT vehicle to the entry door or the designated destination stop location.

For safety reasons, CAT Operators are not permitted to operate the controls of any powered mobility devices or push battery-powered, non-manual wheelchairs, handle a service animal, or enter a private residence.

For more information about service animals you can go to the U.S. Department of Justice Civil Rights website: <https://www.ada.gov/resources/service-animals-2010-requirements/>

Vehicle Lifts and Securement

Passengers can request a ramp or lift to board the vehicle at any designated stop unless:

- The ramp/lift cannot be deployed
- The ramp/lift will be damaged if deployed
- Temporary stop conditions beyond CAT's control preclude passenger safe use of the stop.
- Passengers cannot be required to use a body belt when using vehicle lifts.

Per ADA regulations, individuals with a disability cannot be required to use seat belts or shoulder harnesses when other riders on the same vehicle are not required to do so. Passengers can be asked if they wish to use a lap or shoulder belt and are not required to do so. Mobility devices such as wheelchairs are required to have four-point securement at a minimum for Dial-A-Ride passengers.

ADA Eligibility Policy

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. There are six (6) service criteria that are used to evaluate ADA Paratransit service comparability to the fixed route. These criteria represent the minimum service standards:

1. Availability in the same area served by the fixed route;
2. Available to any ADA Paratransit eligible persons at any requested time on any particular day in response to a request for service made the previous day.
3. ADA Paratransit fares that are no more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day on the fixed route system.
4. There can be no trip restrictions or priorities based on trip purpose.

5. Service must be made available to eligible persons on a next day basis; and
6. There can be no constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service to ADA Paratransit eligible individuals.

Application and Certification Process

An application form is provided to all customers requesting ADA eligible Paratransit service. The application includes a medical form completed by a licensed health professional. Customers are provided with a brochure and policy document describing CAT's ADA Complementary Paratransit Service. Eligibility materials are available in accessible formats upon request.

Once a completed application, both Part 1 and Part 2, is received, CAT may take up to 21 days from the date of the last part of the application packet was received to make an eligibility determination. Applications are not accepted for review until both parts are received and all sections of the application are completed. Incomplete or illegible applications are returned with a letter of explanation on what needs to be completed.

The Transit Director or designee will review completed applications to determine eligibility for available service categories: permanent, temporary, or conditional. Follow-up phone or in-person interviews and functional assessments may be conducted if necessary.

A determination will be within 21 days of the application's receipt. If more time is needed to determine eligibility, the customer will be provided with temporary services on a presumption of eligibility until the assessment can be completed. All applicants receive notification of service eligibility or denial in writing and, if requested, in an accessible format.

Denial of Service

Denial of service decisions are determined by the Transit Director or designee. The applicant will be notified by letter outlining the reasons for the denial and the process to appeal the decision.

Appeal Process

Any applicant denied ADA Paratransit eligibility, or who 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's receipt of the written eligibility notification noted in "Denial of Service" above.

Appeal requests should be addressed to:

Transit Director
City of Canby
195 S Hazel Dell Way, Suite C
Canby, OR 97013.

If preferred, the appellant may request a meeting with the Transit Director to present additional information and arguments. Those needing special accommodation may contact Canby Area Transit for assistance at 503.266.4022 or 195 S Hazel Dell Way, Suite C, Canby OR 97013.

The decision of the Transit Director must be made within 30 days and provided in writing, or in an accessible format, and include the reasons for the finding. If the decision of the Director is not satisfactory, a further appeal can be made within 30 days of the Transit Director's dated appeal decision. The appeal is made to the City Transit Advisory Committee and held at their open, public meeting. Determination results from this meeting will be forwarded as a recommendation to the Canby City Council for approval.

The Canby City Council determinations of an appeal 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 Paratransit 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 CAT eligibility certification process will be used to determine eligibility. Visitor privileges 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 any ADA Paratransit qualified person from service 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 30 days.

All suspension decisions will be the responsibility of the Transit Director, subject by appeal to the City Council.

Temporary or Conditional Certification

If eligibility is determined to be temporary, the ADA Paratransit qualified person will need to be re-certified at the end of the termed period, unless an extension is recommended by the physician and approved by the Transit Manager. If eligibility is determined conditional, the ADA Paratransit qualified person can request to have the status of eligibility reviewed should the conditions change.

Reasonable Accommodation Notice

To ensure equality and fairness, Canby Area Transit (CAT) will make reasonable modifications to our policies, practices, and procedures to avoid discrimination and ensure that programs and services are accessible to individuals with disabilities.

Whenever feasible, a request for modification to our service should be made in advance, before CAT is expected to provide the service. For more information regarding reasonable modifications and to see examples of acceptable reasonable modifications, see the Department of Transportation's Final Rule on the topic.

Send Requests for Modifications to:

Todd Wood, Transit Director
195 S Hazel Dell Way, Suite C
Canby, OR 97013

Contact:

woodt@canbyoregon.gov
Office Phone: 503-266-0751

Appendices

Appendix A:	Complaint and Appeals Process Chart
Appendix B:	Paratransit Service Application Form (Part 1 & 2)
Appendix C:	Paratransit Service Brochure and Policy
Appendix D:	General Public Dial-A-Ride Service Signup Form
Appendix E:	General Public Service Brochure
Appendix F:	Dial-A-Ride Service Area Map
Appendix G:	Clackamas County IGA Map

Appendix A: Complaint and Appeals Process

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

STEPS	CONSIDERATIONS
<p>1. Notice of Decision</p> <p>Applicants or riders are 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</p> <p>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 make 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</p> <p>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</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>within 30 days of Canby Area Transit’s receipt of the request to appeal.</p> <p>If Canby Area Transit determines whether the case is not appropriate for mediation the case will proceed directly to administrative appeal (Step 5).</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 it for approval to the City Council. SS37.125 (g)(2).</p> <p>The ADA requires that the administrative appeal process includes 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 decide within 30 days, and that service must be provided starting on the 31st day or unless a decision is rendered.</p>

Appendix B: Dial-A-Ride Application



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CAT ADA Dial-A-Ride Application

Client Application – Part 1

It is important to complete all parts of this form. Evaluation forms that are not fully completed or legibly written will be returned. Please allow up to 21 days for evaluation.

Parts 1 and 2 must be received to evaluate ADA service needs.

Application for: New permanent eligibility (1-3 years) Recertification (1-3 years)
 New temporary eligibility (maximum of 12 months)

Part 1. General Information (to be completed by applicant).

Name: _____
First M.I. Last
 Physical Street Address: _____
 Name of Facility/Apartment building: _____ Apt. No. _____
 City: _____ State: _____ ZIP: _____
 Mailing Address (if different): _____ Apt. No. _____
 City: _____ State: _____ ZIP: _____
 Primary Phone: _____ Secondary Phone: _____
 Email: _____ Gender: F M
 Date of Birth: _____ Preferred language? _____

Contact person (required): (You may list additional emergency contacts on additional sheet).

Emergency Contact Person: _____
 Relationship to Applicant: _____
 Primary Phone: _____ Is this a cell phone? Yes No
 Secondary Phone: _____ Is this a cell phone? Yes No

Do you need information provided in an alternate format?

Large Print Spanish Other _____

OFFICE USE ONLY

Reviewed by: _____ Date: _____ Input Date: _____
 ID# _____ Exp. Date: _____ ADA Application ADA-limited duration Application

Please answer the following questions as complete and accurately as possible. Your answers will help us determine your ability to use various types of public transit.

CAT Fixed Route buses: Canby Loop and 99X operate on a predetermined route according to a predetermined schedule.

CAT Dial-A-Ride buses: Paratransit and demand response door-to-door service.

1. Are you currently approved to ride with other transit agencies' complementary paratransit service? Yes No If yes, which transit agency? _____

2. Are you able to ride CAT Fixed-Route buses? Yes No Sometimes I do not know

3. What limitation(s) make it difficult or prevent you from using CAT Fixed-Route buses?

4. If the limitation(s) you described are temporary, how long do you expect these to continue?

5. Does your limitation(s) change from day to day in a way that affects your ability to use CAT Fixed-Route buses? Yes No Sometimes I do not know

6. If yes or I do not know is selected, explain why: _____

7. How do you currently travel to your most frequent destinations? (Check all that apply.)

CAT Fixed-Route buses Drive myself Someone drives me CAT Dial-A-Ride
 Taxi NEMT (non-emergency medical transportation) Other: _____

8. Do you use any of the following mobility aids or equipment? (Check all that apply.)

<input type="checkbox"/> None	<input type="checkbox"/> Manual Wheelchair	<input type="checkbox"/> Service animal
<input type="checkbox"/> Cane	<input type="checkbox"/> Power wheelchair	<input type="checkbox"/> Portable oxygen
<input type="checkbox"/> Walker	<input type="checkbox"/> Power scooter	<input type="checkbox"/> Respirator
<input type="checkbox"/> Crutches	<input type="checkbox"/> Extended footrests	<input type="checkbox"/> Picture board
<input type="checkbox"/> White cane	<input type="checkbox"/> Chest restraint	<input type="checkbox"/> Alphabet board
<input type="checkbox"/> Prosthetic device	<input type="checkbox"/> Other (Please describe): _____	

9. Are you proficient in using these mobility aids or equipment? Yes No N/A

10. Does a Personal Care Attendant (PCA) accompany you when you travel outside your home (Example: push your wheelchair, carry your oxygen, etc.)? Yes No Sometimes

11. Do you want or need training to use a CAT Local bus? Yes No

12. Please indicate by marking yes, nor, or not applicable/not sure, regarding "limitations" that may make it difficult or prevent you from using CAT Fixed-Route buses:

Travel skills and abilities:	Yes	No	N/A Unsure
Is your walking speed "normal", not unusually fast or slow?			
Are you able to independently walk or wheel on-quarter mile? <i>If not, how far can you walk/wheel?</i> _____			
Do you have the endurance to safely and independently complete a bus trip?			
Are you stable standing and walking?			
Can you independently climb three 12-inch steps?			
Are you able to step up and down curbs?			
Are you able to walk or wheel up and down curb cuts?			
Can you wait independently outside for 15 minutes?			
Are you able to wait at a bus stop without a bench?			
Can you travel up or down moderately steep terrain?			
Are you able to travel on uneven or broken surfaces?			
Are you independently able to grasp handles and railing while boarding and exiting a bus?			
Can you transfer from your wheelchair or mobility device to a set in a vehicle?			
Are you to detect or feel changes on surfaces?			
Are you able to hear well enough to safely travel?			
Are you able to see well enough to safely travel?			
Is your short-term memory adequate for safe, independent travel?			
Is your long-term memory adequate for safe, independent travel?			
Are you able to travel safely and independently on a CAT 99X or Canby Loop bus?			
Are you able to maintain appropriate behavior in public?			
Are you able to ask for, understand and follow directions?			
Are you able to recognize destinations or landmarks?			
Are you able to recognize and respond to dangerous situations?			
Are you able to deal with unexpected situations or changes independently, without assistance?			
Are you able to seek, understand and act on directions needed to complete a trip?			

<i>(continued)</i> Travel skills and abilities:	Yes	No	N/A Unsure
Are you able to provide or say a street address and telephone number upon request?			
Are you able to safely and effectively travel through crowded or complex facilities?			
Are you able to find and remember transit system information?			
Are you able to walk or wheel the distance from our residence to the nearest bus stop?			
Are you able to locate and recognize the correct bus to take?			
Are you able to get on and off a bus independently when the bus is lowered to a curb and/or use a ramp?			
Are you able to get to a seat or wheelchair securement area on a CAT Fixed-Route bus?			
Are you able to find your way in familiar and unfamiliar settings?			
Are you able to manage unexpected situations?			
Are you able to travel alone outside your home?			
Are you able to read, tell time, and follow a schedule, or instructions allowing for safe and independent travel?			
Are you unable to adequately manage snow, ice, rain, heat, humidity, cold, bright light, low light, and/or noise? (Circle those that you are unable to manage),			

PLEASE READ THE FOLLOWING AND SIGN THE APPLICATION.

I understand that the purpose of this application is to determine whether I am eligible to use Canby Area Transit Dial-A-Ride services. 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 penalty under the law. I understand that information I provide will be disclosed only as needed to evaluate eligibility for Dial-A-Ride paratransit, and to provide Dial-A-Ride services if I am determined to be eligible, unless I give other specific authorization.

I understand that it may be necessary for me to participate in an in-person evaluation at Canby Area Transit's expense, to determine my eligibility for Dial-A-Ride services. I understand that Canby Area Transit may review my current ADA Dial-A-Ride eligibility status at any time whatsoever where circumstances may warrant that I am no longer eligible to receive ADA Dial-A-Ride transportation service.

If a legal representative signs this application: I acknowledge that I may be present with the applicant during the in-person evaluation, or I may designate someone to be present on my behalf.





Signature - Applicant or *Legal Representative

Date

*A power of attorney must be included if application is signed by someone other than applicant.

If someone other than the applicant assisted in completing this application, the person must complete and sign the following:

Relationship to Applicant: _____
Name: _____ Date: _____
Address: _____
Phone: _____
Organization or Agency Affiliation: _____

Mail, Fax or Email To:

Canby Area Transit
ATTN: Transit Manager
195 S. Hazel Dell Way Suite C
Canby, OR 97013

FAX: 503-263-6284
Email: cat@canbyoregon.gov

If you have any questions or need assistance in completing the application, please contact us at (503) 266-4022. *Applications will be reviewed within 21 days once received.*





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CAT Office Use Only date stamp

CAT ADA Dial-A-Ride Application

Medical Professional Questionnaire- PART 2

Applicant Instructions: Complete and sign page 1 and have your medical professional complete pages 2 thru 4.

Dear _____,
(medical professional)

Date: _____

I, _____, have asked CAT to determine my eligibility to use the CAT
(applicant's name)
local bus service or their Dial-A-Ride paratransit service.

To the medical professional: Please respond to the following questionnaire and mail or fax the completed form to be used along with a separate Part 1 application process for paratransit service. If I revoke this authorization, I will send a written request with a copy of this form to you by mail.

HIPAA Statement: I understand that I may refuse to sign this authorization and that my refusal to sign will not affect my ability to obtain health care treatment from you. However, it may impact the ability of SMART to determine my eligibility for paratransit services. I understand that I may cancel this authorization in writing at any time. The cancellation will not affect any information that you disclosed prior to cancellation. This authorization will expire one year from the date of this letter. I understand that the information released may be subject to re- disclosure and no longer protected under federal and state law.

Signature of patient or legal representative

Contact number

Relationship to patient (if applicable)

If I revoke this authorization, I will send a written request with a copy of this form to you by mail, fax or email to:

Canby Area Transit
ATTN: Transit Manager
195 S. Hazel Dell Way Suite C
Canby OR 97013
FAX: 503-263-6284 Email: cat@canbyoregon.gov

For questions or assistance in completing the application, contact the Transit Manager at (503) 266-0717.

First name: _____ Last Name: _____ DOB: _____

What is CAT Dial-A-Ride ADA Paratransit and who is eligible?

CAT Dial-A-Ride is the Americans with Disabilities Act (ADA) complementary paratransit service for the Canby area. CAT Dial-A-Ride is an origin to destination, shared ride, public transportation service for individuals with disabilities who are unable to use CAT Fixed-Route bus service due to significant functional limitations. The following features of the CAT bus system allow many individuals with disabilities to use these routes:

- CAT Fixed-Route buses are equipped with a ramp and/or lift. This helps avoid climbing steps if the applicant is unable.
- Announcement system that identifies major bus stops and transfers.
- Reader signs that provide a visual cue for riders with hearing impairment.
- Priority seating: a dedicated area for seniors and people with disabilities.
- Bus stop improvements including curb ramps at intersections and adding benches and shelters at many locations.

Please Note: Paratransit eligibility is not based on age, inability to drive, or the lack of availability or inconvenience of CAT Fixed-Route bus service.

This Medical Professional Questionnaire will be used to help determine what CAT service best meets the applicant's needs.

1. Capacity in which you know this applicant: _____
2. Does the applicant use any of the following devices to assist with their mobility needs?

<input type="checkbox"/> None	<input type="checkbox"/> Manual Wheelchair	<input type="checkbox"/> Service animal
<input type="checkbox"/> Cane	<input type="checkbox"/> Power wheelchair	<input type="checkbox"/> Portable oxygen
<input type="checkbox"/> Walker	<input type="checkbox"/> Power scooter	<input type="checkbox"/> Respirator
<input type="checkbox"/> Crutches	<input type="checkbox"/> Extended footrests	<input type="checkbox"/> Picture board
<input type="checkbox"/> White cane	<input type="checkbox"/> Chest restraint	<input type="checkbox"/> Alphabet board
<input type="checkbox"/> Prosthetic device	<input type="checkbox"/> Other (Please describe) : _____	

3. What health related condition(s) or diagnosis makes it difficult or prevents the applicant from using CAT Fixed-Route buses?

4. Please indicate by marking yes, nor, not sure, if your patient does/does not have “functional limitation(s)” that may make it difficult or prevent them from using CAT fixed route buses.

PHYSICAL ABILITIES: Is patient within normal limits for:	YES	NO	N/A Not sure
Walking speed – <i>is not unusually fast or slow</i>			
Walking distance – <i>is able to ambulate one-quarter mile</i>			
Endurance – <i>is able to safely and independently complete a bus trip</i>			
Coordination and balance – <i>is stable, does not present a fall risk</i>			
Strength – <i>is strong enough for safe, independent travel</i>			
Gait – <i>is normal, without hindrance or disturbance affecting travel</i>			
Range of motion – <i>doesn't present ambulation difficulties affecting travel</i>			
Dexterity – <i>does not present ambulation difficulties affecting travel</i>			
Climbing steps – <i>can the patient independently climb three 12" steps?</i>			
Waiting outside – <i>can patient wait independently outside for 10 min?</i>			
Mobility aids – <i>is the patient proficient in using their mobility aids?</i>			

SENSORY FUNCTIONS: Is the patient:	YES	NO	N/A Not sure
Oriented and aware of their personal space?			
Able to detect changes on surfaces (<i>tactile</i>)?			
Able to detect environmental cues (<i>seeing, hearing, feeling</i>)?			
Visual acuity with best correction (<i>if information is available</i>) Right eye:___ Left eye:___ Both eyes:___			
Visual Fields: Right eye:___ Left eye:___ Both eyes:___			

COGNITIVE ABILITIES: Does the patient possess:	YES	NO	N/A Unsure
Orientation skills – <i>ability to orient oneself to person/place/thing?</i>			
Judgment/safety skills – <i>adequate for safe, independent travel?</i>			
Problem solving skills – <i>adequate for safe, independent travel?</i>			
Coping skills – <i>adequate for safe, independent travel?</i>			
Short-term memory – <i>adequate for safe, independent travel?</i>			
Long-term memory – <i>adequate for safe, independent travel?</i>			
Attention to task – <i>adequate for safe, independent travel?</i>			
Public behavior – <i>able to maintain appropriate behavior in public setting?</i>			
Wayfinding skills – <i>adequate for safe, independent travel?</i>			
Communication skills – <i>adequate for safe, independent travel?</i>			
Ability to recognize and respond to dangerous situations?			
Ability to deal with unexpected situations or changes without assistance?			
Ability to provide or say street address and telephone number upon request?			
Ability to recognize destination or landmarks?			
Ability to ask for, understand, and follow directions?			
Ability to safely and effectively travel through crowded or complex facilities?			

First name: _____ Last Name: _____ DOB: _____

5. Are these functional limitations: permanent or temporary

If temporary, for how long?

**Signature of health care provider: _____

Print name of health care provider: _____

Date: _____ Phone: _____

Office Address: _____

****Medical professional must sign this form prior to returning
the questionnaire to Canby Area Transit.**

Canby Area Transit
ATTN: Transit Manager
195 S. Hazel Dell Way Suite C
Canby OR 97013
FAX: 503-263-6284
Email: cat@canbyoregon.gov



Appendix C: Paratransit Dial-A-Ride Brochure and Policy

Other Transportation Options

CAT provides fixed route transportation service in addition to Dial-A-Ride:

- ◆ 99X Fixed Route operates along the Highway 99E corridor from Oregon City to Canby and Woodburn. Fare is \$1.00 weekdays - Saturdays are FREE.
- ◆ Canby Loop fixed route operates in the Canby city limits with over 30 convenient stops. Canby Loop is FREE.

Bus schedules are available at www.canbyoregon.gov or by contacting the CAT office:

Phone (503) 266-4022
Email: cat@canbyoregon.gov

Customer Comments Appreciated

We value your feedback. Comment cards are available on all vehicles and on the CAT website.

Return completed cards to any CAT bus driver or drop off or mail to the Canby Area Transit office.

Dial-A-Ride Service

Canby Area Transit Dial-A-Ride provides door-to-door transportation for Canby residents who are unable to use fixed route service. Priority is given to Americans with Disabilities Act (ADA) eligible customers.

For a fee of \$1.00, approved riders can travel to destinations within the Canby Urban Growth Boundary, and for select services to and from Oregon City.

CAT Dial-A-Ride is a shared service provider. Pickup and drop off times may be adjusted due to other reservations and rider demands. From the time of the pick-up or arrival, there may be up to one (1) hour to pick up or drop off.

Complementary Paratransit service operates 5:00am to 8:00pm, Monday through Friday - and 8:00am to 6:30pm on Saturday.

Contact CAT

For more information or to apply:

195 S. Hazel Dell Way Suite C
Canby, OR 97013
(503) 266-4022
CAT@canbyoregon.gov
www.canbyareatransit.org/dial-a-ride

Holiday Closures

Canby Area Transit bus services do not operate on the following holidays:

- ◆ New Year's Day
- ◆ Memorial Day
- ◆ Independence Day
- ◆ Labor Day
- ◆ Thanksgiving Day
- ◆ Christmas Day

CAT is Supported by Canby Area Business!



195 S. Dell Way Suite C
Canby, OR 97013

Phone: 503-266-4022
Fax 503-263-6284
Email: cat@canbyoregon.gov
Oregon Relay Service: 800-735-2900

Accessibility



All Canby Area Transit vehicles are fully accessible and able to accommodate all wheelchairs and scooters that meet ADA standards regarding size and weight.

Drivers are trained to assist persons with disabilities in boarding and de-boarding.

Fares & Passes

\$1.00 per trip / Saturdays are FREE

Drivers accept exact cash or a Canby Area Transit pass for fares. Save time and purchase a Punch Pass or Monthly Pass:

- ◆ 24 Ride Punch Pass (no expiration)
- ◆ Monthly Pass (good for the current month)

Passes are \$20.00 each, payable in cash from a driver, or by cash, check or credit card through the CAT office.



**CANBY
AREA TRANSIT**

Dial-A-Ride

**Complementary
Paratransit Service**

PH: 503-266-4022
Fax 503-263-6284
Email: cat@canbyoregon.gov
Oregon Relay Service: 800-735-2900

Service Alerts

In the event of severe inclement weather or area construction projects, bus service may be re-routed or delayed. Check for updates on social media:

[facebook.com/CanbyAreaTransit](https://www.facebook.com/CanbyAreaTransit)
TWITTER: @CanbyTransit
WEBSITE: www.canbyareatransit.org

For details and up to date information, contact CAT Monday through Saturday, 8am to 5pm.

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.

This is in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law.

** Alternative formats available upon request (i.e., Braille, Large Print, Audio Cassette, Disk, or other formats).



Complementary Paratransit Dial-A-Ride Policy

Trip Reservations

Reservations can be made up to two weeks (14 days) in advance, or up to 5:00 pm, the day before the trip is needed (excluding Sundays and Holidays). Trips must have at least 30 minutes between drop off and pick up times.

To make a reservation, call the CAT office 503-266-4022. Office Hours: Monday through Saturday, 8am – 5pm. Leave a message on the answering system if calling after hours or on weekends. Be prepared with:

- ◆ Trip information (dates, times, addresses)
- ◆ A phone number for a return call with trip confirmation
- ◆ Your choice of a pick-up or arrival time
- ◆ An estimate of your length of time at the destination

The night before the ride, you will receive an automated call confirming your ride times. The bus may arrive (10) minutes earlier or later than the requested time.

Once it arrives, the bus will wait for five (5) minutes for riders. Please be ready to board the bus at least ten (10) minutes prior to the time you were given in the confirmation call.

Riders may travel with one (1) Personal Care Attendant (PCA). Additional companions may ride as space allows for the \$1.00 fare. Reservations are required.

Please note: Canby Area Transit is a shared service provider. Pickup and drop off times can be adjusted due to other reservations and rider demands. From the time of the pick- up or arrival, there may be up to one (1) hour to pick up or drop off.

Cancellations, Missed Rides, No Shows

CAT's Dial-a-Ride service is in high demand. Please read and understand the no show policy so we can continue to offer services to those who need it most. Call the CAT office as soon as possible to cancel a reservation, if you're ready prior to the scheduled pick- up time or if more time is needed.

- ◆ If a rider is late by more than five (5) minutes past the scheduled pick-up window time, the trip is considered a no-show.
- ◆ A pattern of no-shows and excessive cancellations could result in a suspension of ridership privileges. Suspended riders will be notified in writing.
- ◆ Riding privileges may be suspended due to a pattern of missed or no-

show appointments.

- ◆ Privileges can also be suspended due to unruly behavior, which may or may not threaten safety on the vehicle.

Trip Planning Tips

- ◆ Limit carry-on items such as groceries to what you and/or your personal care provider can carry.
- ◆ Packages may not block the aisle.
- ◆ No hazardous materials are allowed on vehicles.
- ◆ Trips to the Portland/Metro area are made with connections through TriMet LIFT. Contact <https://trimet.org/lift/> or (503) 962-8000.
- ◆ For trip planning assistance using CAT or connecting to public transit options in the region, contact the CAT business office, (503)266-4022 or cat@canbyoregon.gov.

All Passenger Fares

- ◆ Dial-A-Ride Fare: \$1.00
- ◆ Children 7 and Older: \$1.00
- ◆ Accompanied Children 6 and Under: FREE
- ◆ Unaccompanied Children 6 and Under: \$1.00
- ◆ Saturdays are free

Appendix D: General Public Sign-up Form



GENERAL PUBLIC DIAL-A-RIDE FORM

<i>Office use:</i> Client # _____ Expiration: _____ Entered by: _____
--

PLEASE PRINT:

Name: _____

Last

First

Physical Address: _____

Mailing Address: _____

(if different)

Name of facility or apartment building: _____

(if applicable)

Primary Ph: Cell Phone: _____

Date of Birth: _____ Email: _____

EMERGENCY CONTACT

Emergency Contact Person: _____

Relationship to Applicant: _____

Emergency phone Primary: _____ Other: _____

MAIL TO:

Canby Area Transit
195 S Hazel Dell Way
Canby OR 97013
Attn: Transit Coordinator

EMAIL OR FAX TO:

CAT@canbyareatransit.org
FAX: (503) 263-6284

Please note: If you require mobility devices, have vision or hearing impairments or other potential ADA qualifying conditions, please contact our office to apply for a Complementary Paratransit Dial-A-Ride Application. Thank you!

Appendix E: General Public Brochure

Other Transportation Options

CAT provides fixed route transportation services in addition to Dial-A-Ride:

- ◆ 99X Fixed Route operates along the Highway 99E corridor from Oregon City to Canby and Woodburn. Fare is \$1.00 weekdays - Saturdays are FREE.
- ◆ Canby Loop fixed route operates in the Canby city limits with over 30 convenient stops. Canby Loop is FREE.

Bus schedules are available at www.canbyoregon.gov or by contacting the CAT office:

Phone (503) 266-4022
Email: cat@canbyoregon.gov

Customer Comments Appreciated

We value your feedback. Comment cards are available on all vehicles and on the CAT website.

Return completed cards to any CAT driver or drop off or mail to the Canby Area Transit office.

General Public Dial-A-Ride

Canby Area Transit offers a limited General Public (GP) service to anyone traveling within the Canby Urban Growth Boundary.

The GP service is designed to utilize unused capacity on CAT's Paratransit Service. GP operates Monday through Saturday, 8:00am to 6:00pm.

CAT Dial-A-Ride is a shared service provider. Pickup and drop off times may be adjusted due to other reservations and rider demands. From the time of the pick-up or arrival, there may be up to one (1) hour to pick up or drop off.

GP Rides are provided on a first come, first served space available basis. A sign-up form is required from customers prior to service.

For more information:

Contact the CAT Office:

195 S. Hazel Dell Way Suite C
Canby, OR 97013
(503) 266-4022
CAT@canbyoregon.gov

Visit the CAT website:

www.canbyareatransit.org

CAT Bus Passes

Drivers accept exact cash or a Canby Area Transit pass for fares.

Save time and purchase a Punch Pass or Monthly Pass:

- ◆ 24 Ride Punch Pass (no expiration)
- ◆ Monthly Pass (good for the current month)

Passes are \$20.00 each, payable in cash from a driver, or by cash, check or credit card through the CAT office.

Fares

GP Fare: \$1.00
Children 7 & Older: \$1.00
Accompanied Children 6 & Under FREE
Unaccompanied Children 6 & under: \$1.00

SATURDAY RIDES ARE FREE



**CANBY
AREA
TRANSIT**

195 S. Hazel Dell Way Suite C
Canby, OR 97013

Accessibility



All Canby Area Transit vehicles are fully accessible and able to accommodate all wheelchairs and scooters that meet ADA standards regarding size and weight.

Drivers are trained to assist persons with disabilities in boarding and de-boarding.

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.

This is in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law.

**Alternative formats available upon request (i.e., Braille, Large Print, Audio Cassette, Disk, or other formats).



Dial-A-Ride

General Public

PH: 503-266-4022
Fax 503-263-6284
Email: cat@canbyoregon.gov
Oregon Relay Service: 800-735-2900

*CAT is supported by
Canby Area Businesses*

Service Alerts

In the event of severe inclement weather or area construction projects, bus service may be re-routed or delayed.

Updates are posted on the CAT website, Facebook and Twitter pages:

www.facebook.com/CanbyAreaTransit
TWITTER: @CanbyTransit
www.canbyareatransit.org

Information is also available by contacting the CAT business office Monday through Saturday, 8am to 5pm.



Holiday Closures

Canby Area Transit bus services do not operate on the following holidays:

- ◆ New Year's Day
- ◆ Memorial Day
- ◆ Independence Day
- ◆ Labor Day
- ◆ Thanksgiving Day
- ◆ Christmas Day



General Public Dial-A-Ride Policy

Trip Reservations

Reservations can be made up to **two weeks** (14 days) in advance, or up to 5:00 pm, the day before the trip is needed (excluding Sunday and Holidays). Trips must have at least 30 minutes between drop off and pick up times.

To make a reservation, call the CAT office **503-266-4022**. **Office Hours: Monday through Saturday, 8am – 5pm**. Leave a message on the answering system if calling after hours or on weekends. Be prepared with:

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- ◆ Your choice of a pick-up or arrival time
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- ◆ A pattern of no-shows and excessive cancellations could result in a suspension of ridership privileges. Suspended riders will be notified in writing.
- ◆ 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.

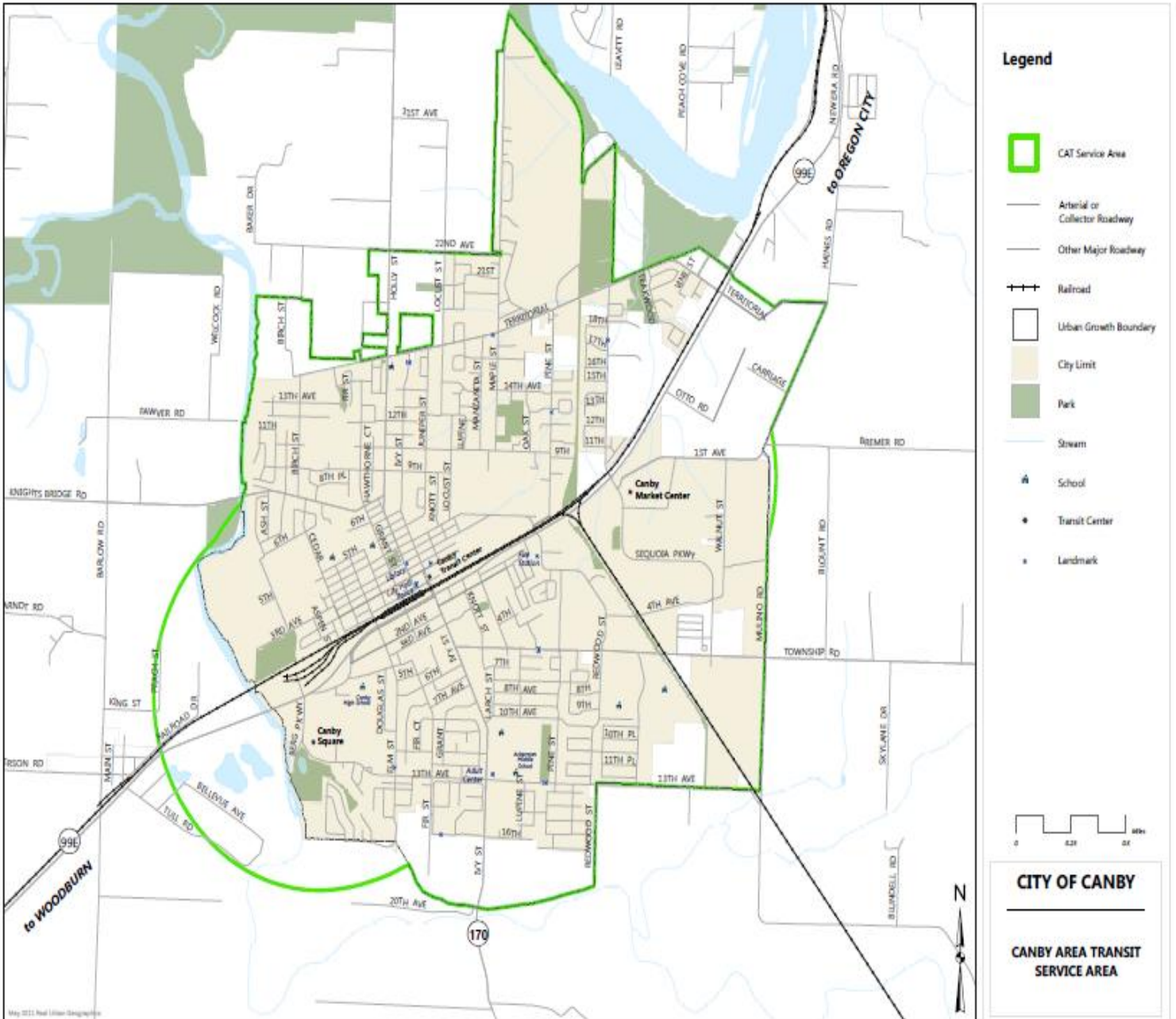
Trip Planning Tips

- ◆ Limit carry-on items such as groceries to what you and/or your personal care provider can carry.
- ◆ Packages may not block the aisle and no hazardous materials are allowed on vehicles.
- ◆ Trips to the Portland/Metro area are made with connections through TriMet LIFT. Contact <https://trimet.org/lift/> or (503) 962-8000.
- ◆ For trip planning assistance using CAT or connecting to public transit options in the region, contact the CAT business office, (503)266- 4022 or cat@canbyoregon.gov.

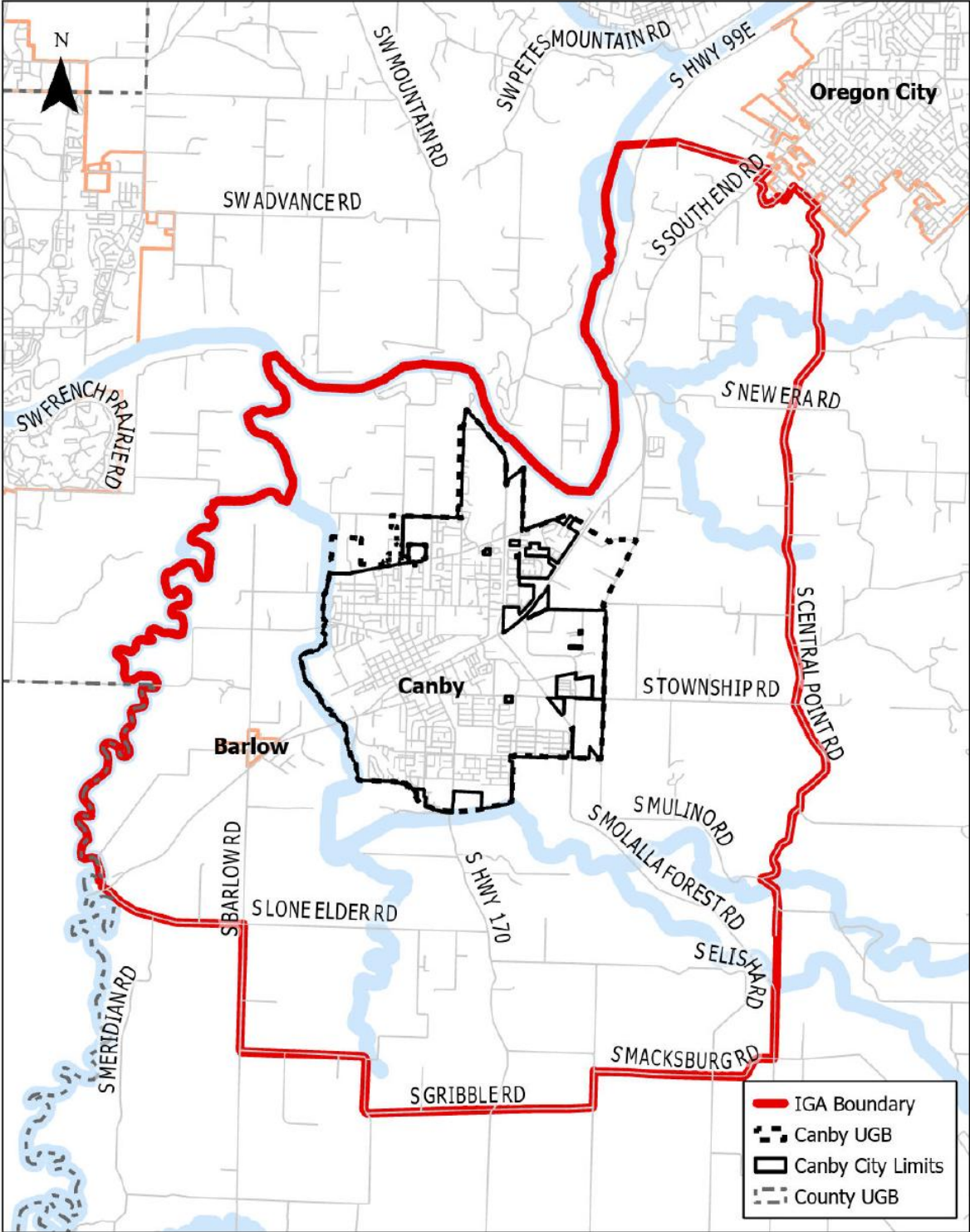
All Passenger Fares

- ◆ Dial-A-Ride Fare: **\$1.00**
- ◆ Children 7 and Older: **\$1.00**
- ◆ Accompanied Children 6 and Under: **FREE**
- ◆ Unaccompanied Children 6 and Under: **\$1.00**
- ◆ **Saturdays are Free**

Appendix F: Dial-A-Ride Service Area Map



Appendix G: Clackamas County IGA Map



Canby Area Transit (CAT) & Clackamas County IGA Boundary

0 1 Miles

Date: May 7, 2024
 By: Canby Planning
 Source: Clackamas County GIS Portal



**CANBY
AREA
TRANSIT**

**2025
Civil Rights Program
Title VI, Limited English Proficiency Plan**

Todd M. Wood
Transit Director
195 S. Hazel Dell Way
Canby, OR 97013

Phone: (503) 266-0751
Email: woodt@canbyoregon.gov
www.canbyareatransit.org



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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives federal financial assistance. This law is applicable to a wide range of federally funded programs, including transportation services. The Federal Transit Administration (FTA) is responsible for enforcing Title VI regulations and investigating any complaints of discrimination. As a recipient of federal funds, Canby Area Transit (CAT) is committed to complying with Title VI regulations and ensuring that its transit services are accessible to all members of the community. To demonstrate its commitment, CAT has developed a comprehensive program plan outlining its efforts to provide equitable access to transit services.

Title VI also mandates recipients of federal funds to offer language assistance services to those with Limited English Proficiency (LEP). This requirement extends to transportation services, necessitating that transit agencies offer interpretation and translation services and translated materials. CAT has developed a Language Assistance Plan to comply with Title VI regulations, promoting equity and inclusivity in its transit services.

This program plan is a reflection of CAT's commitment to non-discrimination and its dedication to providing safe and accessible transit services to all individuals, regardless of their race, color, or national origin.

Signed Policy Statement

A policy statement signed by the Transit Director assuring Canby Area Transit's compliance with Title VI of the Civil Rights Act of 1964, can be found as *Appendix A*.

Notification to the Public of CAT's Title VI obligations

Canby Area Transit (CAT) publicizes its Title VI program by posting its commitment to providing services without regard to race, color, or national origin in all buses, in the triosk at the Canby Transit Center, at CAT offices, and at CAT Hall.

Furthermore, CAT provides information regarding Title VI obligations on the website (<https://www.canbyoregon.gov/area-transit/page/canby-area-transit-title-vi-policy>) and in customer brochures.

The posters, website, and brochures provide information in English and Spanish:

- A statement that the CAT operates programs without regard to race, color, and national origin; and
- A statement encouraging anyone to contact CAT with questions or comments about CAT's non-discrimination policies or to file a complaint.

General Information/ Comments/ Complaints:

Email: cat@canbyoregon.gov

Phone: 503-266-4022

Website: <https://www.canbyoregon.gov/area-transit/page/contact-us>

Title VI Complaint Procedures

Canby Area Transit (CAT) has a standard process for investigating all complaints filed. Members of the public may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. Full procedures for filing a complaint, complaint form and CAT procedures for investigating complaints can be found as *Appendix B*.

At minimum, the complaint should include the following information:

- Name, mailing address, and how to contact complainant (i.e., telephone number, email address, etc.)
- How, When, Where and Why complainant alleges he/she was discriminated against. Include the location, names and contact information or any witness.
- Other significant information.

The complaint may be filed in writing with Canby Area Transit at the following address:

Canby Area Transit
Attn: Transit Director
195 S. Hazel Dell Way
Suite C
Canby, OR 97013

Record of Title VI Investigations, Complaints, or Lawsuits

Canby Area Transit has had no Title VI complaints, investigations, or lawsuits filed against it in the past three (3) years.

Public Participation Plan

Canby Area Transit has developed a Framework for Inclusive Engagement (Appendix C) to guide their outreach and involvement efforts across various projects goal of promoting diversity, equity, inclusion and encouraging participation by all members of the community. The framework includes a six-step process for public decision-making, which aims to engage stakeholders early and throughout a decision-making process, building trust and confidence in the process. The six-step process for public decision-making is as follows:

- Step 1.** Define the problem and identify desired outcome for a planning project
- Step 2.** Determine criteria and measures for the desired outcomes
- Step 3.** Brainstorm alternative solutions to the problem
- Step 4.** Evaluate alternatives using the agreed upon criteria
- Step 5.** Consider tradeoffs between alternatives
- Step 6.** Develop recommendations to the decision makers

The framework also emphasizes the importance of engaging historically underrepresented stakeholders to ensure inclusive decision-making and provides potential actions for overcoming barriers to engagement. It also describes the importance of investing resources into meaningful engagement by identifying key audiences, relevant strategies for public outreach and engagement (i.e., public meetings,

workshops, focus groups, open houses, social and community events, etc.), and measuring the success of these efforts to produce effective community outcomes.

Summary of Public Participation Efforts

Over the last three-year period, CAT conducted the following public outreach and involvement activities:

- Conducted table booth events at the local Bridging Cultures Lunch in the Park events. (Spring/Summer 2022 through 2024)
- Fixed Route (99X & Canby Loop) survey for service needs (2023)
- Holiday Light Tour of Canby, Open to Public to Ride the Bus and Learn about Transit (December 2022, 2023 & 2024)
- Halloween Trick or Treat in Downtown Canby (October 2022, 2023 & 2024)
- Transit Open House for Transit Master Plan (September 2024)
- Three Surveys for Transit Master Plan Update (2024)
- First Thursday Events in Downtown Canby (2023 & 2024)
- Canby High School Community Partners Fair (August 2024)
- Canby Big Night Out (August 2024)
- Health and Harvest Fair at Hope Village (October 2023)
- Housing Resource Fair at Canby Adult Center (May 2024)
- Fourth of July Parade (July 2022, 2023 & 2024)
- Transit Advisory Committee Meetings

CAT Limited English Proficiency Outreach Plan

A full copy of CAT’s outreach plan for individuals with limited English proficiency can be found in Appendix D. Key Elements of the plan include:

- Spanish speaking translators available upon request;
- Route and schedule brochures available in both English and Spanish;
- Transit surveys conducted by CAT available in Spanish;
- Public meetings with translators available upon request;
- Multiple-language translators are available to anyone contacting CAT by phone using Certified Languages;
- Rider alerts and other notifications printed in both English and Spanish; and
- Information on CAT’s website automatically translated into multiple languages.

Title VI – Compliance Officer & Limited English Proficiency Plan (LEP) Coordinator

CAT’s Transit Director will serve as the overall Title VI Compliance Officer. The Compliance Officer is responsible for ensuring that CAT meets its obligations under Title VI of the Civil Rights Act of 1964.

CAT’s Operations Manager will serve as CAT’s Title VI Limited English Proficiency (LEP) Plan Coordinator.

The LEP Coordinator will ensure that CAT satisfies the intent of the LEP Pan by making information available to LEP individuals, offering ways for them to participate in CAT’s public participation efforts and ensuring the process is in place for direct input and feedback.

Representation/Membership of Boards and Committees

The Transit Advisory Committee meets at least six times per year. Regular meetings are on the fourth Thursday in January, March, May, July, and September and on the third Thursday in November at 6:00 PM in the City of Canby Council Chambers or other designated meeting space. Meetings are open to the public. All meetings allow members and public to join in person or via Zoom.

The committee shall be specifically responsible for, but not limited to the following:

- Developing and assessing, on an ongoing basis, the transportation needs of the citizens of Canby.
- Acting in an advisory capacity to the Transit Director in the coordination of transit services.
- Promoting and educating the public regarding acceptance and usage of the transit system.
- Promoting and educating the public regarding special problems associated with the use of the transit system by youth, elderly and disabled citizens.

Subrecipients

CAT has no subrecipients.

Facilities Siting and Construction

CAT has not sited, located or constructed any facility requiring an equity analysis since the last Title VI program was approved.

Overview of CAT Service Standards and Policies

Canby Area Transit has updated the CAT Service Standards and Policies document in January 2025. This is included as *Appendix E*.

Appendix A: Policy Statement



**CANBY
AREA
TRANSIT**

Canby Area Transit

Title VI Non-Discrimination Policy Statement

January 2nd, 2025

Title VI of the Civil Rights Act of 1964 states:

“No person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Canby Area Transit (CAT) is committed to complying with the requirements of Title VI in all of its programs and activities.

Todd M. Wood

Transit Director

Canby Area Transit

195 S. Hazel Dell Way Suite C
Canby OR 97013

www.canbyareatransit.org
PH: (503) 266-4022

Appendix B: Discrimination Complaint Procedure

CAT's Discrimination Complaint Procedure

1. Title VI of the Civil Rights Act of 1964 states that no person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Any person who believes that he or she, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, may file a complaint with Canby Area Transit (CAT). A complaint may also be filed by a representative on behalf of such person. All complaints will be referred to the CAT Transit Director for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
 - a. The date of alleged act of discrimination; or
 - b. Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, CAT may extend the time for filing or waive the time limit in the interest of justice, as long CAT specifies in writing the reason for so doing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully possible the facts and circumstances surrounding the alleged discrimination. In the event the person makes a verbal complaint of discrimination to an employee of CAT, the person shall be interviewed by the CAT Transit Director. If necessary, the CAT Transit Director will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to the CAT investigative procedures.
4. Within 10 days, the CAT Transit Director will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as Oregon Department of Transportation (ODOT) and United States Department of Transportation (USDOT).
5. The recipient will advise ODOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to ODOT and/or USDOT:
 - a. Name, Address, and Phone Number of the complainant.
 - b. Name(s), Address(es) of alleged discriminating official(s).
 - c. Basis of complaint (i.e., race, color, or national origin).
 - d. Date of alleged discriminatory act(s).
 - e. Date of complaint received by the recipient.
 - f. A statement of the complaint.
 - g. Other agencies (Local, State, or Federal) where the complaint has been filed.
 - h. An explanation of the actions CAT has taken or proposed to resolve the issue of the complaint.

6. Within 60 days, CAT's Transit Director will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings. The complaint will be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 days of receipt of the complaint, CAT's Transit Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with ODOT, or USDOT, if they are dissatisfied with the final decision rendered by CAT. CAT's Transit Director will also provide ODOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.
8. Contacts for the different Title VI administrative jurisdictions are as follows:

Oregon Department of Transportation
Attn: ODOT Equity and Civil Rights
355 Capitol Street NE, MS11
Salem, OR 97301-3871

Federal Transit Administration Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave, SE
Washington, DC 20590

Appendix C: Public Engagement Plan Framework

Canby Area Transit Framework for Inclusive Engagement

Original: January 2nd, 2025

Purpose

Canby Area Transit is committed to engaging residents, businesses, property owners, and other stakeholders in planning and decision making that impacts them. This includes planning, policy, and project decisions related to land use, housing, parks and recreation, transportation, and other community issues. CAT is also committed to increasing and supporting the involvement of historically underrepresented community members through consistent, fair, and accessible public engagement activities that encourage participation by all members of the community.

This framework was developed to provide a foundation on which CAT outreach and involvement efforts can be based across a variety of projects to substantially increase diversity, equity, and inclusion in decisions by bringing meaningful engagement to all members of the community. The approach outlined here brings the community into the process early and is designed to engage them collaboratively to define the issues to be addressed and to develop potential solutions and recommendations. Inclusive engagement is fundamentally different from traditional public outreach as it engages interested parties directly in the decision-making process, rather than asking for feedback on decisions the CAT is making or has already made.

Inclusive engagement brings in community members with a broad range of perspectives, experiences, needs and preferences to be active participants at each step of decision making, from defining the problem or issues, to defining a successful outcome, generating and evaluating potential solutions, and advancing recommendations. It encourages all members of the community to work with the CAT to develop plans, projects, policies and other actions that represent the diversity of interests and needs.

Benefits of Engaging the Public

Broad community involvement in CAT decisions provides a number of significant benefits:

Legitimacy and increased support for plans and projects. With the substantive engagement of affected communities, developed actions will reflect legitimacy, community support, and equitable outcomes. Legitimacy builds trust, political will, and ownership for effective implementation.

Improved community/government relations. Community engagement can build trust between diverse stakeholders and help improve the quality of difficult discussions about racial disparities, economic conditions, and community development needs. By creating a multifaceted process built upon relationship building, trust, respect, and affirmation of community knowledge and power, more effective ways of dealing with differences will emerge.

Deeper understanding of the issues. CAT initiatives will be stronger with the input of the people potentially affected by the decisions and actions. Plans, projects, policies and initiatives will benefit by significant engagement of residents and organizations that have knowledge of the existing challenges and opportunities, and experience to create solutions to these challenges.

Increase in community capacity. A meaningful engagement strategy will improve the capacity for problem solving. Engagement builds stronger networks across racial, ethnic, generational, gender, and socioeconomic divides, an essential component to achieving equitable outcomes and leveraging additional resources.

Reduced long-term costs. Plans, projects and policies that are supported by the community can generally be funded and implemented faster than those that experience resistance. Additional costs associated with redesign, extended negotiations, or even litigation can result from lack of community consensus. While conflicts may arise during planning (especially when there is a history of failed projects or unrealized promises), the community engagement process creates an environment of positive communication where creative and inclusive solutions can be found to resolve conflicts.

Democracy in action. Community engagement is, in many ways, a microcosm of our American democratic system of government. It is one of the best ways community residents can connect to and shape local and regional decision-making processes.

Principles for Effective Outreach

Community engagement should take a comprehensive approach, creating practices and institutionalized mechanisms that share power and vest decision-making control in all members of the community, including historically overlooked and marginalized groups and individuals. When utilized for the purpose of increasing community power and agency for problem solving, community engagement is guided by a few key principles:

- Honor the wisdom, voice, and experience of the community
- Involve diverse and representative community interests
- Treat participants with integrity and respect
- Be transparent about the process, motives and power dynamics
- Share decision making and initiative leadership
- Engage in continuous reflection and willingness to change course

Transformative engagement can be the difference between a successful initiative and one that falls well short of its potential. It enables highly technical or routine projects and processes to produce real, tangible and lasting benefits for communities. To be transformative and achieve CAT's objective of being inclusive, engagement should be:

- Collaborative – work together with the community to generate ideas and develop solutions
- Outcome-driven – focus on solving a problem
- Inclusive – involve stakeholders in defining the problem, the desired outcome, and the

process for decision making

- Fair – clearly define decision-making process
- Trackable – document all input and decisions
- Accessible – make meetings and information accessible for all

How to Use the Framework

The framework provided here offers general guidance for effective public decision making and engagement. It includes a six-step process that guides the focus of public engagement at each step of the process. It is intended to be a flexible, principle-driven process that can be easily followed by CAT and the public to track the decisions and focus of each step, creating a fair and transparent process. This requires documentation of all input and decisions at each step of the process to allow the community to track how their perspectives are considered and addressed. The framework can be used as the foundation for designing public outreach for all CAT activities that include public outreach or engagement component. The process is flexible and adaptable to the complexity and timeframes of different types of policy, planning, and project initiatives.

Questions to Consider

In applying the framework to our public initiative, it may be helpful to consider the following questions to set the context for the public outreach design:

- What would a successful public engagement effort look like for this initiative?
- Is CAT starting from a relatively blank slate to understand the full set of needs or is it focused on specific solutions or constraints?
- What is the timeline and decision-making structure that will drive the process?
- What is your understanding of the community landscape? Who is affected? Which community groups or other stakeholders can help engage the most affected community members? Consider individuals and groups that have been historically underrepresented in community engagement.
- What are the core questions and tradeoffs associated with the project? What are the most important questions and tradeoffs stakeholders and decision makers must consider? Are there segments of the community that will be particularly interested in those questions?

Designing the Process

Establish Goals for Community Engagement

It is important to be clear about why you are doing public engagement to ensure that the public outreach effort is designed to meet your intended outcome. The purpose can range from providing information to the public, to obtaining input on a project or decision, to involving the community in decisions. It is always better to look to a more inclusive approach if you are unsure how much interest or controversy there is around a decision. Starting with more outreach and then backing off if the level of interest is not there is better than starting

with an information campaign and being met with community resistance or controversy; such an approach does not engender trust in the process.

Establishing goals for engagement is not focused on a solution, it is focused on what the public process brings to developing a solution. The goal of community engagement is to provide opportunities for the public to gain information, provide input, and influence the outcome at whatever level necessary to support the final recommendation. Understanding the nature of the decisions being made, the opportunities to enhance decisions through community dialogue, and awareness of the challenges and community concerns are essential to designing an effective engagement process.

Framework for Engagement

The framework outlined below is easily adapted to a wide variety of applications to provide a structure for public engagement on a wide basis. Consistency in the approach allows the community to recognize the steps of the process and how their participation will be used in CAT’s decision making. This builds trust and confidence in the process and encourages broad public involvement.

Key Steps, Strategies, and Considerations

The steps outlined here are general in nature and can be adapted to meet the complexity and context of any decision. They are designed to make the process transparent and understandable to all interested parties, focus on developing a fair process that reflects community values from a broad range of interests, facilitate creative problem solving, and engage the community in weighing tradeoffs and values. The framework for engaging the community in a fair and transparent decision-making process is developed around the six steps for public decision making, shown in *Table 1*.

Table 1: Steps for Public Decision Making

Step 1	Define the problem and identify the desired outcome for the project or initiative
Step 2	Determine criteria and measures for the desired outcomes
Step 3	Brainstorm potential solutions to the problem
Step 4	Evaluate the alternatives using the agreed upon criteria
Step 5	Consider tradeoffs among alternatives
Step 6	Develop recommendations for the decision makers

The framework is designed to engage stakeholders early and allow them to participate throughout the process. It is built on a proactive approach that involves the community as active partners, rather than simply being asked to react to generated solutions. It is important to document and report back to the community the perspectives, ideas, and input they bring at each step of the process, and to show how these are used to define the problem, develop the evaluation criteria, generate ideas or solutions, evaluate potential solutions, and develop recommendations.

Step 1: Define the problem and identify the desired outcome for the project or initiative

The first step of any process is to define the problem to be addressed. For most planning and policy decisions, it is important for CAT to explore a problem through the broader lens of public engagement. Gaining the perspective of directly and potentially affected parties adds depth and dimension to the problem definition. What may seem like a problem for CAT staff may have unseen benefits to the community. Similarly, information gathered by CAT about an issue may not include challenges obvious to those who live and work in or with the issue. By mutually defining a problem, CAT is better prepared to develop solutions that are supported by the community and those directly affected by them.

Similarly, a mutually defined desired outcome is important to knowing what is important to the community in developing a plan or project that all parties can support. Answering the question: This project/plan will be success if...? helps to frame community values and desired outcomes. It also provides the basis for developing an evaluation process in Step 2. It is important to discern between interests and solutions when exploring desired outcomes, and to redirect suggested solutions to a discussion about what they achieve or deliver. For example, in a planning effort someone might say that a new park is the desired outcome. The underlying interest may be a place for children to play or friends to gather or the creation of green space or aesthetics. Teasing out the underlying interests creates an opportunity to achieve an outcome without limiting it to a single solution.

Step 2: Determine criteria and measures for the desired outcomes

Mutually defining the desired outcome(s) in Step 1 provides the foundation for developing criteria and measures for comparing and selecting alternative solutions or ideas. It is important to design and gain endorsement for an evaluation process that reflects community values before brainstorming potential solutions. This demonstrates CAT's commitment to a fair and transparent process and a way to track and evaluate what is most important to the community.

The purpose of the evaluation process is to provide a structure for comparing options across values. It is not intended to numerically rank each option or alternative; rather, it is designed to provide information on the tradeoffs across several key values and criteria. The evaluation process is a tool for understanding the tradeoffs and looking for a balance the community can support. What might be a disadvantage to one person or group may be an advantage to another. Through this process all interested parties have an opportunity to share their perspective and look for ways to find mutually beneficial solutions.

Step 3: Brainstorm potential solutions to the problem

The process of brainstorming potential solutions is generally the most fun part of a decision process and one stakeholders want to jump into from the beginning of the process. In many cases, CAT has identified a range of options before going to the public in a planning process. It is important to complete Steps 1 and 2 before getting into potential solutions to provide an opportunity for potential solutions to evolve out of a broader perspective based on the desired

outcomes and community values identified in Step 1. Brainstorming should be as creative as possible and not be incumbered by discussion of why things will or will not work. On plans or projects where CAT is looking for public input and involvement, the structure of this activity would be as inclusive and interactive as possible.

If CAT has made decisions or commitments, or there are parameters or limitations to what is to be considered, those should be shared. If there are examples from other plans, projects, or communities CAT would like to present to generate ideas or get feedback, those can also be shared to stimulate discussion. There are several techniques for engaging the community in the brainstorming phase. These include workshops, charrettes, online interactive activities, interactive displays in public areas, surveys, and others. As with other activities, the more interactive the better with opportunities for the community to share and hear a wide range of perspectives and interests. After the initial brainstorming, CAT develops alternative solutions for evaluation.

These can include any ideas CAT has and should include the ideas generated by the public brainstorming process. They should also be distinctive from each other to test alternatives against different criteria and values. Ideas should be tracked and mapped to alternatives so the public can easily see how their ideas were incorporated into alternatives. If some ideas are not viable or realistic and cannot be used, they should also be documented with the rationale for not moving them into an alternative.

Step 4: Evaluate the alternatives using the agreed upon criteria

In Step 4, alternatives are evaluated in the pre-established evaluation process. For more complex projects, this may need to be a multistep process, or ideas may need to be combined into packages of improvements that can be added to different alternatives. For most decisions, a range of three to five alternatives can be evaluated to provide a comparison between them. Criteria may be quantitative or qualitative, as designed in Step 2. The purpose of this step is to provide enough information about how each alternative addresses the values and criteria, and to share the evaluation results in a clear way. The easiest way to provide these results for comparison is in a matrix or table that allows the public and decision makers to see and compare how well each alternative meets the desired outcomes.

Step 5: Consider tradeoffs among alternatives

Step 5 shares the evaluation of the alternatives to open discussion and understanding of how different options impact desired outcomes. It helps the community see where ideas are mutually exclusive or contradictory and how they may positively or negatively affect interest groups or stakeholders. The goal of this step is not to rank or vote on an alternative, it is to use what it learned through discussions of tradeoffs to guide the selection of a preferred alternative, either one of the evaluated alternatives or one that evolves out of the community dialogue. If this step leads to the development of one or more new alternatives, Steps 4 and 5 are repeated to identify community preferences and determine a preferred alternative.

Step 6: Develop recommendations for the decision makers

The preferred alternative will be the basis for a recommendation to the decision makers. CAT's interests and limitations should be included in Steps 1 through 5 to ensure that they are considered throughout the process. Recommendations should document the process the CAT followed to develop the recommended alternatives, including the activities for involving the community, a summary of each step of the process, and any unresolved issues or challenges. If the process was followed and community criteria were addressed, the recommendation should meet the CAT's desired outcomes and limitations.

Modular and Flexible

Each of the steps is critical to a fair and transparent decision process; however, the time needed for each step and the number of meetings or activities devoted to each step should be adapted to the nature and complexity of the project or decision. For example, if the problem is well understood and agreed upon by all stakeholders, Step 1 can be a quick review and confirmation of the problem definition and desired outcomes, accomplished in the same meeting as developing the evaluation criteria and measures. For more complex and potentially controversial projects, several outreach activities and discussions may be needed to develop consensus on the problem definition and desired outcomes. Process design should consider the appropriate and reasonable number of meetings and activities needed to move the process forward in a way that keeps stakeholders engaged and does not feel like it is missing any of the key steps. Process design should include a timeline that shows the steps and activities, allowing the community to see how long the process will take and when key milestones of decision making are anticipated.

Every public action needs to consider the appropriate level of engagement and document all activities to engage the public, including any constraints and limitations on engagement. It may not be realistic to implement an inclusive engagement process for CAT's initiative due to budget, timing, legislative requirements, or staffing constraints. Each action by CAT should include engagement considerations and document constraints and activities.

In-person and Virtual Community Engagement

Community engagement should be structured to encourage the sharing of perspectives across interest groups and individuals. In-person events are easily structured to encourage dialogue and conversation. Where in-person meetings are not feasible or appropriate, efforts should be made to create virtual environments that are as interactive as possible to encourage the community to share and understand a broad range of perspectives. It is important to provide interpretation services as needed to reduce language barriers and support communication between stakeholders.

There are times when virtual meetings, or a combination of virtual and in-person meetings provide greater flexibility to working families with children, who have limited time, transportation, or child care. Virtual meetings were also essential to continue public engagement during the COVID-19 pandemic, providing a safe option for participation.

Whether in-person or virtual, forums should be structured to encourage interaction between community members and groups. Formal presentations by agency and subject experts should be minimized and opportunities to share ideas and perspectives should be maximized.

Identifying Key Stakeholders and Audiences

Effective community engagement is broad and deep. It allows all potentially interested or affected parties to be involved at the level appropriate to their interest. It should create a broad network to identify stakeholders and meet the full range of levels of interest. Some residents or businesses may want to be kept informed while others have a vested interest in the outcome and want to influence the decisions that are made. It is important to understand the range of audiences, stakeholders, and interested and affected parties to develop outreach activities that meet their needs.

Some of the critical considerations for identifying and engaging stakeholders include:

- What level of interest does the general community have in this policy, plan or project, and how does that vary across different groups?
- What groups or individuals are potentially affected by the development of this policy, plan, or project?
- How can we engage the most affected community members from the beginning?
- What is the CAT asking of participants in the public process (e.g. time, input, resources, expertise, etc.) and is it clear to the participants what they are being asked to provide?

Considerations for Engaging Underrepresented Stakeholders

Engaging traditionally marginalized communities in decision-making processes is critical to realizing the full and authentic potential of sustainability and prosperity in the local community. Public participation processes that are perfunctory and superficial do not include opportunities to share stories, access community assets and knowledge, or include all community members and organizations in shaping the agenda, the process, and the ultimate decisions. To be truly inclusive, CAT must treat all members of the community as an asset and understand that community-based organizations bring important capacities and relationships that CAT can leverage to produce more effective community outcomes. However, not all underrepresented members of the community are part of an organization. It is important to identify and engage all potentially interested or affected parties during outreach design and throughout the process. One way to do that is to continually ask, “who are we missing, who else should be involved,” in the early public meetings and as new issues arise.

CAT’s Transit Advisory Committee (TAC) serves to connect CAT to the diverse perspectives and lived experiences of its people. The committee advocates for equitable access and opportunity for every community member. It identifies barriers to participation and inclusion, and pursues programs, policies, partnerships and ideas that remove those barriers. CAT projects, plans or other actions should engage the TAC in identifying potentially affected, historically underrepresented parties and stakeholders as part of developing an inclusive engagement strategy and activities.

It is essential to build bridges to underrepresented groups by creating a safe space conducive to sharing experiences, ideas, and preferences. Overcoming cultural and language challenges that may limit engagement should be a priority in the design and implementation of public outreach and engagement. This can be done through identifying and working with community ambassadors or advocates to directly address obstacles to participation. Clearly defining the purpose of involvement and how community involvement will be used to shape decisions is important.

It may be necessary to engage intermediaries to facilitate the inclusion of traditionally underrepresented parties. Intermediaries can help bridge the gap between the groups who trust them and other stakeholders. They can also support coalition building and information sharing between experts and partners to reach underrepresented communities. If groups are not represented and intermediaries cannot be identified, CAT staff should acknowledge and document the perspectives which are not represented in the conversation and the process.

It is important to work directly with historically underrepresented groups to learn the best ways to reach them and identify what circumstances or accommodations would make them more comfortable in engaging. This may include finding points of influence in different groups and asking them for strategies for engagement. Implementing this approach will require CAT officials invest their time in the process and appreciate that meaningful community engagement requires commitment to the principles outlined in this framework.

The following groups, communities, and organizations should be considered in developing an engagement approach that includes historically underrepresented groups:

- Bridging Cultures Canby
- Canby Center
- Department of Human Services
- Transit Advisory Committee

Some barriers to engaging traditionally underrepresented stakeholders and potential actions for overcoming the barriers are provided in *Table 2* below.

Table 2: Barriers and Actions

Barrier	Potential Action
Participant Resources	
Time needed to participate	Offer a variety of times and amount of time required. Streamline the process. Offer incentives to participate
Ability to travel to meetings	Locate activities close to underrepresented communities, near bus service, and provide or subsidize transportation to meetings. Provide a hybrid model for online and in person engagement.
Childcare	Provide onsite childcare and activities to engage youth in the project.
Limited knowledge of, or access to technology	
Internet access	Provide computer and internet access at public facilities.

Comfort with online platforms	Simplify access and provide support. Provide training on different platforms through the school Family Empowerment Center or County fund for technology training and access for seniors.
Lack of trust in government	
Past experiences with government	Document the range of past negative experiences and actively address concerns.
Fairness of the process	Clearly define the process and maintain transparency.
Fairness of the process	Hold meetings in safe environments (schools, churches, neighborhood meeting places).
Language	Provide translation services and community liaisons. Use a variety of media – spoken, written, graphical – to overcome language barriers. Include information on how to request translation services in a variety of languages. Identify languages in targeted areas to include languages besides English and Spanish.
Cultural	Make accommodations for cultural and religious holidays and norms. Include members of diverse groups as information resources at events (familiar faces). Consider differences in government processes from countries of origin for immigrants
Barrier	Potential Action
Cultural (Continued)	and provide support for understanding differences (e.g., citizens academy).
Physical	Provide accommodations for varying physical abilities and limitations. Check facilities in person for accessibility prior to scheduling meetings or events there.
Lack of project awareness	Provide information across a wide range of media, formal and informal, including traditional media, printed mailings and social media. Post notices in parks, libraries, schools, CAT buses, apartment complexes, senior housing. Use radio and word of mouth in targeted communities.
Power differentials and dynamics	Assess, document, and address full range of potential power dynamics related to the initiative. Reach out and personally invite underrepresented individuals and groups. Meeting facilitators should be aware of power differentials and ensure participants are given an opportunity and made comfortable to speak up.

Questions to Consider

In developing an outreach strategy and identifying tools, consider the following questions:

- How does the overall demographic makeup of those who are engaged in the public process compared to the overall makeup of CAT?
- Who is underrepresented and how does the proposed policy, plan, or project

potentially affect them?

- Are there historic and current power imbalances that should be considered in the design of the public engagement process to be inclusive?
- Who are the key organizational partners and intermediaries? Are specific community leaders, business associations, or activists engaged? Are these partners aware of and actively addressing historic inequities?
- What background information will historically underrepresented groups need to participate effectively? How will that information be prepared and delivered?
- Are there power dynamics based on historic, financial, political, or other advantages that may impact an individual's or group's ability to influence decision making?

Actions to Overcome Barriers

The following are general principles to guide CAT's actions to overcome barriers to inclusive public engagement:

- Create welcoming, safe environments by asking the underrepresented communities how this can be achieved
- Design a process that is friendly to working families
- Go to the community (work places, public gatherings, social events and schools)
- Be transparent and open throughout the process by engaging the community in how CAT can build trust in the engagement processes
- Explain how public engagement is used in decision making
- Be accessible and responsive
- Use a variety of low-tech/high touch and high-tech opportunities to participate
- Provide information through a wide range of media
- Build community connections for ongoing engagement
- Provide language translation services for all potentially affected parties

Strategies for Outreach and Engagement

This section discusses a range of strategies for public outreach and engagement. In addition to the tools described below, CAT should consider the capacity of staff and the community to engage in an effective outreach effort. Outreach and engagement activities should be included in the scope of work for all CAT's initiatives to ensure that it is a formal part of the process and adequate resources are available for effective engagement.

From CAT's perspective, the following questions should be considered in designing and implementing a public outreach process:

- Does CAT have the resources to design and facilitate an effective public process?
- Does the staff have the appropriate training and skillset to engage a diverse set of community members in the decision-making process?
- Does the staff need trainings on racial disparities, equitable practices, and other topics to help understand and respond to what they are hearing from community groups?
- Does the staff represent and/or have a history of working with the community groups that need to be included in the process?

An honest assessment of these questions at the outset can prepare CAT for challenges and allow additional resources and capabilities to be brought into the process from the beginning.

Similarly, CAT should consider the community's capacity to engage effectively in a process. If the issues are complex or historically underrepresented groups with little experience engaging in public processes are involved, there may be a need to support them. CAT should consider:

What kinds of training or materials will community members need to engage in the decision-making process comfortably and meaningfully?

How will the materials and information be delivered in a way that ensures accessibility for a diverse range of community groups?

Are translation services or other communication support needed to engage a broader community?

Menu of Outreach Activities

The following is a list of public outreach activities that can be used to inform, solicit input, or engage the public. The list is not exhaustive and is provided as examples of ways to engage or share information with the public. There is a general description of each and discussion of how and when they are applicable. A summary table of the application of each tool is shown in *Table 3*. In selecting tools for public outreach, it is important to consider the average age or digital literacy of targeted groups and potential barriers of each tool to engaging historically underrepresented groups.

Public Meetings

Public meetings can be used to provide information, solicit input, and engage the public depending on how they are structured. They can vary in the size and formality of the meeting. Meetings that are intended to engage the public in a dialogue and sharing of ideas and perspectives should minimize presentations by CAT (talking at the public) and maximize opportunities for interaction (dialogue, brainstorming, breakout groups – listening to the public). Specific types of public meetings are discussed below. Each brings a different focus or structure to enhance interaction with the community.

Workshops

Workshops are a particular type of public meeting used to encourage collaboration between CAT and the community. They are generally focused on terms of their scope and structured to allow cooperative problem solving. Workshops can be designed using a wide variety of interactive formats:

- breakout group
- stations focused on specific issues or aspects of a plan or project
- tabletop exercises
- brainstorming sessions

- presentations and videos
- community-driven dialogues
- and others

The main purpose of workshops is for CAT and the community to work together and to share ideas and perspectives.

Focus/Community Interest Groups

Focus groups or interest groups are smaller public meetings focused on a specific issue, interest, or stakeholder group. These groups can be formed to engage a specific or diverse set of interests throughout a planning process or can be formed ad hoc as issues arise that need input and involvement by targeted groups. Focus groups can also be used to engage traditionally underrepresented stakeholders to ensure that their interests are included in the process.

Charettes

Charettes bring together CAT officials, planners, designers, and public stakeholders in a collaborative working meeting to address planning and design issues. Charettes may be time intensive, bringing stakeholders together to solve problems over one or more days. These can be held as key steps in the process to support the problem definition or the development and revision of potential solutions.

Visioning Workshop

Visioning or future search workshops are useful in identifying community values and preferences. They should include a broad range of interests and disciplines in support of strategic planning or policy development. These workshops allow participants to share what is important to them, what they want to change, and what they want to build on in the future.

Open Houses

Open houses are one of the least structured public meeting options. They allow the public to drop-in and interact at their level of interest. Open houses should provide information about a policy, plan, or project; include opportunities for the public to ask questions and give input on what is presented; and allow participants to interact with CAT officials involved in the process. Open houses should provide a variety of ways for gaining and documenting input through comment forms or recorders to capture comments. Information is provided through displays and handouts, with opportunities to discuss issues directly with CAT officials involved in the policy, plan, or project development.

Social/Community Events

Information about CAT initiatives can be brought to social and community events to provide information about policies, plans, or projects CAT is working on. Information displays at community events increase the visibility of the initiative and allow interested citizens to learn

about the effort, talk to CAT staff, provide input, and follow-up by accessing online information or getting involved in community engagement activities. Targeting a variety and diversity of events, CAT staff can inform and potentially engage interested parties that are not traditionally engaged in policy and planning activities.

Websites

Websites specific to CAT initiatives can provide 24/7 access to information. This includes surveys, route information, upcoming community events, and information about services.

Surveys

Surveys are a tool for sharing information with, and gaining input from, the public. They can be conducted in-person, by phone, online, and by mail. Surveys can be included in other activities such as community events, open houses, project websites, or newsletters. Surveys are most helpful when there is a need to gain input on what is important to the community. Surveys should be short, focused, and easy to complete. They should be designed to collect input rather than as a voting tool and should include opportunities for comments or open-ended questions. Use paper surveys as well as electronic surveys to reach those who are not comfortable with or do not have access to technology.

Mailings

Mailings can be targeted or in general to provide information on a project or invite participation in public engagement activities. Targeting mailings about a policy, plan, or project can be used to reach groups that may have a specific potential interest, those who may need additional encouragement to participate, or those who do not have internet access or have language limitations. Developing targeted mailings in Spanish or other languages and mailing lists of those who are unlikely to receive emails or visit websites is important to reaching those who are traditionally underrepresented. The information used in mailings can also be used as flyers and posted in libraries, schools, parks, CAT buses, and senior housing.

Emails

CAT staff has a public email address that can be used to respond to requests. Requests include providing updates on CAT activities, policies, plans, and projects. Email can be used to notify the public of outreach activities and linked to project websites.

Newsletters

Newsletters can be electronic and delivered through email and websites, or printed and mailed or distributed at public meetings, community events, or public venues such as libraries and recreation centers.

Social Media

Social media provides a format for quick updates and information about events and key milestones in a public process. It can be used to augment other information sources and direct readers to more comprehensive sources such as project websites. Social media is a good way to reach younger community members.

News Articles

Articles in the Herald Pioneer newspaper and in Canby Community Magazine can help disseminate information about policies, plans, and projects that are newsworthy. Media releases should be coordinated through the CAT's Director.

YouTube

YouTube provides an opportunity to share information through live and recorded videos of committee meetings. This information is easily accessed on the City of Canby's YouTube channel 24/7 and can be more engaging than a static website. Links to process-specific videos should be included on the project website and in other information pieces.

Table 3: Application of Outreach Tools Activity

Activity	Information	Input	Engagement
Public Meetings	✓	✓	✓
Workshops	✓	✓	✓
Focus/Community Interest Groups	✓	✓	✓
Charettes	✓	✓	✓
Visioning Workshop	✓	✓	✓
Open Houses	✓	✓	✓
Social/Community Events	✓	✓	
Websites	✓	✓	
Surveys	✓	✓	
Mailings	✓		
Emails	✓		
Newsletters	✓		
Social Media	✓		
News Articles	✓		
YouTube	✓		

Public hearings are not included in this list. Although a formal public hearing may be a required final step to adopt or approve a policy or plan, public hearings should not be considered a tool for public engagement. By working collaboratively throughout the process, CAT should be able to address public concerns in developing a final policy or plan. This should lead to final recommendations that are accepted or supported by the community. There should be no surprises by the time a policy or plan gets to final approval or adoption. Time should be provided during the hearing for public comment for interested parties to express their

concerns or support; however, if issues are raised that were not addressed during the public process, the process itself was not as robust as it needed to be.

Measure Success

After each public outreach or engagement process, it is important to assess effectiveness and document what worked, what could have worked better, what did not work, and why. This information can be used to improve the outreach framework and future outreach efforts. Some of the questions to consider in determining how success the public outreach process was include:

- Did CAT officials learn new information about the needs or priorities of the community, particularly from segments of the community that have historically been excluded from, or marginalized in, government decision making?
- Did community participants learn about the constraints CAT staff face, such as limited resource or legal barriers, the unintended consequences of certain policies, or conflicting community needs?
- Were the organizations, participants, and CAT officials involved able to explore new and creative solutions through dialogue, listening, and learning from each other?
- Are there concrete ways that the community involvement influenced the final strategy?
- Did CAT explain why some community recommendations or requests were not included?
- Did participants, especially those from low-income communities of color and other vulnerable or disinvested communities, build political power and gain more access to government decision makers that they can leverage for influencing future processes or decisions?
- Was the recommended policy, plan, or project adopted and implemented?

Appendix D: Limited-English Proficiency (LEP) Plan

CANBY AREA TRANSIT LIMITED ENGLISH PROFICIENCY (LEP) PLAN January 2nd, 2025

CANBY AREA TRANSIT
LIMITED ENGLISH PROFICIENCY (LEP) PLAN
Original Plan: January 2nd, 2025

CAT is required to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of our programs and activities of individuals who have Limited English Proficiency (LEP). CAT consulted the USDOT’s LEP Guidance and performed a four-factor analysis of contact with the public to determine the appropriate mix of LEP services to offer.

Four Factor Analysis:

1. The number or proportion of LEP persons in the service area.

Data was gathered from the following sources to identify information on persons who speak languages other than English at home, who speak English less than very well and are therefore classified as limited English proficient or “LEP”:

- a. Census Bureau’s 2023 American Community Survey 5-Year Estimates (Table 1).
- b. Department of Labor LEP Special Tabulation website.

According to the 2023 American Community Survey (ACS) Estimates, the highest percentage of total population 5 years of age and over that spoke a language other than English at home in Canby, Oregon, is Spanish speakers.

The data shows that out of the total population aged 5 years and over, 14.7% spoke a language other than English at home, with 12.6% speaking Spanish.

The number of Spanish speakers has decreased from 36% in the 2010 Census to 10% in the 2020 ACS estimates.

Additionally, the number of people in the Limited English Proficiency (LEP) population who speak English “less than very well” is estimated to have gone up from 57.9% to 58.3% of that group. The Linguistically Isolated Households (households in which no one 17 and over speaks English “very well” or speaks English only) in Canby are Asian-Pacific Island and Spanish languages, which make up approximately 11% and 43% of Linguistically Isolated Households, respectively.

2. The frequency with which LEP individuals who come into contact with CAT service.

CAT serves LEP persons daily via our buses, demand response services, and community events. Therefore, communication with any change is very important. CAT has a translation system in place for customer service phone lines.

3. The nature and importance of service provided by CAT.

CAT provides important transit services to Canby through its fixed route and paratransit. CAT serves the transit needs of the City of Canby and provides critical regional links to two other providers: South Clackamas Transportation District (Molalla) and SMART (Wilsonville)

through the CAT’s transit hub the Canby Transit Center.

CAT links to other transit agencies through the hubs at the Oregon City Transit Center: (TriMet (Portland Metro) and Clackamas County Connects. In Woodburn at the Bi-Mart stop CAT connects with: Woodburn Transit and Cherriots (Salem).

4. The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons.

CAT has been providing information in Spanish such as surveys, bus routes, schedules and fares, public service announcements and general information on the buses and website. In addition, CAT has provided interpreters at public meetings and has a translator system in place for the customer service phone when requested. The CAT website includes a Google Translator tool, which translates all pages on the website into more than 80 languages.

Table 1. Canby Language Proficiency Data

Summary of ACS Estimates	Estimate	Percent	Margin of Error (+/-)
Population Age 5+ Years by Ability to Speak English			
Total	17,164	100%	±206
- Speak only English	14,635	85.3%	±557
- Non-English at Home	2,529	14.7%	±532
- Speak English “very well”	1,536	60.7%	±377
- Speak English “less than very well”	993	5.8%	±319
Linguistically Isolated Households			
Total	105	100%	±97
- Speak Spanish	105	100%	±97
- Speak Other Indo-European Languages	0	0%	±21
- Speak Other Asian-Pacific Island Languages	0	0%	±21
- Speak Other Languages	0	0%	±21
Population by Language Spoken at Home			
Total	6,831	100%	±284
- English	5,814	85.1%	±381
- Spanish	814	11.9%	±216
- French, Haitian, or Cajun	8	.11%	±15
- German or other West Germanic	15	.22%	±22
- Russian, Polish, or other Slavic	10	.14%	±15
- Other Indo-European	35	.51%	±30
- Korean	0	0.0%	±21
- Chinese (incl. Mandarin and Cantonese)	10	.14%	±16
- Vietnamese	56	.82%	±40
- Tagalong (Incl. Filipino)	26	.38%	±30
- Other Asian and Pacific Island	29	.42%	±29

- Arabic	0	0.0%	±21
- Other and unspecified	14	.20%	±24
Total Non-English	1,017	14.9%	(X)

Implementation Plan:

Based on the four-factor analysis, CAT recognizes the need to continue providing language services in the area. A review of CAT’s relevant programs, activities and services that are being offered or will be offered by the CAT as of January 2025 include:

- Spanish speaking representatives are available upon request.
- Route and Schedule brochures are available in English and Spanish.
- Route and schedule information are available into Spanish on the website.
 - CAT can provide route and schedule information in over 30 other languages upon request.
- CAT brochures are available in Spanish with information.
- Annual transit surveys conducted by CAT are available in Spanish.

CAT’s continues outreach and have yielded a list of community organizations that provide service to populations with limited English proficiency. The following list of community organizations and schools in the area have been contacted to assist in gathering information and see what services are most frequently sought by the LEP population:

- | | |
|---------------------------------------|----------------------------|
| Canby High School | Bridging Cultures of Canby |
| Baker Prairie Middle School | The Canby Center |
| Ackerman School (Transitions Program) | Canby City Hall |
| Canby Public Library | |

All CAT buses are stocked with comment cards in both Spanish and English. Passengers may submit a comment, question, or complaint and request that someone contact them in Spanish or English so they may have full and effective access to CAT services and programs. A copy of the comment card can be found as *Appendix F*.

CAT will continue to contact the community organizations that serve LEP persons, as well LEP persons themselves, and perform four-factor analysis every three years to identify what, if any, additional information or activities might better improve CAT services to assure nondiscriminatory service to LEP persons. CAT will then evaluate the projected financial and personnel needed to provide the requested services and assess which of these can be provided cost-effectively.

Appendix E: Title VI Standards and Policies

TITLE VI STANDARDS AND POLICIES

Pursuant to requirements set forth in the Federal Transit Administration's (FTA) Circular 4702.1B, CAT must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. The service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service.

FTA Title VI Standards and Policies

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards and qualitative policies for the indicators below:

- Vehicle Load Standard;
- Vehicle Headway Standard;
- On-time Performance Standard;
- Service Availability Standard;
- Vehicle Assignment Policy; and
- Transit Amenities Policy.

(VEHICLE) PASSENGER LOAD FACTOR

Standards for passenger capacity are used to determine if a bus is overcrowded. The chart below shows the Maximum Safe Capacity of each type of bus in revenue service, both seated and standing. The Maximum Load Factor is the ratio between seated and standing capacity.

Standard: CAT's standard for all routes for Maximum Load Factor is 1.5.

Measure: Vehicle load issues will be measured through customer complaints, driver feedback and supervisor on-board reviews.

VEHICLE HEADWAY

Vehicle headway is the measurement of the frequency of service and is the scheduled time between two trips traveling in the same direction on the same route at a given location.

Standard: Target headways for route frequency are set in each Transit Master Plan update.

Measure: Any changes to a route schedule (such as increases or decreases to headways) that affect 25% or more of the daily vehicle trips on the route will go through a Title VI service equity analysis. This will ensure that the benefits and burdens of the change are distributed equitably among the minority/disadvantaged populations and non-minority/non-disadvantaged populations that CAT serves.

ON-TIME PERFORMANCE

On-time performance is a measure of trips completed as scheduled.

Standard: CAT has set a standard that at least 90% of all trips will be on time at major timepoints. A bus is considered “on time” at a timepoint if it departs within 0-5 minutes of the schedule, “late” if it departs more than 5 minutes after the scheduled departure time, and “early” if it departs before the scheduled departure time for that timepoint.

Measure: Schedule adherence will be measured through computer software that is connected to an AVL on each vehicle. The software provides on-time performance data regularly throughout each day. Ride checks, field checks, and trip checks will be performed periodically to ensure the computer program maintains accuracy.

Note that CAT does not control the speed or reliability of the roads, and therefore has only partial control over whether this standard can be met. In the face of poor road reliability, CAT can write slower bus schedules to reflect slower or less reliable bus routes, and this will improve on-time performance.

SERVICE AVAILABILITY

Service availability (a.k.a. service access) is a general measure of the distribution of routes within the CAT service area.

Standard: CAT’s goal is to provide fixed route transit within $\frac{3}{4}$ mile of the City of Canby Urban Growth Boundary.

Measure: Transit access is determined by mapping all active bus stops within the system and then calculating the residential population (based on the most recent available Census data) within 1/2 mile on the walking network of those stops. Additional insights can be gained by analyzing the percent of residents near services of different qualities, and the percent of minority or low-income residents near services.

Note that CAT does not control where new residences are built, nor whether they are built on well-connected through-streets that support transit operations or walking. CAT therefore has only partial control over whether this standard is met.

VEHICLE ASSIGNMENT POLICY

Vehicle assignment refers to the process by which transit vehicles are placed into service on routes throughout CAT system.

Standard: Vehicles are rotated throughout the CAT system, with newer vehicles serving all areas of the system. Specific vehicles are assigned to routes only when required by operating conditions (e.g., in cases where a smaller bus is required to provide service on narrower streets;

or a larger bus is required for additional seating capacity.

Measure: Daily assignments of vehicles are reviewed to ensure that the most equitable distribution is made.

DISTRIBUTION OF TRANSIT AMENITIES

Distribution of Transit Amenities is a general measure of the distribution of transit amenities (items of comfort, convenience and safety) available to the general riding public. Although some amenities are provided by developers in new growth areas, CAT will use boarding and alighting as the primary criteria for determining amenity level and placement when public funds are used.

Standard:

- Bus stop signs: CAT ensures that bus stops are easily identifiable, safe, and accessible places to wait for the bus.
- Seating: Seats are considered to be added to bus stops where the number of daily riders is 6 per day or more, or where riders with special needs wait for the bus, and where there is available space for the seat.
- Shelters: The minimum threshold for CAT to consider shelter placement is an average of 10 or more boardings per weekday. The standard for provision of a shelter is 16 boardings per day or more, at which level CAT will evaluate placing a shelter and will endeavor to do so within the limits imposed by the available space. A seat bench is included with all shelters.

Measure: Annually, CAT reviews ridership levels per route and per bus stop to make decisions on how limited resources should be spent.

Appendix F: Comment/Complaint Cards



Canby Area Transit
 email: cat@canbyoregon.gov
 503-266-4022 (option 0)



Please share your opinions about CAT.
 Por favor comparte tus opiniones sobre CAT.

Completed forms can be submitted by dropping them in the fare box. If you prefer, you may also mail or email them to us. If you have any questions or concerns please call us.

Los formularios completados pueden enviarse colocándolos en el buzón de tarifas. Si lo prefiere, también puede enviarnos por correo común o por correo electrónico. Cualquier pregunta o preocupación que tenga, por favor llámenos.

		Yes	No	Don't know
Are your:	Trips timely?			
	Drivers courteous?			
Was your ride:	Comfortable?			
	Scheduled properly?			
Were you dropped off:	On time?			
	At a safe spot?			
		Sí	No	No sé
Son sus:	¿viajes puntuales?			
	¿choferes amables?			
Estuvo su viaje:	¿cómodo?			
	¿programado apropiadamente?			
Usted fue dejado:	¿a tiempo?			
	¿en un lugar seguro?			

Comments/Comentarios:

(Optional) Name _____

Phone # (Or address) _____

Opcional) Nombre _____

de teléfono (dirección) _____

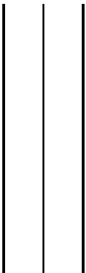
CANBY AREA TRANSIT
 195 S. Hazel Dell Way
 CANBY OR 97013



Customer
 Comments
 Comentarios de
 Clientes

CONTACT:
 email: cat@canbyoregon.gov
 503-266-4022 (option 0)
 (Opción 0)
 Correo electrónico:
cat@canbyoregon.gov

Comments/Comentarios:





**CANBY
AREA
TRANSIT**

2025 Asset Maintenance Plan

For Public Transit Fleet and Facilities

Todd M. Wood
Transit Director
195 S. Hazel Dell Way
Canby, OR 97013

Phone: (503) 266-0751
Email: woodt@canbyoregon.gov
www.canbyareatransit.org



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Introduction

This document presents vehicle and facility maintenance policies and procedures for the assets procured, operated, and maintained by Canby Area Transit (CAT) a department of the City of Canby.

CAT is supported by other City departments. For vehicle and facility maintenance the Transit Department relies on the City of Canby's Facilities, Fleet and Parks Departments to maintain all City owned properties, buildings, and equipment, including federally funded assets used for the transit services provided by Canby Area Transit. The City strives to operate safe, clean, and well-maintained facilities and equipment, using the most efficient and cost-effective maintenance practices, products, and personnel resources.

The attractiveness and functionality of CAT's vehicles and facilities are a source of City pride. Maintaining the condition of these assets in a way that increases safety and extends the useful life of the assets is the desired outcome of this policy and the goals and objectives described in the document. To keep pace with current industry standards, this plan must be flexible and capable of change and adaptation. This document will be reviewed regularly. As conditions change, the document will require revisions or modifications.

Mission

City of Canby's stated mission is *to maintain and improve the quality of life and environment for all within the Canby Community*. As a department of the City of Canby, Canby Area Transit has established the following mission statement: *To serve the citizens of Canby with accessible, dependable, and efficient Public Transportation*.

Both facility and vehicle maintenance play critical roles in the provision of safe, comfortable, and reliable transportation to our passengers, and effective and efficient service to the community.

Transit Asset Management

In 2016, the Federal Transit Administration (FTA) published a rule, 49 CFR Part 625, to require public transit providers that receive Federal transit assistance to undertake certain transit asset management activities. Transit asset management is the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation.

MAP-21 required the establishment of a National Transit Asset Management (TAM) System that would include a definition of "state of good repair;" requirements that recipients and subrecipients of federal transit funding develop transit asset management plans. The FTA established new guidelines for State Departments of Transportation. Specifically, §625.27 requires that States, acting as sponsors, develop a group TAM plan for all subrecipients under the Rural Area Formula Program (Section 5311). The sponsor is responsible for setting unified targets for the plan participants and sharing that information with MPOs that house their participating

providers. In 2018, ODOT developed its Oregon Statewide Tier II Transit Asset Management Plan in accordance with the guidelines established by the FTA.

The City of Canby along with 52 other Oregon public transit providers has requested to participate in the State of Oregon's Tier II Transit Asset Management Group Plan. So, in addition to the asset inventory records maintained by the City, Canby Area Transit is a part of the statewide Tier II Transit Asset Management Plan.

Vehicle Maintenance

The City strives to protect federal and local investments through quality maintenance of CAT equipment and rolling stock. Creating a culture of safety, performing timely repairs, consistent preventive maintenance, utilization of warranties, regular cleaning and frequent inspections will save resources and maintain assets that will serve City of Canby residents for many years.

Canby Area Transit relies on the City's Fleet Department for the maintenance and repair of buses. The Fleet Department utilizes both City staff and contracted service providers, as appropriate, to maintain the CAT fleet.

Goals and Objectives (Fleet)

The goals and objectives of the vehicle maintenance program are:

1. *Maintain vehicles to promote the safety and comfort of passengers, operators, and protect the public.*
 - Conduct regular pre-trip inspections to identify vehicle and equipment problems and ensure vehicles are in good operating condition.
 - Conduct basic Preventive Maintenance service routines in a timely manner to identify vehicle problems and keep vehicle systems in good repair.
 - Conduct vehicle repairs in a timely manner and in accordance with industry's best practices.
 - Maintain a clean appearance for vehicles through regular interior and exterior cleaning.
2. *Manage Preventive Maintenance and repair activities to promote the reliability of the service by minimizing service interruptions due to vehicle or equipment failure.*
 - Regularly inspect vehicles to identify and correct problems to prevent service interruptions.
 - Schedule repairs promptly to minimize service interruptions.
 - Utilize subcontractors as needed to perform specialized services and to supplement City maintenance staff efforts.
 - Schedule preventive maintenance activities to maximize fleet availability during service peaks.
 - Analyze repair, road call and tow data to identify trouble-prone components or systems for pro-active attention.

3. *Maintain vehicles and equipment to promote cost-efficiency of operations.*

- Maintain and repair vehicles to ensure their operation at peak efficiency, including fuel efficiency, emissions systems, etc.
- Analyze fleet fuel usage and repair data; identify vehicles which may need remedial work or may need to be made inactive.
- Maintain vehicles and related equipment to fulfill manufacturer's warranty requirements and pursue warranty repairs where applicable; research and follow up on any applicable recalls or service bulletins.
- Maintain vehicles to maximize the useful vehicle life, including the life of key components such as tires, brakes, batteries, etc.
- Manage the maintenance program to be cost effective in terms of staff time, service vendors and parts and supplies costs.

Standard Operating Procedures

Effective operation of the Canby Area Transit (CAT) fleet requires cooperation between the subcontracted service provider's staff and the City's Transit and Fleet Department staff. These guidelines apply to City and subcontractor staff who operate CAT vehicles:

1. At the start of each driving shift, the driver performs a pre-trip inspection to ensure safety and accessibility items are operational and that any defects are recorded on the Daily Vehicle Inspection Report (DVIR). Additionally, safety issues are reported directly to the dispatcher and when necessary, vehicles are removed from service until inspected and cleared for service by a mechanic.
2. Each driver records beginning and ending miles for the route(s).
3. Each day, dispatch staff record vehicle miles driving for that day in the TripMaster database. At the end of the month an ending odometer reading is recorded for each vehicle.
4. Vehicle condition and mileage is entered daily into the fleet database by city staff (Fleet Maintenance Pro). The program flags the following vehicles for preventive maintenance (PM) within the specified miles:
 - Admin vehicle: 300 miles
 - Minivan: 300 miles
 - Transit Van: 500 miles
 - Cutaway Bus: 400 miles
 - Coach Bus: Two (2) at 800 miles and One (1) at 1,000 miles

This allows staff to easily identify vehicles due for PM and assure that the service is performed on or before the service due mileage. Work is scheduled in-house or outsourced as needed to meet the maintenance deadlines.

5. Specific components of each vehicle are scheduled for inspection, lubrication, cleaning, or replacement at regular intervals. The intervals are determined by published information from the vehicle or component manufacturers. In addition, such inspections may include other items or incorporate shorter intervals as recommended by maintenance staff or management.

6. At each service, maintenance staff record service date, odometer reading, service items, parts used, parts cost, and labor hours in Fleet Maintenance Pro as work is performed.
7. At regular intervals Fleet Department staff audit the data collection process and verify the completeness and timeliness of the database records. Management also works with maintenance staff to revise maintenance policy and checklists as needed, to upgrade database capabilities.
8. Monthly, preventive maintenance detail is reviewed for timely performance of PM services for the prior month. Quarterly, management review and consult with maintenance staff to ensure adequate resources are available for the workload.

Process and Forms

As described in the Standard Operating Procedures section of this document, City and contractor staff utilize database software, reports, and forms to manage the operation and maintenance of the CAT fleet. CAT operates four (4) basic vehicle body types in revenue service. These vehicle types are: .

- 35' Coach
- 23'-28' cutaway style (standard and low-floor)
- Transit Van
- Minivan.

Further, CAT operates both diesel and gas buses from multiple model years and manufacturers.

Copies of the following documents are included as appendices:

1. Appendix A: Vehicle Inventory

This attachment lists the CAT vehicles in the fleet as of the date of this document.

2. Appendix B: Daily Vehicle Inspection Reports (DVIR)

The DVIRs are used by drivers each day and reviewed daily by dispatch, City Transit and Fleet Department staff.

3. Appendix C: Vehicle Preventive Maintenance Inspection Checklists

These checklists show the components inspected by the mechanics during each preventive maintenance inspection.

4. Appendix D: Annual Vehicle Inspection Report and Forms

As required by ODOT and the FTA, in addition to recording annual inspections in the database a paper copy of the Annual Vehicle Inspection Report is filed for each CAT vehicle annually. The associated forms detail by vehicle body style the items and components inspected annually.

5. Appendix E: Lift or Ramp System Safety Inspection Form

All CAT vehicles have either a ramp or a lift for wheelchair access to the vehicle. This equipment is inspected and maintained according to manufacturer's recommendations.

6. Appendix F: Security Camera Preventive Maintenance Checklist

All CAT vehicles except the minivan have AngelTrax security camera systems. This equipment is also inspected and maintained according to manufacturer's recommendations.

Facility Maintenance

Guarding the public investment in Canby facilities requires the same effort described in the Vehicle Maintenance section of this document. The City maintains CAT facilities and equipment by creating a culture of safety, performing timely repairs, consistent preventive maintenance, utilization of warranties, regular cleaning and frequent inspections which save resources and maintain assets that will serve City of Canby residents for many years.

Goals and Objectives (Facilities)

The following describes the policy elements employed to ensure that facilities receive a level of care and maintenance which allows them to remain in a state of good repair throughout their service life.

1. *At the highest level the goals and objectives for the maintenance of the City's transit facilities are to:*
 - Ensure that City facilities perform effectively and efficiently.
 - Ensure that associated risks are adequately addressed and effectively managed.
 - Establish priority levels based on possible impacts to the delivery of services.
 - Identify and implement best management practices.
 - Establish practices that meet or exceed all statutory and industry requirements.
 - Clarify the appropriate separation of duties between City departments and subcontractors to assure all maintenance tasks are accomplished.
 - Maintain a clean appearance of facilities through regular cleaning.
2. *Maintain facilities and equipment to promote cost-efficiency of operations.*
 - Maintain and repair facilities to ensure their operation at peak efficiency.
 - Analyze energy or water usage and repair data; identify solutions as appropriate.
 - Take full advantage of manufacturer's warranties, track warranty status on all facilities and sub components.
 - Establish maintenance practices that maximize the useful life of the facility.
 - Manage the maintenance program to be cost effective in terms of staff time, service vendors and parts and supplies costs.

Canby Area Transit Facilities:

The City of Canby owns one facility on behalf of Canby Area Transit that was funded in part with Federal Transit Administration funds. The Canby Transit Center is located at 100 NE 1st Avenue, Canby, OR 97013.

Canby Transit Center includes:

- Shelter Paved Area: concrete/pervious-paver waiting area with two (2) bus shelters, four (4) benches, two (2) trash cans, two (2) bike racks, one (1) information triosk, two (2) bus stop signs, lighting, landscaping and security cameras.
- One (1) prefabricated cinderblock building with one (1) driver breakroom/locker room, one (1) restroom for drivers, one (1) public restroom, and a utility room.

- Gazebo Paved Area: concrete waiting area with one (1) cinderblock gazebo with a 4 faced clock, round brick bench inside the gazebo, seven (7) round planters, three (3) trash cans and one (1) bike rack.
- An asphalt driveway with sidewalk and accessible area for buses to board/deboard riders.

Standard Procedures

The Facilities and Parks Departments of the City cooperatively oversee the maintenance of the Canby Transit Center. The Facilities Department staff manage a contract for janitorial service of the driver breakroom/locker room and driver restroom. They are also responsible for general upkeep of the building and maintenance of fixtures and equipment both inside and outside the building. Parks Department staff clean the public restroom. They also clean the bus shelters and oversee the trash removal, sweeping, graffiti removal and general cleaning and landscaping of the paved portions of the facility.

The facility janitorial service workers and the Parks Department staff attend to the general cleanliness of the Canby Transit Center at least two (2) times each week. At which time the general condition of the facility is also inspected and issues are addressed as needed. Parks and Facility Department staff are available upon request to address any issues that arise during CAT's daily operation. The Facility Department maintains all equipment, fixtures, appliances and the general upkeep of the facility.

A system for logging janitorial and maintenance tasks as well as facility safety and condition has been established. A janitorial log is available to the contracted janitorial staff. Additionally, City staff maintain a notebook which contains checklists and logs for maintenance tasks, janitorial monitoring, facility repair and inspection tasks.

Process and Forms

As described above, the Facilities and Parks Departments of the City oversee the maintenance of the Canby Transit Center. The Facilities Department manages a contract for janitorial service of the driver breakroom/locker room and driver restroom; and are responsible for general upkeep of the building. The Parks Department maintains the public restroom, the bus shelters and trash removal, sweeping, graffiti removal and general cleaning and landscaping of the facility. Copies of the following documents which provide more detail regarding the tasks performed are included as:

Appendix G: Task Outlines (Checklists)

The Facilities and Parks Maintenance Tasks and Weekly/Monthly Outline and the Facilities & Parks Maintenance Tasks Quarterly/Annually Outline are checklists of the tasks with the associated frequency that the tasks are performed.

Appendix H: Facility Maintenance Log Forms

The Janitorial Log, Weekly/Monthly Maintenance Log, and Quarterly/Annually Maintenance Log list the tasks from the checklists according to the department or service provider responsible for the task.

Appendices List

Appendix A: Vehicle Inventory

Appendix B: Daily Vehicle Inspection Reports (DVIR)

Appendix C: Vehicle Preventive Maintenance Inspection Checklists

- Coach 10,000 Mile
- Coach 8,000 Mile
- Gas Cutaway 4,000 Mile
- Transit Van 5,000 Mile
- Minivan 3,000 Mile

Appendix D: Annual Vehicle Inspection Report and Forms

- Annual Vehicle Inspection Report Form
- Coach Inspection Forms
- Cutaway Inspection Forms
- Minivan Inspection Forms

Appendix E: Lift or Ramp System Safety Inspection Form

Appendix F: Security Camera Preventive Maintenance Checklist

- AngelTrax

Appendix G: Task Outlines (Checklists)

- Weekly – Monthly Outline
- Quarterly – Annually Outline

Appendix H: Facility Maintenance Log Forms

- Janitorial Log
- Weekly – Monthly Log
- Quarterly – Annually Log

Appendix A: Vehicle Inventory



Canby Area Transit - Vehicle Fleet

VEHICLE	YEAR	MAKE	VIN #	PLATE #	LENGTH	FUEL	BODY
Bus 28	2013	GILLIG	15GGB2719D1182065	E261557	35' (420")	Diesel	COACH
Bus 29	2013	GILLIG	15GGB2710D1182066	E261558	35' (420")	Diesel	COACH
MV-30	2013	DODGE CARAVAN	2C4RDGCG8ER187479	E261568	19' (228")	Gas	MINI-VAN
Bus 31	2016	ARBOC	1GB6G5BG8F1245245	E266563	23' (276")	Gas	CUT-AWAY
Bus 32	2016	ARBOC	1GB6G5BGXF1245781	E266564	26' (312")	Gas	CUT-AWAY
Bus 33	2016	ARBOC	1GB6G5BG0F1248530	E266565	26' (312")	Gas	CUT-AWAY
S-34	2004	CHEVY	2G1WF52EX49234326	E228356		Gas	SEDAN
Bus 35	2018	ARBOC	1HA6GUBB1JN008040	E279209	28' (336")	Gas	CUT-AWAY
Bus 36	2018	ARBOC	1HA6GUBB0JN008000	E279210	23' (276")	Gas	CUT-AWAY
Bus 37	2018	ARBOC	1HA6GUBB6JNO08082	E279211	23' (276")	Gas	CUT-AWAY
Bus 38	2019	ARBOC	1HA6GUBG1KN002509	E284783	28' (336")	Gas	CUT-AWAY
Bus 39	2019	ARBOC	1HA6GUBG8KN002779	E284782	28' (336")	Gas	CUT-AWAY
Bus 40	2021	ARBOC	1HA6GUB75MN013242	E284798	28' (336")	Gas	CUT-AWAY
Bus 41	2021	ARBOC	1HA6GUB76MN013203	E284797	28' (336")	Gas	CUT-AWAY
Bus 42	2021	GILLIG	15GGB2711M3195333	E289572	35' (420")	Diesel	COACH
TVan 43	2022	Ford Transit 350	1FDVU4X88NKA06892	E286655	20' (240")	Gas	TRANSIT VAN

Appendix B: Daily Vehicle Inspection Reports (DVIR)

Coach DVIR:

CITY OF CANBY TRANSIT DAILY VEHICLE INSPECTION REPORT (DVIR) FOR AIR BRAKE BUSES

VEHICLE #:	DATE:	DRIVER'S (FIRST & LAST) NAME:	START MILES:	START TIME:	END MILES:	END TIME:
		1				
		2				
		3				

ANY ITEM IN ****BOLD THAT IS UNSATISFACTORY MUST BE CALLED IN PRIOR TO DEPARTURE OR WHEN FOUND**

= Satisfactory = Unsatisfactory

1						2						3						Inspection Item:						1						2						3						Inspection Item:					
Pre		Post		Pre		Post		Pre		Post		Pre		Post		Pre		Post		Pre		Post		Pre		Post		Pre		Post		Pre		Post		Pre		Post		Pre		Post					
TIRES & WHEELS:												STEERING SYSTEM:																																			
**Visual Inspection of Tires & Tread												**Steering Wheel has No Excessive Play (2 inches)																																			
**Wheels and Rims free of Cracks, Welds & Objects												VEHICLE GLASS:																																			
**Lug Nuts Tight w/no Rust & Damage												**Windshield has no Chips or Cracks in Drivers View																																			
ENGINE & FLUIDS:												**Mirrors have No Major Chips or Cracks																																			
**Visual Check Under Vehicle for Fresh Leaks												**Visual Check of Emergency Exit Windows & Hatch																																			
**Check Oil Level												VEHICLE LIGHTING:																																			
**Visual Check of Transmission Fluid Area for Leaks												**Headlights (High & Low) Working																																			
**Visual Check of Coolant Main & Overflow Tanks												**Brake Lights Working																																			
**Visual Check of Power Steering Area for Leaks												**Back-up Lights Working																																			
**Check Belts/Hoses for Cracks, Abrasions, Cuts & Frays												Back-up Alarm Working																																			
**Check Battery Cut-off Switch Area for Corrosion												**Turn Signals & 4-way Flashers Working																																			
Check Windshield Washer Fluid Level												Clearance Lights Working																																			
Check DEF Fluid Gauge (Note if under 1/4 a tank)												VEHICLE INTERIOR:																																			
BRAKES & TESTING:												Seats & Cushions in Working Order/Condition																																			
AIR BRAKE TEST (ENGINE/POWER OFF):												**Seat Belts in Working Order																																			
**Applied Brake Loss Test (Less than 3psi) in 60 seconds												2-Way Radio Working Properly																																			
**Unapplied Brake Loss Test, Release Parking Brake (Less than 3psi) in 60 seconds												Windshield Wipers in Working Order																																			
AIR BRAKE TEST (ENGINE OFF & AUX POWER ON):												Horn Test Completed																																			
**Low Warning Alarm Test (Below 60psi)												Vehicle Registration & Insurance Present & Visible																																			
**Emergency Stop Test & Parking Brake (Below 45 psi)												Checked Floor and Belt SecUREMENTS																																			
AIR BRAKE TEST (ENGINE ON):												SAFETY EQUIPMENT:																																			
**Cut Out Air Test (About 130 psi)												First Aid Kit Stocked and Present																																			
**Cut in Air Test (About 85psi)												Bio-Hazard Kit Stocked and Present																																			
**Parking Brake Roll Test												Visual Check of Triangles Reflectors (3 Total)																																			
**Brake Pedal Working Normally												**Fire Extinguisher Present, Fully Charged & Secure																																			
DOORS & RAMPS:												Seat Belt Cutter Present																																			
**Door & Ramp Interlock in Working Order												CLIMATE CONTROLS:																																			
**Ramp Deployed & Stowed Properly & in Working												Front & Rear Air Conditioner in Working Order																																			
**Passenger Door in Working Order												Front & Rear Heater in Working Order																																			
												**Front Defroster in Working Order																																			
DOCUMENT BELOW ANY MECHANICAL ISSUES ONLY (Use Driver Side, Passenger Side, Front and Rear in Location Descriptions):																																															
DRIVER SIGNATURES:																																															
DRIVER #1 PRE-TRIP SIGNATURE																DRIVER #2 PRE-TRIP SIGNATURE																DRIVER #3 PRE-TRIP SIGNATURE															
DRIVER #1 POST-TRIP SIGNATURE																DRIVER #2 POST-TRIP SIGNATURE																DRIVER #3 POST-TRIP SIGNATURE															
CITY USE ONLY																																															

<input type="checkbox"/> Reviewed	<input type="checkbox"/> Noted for Repair	<input type="checkbox"/> Repaired	<input type="checkbox"/> Could not Duplicate Problem	Work Order #:	
				Notes: _____	
				_____ Mechanic/Technicians Signature	
				_____ Fleet Administrator Signature	

Cutaway DVIR:

CITY OF CANBY TRANSIT DAILY VEHICLE INSPECTION REPORT (DVIR) FOR CUTAWAY BUSES

VEHICLE #:	DATE:	DRIVER'S (FIRST & LAST) NAME:	START MILES:	START TIME:	END MILES:	END TIME:

ANY ITEM IN ****BOLD THAT IS UNSATISFACTORY MUST BE CALLED IN PRIOR TO DEPARTURE OR WHEN FOUND**

= Satisfactory = Unsatisfactory

1			2			3			Inspection Item:	1			2			3			Inspection Item:
Pre	Post		Pre	Post		Pre	Post			Pre	Post		Pre	Post		Pre	Post		
TIRES & WHEELS:									VEHICLE GLASS:										
									**Visual Inspection of Tires & Tread							**Windshield has no Chips or Cracks in Drivers View			
									**Wheels and Rims free of Cracks, Welds & Objects							**Mirrors have No Major Chips or Cracks			
									**Lug Nuts Tight w/no Rust & Damage							**Visual Check of Emergency Exit Windows			
ENGINE & FLUIDS:									VEHICLE LIGHTING:										
									**Visual Check Under Vehicle for Fresh Leaks							**Headlights (High & Low) Working			
									**Check Oil Level							**Brake Lights Working			
									**Visual Check of Transmission Fluid Area for Leaks							**Back-up Lights Working			
									**Visual Check of Coolant Tank for Level and Leaks							Back-up Alarm Working			
									**Visual Check of Power Steering Area for Leaks							**Turn Signals & 4-way Flashers Working			
									**Check Belts/Hoses for Cracks, Abrasions, Cuts & Frays							Clearance Lights Working			
									**Check Battery for Corrosion							VEHICLE INTERIOR:			
									Check Windshield Washer Fluid Level							Seats & Cushions in Working Order/Condition			
BRAKES & TESTING:																			
Prior to Turning On Bus:																			
									**Press Brake Pedal (Hold) & Listen for Noise							**Seat Belts in Working Order			
Turn On Bus:																			
									**Press Brake for 5 seconds. Pedal does not move.							2-Way Radio Working Properly			
Parking Brake Test *No Application of Gas, Bus is in Neutral*																			
									**Apply Parking Brake & it holds							Windshield Wipers in Working Order			
									**Apply Service Brake, Place in Reverse, Set Parking Brake, and Release Service Brake. Bus Holds and does not move.							Horn Test Completed			
STEERING SYSTEM:																			
									**Steering Wheel has No Excessive Play (2 inches)							Vehicle Registration & Insurance Present & Visible			
DOORS & RAMPS:																			
									**Ramp/Lift Deployed & Stowed Properly							Checked Floor and Belt SecUREMENTS			
									**Vehicle Interlock Working (If Equipped)							SAFETY EQUIPMENT:			
									**Passenger Door in Working Order							First Aid Kit Stocked and Present			
									**Door/Interior Lights in Working Order							Bio-Hazard Kit Stocked and Present			
CLIMATE CONTROLS:																			
																Visual Check of Triangles Reflectors (3 Total)			
																**Fire Extinguisher Present, Fully Charged & Secure			
																Seat Belt Cutter Present			
																CLIMATE CONTROLS:			
																Front & Rear Air Conditioner in Working Order			
																Front & Rear Heater in Working Order			
																**Front Defroster in Working Order			

DOCUMENT BELOW ANY MECHANICAL ISSUES ONLY (Use Driver Side, Passenger Side, Front and Rear in Location Descriptions):											
DRIVER SIGNATURES:											
DRIVER #1 PRE-TRIP SIGNATURE				DRIVER #2 PRE-TRIP SIGNATURE				DRIVER #3 PRE-TRIP SIGNATURE			
DRIVER #1 POST-TRIP SIGNATURE				DRIVER #2 POST-TRIP SIGNATURE				DRIVER #3 POST-TRIP SIGNATURE			

CITY USE ONLY

<input type="checkbox"/> Reviewed	Work Order #: _____
<input type="checkbox"/> Noted for Repair	
<input type="checkbox"/> Repaired	Notes: _____
<input type="checkbox"/> Could not Duplicate Problem	_____

Mechanic/Technicians Signature

Fleet Administrator Signature

Transit Van/Van DVIR:

CITY OF CANBY TRANSIT DAILY VEHICLE INSPECTION REPORT (DVIR) FOR TRANSIT VANS

VEHICLE #:	DATE:	DRIVER'S (FIRST & LAST) NAME:	START MILES:	START TIME:	END MILES:	END TIME:
		1				
		2				
		3				

ANY ITEM IN ****BOLD THAT IS UNSATISFACTORY MUST BE CALLED IN PRIOR TO DEPARTURE OR WHEN FOUND**

= Satisfactory

= Unsatisfactory

1						2						3						Inspection Item:	1						2						3						Inspection Item:
Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post		Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post							
TIRES & WHEELS:																		VEHICLE GLASS:																			
**Visual Inspection of Tires & Tread																		**Windshield has no Chips or Cracks in Drivers View																			
**Wheels and Rims free of Cracks, Welds & Objects																		**Mirrors have No Major Chips or Cracks																			
**Lug Nuts Tight w/no Rust & Damage																		**Visual Check of Emergency Exit Windows																			
ENGINE & FLUIDS:																		VEHICLE LIGHTING:																			
**Visual Check Under Vehicle for Fresh Leaks																		**Headlights (High & Low) Working																			
**Check Oil Level																		**Brake Lights Working																			
**Visual Check of Transmission Fluid Area for Leaks																		**Back-up Lights Working																			
**Visual Check of Coolant Tank for Level and Leaks																		Back-up Alarm Working																			
**Visual Check of Power Steering Area for Leaks																		**Turn Signals & 4-way Flashers Working																			
**Check Belts/Hoses for Cracks, Abrasions, Cuts & Frays																		Clearance Lights Working (If Equipped)																			
**Check Battery for Corrosion																		VEHICLE INTERIOR:																			
Check Windshield Washer Fluid Level																		Seats & Cushions in Working Order/Condition																			
BRAKES & TESTING:																		**Seat Belts in Working Order																			
Prior to Turning On Bus:																		2-Way Radio Working Properly																			
**Press Brake Pedal (Hold) & Listen for Noise																		Windshield Wipers in Working Order																			
Turn On Bus:																		Horn Test Completed																			
**Press Brake for 5 seconds. Pedal does not move.																		Vehicle Registration & Insurance Present & Visible																			
Parking Brake Test **No Application of Gas, Bus is in Neutral*																		Checked Floor and Belt SecUREMENTS																			
**Apply Parking Brake & it holds																		SAFETY EQUIPMENT:																			
**Apply Service Brake, Place in Reverse, Set Parking Brake, and Release Service Brake. Bus Holds and does not move.																		First Aid Kit Stocked and Present																			
STEERING SYSTEM:																		Bio-Hazard Kit Stocked and Present																			
**Steering Wheel has No Excessive Play (2 inches)																		Visual Check of Triangles Reflectors (3 Total)																			
DOORS & RAMP/LIFT:																		**Fire Extinguisher Present, Fully Charged & Secure																			
**Ramp/Lift Deployed & Stowed Properly																		Seat Belt Cutter Present																			
**Vehicle Interlock Working (If Equipped)																		CLIMATE CONTROLS:																			
**Passenger Door in Working Order																		Front & Rear Air Conditioner in Working Order																			
**Door/Interior Lights in Working Order																		Front & Rear Heater in Working Order																			
																		**Front Defroster in Working Order																			

DOCUMENT BELOW ANY MECHANICAL ISSUES ONLY (Use Driver Side, Passenger Side, Front and Rear in Location Descriptions):

DRIVER SIGNATURES:

DRIVER #1 PRE-TRIP SIGNATURE	DRIVER #2 PRE-TRIP SIGNATURE	DRIVER #3 PRE-TRIP SIGNATURE
DRIVER #1 POST-TRIP SIGNATURE	DRIVER #2 POST-TRIP SIGNATURE	DRIVER #3 POST-TRIP SIGNATURE

****CITY USE ONLY****

<input type="checkbox"/> Reviewed	Work Order #: _____	_____
<input type="checkbox"/> Noted for Repair		Mechanic/Technicians Signature
<input type="checkbox"/> Repaired	Notes: _____	
<input type="checkbox"/> Could not Duplicate Problem	_____	Fleet Administrator Signature

Appendix C: Vehicle Preventive Maintenance Inspection

Coach 10,000 mile

20042 - 2021 Gillig G27B Low floor
2021 Gillig G27B Low floor

Unit #: 20042
Tag #: E289572
Mileage 37,444

Serial #: 15GGB2711M3195333
Chassis Seris 195333
Engine Serial 74777501

Date of Inspection: _____

Name of Technician: _____

Technician Signature: _____

Task Type: Cleaning

OK Fault

Notes

- HVAC Condensor Screen Cleaned _____
- HVAC Screens Cleaned _____

Task Type: Drain

OK Fault

Notes

- Drain air Tanks _____

Task Type: Fill

OK Fault

Notes

- Washer fluid Level _____

Task Type: Fluids

OK Fault

Notes

- Change Oil and Filter _____

Task Type: Inspection

OK Fault

Notes

- Air Brake components/ Lines Inspection _____
- Air Brake stroke Measurements _____
- Air Filter Inspection _____
- Battery and Cable Inspection _____
- Bike Rack Inspection _____
- Chassis Inspection (Frame and Crossmembers) _____
- Cooling system Inspection(Check hoses, belts and freeze point) _____
- Driver Dash Guages operation and Lighting _____
- Drivetrain Inspection And fluid level check _____
- Emergency Exit Inspection (Open exits and test operation of exit warning system) _____
- Engine Compartment Inspection Part Securement/ Fluid Leaks _____
- Exhaust System Inspection _____
- Exterior Body Damage Inspection _____
- Exterior light Inspection _____
- Front Suspension Inspection _____

20042 - 2021 Gillig G27B Low floor

2021 Gillig G27B Low floor

Unit #: 20042
Tag #: E289572
Mileage 37,444

Serial #: 15GGB2711M3195333
Chassis Serial 195333
Engine Serial 74777501

Task Type: Inspection

OK Fault

Notes

- Fuel Tank, Fuel cap and line Inspection
- HVAC System Operation
- Horn Inspection Air/ Electric
- Interior Inspection (check seats, seatbelts, stanchions, overhead handles/bars for securement Mirror Inspection
- Power steering Fluid
- Rear Suspension Inspection
- Safety Equipment Inspection(1-Fire Ext. 2-Triangles 3-firstaid kit 4-biohazard kit 5-Seatbelt cutter
- Steering component Inspection(check tie-rods/steering Arm/Pitman Arm/Drag link and steering Box)
- Transmission fluid Level and Condition
- Wheel / Tire Inspections and Tread Measurements
- Wheelchair Ramp Interlock operation
- Wheelchair Ramp Lubrication(lube hinges and chains)
- Wheelchair Ramp Surface condition
- Wheelchair Ramp mounting Bolt Securement
- Wheelchair Ramp wiring Inspection
- Windshield and Wiper inspection

Task Type: Lubricate

OK Fault

Notes

- Lube Chassis

Task Type: Measure

OK Fault

Notes

- Brake Lining Measurements

Task Type: Normal

OK Fault

Notes

- Angeltrax Camera Test

Task Type: Testing

OK Fault

Notes

- Air Brake Leakage Tests for Service and Parking Brakes
- Air Brake Low Air Warning/Protection Valve Test

PM Inspection Checklist

Innovative Maintenance Systems

20042 - 2021 Gillig G27B Low floor

2021 Gillig G27B Low floor

Unit #: 20042

Tag #: E289572

Mileage 37,444

Serial #: 15GGB2711M3195333

Chassis Serial 195333

Engine Serial 74777501

Task Type: Testing

OK Fault

Notes

Air compressor Cut in /Cut out pressure Test

Coach 8,000 mile

PM Inspection Checklist

Innovative Maintenance Systems

20028 - Gillig
2013 Gillig G27B102N4

Unit #:	20028	Serial #:	15GGB2719D1182065
Tag #:	E261557	Engine Serial	73585619
Mileage	308,251	In Service Da	12-20-2013

Date of Inspection: _____

Name of Technician: _____

Technician Signature: _____

Task Type: Cleaning

OK Fault

Notes

- HVAC Condensor Screen Cleaned
- HVAC Screens Cleaned

Task Type: Drain

OK Fault

Notes

- Drain air Tanks

Task Type: Fill

OK Fault

Notes

- Washer fluid Level

Task Type: Fluids

OK Fault

Notes

- Change Oil and Filter

Task Type: Inspection

OK Fault

Notes

- Air Brake components/ Lines Inspection
- Air Brake stroke Measurements
- Air Filter Inspection
- Battery and Cable Inspection
- Bike Rack Inspection
- Chassis Inspection (Frame and Crossmembers)
- Cooling system Inspection(Check hoses, belts and freeze point)
- Driver Dash Guages operation and Lighting
- Drivetrain Inspection And fluid level check
- Emergency Exit Inspection (Open exits and test operation of exit warning system)
- Engine Compartment Inspection Part Securement/ Fluid Leaks
- Exhaust System Inspection
- Exterior Body Damage Inspection
- Exterior light Inspection
- Front Suspension Inspection

20028 - Gillig
2013 Gillig G27B102N4

Unit #: 20028 Serial #: 15GGB2719D1182065
Tag #: E261557 Engine Serial 73585619
Mileage 308,251 In Service Da 12-20-2013

Task Type: Inspection

OK Fault

Notes

- Fuel Tank, Fuel cap and line Inspection
- HVAC System Operation
- Horn Inspection Air/ Electric
- Interior Inspection (check seats, seatbelts, stanchions, overhead handles/bars for securement
- Mirror Inspection
- Power steering Fluid
- Rear Suspension Inspection
- Safety Equipment Inspection(1-Fire Ext. 2-Triangles 3-firstaid kit 4-biohazard kit 5-Seatbelt cutter
- Steering component Inspection(check tie-rods/steering Arm/Pitman Arm/Drag link and steering Box)
- Transmission fluid Level and Condition
- Wheel / Tire Inspections and Tread Measurements
- Wheelchair Ramp Interlock operation
- Wheelchair Ramp Linkage Inspection
- Wheelchair Ramp Lubrication(lube hinges and chains)
- Wheelchair Ramp Surface condition
- Wheelchair Ramp mounting Bolt Securement
- Wheelchair Ramp operation(check for abnormal noises)
- Wheelchair Ramp wiring Inspection
- Windshield and Wiper inspection

Task Type: Lubricate

OK Fault

Notes

- Lube Chassis

Task Type: Measure

OK Fault

Notes

- Brake Lining Measurements

Task Type: Normal

OK Fault

Notes

- Angeltrax Camera Test

Task Type: Testing

OK Fault

Notes

- Air Brake Leakage Tests for Service and

20028 - Gillig
2013 Gillig G27B102N4

Unit #:	20028	Serial #:	15GGB2719D1182065
Tag #:	E281557	Engine Serial	73585819
Mileage	308,251	In Service Da	12-20-2013

Task Type: Testing

OK Fault

Notes

- Parking Brakes
- Air Brake Low Air Warning/Protection Valve Test
- Air compressor Cut in /Cut out pressure Test

Gas Cutaway 4,000 mile

PM Inspection Checklist

Innovative Maintenance Systems

20031 - 2015 Chevrolet CG33803	Unit #: 20031	Serial #: 1GB6G5BG8F1245245
2015 Chevrolet CG33803	Tag #: E266563	Body Id #: 55903
	Mileage: 113,940	Body Make: ARBOC

Date of Inspection: _____

Name of Technician: _____

Technician Signature: _____

Task Type: Cleaning

OK Fault

Notes

Clean HVAC Screens

Task Type: Drain

OK Fault

Notes

Drain Air Tanks

Task Type: Fill

OK Fault

Notes

Washer Fluid Level

Task Type: Fluids

OK Fault

Notes

Change Oil and filter

Task Type: Inspection

OK Fault

Notes

- Air Filter Inspection
- Battery and Cable Inspection
- Bike Rack Inspection
- Brake Fluid Inspection
- Brake Inspection and Lining/Pad measurement
- Cooling System Inspection(check hoses,belts,coolant level and freeze point)
- Drivetrain Inspection and fluid level check
- Emergency Exit inspection(open and test operation of exit warning system)
- Exterior Inspection (Lights,Mirrors and Damage)
- Front Suspension Inspection
- Interior Inspection(check seats,seatbelts,and grab bars)
- Power steering Fluid
- Rear Suspension Inspection
- Safety Equipment Inspection(1-Fire Ext. 2-Triangles 3-firstaid kit 4-biohazard kit 5-Seatbelt cutter

20031 - 2015 Chevrolet CG33803
 2015 Chevrolet CG33803

Unit #: 20031 Serial #: 1GB8G5BG8F1245245
 Tag #: E266563 Body Id #: 55903
 Mileage: 113,940 Body Make: ARBOC

Task Type: Inspection

OK Fault

Notes

- Steering system Inspection(check tie-rods,idler arms,steering arm and steering box)
- Tire Air pressure check and Tread depth measurements
- Tire/ wheel Inspection
- Transmission fluid level and Condition
- WheelChair Ramp Interlock Operation Test
- Wheelchair Ramp Decals all Affixed
- Wheelchair Ramp Hose and fitting inspection
- Wheelchair Ramp Hydraulic System fluid level inspection
- Wheelchair Ramp Lubrication(lube hinges and chains)
- Wheelchair Ramp Overall Operation(check for abnormal Noises)
- Wheelchair Ramp Platform Linkage/chain Condition
- Wheelchair Ramp Surface condition
- Wheelchair Ramp mounting Bolts Securement
- Wheelchair Ramp wiring Inspection

Task Type: Lubricate

OK Fault

Notes

- Lube Chassis

Task Type: Normal

OK Fault

Notes

- Angeltrax Camera Test
- Chassis Inspection (Frame and Crossmembers)
- Driver Guage check
- Engine Compartment Inspection (Leaks/ Loose Parts)
- Fuel System Inspection
- Horn / Back up Alarm Test
- Windshield and Wiper System Inspection

Task Type: Torque

OK Fault

Notes

- Torque Lugnuts

Transit Van 5,000 mile

PM Inspection Checklist

Innovative Maintenance Systems

20043 - 2022 Ford Transit 350 Wagon DRW
 2022 Ford Transit 350 Wagon DRW

Unit #: 20043
 Tag #: E288855
 Mileage 46,443

Serial #: 1FDVU4X88NKA06892

Date of Inspection: _____

Name of Technician: _____

Technician Signature: _____

Task Type: Cleaning

OK	Fault	Notes
<input type="checkbox"/>	<input type="checkbox"/> Clean HVAC Screens	_____

Task Type: Fill

OK	Fault	Notes
<input type="checkbox"/>	<input type="checkbox"/> Washer fluid Level	_____

Task Type: Fluids

OK	Fault	Notes
<input type="checkbox"/>	<input type="checkbox"/> Change Oil and Filter	_____

Task Type: Inspection

OK	Fault	Notes
<input type="checkbox"/>	<input type="checkbox"/> Air Filter Inspection	_____
<input type="checkbox"/>	<input type="checkbox"/> Battery and Cable Inspection	_____
<input type="checkbox"/>	<input type="checkbox"/> Brake Fluid Level	_____
<input type="checkbox"/>	<input type="checkbox"/> Brake Inspection and measurements	_____
<input type="checkbox"/>	<input type="checkbox"/> Cooling system Inspection(Check hoses, belts and freeze point)	_____
<input type="checkbox"/>	<input type="checkbox"/> Drivetrain Inspection And fluid level check	_____
<input type="checkbox"/>	<input type="checkbox"/> Emergency Exit Inspection (Open exits and test operation of exit warning system)	_____
<input type="checkbox"/>	<input type="checkbox"/> Exterior light Inspection	_____
<input type="checkbox"/>	<input type="checkbox"/> Front Suspension Inspection	_____
<input type="checkbox"/>	<input type="checkbox"/> Interior Inspection (check seats, seatbelts and grab bars	_____
<input type="checkbox"/>	<input type="checkbox"/> Power steering Fluid	_____
<input type="checkbox"/>	<input type="checkbox"/> Rear Suspension Inspection	_____
<input type="checkbox"/>	<input type="checkbox"/> Safety Equipment Inspection(1-Fire Ext. 2-Triangles 3-firstaid kit 4-biohazard kit 5-Seatbelt cutter	_____
<input type="checkbox"/>	<input type="checkbox"/> Steering component Inspection(check tie-rods, idler arm, steering Arm and steering Box)	_____
<input type="checkbox"/>	<input type="checkbox"/> Tire Air pressure check and Tread depth measurements	_____
<input type="checkbox"/>	<input type="checkbox"/> Tire/ wheel Inspection	_____
<input type="checkbox"/>	<input type="checkbox"/> Torque Lugnuts	_____
<input type="checkbox"/>	<input type="checkbox"/> Transmission fluid Level and Condition	_____

20043 - 2022 Ford Transit 350 Wagon DRW
 2022 Ford Transit 350 Wagon DRW

Unit #: 20043
 Tag #: E288855
 Mileage 46,443

Serial #: 1FDVU4X88NKA06892

Task Type: Inspection

OK Fault

Notes

- Wheelchair Lift Control Pendant Operation
- Wheelchair Lift Decals all Affixed
- Wheelchair Lift Handrail/seatbelt condition
- Wheelchair Lift Inner Roll Stop Operation
- Wheelchair Lift Platform Outer roll stop operation
- Wheelchair Ramp Surface condition
- Wheelchair Ramp/Lift Hydraulic System fluid level inspection
- Wheelchair Ramp/Lift Interlock Operation
- Wheelchair Ramp/Lift Overall Operation(check for abnormal Noises)
- Wheelchair Ramp/Lift mounting Bolts Securement
- Wheelchair Ramp/Lift wiring Inspection
- Wheelchair Ramp/Lift- Linkage/Chain Condition
- Wheelchair Ramp/lift Hose and fitting inspection
- Wheelchair Ramp/lift Lubrication(lube hinges and chains)

Task Type: Lubricate

OK Fault

Notes

- Lube Chassis

Task Type: Normal

OK Fault

Notes

- Angeltrax Camera Test
- Chassis Inspection (Frame and Crossmembers)
- Driver Guage check
- Engine Compartment Inspection (Leaks/ Loose Parts)
- Fuel System Inspection
- Horn / Back up Alarm Test
- Windshield and Wiper System Inspection

Minivan 3,000 mile

Preventive Maintenance (3,000 mi or every 6 months; whichever is first)

PM Inspection Checklist

Innovative Maintenance Systems

20030 - 2014

2014 Dodge Grand Caravan

Unit #:

20030

Serial #:

2C4RDGCG8ER187479

Tag #:

E281568

Mileage

19,265

Date of Inspection: _____

Name of Technician: _____

Technician Signature: _____

Task Type: Fluids

OK Fault

Notes

Washere Fluid Fill

Task Type: Inspection

OK Fault

Notes

Brake Inspection

Check Brake fluid and Power steering fluid

Check Transmission fluid Level and condition

Check all factory Lights

Drive Train Inspection and fluid Level check

Fire Extinguisher/First Aid kit

Front Suspension Inspection

Inspect Battery and charging system

Inspect Belts and Hoses

Inspect air Filter

Note any body Damage

Rear Suspension Inspection

Steering and Suspension Inspection

Steering component Inspection(check tie-rods,idler arm,steering Arm and steering Box)

TireTread Depth and air Pressure inspection

Wheelchair Ramp Lubrication(lube hinges and chains)

Wheelchair Ramp Overall Operation(check for abnormal Noises)

Wheelchair Ramp Platform Linkage/chain Condition

Wheelchair Ramp Surface condition

Wheelchair Ramp mounting Bolts Securement

Wheelchair Ramp/Lift Interlock Operation

Wheelchair Ramp/Lift- Linkage/Chain Condition

Task Type: Lubricate

OK Fault

Notes

20030 - 2014

2014 Dodge Grand Caravan

Unit #: 20030
Tag #: E261568
Mileage 19,265

Serial #: 2C4RDGCG8ER187479

Task Type: Lubricate

OK Fault

Notes

Lube chassis

Task Type: Normal

OK Fault

Notes

Horn / Back up Alarm Test

Task Type: Replace

OK Fault

Notes

Oil and Filter change

Appendix D: Annual Vehicle Inspection Report and Forms

Annual Vehicle Inspection Report

ANNUAL VEHICLE INSPECTION REPORT

VEHICLE HISTORY RECORD	
REPORT NUMBER	FLEET UNIT NUMBER
DATE	

MOTOR CARRIER OPERATOR	INSPECTOR'S NAME (PRINT OR TYPE)
ADDRESS	THIS INSPECTOR MEETS THE QUALIFICATION REQUIREMENTS IN SECTION 396.19. <input type="checkbox"/> YES
CITY, STATE, ZIP CODE	VEHICLE IDENTIFICATION (P/N AND COMPLETE) <input type="checkbox"/> LIC. PLATE NO. <input type="checkbox"/> VIN <input type="checkbox"/> OTHER
VEHICLE TYPE <input type="checkbox"/> TRACTOR <input type="checkbox"/> TRAILER <input type="checkbox"/> TRUCK <input type="checkbox"/> BUS <input type="checkbox"/> (OTHER)	INSPECTION AGENCY/LOCATION (OPTIONAL)

VEHICLE COMPONENTS INSPECTED											
OK	NEEDS REPAIR	REPAIRED DATE	ITEM	OK	NEEDS REPAIR	REPAIRED DATE	ITEM	OK	NEEDS REPAIR	REPAIRED DATE	ITEM
			1. BRAKE SYSTEM				6. SAFE LOADING				12. WINDSHIELD GLAZING
			a. Service Brakes				a. Vehicle parts, load, dunnage, spare tire, etc., secured.				No cracks, discoloration, obstacles, etc. (see 393.60 for exceptions).
			b. Parking Brake System				b. Front End Structure				13. WINDSHIELD WIPERS
			c. Brake Drums or Rotors				c. Intermodal Container Securement Devices				No missing, damaged, or inoperable wipers.
			d. Brake Hose								14. MOTORCOACH SEATS
			e. Brake Tubing				7. STEERING MECHANISM				Seats securely fastened to the vehicle structure.
			f. Low Pressure Warning Device				a. Steering Wheel Free Play				15. REAR IMPACT GUARD
			g. Tractor Protection Valve				b. Steering Column				In place, securely attached, proper size, proper placement (see 393.86).
			h. Air Compressor				c. Front Axle Beam/All Other Steering Components				16. OTHER
			i. Electric Brakes				d. Steering Gear Box				List any other condition(s) which may prevent safe operation of this vehicle.
			j. Hydraulic Brakes				e. Pitman Arm				
			k. Vacuum Systems				f. Power Steering				
			l. Antilock Brake System				g. Ball and Socket Joints				
			m. Automatic Brake Adjusters				h. Tie Rods and Drag Links				
			2. COUPLING DEVICES				i. Nuts				
			a. Fifth Wheels				j. Steering System				
			b. Pintle Hooks				8. SUSPENSION				
			c. Drawbar/Towbar Eye				a. Axle Positioning Parts				
			d. Drawbar/Towbar Tongue				b. Spring Assembly				
			e. Safety Devices				c. Torque, Radius or Tracking Components				
			f. Saddle-Mounts				9. FRAME				
			3. EXHAUST SYSTEM				a. Frame Members				
			a. No leaks forward of/ directly below the driver/ sleeper compartment.				b. Tire and Wheel Clearance				
			b. Bus: No leaking/ discharging in violation of standard.				c. Adjustable Axle Assemblies (Sliding Subframes)				
			c. Unlikely to burn, char, or damage the electrical wiring, fuel supply, or any combustible part of vehicle.				10. TIRES				
			4. FUEL SYSTEM				a. Steer-Axle Tires				
			a. No visible leak				b. All Other Tires				
			b. Fuel Tank Filler Cap				c. Speed-Restricted Tires				
			c. Fuel tank securely attached.				11. WHEELS AND RIMS				
			5. LIGHTING DEVICES				a. Lock or Side Ring				
			All required lights/reflectors operable.				b. Wheels and Rims				
							c. Fasteners				
							d. Welds				

INSTRUCTIONS: MARK COLUMN ENTRIES TO VERIFY INSPECTION: OK, X NEEDS REPAIR, NA IF ITEMS DO NOT APPLY, _____ REPAIRED DATE

CERTIFICATION: THIS VEHICLE HAS PASSED ALL THE INSPECTION ITEMS FOR THE ANNUAL VEHICLE INSPECTION IN ACCORDANCE WITH 49 CFR PART 396.

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ORIGINAL

3128
(Rev. 1/22)

Coach Inspection Forms

ANNUAL INSPECTION

COACH		DATE:	
VIN#		VEHICLE #	
LICENSE PLATE#		MILEAGE:	
Brake System	OK	Needs Repair	Date Repaired
Brake shoe anchor pins			
Push rod & slack adjuster (brakes depressed)			
Spider			
Brake drums			
Rear brake shoes			
Front brake shoes			
S-Cam			
Slack Adjuster			
Clevis Pin			
Push rod			
Exhaust System	OK	Needs Repair	Date Repaired
Exhaust manifold & pipes			
Catalytic converter			
Muffler			
Tailpipe			
Fuel System	OK	Needs Repair	Date Repaired
Visible leak			
Fuel tank filler cap			
Fuel lines & connections			
Fuel tank & filler neck			
Drive Train	OK	Needs Repair	Date Repaired
Front axle CV boots			
Front axle CV boots			
Trans axle			
Rear axle			
Frame Inspection	OK	Needs Repair	Date Repaired
Main frame condition			
Sub frame condition			
Undercarriage condition			
Tire and Wheel Inspection	OK	Needs Repair	Date Repaired
Front Tires			
Rear Tires			
Wheel & well covers			

ANNUAL INSPECTION

Steering and Suspension System	OK	Needs Repair	Date Repaired
Steering gear box			
Steering Gear box hoses			
Tie rod ends & steering links			
Front struts and/or shocks			
Rear struts and/or shocks			
Rear springs and shackles			
Engine	OK	Needs Repair	Date Repaired
Coolant protection to:			
Intake manifold			
Exhaust manifold(s)			
Carburetor/fuel injection system			
Cylinder head(s)			
Engine block			
Oil pan			
Emissions system			
Drive belts/tensioners/pulleys			
Water pump			
Power steering pump			
Alternator			
Battery			
Wheelchair lift or ramp	OK	Needs Repair	Date Repaired
Operation (using power switch)			
Operation (manually)			
Interlocks			
Disabled and safety labeling			
Hydraulic system			
Handrails & Belts			
Inspect platform surface condition			
Clean & lubricate all hinges, mounts & pivots			
Securement Equipment	OK	Needs Repair	Date Repaired
Check for frayed/worn belts on tie downs and seat belt components. Ensure webbing is not twisted inside retractors.			
Lubricate buckles & fittings			
Clean bolt threads on retractors			
Inspect floor anchorages for debris and loose tracks			

ANNUAL INSPECTION

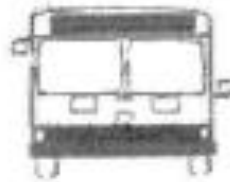
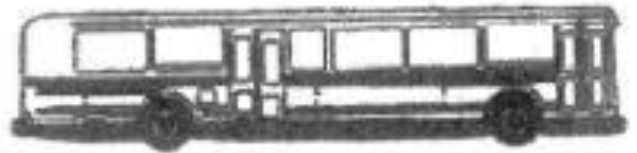
Exterior Lights	OK	Needs Repair	Date Repaired
Headlights (hi/low beam)			
Turn signals			
4-way hazard lights			
Yield sign			
Brake lights			
Back up lights and audible alarm			
Clearance lights			
Marker lights			
Reflectors			
Windshield Wiper System	OK	Needs Repair	Date Repaired
Blade condition			
Intermittent system			
Multi-speed system			
Washer delivery system			
Glass	OK	Needs	Date Repaired
Windshield (driver/passenger)			
Passenger door(s)			
Driver side window			
Passenger windows			
Rear window (if applicable)			
Interior Appearance	OK	Needs Repair	Date Repaired
Passenger seats/upholstery condition			
Driver seat controls/track/condition			
Wheelchair securement tracks			
Wheelchair station restraints &			
Interior lights (overhead/passenger door)			
Dash cluster(s)			
Passenger compartment			
Window seals			
Stanchions, modesty panels, seat handles, grab handles or bars			
Exterior Appearance	OK	Needs Repair	Date Repaired
Body damage (note on attached sheet)			
Fender/bumper damage (note on attached sheet)			
Safety Equipment	OK	Needs Repair	Date Repaired

ANNUAL INSPECTION

Coach Body Inspection

Mark with an "X" or circle
on this form

Describe condition:



Cutaway/Transit Van Inspection Forms

CUT-AWAY			DATE:
VIN#			VEHICLE #
LICENSE PLATE#			MILEAGE:
Brake System	OK	Needs Repair	Date Repaired
Master cylinder			
Brake booster			
Brake lines			
Brake hoses			
Brake tubing			
Front brake calipers or cylinders			
Rear brake calipers or cylinders			
Front brake pads or shoes			
Rear brake pads or shoes			
Exhaust System	OK	Needs Repair	Date Repaired
Exhaust manifold & pipe(s)			
Catalytic converter			
Muffler			
Tailpipe			
Fuel System	OK	Needs Repair	Date Repaired
Visible leak			
Fuel tank filler cap			
Fuel lines & connections			
Fuel tank & filler neck			
Drive Train	OK	Needs Repair	Date Repaired
Front axle CV boots			
Front axle			
Trans axle			
Rear axle			
Frame Inspection	OK	Needs Repair	Date Repaired
Main frame condition			
Sub frame condition			
Undercarriage condition			
Tire and Wheel Inspection	OK	Needs Repair	Date Repaired
Tire condition - Front			
Tire condition - Rear			
Wheel & well covers			

Steering and Suspension System	OK	Needs Repair	Date Repaired
Steering gear box			
Steering Gear box hoses			
Tie rod ends & steering links			
Front struts or shocks			
Rear struts or shocks			
Rear springs and shackles			
Engine	OK	Needs Repair	Date Repaired
Coolant protection to:			
Intake manifold			
Exhaust manifold(s)			
Carburetor/fuel injection system			
Cylinder head(s)			
Engine block			
Oil pan			
Emissions system			
Drive belts/tensioners/pulleys			
Water pump			
Power steering pump			
Alternator			
Battery			
Wheelchair lift or ramp	OK	Needs Repair	Date Repaired
Operation (using power switch)			
Operation (manually)			
Interlocks			
Disabled/vendor labeling			
Hydraulic system			
Handrails & belts			
Inspect platform surface condition			
Clean & lubricate all hinges, mounts & pivots			
Exterior Lights	OK	Needs Repair	Date Repaired
Headlights (hi/low beam)			
Turn signals			
4-way hazard lights			
Yield sign			
Brake lights			
Back up lights and audible alarm			
Clearance lights			
Marker lights			
Reflectors			

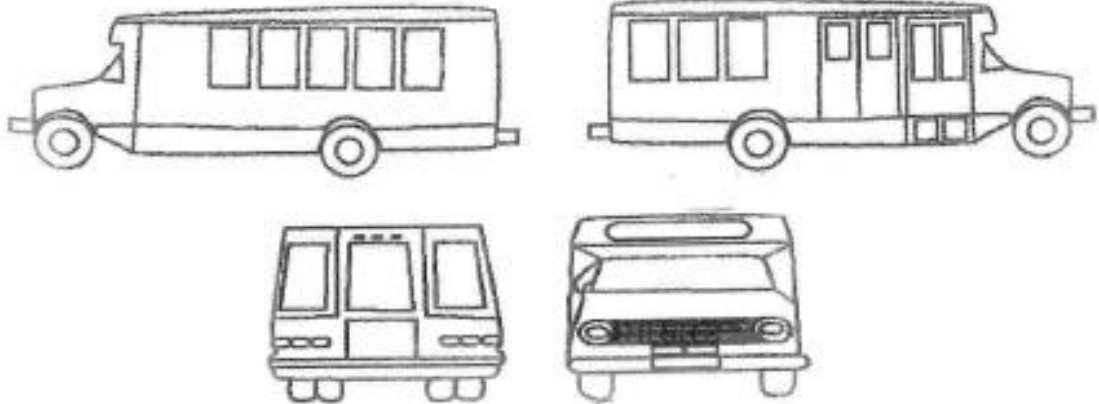
Windshield Wiper System	OK	Needs Repair	Date Repaired
Blade condition			
Intermittent system			
Multi-speed system			
Washer delivery system			
Glass	OK	Needs Repair	Date Repaired
Windshield (driver/passenger)			
Passenger door(s)			
Driver side window			
Passenger windows			
Rear window (if applicable)			
Passenger seats/upholstery condition			
Driver seat controls/track/condition			
Wheelchair securement tracks			
Wheelchair station restraints & belts			
Window seals			
Stanchions, modesty panels, seat			
Exterior Appearance	OK	Needs Repair	Date Repaired
Body damage (note on attached			
Fender/bumper damage (note on			
Safety Equipment	OK	Needs Repair	Date Repaired
Fire extinguisher			
Blood borne pathogen kit			
First aid kit			
Emergency kit			
Seat belt cutter			
Audio Video Surveillance System	OK	Needs	Date Repaired
Synchronize the DVR clock			
Clean the front cover, cable cover			
Remove smudges/marks from			
Check all camera angles and			
COMMENTS:			
SIGNATURE:		TITLE:	

ANNUAL INSPECTION

Cut-Away Body Inspection

Mark with an "X" or circle
on this form

Describe condition:



Minivan Inspection Forms

MINI-VAN		DATE:	
VIN#		VEHICLE #	
LICENSE PLATE#		MILEAGE:	
Brake System	OK	Needs Repair	Date Repaired
Master cylinder			
Brake booster			
Brake lines			
Brake hoses			
Brake tubing			
Front brake calipers or cylinders			
Rear brake calipers or cylinders			
Front brake pads or shoes			
Rear brake pads or shoes			
Exhaust System	OK	Needs Repair	Date Repaired
Exhaust manifold & pipe(s)			
Catalytic converter			
Muffler			
Tailpipe			
Fuel System	OK	Needs Repair	Date Repaired
Visible leak			
Fuel tank filler cap			
Fuel lines & connections			
Fuel tank & filler neck			
Drive Train	OK	Needs Repair	Date Repaired
Front axle CV boots			
Front axle			
Trans axle			
Rear axle			
Frame Inspection	OK	Needs Repair	Date Repaired
Main frame condition			
Sub frame condition			
Undercarriage condition			
Tire and Wheel Inspection	OK	Needs Repair	Date Repaired
Tire condition - Front			
Tire condition - Rear			
Wheel & well covers			
Steering and Suspension System	OK	Needs Repair	Date Repaired
Steering gear box			
Steering gear box hoses			
Tie rod ends & steering links			
Front struts or shocks			
Rear struts or shocks			
Rear springs and shackles			

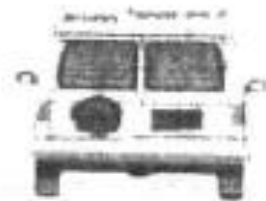
Exterior Appearance	OK	Needs Repair	Date Repaired
Body damage (note on attached sheet)			
Fender/bumper damage (note on attached sheet)			
Safety Equipment	OK	Needs Repair	Date Repaired
Fire extinguisher			
Blood borne pathogen kit			
First aid kit			
Emergency kit			
Seat belt cutter			
Audio Video Surveillance System	OK	Needs Repair	Date Repaired
Synchronize the DVR clock			
Clean the front cover, cable cover and DVR			
Remove smudges/marks from camera lenses			
Check all camera angles and reposition as necessary			
COMMENTS:			
SIGNATURE:			TITLE

ANNUAL INSPECTION

Mini-Van Body Inspection

Mark with an "X" or circle
on this form

Describe condition:



Appendix E: Lift or Ramp System Safety Inspection Form

Lift or Ramp System Safety Inspection

FLEET # _____ DATE _____

Vendor Name: _____ MILEAGE _____

W/C LIFT MAKE/MODEL _____ CYCLE COUNT _____

W/C LIFT SERIAL _____ MODEL/DOM _____

	OK	REP DATE
OVERALL CONDITION ABNORMAL NOISES (GRINDING, BINDING, ETC.) RUN WITH WEIGHT TEST	<input type="checkbox"/>	<input type="checkbox"/>
CONTROL PENDANT DAMAGE/LOOSE CONNECTIONS SWITCHES WORK FREELY	<input type="checkbox"/>	<input type="checkbox"/>
ELECTRICAL WIRING FRAYED WIRES, LOOSE WIRES, LOOSE CONNECTIONS	<input type="checkbox"/>	<input type="checkbox"/>
VEHICLE INTERLOCK NON-INTERLOCK MODE, OPERATE LIFT	<input type="checkbox"/>	<input type="checkbox"/>
DECALS ALL SAFETY DECALS AFFIXED PROPERLY	<input type="checkbox"/>	<input type="checkbox"/>
HANDRAILS FASTENERS TIGHT SAFETY BELT FUNCTIONS PROPERLY	<input type="checkbox"/>	<input type="checkbox"/>
LIFT MOUNTINGS/ SUPPORT POINTS TORQUE BOLTS, FLOOR CONDITION	<input type="checkbox"/>	<input type="checkbox"/>
MAIN LIFT PIVOTS TRAVELING FRAME PIN DAMAGE FREE & LOCKED IN POSITION	<input type="checkbox"/>	<input type="checkbox"/>
PLATFORM ATTACHMENT POINTS OPERATES PROPERLY W/O OBSTRUCTIONS	<input type="checkbox"/>	<input type="checkbox"/>
INNER ROLL STOP OPERATES PROPERLY W/O OBSTRUCT, DEPLOYS FULLY AT FLR ALL ADJUSTMENTS WORK 50LBS LIMIT SWITCH	<input type="checkbox"/>	<input type="checkbox"/>
PLATFORM ROLL STOP OPERATES PROPERLY WHEN CONTACTS GROUND LEVEL	<input type="checkbox"/>	<input type="checkbox"/>
HYDRAULIC POWER UNIT LEAKAGE BACK-UP HAND PUMP OPERATES FLUID LEVELS	<input type="checkbox"/>	<input type="checkbox"/>
HYDRAULIC CYLINDER HOSES AND FITTINGS CYLINDER LEAKAGE HOSE DAMAGE, LEAKS ALL FITTINGS TIGHT	<input type="checkbox"/>	<input type="checkbox"/>
LUBRICATION CLEAN (EXTRA OPTION ADDITIONAL CHARGE) LUBRICATE AND WIPE EXCESS	<input type="checkbox"/>	<input type="checkbox"/>

TECH INITIALS _____

COMMENTS _____

Appendix F: Security Camera Preventive Maintenance Checklist

Preventative Maintenance Checklist

How to properly maintain your AngelTrax mobile surveillance system

At AngelTrax, we take pride in providing surveillance systems that require minimal upkeep. However, in order to maintain the proper operation of your AngelTrax system, we encourage you to perform the preventative maintenance tasks listed below. Our preventative maintenance checklist is a proven method to maintain and extend the product life of your AngelTrax mobile video surveillance system.

Task	Description
✓ Make sure the panic button LEDs are working properly	After the ignition is on for approximately 20 seconds, the green lights should begin flashing rapidly, indicating the DVR is recording. If there is an error, the lights will turn red and remain solid. *This is an item that should be included in your drivers' pre-trip inspection.
✓ Synchronize the DVR clock.	AngelTrax recommends synchronizing the DVR clock every six months to ensure accurate video recording of the time and date.
✓ Replace the remote control's battery.	Replace the CR 2025 battery. Use an identical or accepted equivalent battery. 1. Push the tab on the back of the remote control to the right side, then pull outward to remove the battery compartment. 2. Pull the battery compartment out and remove the old battery. 3. Insert a new battery into the compartment with the positive side (+) facing up. 4. Close the battery compartment.
✓ Clean the front cover, cable cover, DVR.	The DVR, front cover and cable covers are made from 18 gauge steel, coated with outdoor powder paint, and only require periodic cleaning. To clean, use a damp cloth with a mild detergent. Do not allow water into the holes.
✓ Remove smudges/marks from camera lenses.	To clean camera lenses, use a glass cleaning solution such as Windex®. *For exterior camera lenses, daily, pre-trip cleaning is recommended. Also, treat exterior camera lenses with Rain-X® to help increase visibility by deflecting rain, sleet and snow. *This is an item that should be included in your drivers' pre-trip inspection.
✓ Make sure the vehicle's brake lights are functioning properly.	*This is an item that should be included in your drivers' pre-trip inspection.
✓ Make sure the vehicle's cameras are positioned as desired before recording begins.	AngelTrax recommends periodically checking your camera angles to guarantee accurate camera angles. Use an installation or onboard viewing monitor to check if camera angles are positioned according to desired capture.

Appendix G: Task Outlines (Checklists)

Facilities & Parks Maintenance Tasks and Weekly/Monthly Outline	3 X a week	Monthly
Transit Center - Driver Breakroom		
Complete/Check Janitorial Log	x	
Empty trash and recycle bins and replace liners as needed	x	
Wipe and disinfect counters, table, chairs and flat surfaces if cleared	x	
Dust mop floors	x	
Stock hand soap and paper towels	x	
Check lighting replace bulbs as needed	x	
**** Buff and wax floor (annually)		
Transit Center - Restrooms		
Empty trash and recycle bins and replace liners as needed	x	
Sweep/mop/disinfect floors	x	
Clean disinfect toilet, urinal, sink , doorknobs, other fixtures	x	
Clean mirror	x	
Stock hand soap, paper towels and toilet paper	x	
Check lighting replace bulbs as needed	x	
other		
Transit Center - Exterior		
*Empty cigarette bins (monthly)		x
Pick up trash	x	
Confirm weekly trash pick up by Canby Disposal	x	
Blow debris from hard surfaces (monthly)		x
Clean Bus Shelters (monthly)		x
Maintain landscaping	x	
Maintain plant containers	x	
Report damage or safety issues to Facilities Department	x	

Instructions:

Please use the Janitorial Log & Weekly/Monthly Maintenance Log to track all tasks.

Legend

3 X a week (3 times each week)

*Monthly

** Quarterly

*** Semi Annually (Seasonally)

**** Annually

Facilities & Parks Maintenance Tasks Quarterly/Annually Outline	Quantity	Semi-Annually/Seasonally	Annually
Transit Center - Driver Breakroom			
Conduct Safety Inspection	X		
****Buff and wax floor (annually)			X
Check Log book - (were tasks accomplished and noted on all logs?)	X		
Inspect HVAC, appliances, fixtures, electric outlets, plumbing	X		
Inspect paint and overall condition of the building interior	X		
other:			
Transit Center - Restrooms			
Conduct Safety Inspection	X		
****Buff and wax floor (annually)			X
Check Log book - (were tasks accomplished and noted on all logs?)	X		
Inspect HVAC, appliances, fixtures, electric outlets, plumbing	X		
Inspect paint and overall condition of the building interior	X		
other			
			X
Transit Center - Exterior			
Conduct Safety Inspection	X		
Check Log book - (were tasks accomplished and noted on all logs?)	X		
Inspect roof, gutters, and overall condition of the building exterior	X		
Inspect HVAC, appliances, fixtures, electric outlets, irrigation system	X		
Turn irrigation on/off		X	
Set Gazebo Clock		X	
Mow turf areas		X	
Weed planters and plant beds		X	
Trim trees and shrubs (especially from camera view)		X	
Inspect overall condition of roadway, sidewalks, and paved surfaces		X	
other:			

Instructions:
Please use the Quarterly/Annual Maintenance Log to track all tasks.

Legend
 3 X a week (3 times each week)
 *Monthly
 ** Quarterly
 *** Semi Annually (Seasonally)
 **** Annually

Appendix H: Facility Maintenance Log Forms

Janitorial Log

Janitorial Log

Month:

Year:

	Week 1		Week 2		Week 3		Week 4		Week 5	
Date here ---->										
Transit Center - Driver Breakroom										
Empty trash and recycle bins and replace liners as needed										
Wipe and disinfect counters, table, chairs and flat surfaces if cleared										
Dust mop floors										
Stock hand soap and paper towels										
Check lighting replace bulbs as needed										
****Buff and wax floor (annually)										
other										
Transit Center - Driver Restroom										
Empty trash and recycle bins and replace liners as needed										
Sweep/mop/disinfect floors										
Clean disinfect toilet, urinal, sink, doorknobs, other fixtures										
Clean mirror										
Stock hand soap, paper towels and toilet paper										
Check lighting replace bulbs as needed										
****Buff and wax floor (annually)										
other										
Transit Center - Exterior										
*Empty cigarette bins (monthly)										
Check lighting and report non functioning lights to Facilities Staff										
other										
Initial here ---->										

Janitorial Log Instructions:

Please use the Janitorial Log to track subcontracted janitorial tasks.
 Spell out the name of the month at the top of the form (June, July etc.) and enter the year.
 Enter the date at the top of the column (6/2, 7/1 etc.).
 If one person completes all tasks in a given date enter a check mark to indicate completed tasks (X, etc.); and enter initials at the bottom of the column.
 If multiple people complete tasks on a given date enter initials instead of check marks to indicate the completed tasks on that date.

Legend

3 X a week (3 times each week) *Monthly
 ** Quarterly
 *** Semi Annually (Seasonally)
 **** Annually

Weekly – Monthly Log

Weekly/Monthly Maintenance Log

Month:

Year:

	Week 1	Week 2	Week 3	Week 4	Week 5
Date here ---->					
Transit Center - Driver Breakroom					
Parks Department Tasks					
Check Janitorial Log - (were tasks accomplished and noted on log?)					
Report log irregularities, damage or safety issues to Facilities Dept.					
Facilities Department Tasks					
Respond as needed to reported janitorial log irregularities					
Respond as needed to reported damage or safety issues					
Transit Center - Public Restroom					
Parks Department Tasks					
Empty trash and recycle bins and replace liners as needed					
Sweep/mop/disinfect floors					
Clean disinfect toilet, urinal, sink, doorknobs, other fixtures					
Clean mirror					
Stock hand soap, paper towels and toilet paper					
Check lighting replace bulbs as needed					
Report damage or safety issues to Facilities Department					
***Buff and wax floor (annually)					
Facilities Department Tasks					
Respond as needed to reported damage or safety issues					
Transit Center - Exterior					
Parks Department Tasks					
Pick up trash					
Confirm weekly trash pick up by Canby Disposal					
Blow debris from hard surfaces (monthly)					
Clean Bus Shelters (monthly)					
Maintain landscaping					
Maintain plant containers					
Report damage or safety issues to Facilities Department					
Facilities Department Tasks					
Respond as needed to reported damage or safety issues					

Instructions and legend are printed on the back of this sheet.

NOTES

Weekly/Monthly Maintenance Log Instructions:
 Please use the Weekly/Monthly Maintenance Log to track all tasks.
 Spell out the name of the month at the top of the form (June, July etc.) and enter the year.
 Enter the date at the top of the column (6/2, 7/1 etc.).
 Enter initials under the date to indicate which tasks were completed and who completed the task.
 Space is available in each section to write in notes and additional tasks if needed.
 A notes section is also available at the bottom of the form.

Legend
 3 X a week (3 times each week)
 *Monthly
 ** Quarterly
 *** Semi Annually (Seasonally)
 **** Annually

Quarterly – Annually Log

Quarterly/Annual Maintenance Log

Fiscal Year:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
July - September	October - December	January - March	April - June

Date here ---->

Transit Center - Driver Breakroom and Restroom												
Facilities Department Tasks												
Conduct Safety Inspection												
Check Log book - (were tasks accomplished and noted on all logs?)												
Inspect HVAC, appliances, fixtures, electric outlets, plumbing												
Inspect paint and overall condition of the building interior												
other												
Transit Center - Public Restroom												
Parks Department Tasks												
****Buff and wax floor (annually)												
Facilities Department Tasks												
Conduct Safety Inspection												
Check Log book - (were tasks accomplished and noted on all logs?)												
Inspect HVAC, appliances, fixtures, electric outlets, plumbing												
Inspect paint and overall condition of the building interior												
Transit Center - Exterior												
Parks Department Tasks												
Check Log book - (were tasks accomplished and noted on all logs?)												
Mow turf areas												
Weed planters and plant beds												
Trim trees and shrubs (especially from camera view)												
Report damage or safety issues to Facilities Department												
Facilities Department Tasks												
Conduct Safety Inspection												
Check Log book - (were tasks accomplished and noted on all logs?)												
Inspect roof, gutters, and overall condition of the building exterior												
Inspect HVAC, appliances, fixtures, electric outlets, irrigation system												
Inspect overall condition of roadway, sidewalks, and paved surfaces												
Turn irrigation on/off												
Set Gazebo Clock												

Instructions and legend are printed on the back of this sheet.

Facilities & Parks Quarterly/Annual Log Instructions:

Please use the monthly Facilities & Parks Quarterly/Annual Log to track all tasks.

Enter the fiscal year at the top of the form. July - June is a fiscal year or it can be noted in this format 2000/2001

Enter the date at the top of the column (month/day/year).

Enter initials under the date to indicate which tasks were completed and who completed the task.

Legend

3 X a week (3 times each week)

*Monthly

** Quarterly

*** Semi Annually (Seasonally)

**** Annually



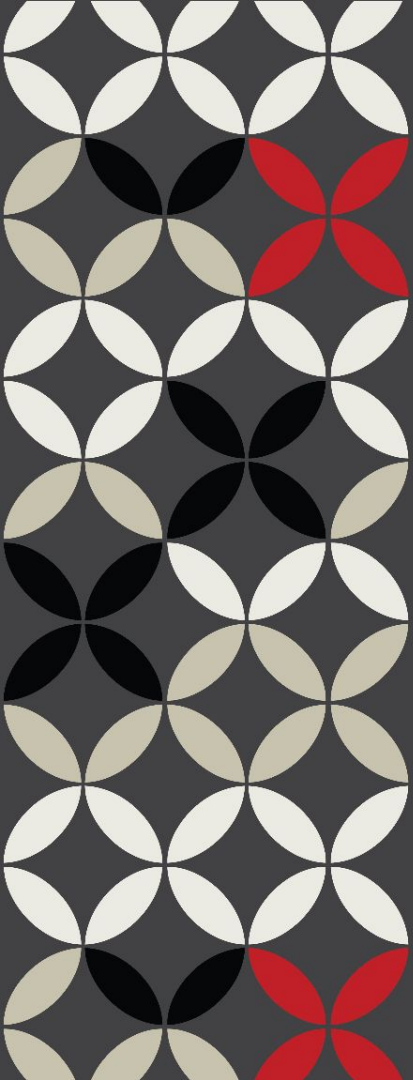
Canby Area Transit

Signing & Fleet

March 19, 2025



A TAYLOR COMPANY



Signing

Large/Small Aluminum Signs, Route Decals



A TAYLOR COMPANY

Large Aluminum Sign - Concept 1

18”w x 24”h



Side 1



Side 2



Large Aluminum Sign - Concept 2

18" w x 24" h



Side 1



Side 2



Small Aluminum Sign - Concept 1

12"w x 6"h



Side 1



Side 2

Small Aluminum Sign - Concept 2

12”w x 6”h



Side 1

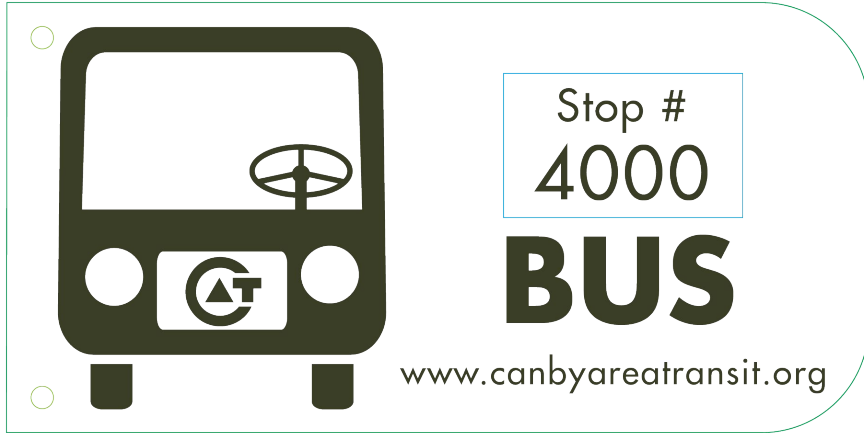


Side 2

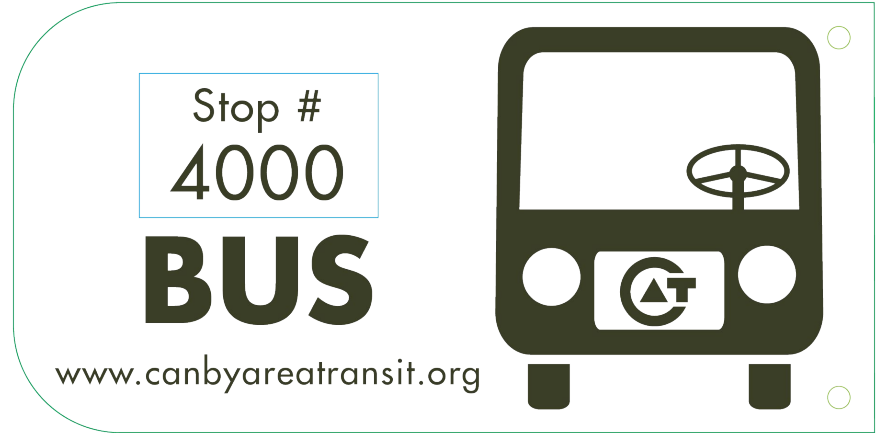


Small Aluminum Sign - Concept 3

12"w x 6"h



Side 1



Side 2

Route Stickers - Concept 1

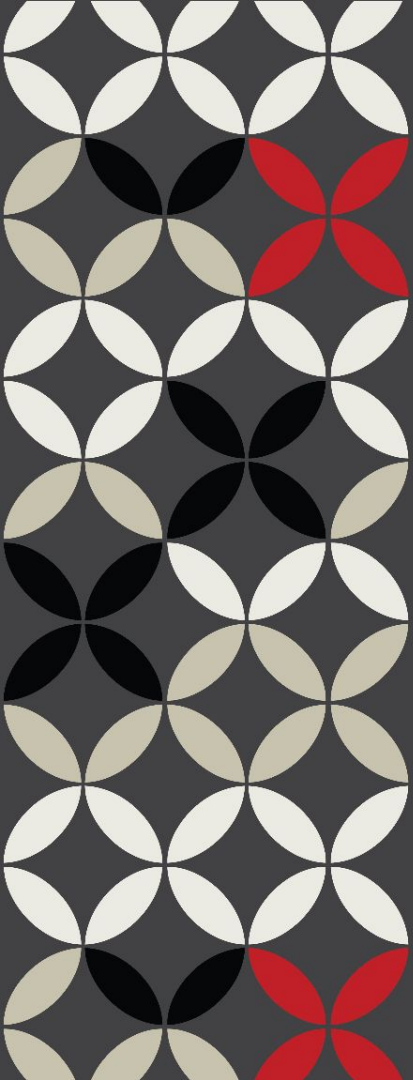
17"w x 3"h

Oregon City	99X
Woodburn via Canby	99X
Woodburn	99X
Oregon City via Canby	99X
Canby Loop	CL

Route Stickers - Concept 2

17" w x 3" h

Oregon City	99X
Woodburn via Canby	99X
Woodburn	99X
Oregon City via Canby	99X
Canby Loop	CL



Fleet Graphics

2022 Ford Transit, 2018 Arboc



A TAYLOR COMPANY

Ford Transit - Concept 1



Ford Transit - Concept 2



Arboc - Concept 1




Arboc - Concept 2



Rear Window Cling



Concept 1



**CANBY
AREA
TRANSIT**

503.266.4022
Supported by Canby Area Businesses



Stop #
4000

BUS

www.canbyareatransit.org

Oregon City	99X
Woodburn via Canby	99X
Woodburn	99X
Oregon City via Canby	99X
Canby Loop	CL

Concept 2



**CANBY
AREA
TRANSIT**



Stop #
4000

BUS

www.canbyareatransit.org

503.266.4022
Supported by Canby Area Businesses

Oregon City	99X
Woodburn via Canby	99X
Woodburn	99X
Oregon City via Canby	99X
Canby Loop	CL

Concept 3



Stop #
4000

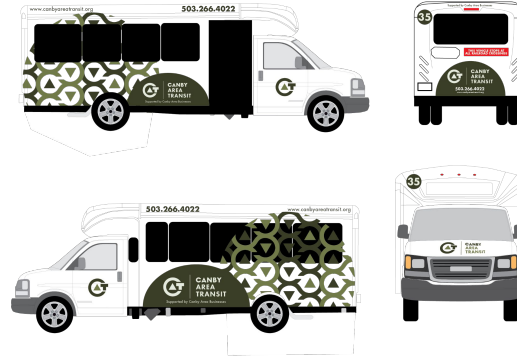
BUS

www.canbyareatransit.org

Ford Concept 1



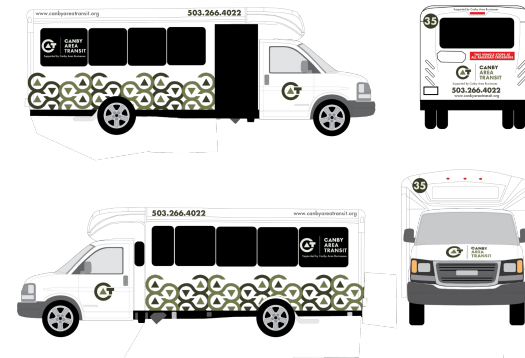
Arboc Concept 1



Ford Concept 2



Arboc Concept 2





Thank you.



A TAYLOR COMPANY