

BEFORE THE METRO COUNCIL

FOR THE PURPOSE OF CERTIFYING THAT )	RESOLUTION NO. 96-2435
THE CITY OF WILSONVILLE'S AMERICANS )	
WITH DISABILITIES (ADA) PARATRANSIT )	Introduced by
PLAN FOR 1997 MEETS ADA REQUIREMENTS) )	Jon Kvistad, Chair
AND CONFORMS TO METRO'S REGIONAL )	JPACT
TRANSPORTATION PLAN )	

WHEREAS, The U.S. Department of Transportation issued a final rule implementing the transportation provisions of the Americans with Disabilities Act (ADA) on September 6, 1991; and

WHEREAS, The final rule as applied to the Portland metropolitan area requires the City of Wilsonville South Metro Area Rapid Transit (SMART) develop an annual paratransit plan which meets ADA requirements for people with disabilities and conforms to the Regional Transportation Plan (RTP); and

WHEREAS, The final rule requires that the Metropolitan Planning Organization (MPO) review the paratransit plan update and certify that it conforms to the RTP; and

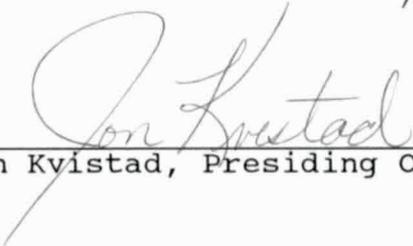
WHEREAS, The Joint Policy Advisory Committee on Transportation certifies that it has reviewed the ADA Paratransit Plan Update for 1997 prepared by Wilsonville SMART as required under 49 CFR part 37.135 and finds it to be in conformance with the RTP (the transportation plan developed under 49 CFR part 613 and 23 CFR part 450); and

WHEREAS, The Joint Policy Advisory Committee on Transportation recommends certification by the Metro Council; now, therefore,

BE IT RESOLVED,

That the Metro Council hereby certifies that it has reviewed the ADA paratransit plan prepared by Wilsonville SMART (included as Exhibit A) as required under 49 CFR part 37.135 and finds it to be in conformance with the RTP, the transportation plan developed under 49 CFR part 613 and 23 CFR part 450 (the FTA/FHWA joint planning regulation).

ADOPTED by the Metro Council this 6<sup>th</sup> day of February,  
1997.

  
\_\_\_\_\_  
Jon Kvistad, Presiding Officer

Approved as to Form:

  
\_\_\_\_\_  
Daniel B. Cooper, General Counsel

**Preliminary Plan**

**WILSONVILLE SMART  
ADA PARATRANSIT PLAN  
Wilsonville, Oregon**

**November 22, 1996**

**Prepared for**

**Wilsonville SMART**

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## INTRODUCTION

The Americans with Disabilities Act (ADA) requires that Wilsonville South Metro Area Rapid Transit (SMART) prepare an ADA Paratransit Plan and submit it to the Federal Transit Administration. This plan shows how SMART is complying with ADA requirements that ensure people with disabilities have equal access to public transit.

### SECTION 1: IDENTIFICATION OF SUBMITTING ENTITY

The City of Wilsonville operates SMART, which serves the area within the city limits of Wilsonville. Wilsonville is 17 miles south of Portland and 30 miles north of Salem. SMART's service area is approximately 12 square miles with a population of about 11,000 and an employment base of 10,250. Population and employment are expected to double over the next 20 years.

In 1988, the city petitioned for and was granted permission by Tri-County Metropolitan Transportation District (Tri-Met) to withdraw from the Tri-Met district. This withdrawal was authorized pursuant to the 1987 Oregon Legislature's adoption of ORS 267.250-267.265. Wilsonville SMART is required to submit an Americans With Disabilities Compliance Plan to the Federal Transit Administration as specified by FR 49, Part 37.135.

SMART's mission is to provide a quality public transportation system that provides an alternative to automobile travel, thereby reducing vehicle miles traveled in the region. SMART is responsive to the changing transportation needs of Wilsonville's citizens, commuters, and visitors.

SMART provides a range of services including:

- Four fixed routes serving Wilsonville and making commuter service connections with Tri-Met routes at Commerce Circle, Tualatin Park and Ride, Meridian Park Hospital, Barber Transit Center, and Oregon City Transit Center;
- Dial-A-Ride service providing demand-responsive curb-to-curb service in Wilsonville is open to the general public;
- LINK service connecting customers to transportation services within a 25-mile radius outside Wilsonville city limits; and
- Pre-scheduled door-to-door trips to the senior center for lunch.

Correspondence regarding this ADA Plan should be directed to:

Cynthia Thompson  
Transit Director  
Wilsonville SMART  
30000 SW Town Center Loop E  
Wilsonville, OR 97970

ADA requires that the SMART ADA Paratransit Plan be adopted by the Wilsonville City Council and certified by Metro, the Metropolitan Planning Organization. This Plan was adopted by the City Council on \_\_\_\_\_ and certified by Metro on \_\_\_\_\_.

- SMART fixed route service is open to the general public. SMART operates four routes Monday through Friday from 5:30 AM. to 8:39 PM. Route 201 connects with the Tri-Met Barber Transit Center. Route 202 connects with Oregon City. Appendix A shows the route maps and schedules for the four routes. SMART does not provide service on the following holidays: New Year's Day; Memorial Day; Independence Day; Labor Day; Thanksgiving Day; and Christmas Day.
- The SMART service area includes all of the city of Wilsonville. There is no fixed route service in the area south of the Willamette River called Charbonneau. Wilsonville population is approximately 11,000, of which about 35 percent live in the Charbonneau area. Therefore, fixed routes currently serve a population base of about 7,300 people. There is no fare for SMART fixed route bus service.
- SMART has a total of six buses in its fixed route fleet.

Route	Equipment	Lift Equipment
201	1979 GMC*	Not Part 38
	1995 Metrotrans	Yes
202	1979 GMC*	Not Part 38
	1994 Ford Champion	Yes
203	1994 Ford Champion	Yes
204	1994 Ford Champion	Yes

\*The two 1979 GMC have lifts that fail to meet Part 38 specifications. They will be replaced early in 1997 with fully accessible 30-foot low floor vehicles that meet ADA specifications. By February 1997, the SMART fleet will be 100 percent ADA accessible.

## SECTION 2: DESCRIPTION OF EXISTING PARATRANSIT SERVICE

### SMART Dial-A-Ride

- SMART currently provides Dial-A-Ride service to the general public within the city of Wilsonville on a first-come, first-served basis.

- There are no restrictions on eligibility or trip purpose and there is no limit on the percentage of subscription trips.
- No fare is charged.
- Service is provided Monday through Friday from 6:00 AM to 7:15 PM and from 7:00 AM to 5:00 PM on Saturday. Riders may book rides during business hours Monday through Friday.
- Dial-A-Ride vehicles include two 1994 Ford Champions.
- SMART Dial-A-Ride provides about 2,200 monthly weekday one-way trips. Approximately 60 percent of these trips are subscription. Although SMART does not keep records on people with disabilities, staff believes Dial-A-Ride provides about 15 one-way rides a day (or 300 weekday trips per month) for people with disabilities. Staff believes about one half of the people with disabilities ride daily, while the other half ride twice a month.
- Presently, Dial-A-Ride service is near or at capacity.

#### Other Paratransit Service in the Area

Several private paratransit providers serve the city of Wilsonville:

- Sassy Cab provides lift-equipped transportation from Wilsonville to the Portland area. Service is open to the general public and there is no restriction on trip purpose. It has three lift-equipped vehicles. Charge for service is \$25 for base service, which includes the first seven miles. Each mile after that costs \$1.50. Use of a wheelchair adds a \$10 charge. Riders should call the night before service is requested. Sassy Cab has not received many requests from the Wilsonville area.
- Radio Cab has regular cabs and 20 lift-equipped vehicles. Service is open to the general public and there are no restrictions on trip purpose. Cost is a \$2.00 base fee and \$1.50 a mile after that.
- Transportation Support Services (TSS). Starting in January 1997, TSS will provide cab service, including service for people with disabilities.

The Disabled Veterans of America provides rides to veterans to the Veterans Administration Hospital with scheduled medical appointments. This service is offered Monday through Friday during standard business hours.

Washington County Transportation Services, an organization affiliated with the Red Cross, provides rides to people living in Washington County. While there are no eligibility requirements, this service prefers to assist people who cannot use existing fixed route service. There are no restrictions on trip purpose. This organization has two lift-equipped vans. It provides service from 9 AM to 4 PM Monday through Friday. A \$1.00 donation per trip is requested.

Medical Transportation Service, a service of Tri-Met, brokers rides for medical purposes for Medicaid recipients. In the Wilsonville area, this brokerage service relies on Sassy Cab, Pacific Towncar, and Washington County Transportation Services.

## SECTION 3: DESCRIPTION OF THE PROPOSED PARATRANSIT SERVICE

### Demand Estimation

The Wilsonville SMART ADA-eligible service area includes a corridor 1.5 miles wide centered on the existing routes. Figure 1 shows this area covers almost the entire city except for a portion of Charbonneau. The total Wilsonville population is about 11,000 people. National studies indicate that about 1.5 percent of the population is ADA-eligible in categories 1 and 3. Therefore, this methodology assumed that about 165 people in the Wilsonville ADA service area would be eligible. Because Wilsonville is an affluent community, some ADA-eligible people will rely on their own vehicles. Therefore, those people who could seek ADA certification would be about 130 people.

Currently, according to SMART dispatchers, about half the people with disabilities who ride the existing Dial-A-Ride service ride daily while the other half ride a couple of times a month. We therefore assumed 165 people would ride twice a month and 65 people would ride 20 times a month. Although this may over estimate trips per rider, we estimate ADA category 1 and 3 eligible ridership at 1,430 trips per month.

Wilsonville population has been increasing about 3 percent per year. At this growth rate, in five years, potential ADA-eligible weekday paratransit ridership would increase to about 1,650 monthly trips.

For the purposes of this analysis, ADA demand is set at 1,430 one-way trips a month.

### Analysis of Differences Between Current Service and Required Service

#### *Eligibility Requirements*

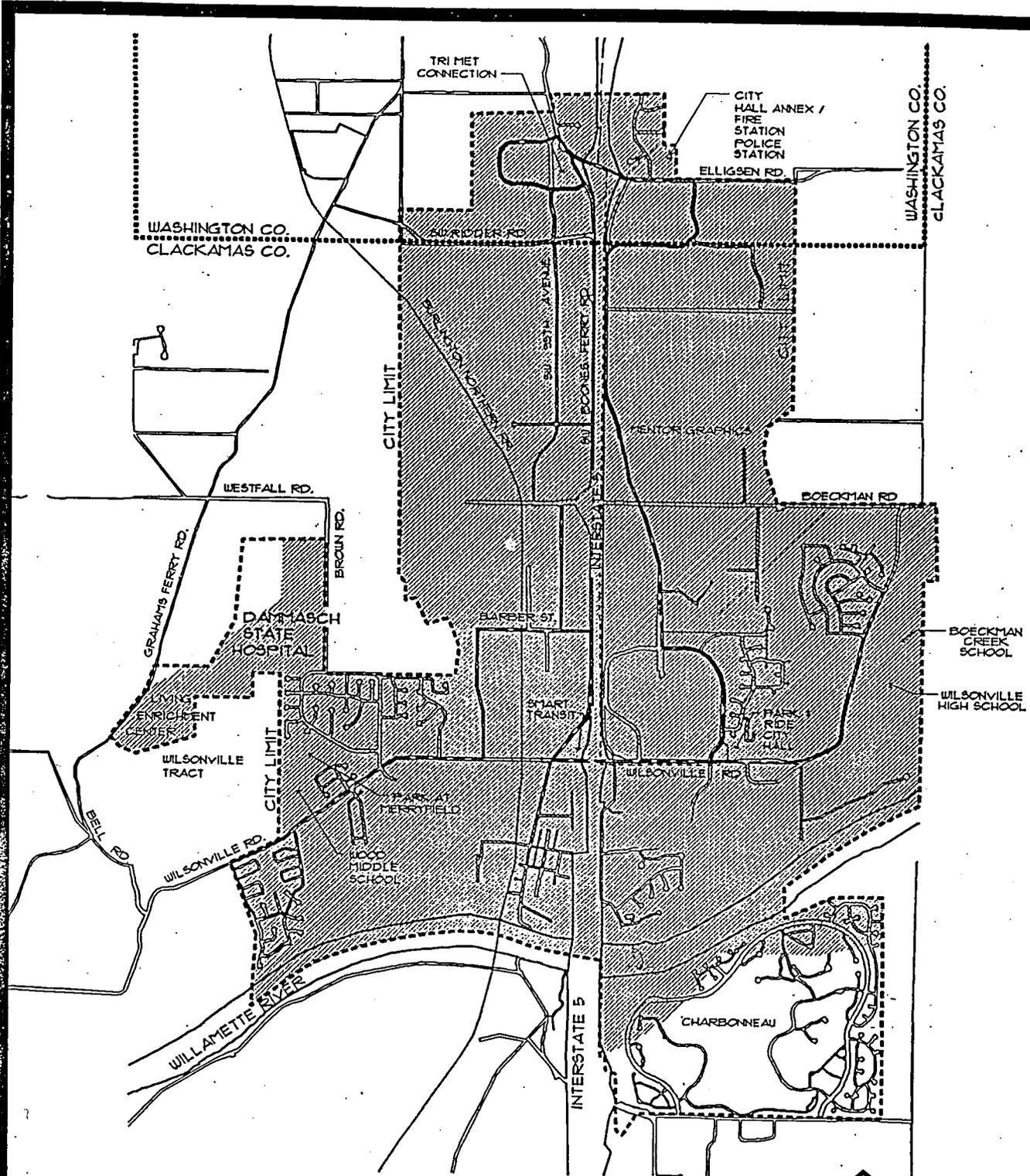
SMART Dial-A-Ride has no eligibility requirements. Service is open to anyone on a first-come, first-served basis. ADA requirements are more restrictive and require that those who are eligible for ADA certification receive unconstrained service.

#### *Service Area*

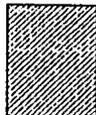
SMART Dial-A-Ride provides service in all areas of Wilsonville. ADA regulations require ADA paratransit to serve a corridor centered on the fixed route extending .75 miles on either side of the route. This includes all of Wilsonville except a portion of Charbonneau (see Figure 1).

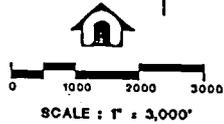
#### *Response Time*

Wilsonville SMART provides service on a first-come, first-served basis for the general public. Riders may reserve a place during regular business hours Monday through Friday. Currently, a rider must book a ride on Friday for Monday service. ADA regulations require next-day service on demand for ADA-eligible trips. For Wilsonville SMART Dial-A-Ride service, an ADA-eligible rider must be able to make a reservation Sunday through Thursday for Monday through Friday service.



# LEGEND

- CITY LIMITS
-  AREA WITHIN 3/4 MILE OF SMART BUS ROUTES
- BUS ROUTES



DAVID EVANS AND ASSOCIATES, INC.  
 2828 S.W. CORBETT AVENUE  
 PORTLAND, OR. 97201-1830 (503) 223-0663

## SOUTHERN METRO AREA RAPID TRANSIT WILSONVILLE ADA ELIGIBLE AREA

November 14, 1996

FIGURE 1

### *Fares*

Wilsonville SMART charges no fare for either its fixed route or existing Dial-A-Ride service. ADA regulations allow a fare of up to double the fixed route adult fare.

### *Restrictions on Trip Purpose*

Wilsonville SMART Dial-A-Ride service has no restrictions on trip purpose. ADA regulations do not allow restrictions on trip purpose for ADA-eligible patrons.

### *Hours and Days of Service*

Currently, Wilsonville SMART provides Dial-A-Ride service Monday through Friday from 6:00 AM to 7:15 PM. Fixed route service is provided Monday through Friday from 5:30 AM to 8:30 PM. ADA regulations require paratransit service be offered during the same days and hours. Therefore, SMART Dial-A-Ride must start one-half hour earlier and continue one hour later than it presently does.

### **Planned Modifications to Existing Paratransit and Fixed Route Service**

#### *Fixed Route Service*

- With the addition of two new low-floor vehicles, SMART fixed route service will be 100 percent accessible by early 1997.
- Bus drivers will announce each stop on fixed route service.
- SMART will work with local disability groups to provide training to people with developmental disabilities about how to use the bus.
- Where feasible, SMART will identify its bus stops with a Braille label in a consistent and advertised location at each stop.
- SMART will provide route and schedule information in alternate formats.

#### *Paratransit Service*

- Wilsonville SMART Dial-A-Ride service will eliminate all subscription service. Trips will not be booked more than two weeks in advance.
- Between January and July 1997, Wilsonville SMART plans to contract with a private provider, Transportation Support Services to provide 600 additional rides for ADA-eligible people.
- Within the next 12 months SMART plans to add an additional driver and van to its Dial-A-Ride service.
- SMART is considering a phone system upgrade that will improve Dial-A-Ride scheduling and information sharing. This automated information system will allow ADA-eligible users to schedule trips on Sunday. It will also provide automated schedule and route information 24 hours a day. If SMART does not implement this system, it will schedule rides on Sunday for Monday Dial-A-Ride using voice mail.

## Description of How SMART Dial-A-Ride Paratransit Service Will Meet the Six Service Criteria

### *Operate in the Same Service Area*

SMART Dial-A-Ride provides service throughout the entire City of Wilsonville and connects with Tri-Met at Commerce Circle LIFT service for those people wishing to travel between the SMART and Tri-Met service areas.

### *Have a Response Time that is Comparable*

ADA-eligible riders will be able to reserve a trip from 14 days to 24 hours before the trip. No one will be able to reserve rides more than two weeks in advance. ADA-eligible riders will be able to book a ride on Sunday for Monday service through a telephone system upgrade. ADA-eligible riders may call for a reservation the day of the trip on a first-come, first-served basis with all riders. Trips will be provided within one hour of the time requested as permitted by ADA regulations.

### *Have Comparable Fares*

No fare is charged for fixed route or Dial-A-Ride service.

### *Have Comparable Days and Hours of Service*

Fixed route service is provided Monday through Friday from 5:30 AM to 8:30 PM. Dial-A-Ride service will extend its Monday through Friday service by one and a half hours to reflect fixed route services. Saturday Dial-A-Ride service is not covered by ADA regulations since there is no Saturday fixed route service.

### *Meet Requirements for Any Trip Purpose*

There are no restrictions on trip purpose.

### *Not Limit Service Availability Because of Capacity Constraints*

Currently, SMART Dial-A-Ride provides about 2,200 one-way weekday trips. Over-half of these are subscription trips. To ensure service availability to people who are ADA-eligible, SMART will eliminate subscription service, and provide 600 additional trips as needed for people who are ADA-eligible for the period between January 1997 and July 1997. It will then purchase an additional vehicle in which a certain number of seats will be set aside up until 24 hours before the trip for people with disabilities. This number will be based on demand statistics for the first six months of 1997.

### *Timetable for Implementation*

The ADA regulations, adopted in 1991, apply to transit providers which had existing fixed route service at that time. No provisions were made for providers that were established later. New service providers are not expected to develop a five-year plan because they are expected to be in compliance from the inception of service. Wilsonville SMART has complementary paratransit service that will meet each of the six service criteria within the year.

## Capital and Operating Budget

Because Wilsonville SMART is not developing a five-year milestone plan for implementation, this paratransit plan does not present a five-year budget. This ADA plan requires the following capital and operating expenditures. The capital expenditures are a one-time FY 1998 cost. The operating costs are annual ongoing expenses.

Capital Acquisition	Cost	Total
New Mini-Bus	\$60,000	
Telephone System Upgrade	\$26,000	
Total		\$86,000
<b>Operating Expense*</b>		
Driver wage and benefits	\$47,000	
Mileage	\$35,000	
Total		\$82,000

\*Includes the cost of additional one and a half hours of service Monday through Friday.

## SECTION 4: DESCRIPTION OF THE PROPOSED ELIGIBILITY DETERMINATION PROCESS

### Availability of Application Materials and Information in Accessible Formats

- **TDD.** Wilsonville SMART has TDD equipment.
- **Tape Readings of Applications and Information.** The Independent Living Center will provide tape readings of applications upon request for SMART and its patrons.
- **Braille.** The Independent Living Center will provide applications in Braille upon request for SMART and its patrons.
- **Large Print.** SMART will make available large print applications upon request.

### Description of the Determination Process, Including Method of Notifying Individuals About Determinations, and

### System and Timetable for Processing Applications and Allowing Presumptive Eligibility.

- SMART will provide information about the ADA paratransit eligibility process through mailings to present Dial-A-Ride users, contact with local disability groups, and through appropriate media and general information formats. Interested people will be invited to obtain ADA certification applications and instructions. (Appendix C presents the ADA certification application and instructions.

- Applications will be sent in appropriate format to interested people.
- The SMART ADA process will be based on self certification.
- SMART staff will review completed applications using assessment procedures outlined in Appendices B. If there is a question about eligibility, SMART staff will contact the health care or rehabilitation professional identified in the eligibility application. The SMART transit director will review all denials before making a final determination of ineligibility. The certification process will be completed within 21 days of the submission of a properly completed application.
- SMART will mail determination letters to eligible applicants. The letter will document eligibility.
- People determined ineligible for ADA status will be mailed determinations providing information about the reason for the ineligible determination and about the appeals process in the appropriate accessible format. If a limitation on the time period permitted for appeal has been established, this will be clearly stated, however, this period will not be less than 60 days. The person wishing to appeal will be informed she or he has the right to be heard in-person and to have necessary support, such as a sign language interpreter, and shall be notified that she or he may be represented by an individual of his or her choice. The representative may or may not be a lawyer and may include an independent living or rehabilitation counselor or other such professional.
- No service need be provided while the appeal is being processed. If, however, an appeal has not been decided within 30 days, presumptive eligibility applies until a final decision is reached.
- Nothing in this process should prevent a person who is not eligible for ADA certification from using the SMART Dial-A-Ride service open to the general public.
- Under certain circumstances, an individual, otherwise eligible for ADA paratransit service, may be denied those services. A person whose behavior threatens or has threatened the safety of paratransit personnel or other customers may be denied the service. Additionally, persons who demonstrate a consistent pattern of missing scheduled paratransit trips may lose their eligibility for a reasonable specific period of time. Appendix D presents the SMART No-Show Policy. Temporary suspensions of eligibility as well as permanent loss because of violent or threatening behavior may be appealed through the administrative appeals process set up under the ADA regulations. In the case of temporary suspension because of missed trips, suspension of service must not begin until the appeals process is complete.
- The determination made upon appeal will, like the initial determination, be in writing and in the appropriate requested medium, and shall state the basis for determination. Full documentation of the process shall be made. There is no requirement for transcribing any part of the determination process.

#### **Documentation that will be Provided to Persons Determined ADA Paratransit Eligible**

A person determined to be eligible for ADA paratransit services shall be provided documentation that can be used as identification when the person travels to another transit district. This documentation will be a letter including the following information:

- Name of the eligible individual;

- Name of the certifying transit provider;
- Telephone number of the SMART Dial-A-Ride dispatcher;
- Expiration date if condition is temporary;
- Any conditions or limitations on eligibility; and
- Need for a personal care attendant.

#### Description of the Administrative Appeals Process

- An administrative appeals board shall consist of two members of the Accessibility Task Force and one member of the Transportation Steering Committee.
- The ADA appeals board shall hear presentations by the Wilsonville SMART transit director and the party denied certification, and will conduct such further investigation as it may deem appropriate. The appeals board shall render a decision in written and other appropriate requested format and shall state the basis for the determination. The board shall fully document the appeals process. There is no requirement for transcribing any part of the determination process.

#### A Policy for Visitors

Residency in a service area or political jurisdiction of the transit service is not required for ADA eligibility. There are two circumstances in which a transit provider will need to deal with requests for paratransit service from individuals living outside the local community.

- An out-of-town individual seeking to use the ADA-paratransit service may be certified by another transit system. When a specific trip request is made, the scheduler may ask the person making the request to show certification. The certification must be honored by Wilsonville SMART. Wilsonville SMART may observe the limitations placed upon the certification.
- If an out-of-town individual does not have any certification, but makes a claim of eligibility for Wilsonville SMART ADA paratransit service, that claim will be honored on a presumption of eligibility. In such cases SMART may require proof that the individual is not a resident of the SMART district. The presumption of eligibility will be honored for 21 days, as required by regulation. SMART will require an individual to seek local certification if the individual plans to use the system for more than 21 days. During the period in which the certification is being processed, up to the 21 day limit, the individual will be entitled to presumptive eligibility.
- When an out-of-town customer or occasional visitor first makes a request to use paratransit service on the basis of presumptive eligibility, that person shall be advised of the local eligibility policy and process for longer stays, or for the accumulation of more than 21 days over a period of time and shall be encouraged to apply for SMART certification.

#### SECTION 5: PUBLIC PROCESS USED TO DEVELOP THE PLAN

- All disability service and advocacy groups that serve people with disabilities living or working in the Wilsonville area were contacted, both to develop a mailing list and to solicit input on important issues in developing an ADA paratransit plan. Groups contacted include: Center for

Independent Living; Disability Advocates Coalition; Clackamas Disabilities Council; National Federation of the Blind of Oregon; and Clackamas ARC.

- Wilsonville SMART attended a senior center lunch meeting to explain the ADA process and to seek comments from those attending.
- Wilsonville SMART conducted a needs assessment that included a fixed route on-board passenger survey, a community perception survey, and a series of focus groups. Results from both surveys indicate that Wilsonville residents and SMART riders support more Dial-A-Ride service for people with disabilities and for senior citizens. The needs assessment included a focus group consisting of people with disabilities and people over 65. This group advocated for more Dial-A-Ride services, especially on Saturday, and also for better transit and pedestrian facilities.
- Wilsonville SMART held a public meeting on November 14 for the public to comment on the proposed ADA plan. All Dial-A-Ride riders received an invitation and all disability groups were notified of the meeting.
- Wilsonville SMART is establishing an accessibility task force to assist in both paratransit and fixed route issues affecting the ability of riders with disabilities to use transit.

#### Summary of Significant Issues Raised During Public Comment Period

- Concern about eliminating subscription services. Some people are concerned about the lack of certainty if they have to call every two weeks.
- Concern about no shows taking rides from other people.

#### SECTION 6: COORDINATION EFFORTS WITH TRI-MET

SMART and Tri-Met have agreed to coordinate travel between the two service areas by establishing a transfer site at Commerce Circle in Wilsonville. ADA-eligible people wishing to travel between the Wilsonville service area and the Tri-Met service area will be dropped off by one provider and picked up by the other at this location.

#### SECTION 7: CERTIFICATES AND RESOLUTIONS

The following three documents, included in Appendix E, have been executed by the appropriate authorizing agent.

- Resolution by the Wilsonville City Council authorizing the ADA plan as submitted.
- MPO certification of compliance with joint planning requirements.
- Certification that a survey of existing paratransit was conducted.

**RESOLUTION AUTHORIZING THE PLAN**

**This is to certify that the City Council of Wilsonville approved and adopted the ADA Paratransit Plan, which is attached, at a meeting on \_\_\_\_\_.**

---

**Signature**

---

**Name of Authorized Official**

---

**Title**

---

**Date**

**EXISTING PARATRANSIT SERVICE SURVEY**

**This is to certify that Wilsonville SMART has conducted a survey of existing paratransit services as required by 49 CFR 37.137 (a).**

---

**Signature**

---

**Name of Authorized Official**

---

**Title**

---

**Date**

**MPO CERTIFICATION OF PARATRANSIT PLAN**

Metro hereby certifies that it has reviewed the ADA Paratransit Plan prepared by Wilsonville SMART as required under 49 CFR 37.139 (h) and finds it to be in conformance with the transportation plan developed under 49 CFR part 613 and 23 CFR part 450 (the FTA/FHWA joint planning regulation). This certification is valid for one year.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name of Authorized Official

\_\_\_\_\_  
Title

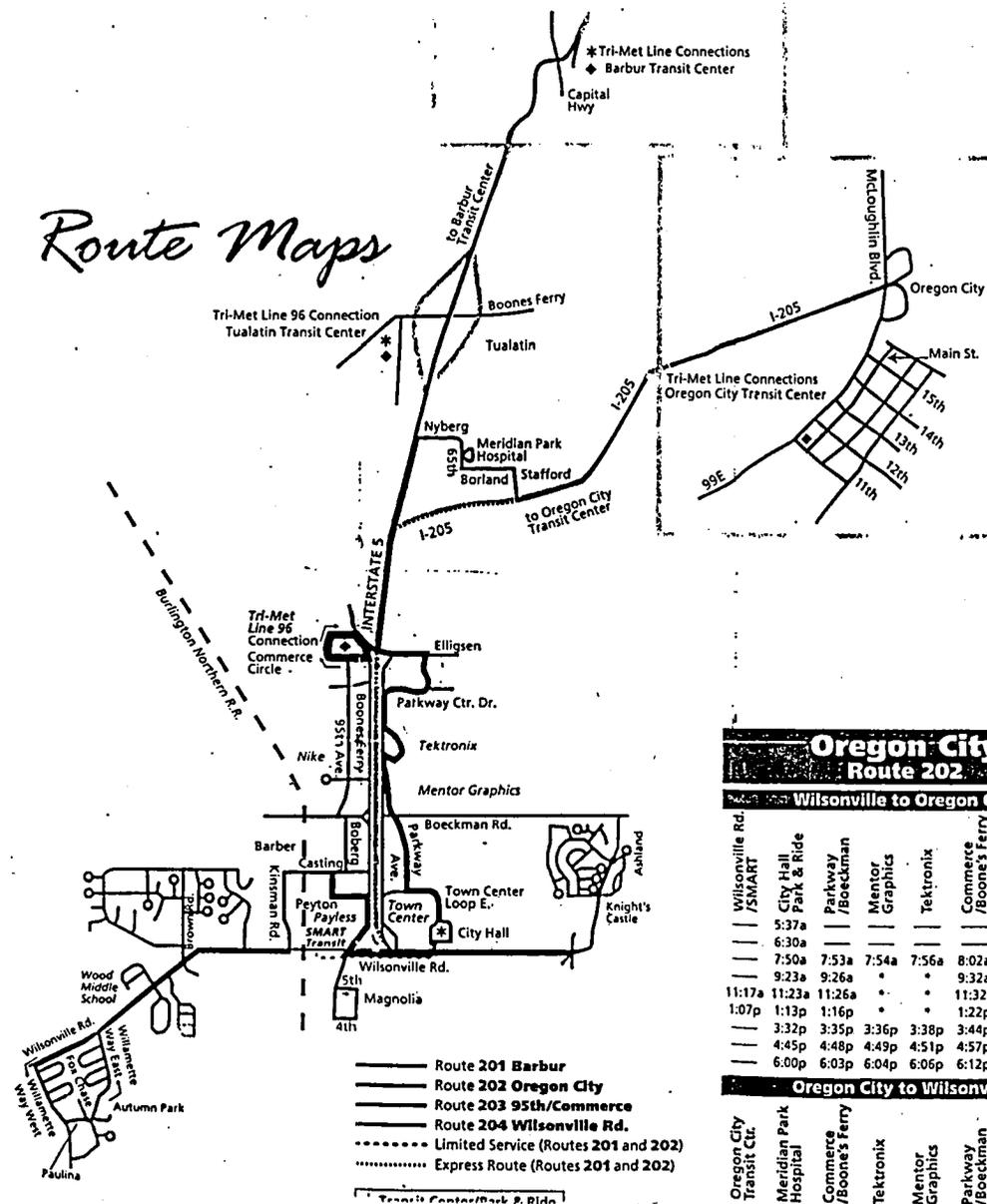
\_\_\_\_\_  
Date

**APPENDIX A**  
**Route Maps and Schedules**

# South Metro Area Rapid Transit

## Route Schedules

### Route Maps



### Barbur Route 201

Wilsonville to Barbur Blvd. Transit Center	
Wilsonville Rd. /SMART	5:36a
City Hall Park & Ride	5:58a
Parkeyway /Boeckman	6:58a
Mentor Graphics	6:59a
Tektronix	7:01a
Commerce /95th	7:07a
Tualatin Park and Ride	7:17a
Barbur Transit Ctr.	7:27a
10:17a	10:23a
12:16p	12:23p
2:17p	2:23p
3:27p	3:30p
4:12p	4:15p
5:15p	5:18p
5:39p	5:42p
6:36p	6:39p
7:18p	7:23p
8:06p	8:11p

Barbur Blvd. Transit Center to Wilsonville	
Barbur Transit Ctr.	6:20a
Tualatin Park and Ride	6:41a
Commerce /95th	6:49a
Tektronix	6:59a
Mentor Graphics	7:05a
Parkeyway /Boeckman	7:07a
City Hall Park & Ride	7:09a
Wilsonville Rd. /SMART	7:12a
8:17a	8:25a
8:54a	9:02a
11:08a	11:16a
1:08p	1:16p
3:08p	3:16p
4:06p	4:15p
5:00p	5:11p
5:57p	6:05p
6:24p	6:32p
7:02p	7:11p
7:33p	7:42p
8:25p	8:34p

### 95th/Commerce Route 203

Wilsonville City Hall to Commerce/95th	
City Hall Park & Ride	6:23a
Wilsonville Rd. /Boone's Ferry	6:26a
Peyton /Casting	6:27a
95th /Hillman	6:30a
Commerce /95th	6:33a
6:54a	6:58a
7:35a	7:40a
8:21a	8:25a
8:55a	8:58a
2:23p	2:28p
2:53p	2:58p
3:23p	3:28p
4:05p	4:10p
4:32p	4:39p
5:13p	5:20p
5:40p	5:45p

### Wilsonville Rd. Route 204

Fox Chase to Knight's Castle via City Hall	
Fox Chase	5:46a
Peyton /Casting	5:50a
Wilsonville Rd. /Boone's Ferry	5:52a
Boone's Ferry	5:56a
City Hall Park & Ride	6:00a
Knight's Castle	6:04a
7:04a	7:10a
7:44a	7:50a
8:24a	8:30a
3:45p	3:51p
4:28p	4:34p
5:46p	5:52p
6:27p	6:33p

### Oregon City Route 202

Wilsonville to Oregon City	
Wilsonville Rd. /SMART	5:37a
City Hall Park & Ride	5:59a
Parkeyway /Boeckman	6:59a
Mentor Graphics	7:01a
Tektronix	7:03a
Commerce /Boone's Ferry	7:09a
Meridian Park Hospital	7:17a
Oregon City Transit Ctr.	7:27a
11:17a	11:23a
1:07p	1:13p
3:32p	3:35p
4:45p	4:48p
6:00p	6:03p

### Oregon City to Wilsonville

Oregon City Transit Ctr.	6:41a
Meridian Park Hospital	6:44a
Commerce /Boone's Ferry	6:47a
Tektronix	6:48a
Mentor Graphics	6:52a
Parkeyway /Boeckman	6:55a
City Hall Park & Ride	6:57a
Wilsonville Rd. /SMART	6:59a

### Commerce/95th to Wilsonville City Hall

Commerce /95th	6:41a
95th /Hillman	6:44a
Peyton /Casting	6:47a
Wilsonville Rd. /Boone's Ferry	6:48a
City Hall Park & Ride	6:52a

- Route 201 Barbur
- Route 202 Oregon City
- Route 203 95th/Commerce
- Route 204 Wilsonville Rd.
- Limited Service (Routes 201 and 202)
- ..... Express Route (Routes 201 and 202)



**APPENDIX B**  
**Eligibility by Function Impairment/Disability**

**Eligibility by Functional Impairment/Disability**

Functional Impairment/ Disability	Type of Eligibility	Determining Factors
Ambulatory Disability, Uses Wheelchair	Conditional (2,3)*	<ul style="list-style-type: none"> <li>- Availability of accessible fixed route service</li> <li>- Distance to/from bus stop or rail station for trip requested</li> <li>- Environmental conditions (terrain)</li> </ul>
Ambulatory Disability, Uses Walker	Conditional (2,3)	<ul style="list-style-type: none"> <li>- Distance to/from bus stop or rail station for trip requested</li> <li>- Availability of accessible fixed route service</li> <li>- Environmental conditions (terrain)</li> </ul>
Ambulatory Disability Uses Braces	Conditional (2,3)	<ul style="list-style-type: none"> <li>- Distance to/from bus stop or rail station for trip requested</li> <li>- Availability of accessible fixed route service</li> <li>- Environmental conditions (terrain)</li> </ul>
Ambulatory Disability, Uses Other Mobility Aid	Conditional (2,3)	<ul style="list-style-type: none"> <li>- Distance to/from bus stop or rail station for trip requested</li> <li>- Availability of accessible fixed route service</li> <li>- Environmental conditions (terrain)</li> </ul>
Temperature Sensitivities	Conditional (3)	<ul style="list-style-type: none"> <li>- Distance to/from stop/station</li> <li>- Waiting time at Stop/station</li> <li>- Temperature</li> </ul>
Cardiac Condition	Conditional (3)	<ul style="list-style-type: none"> <li>- Distance to/from stop/station</li> <li>- Environmental conditions (temperature, terrain)</li> </ul>
Pulmonary Condition	Conditional (3)	<ul style="list-style-type: none"> <li>- Distance to/from stop/station</li> <li>- Environmental conditions (temperature/terrain)</li> </ul>
Arthritis	Conditional (3)	<ul style="list-style-type: none"> <li>- Distance to/from stop/station</li> <li>- Environmental conditions (temperature/terrain)</li> </ul>

\* Indicates category of eligibility. (1) = unable to board, ride, or disembark from an accessible vehicle; (2) = able to use accessible vehicle but accessible vehicle is not available; (3) = unable, due to impairment related conditions to get to stop/station.

(continued)

Functional Impairment/ Disability	Type of Eligibility	Determining Factors
Conditions resulting in severe fatigue (HIV, radiation/chemotherapy, dialysis)	Conditional (1,3)	<ul style="list-style-type: none"> <li>- Distance to/from stop/station</li> <li>- Environmental (temp./terrain)</li> </ul>
Severe lack of coordination/motor function (e.g., cerebral palsy, brain/spinal/peripheral nerve trauma, neurological conditions)	In all cases (1,3)	
Moderate lack of coordination/motor function (e.g., cerebral palsy, brain/spinal/peripheral nerve trauma, neurological conditions)	Conditional (2,3)	<ul style="list-style-type: none"> <li>- Distance to/from stop/station</li> <li>- Availability of accessible fixed route service</li> </ul>
Profound or severe mental retardation	In all cases (1,3)	
Mild or moderate mental retardation	Conditional (1,3)	<ul style="list-style-type: none"> <li>- Has person received travel training for trip requested?</li> </ul>
Psychiatric disabilities causing disorientation (as distinct from behavioral)	In all cases (1,3)	
Visual impairments (blindness, restricted vision)	Conditional (1,3)	<ul style="list-style-type: none"> <li>- Has person received travel training for trip requested?</li> <li>- Effective fixed route communications practices in place (announcements, card systems, etc.)?</li> <li>- Physical barriers in the environment</li> </ul>
Hearing Impairments	Conditional (1)	<ul style="list-style-type: none"> <li>- Effective fixed route communications practices in place (signage, card system, etc.)</li> </ul>
Communication Disabilities (disability related speech or reading impairments)	Conditional (1)	<ul style="list-style-type: none"> <li>- Effective fixed route Communications practices in place (signage, card system, etc.)</li> </ul>

**APPENDIX C**  
**Certification Application and Instruction**

## ADA DIAL-A-RIDE ELIGIBILITY CERTIFICATION

### INFORMATION SHEET

The Americans with Disabilities Act (ADA) requires providers of fixed route transit service to provide complementary paratransit service to people with disabilities who meet certain requirements. Wilsonville SMART complies with ADA requirements through the use of the existing Dial-A-Ride service. Although SMART Dial-A-Ride service is open to the general public, people who are certified ADA-eligible may receive priority treatment in scheduling.

ADA establishes very strict guidelines about who qualifies for ADA status. You are eligible to be ADA certified if you have a disability that:

1. Prevents you from getting to and from the bus. It must be more than difficult or unpleasant for you to walk to the bus stop; your disability must prevent you from doing so.
2. Prevents you from recognizing your destination and disembarking or navigating the system even if the driver announces the bus stop.
3. Prevents you from boarding, riding, or disembarking from an accessible bus. This means that, even using a wheelchair lift, you need an attendant to board, ride or disembark from the bus.

*(A qualifying disability may be permanent or temporary.)*

If you are interested in being certified as ADA-eligible, please fill out the attached form and return it to Wilsonville SMART. The information obtained in this certification process will be used only by Wilsonville SMART for the provision of transportation services. Information will be shared only with other transit providers to facilitate travel in their service areas. The information will not be provided to any other person or agency. If you do not wish to apply for ADA certification you will still be able to use the Dial-A-Ride service on a first-come, first-served basis for those people who are not ADA-eligible.

CERTIFICATION OF ADA PARATRANSIT ELIGIBILITY

1. Name \_\_\_\_\_  
2. Address \_\_\_\_\_  
3. Mailing Address \_\_\_\_\_  
4. Telephone Number: Home \_\_\_\_\_ Work \_\_\_\_\_  
5. Emergency Contact Person and Phone Number \_\_\_\_\_  
\_\_\_\_\_

6. Please check the disability category that prevents you from using SMART fixed route service and explain the disability.

- \_\_\_\_\_ 1. Prevents you from getting to and from the bus. It must be more than difficult or unpleasant for you to walk to the bus stop; your disability must prevent you from doing so.
- \_\_\_\_\_ 2. Prevents you from recognizing your destination and disembarking or navigating the system even if the driver announces the bus stop.
- \_\_\_\_\_ 3. Prevents you from boarding, riding, or disembarking from an accessible bus. This means that, even using a wheelchair lift, you need an attendant to board, ride or disembark from the bus.

Explain the disability and how it prevents you from using fixed route service:

7. Is the condition temporary? Yes \_\_\_\_\_ No \_\_\_\_\_ Length of duration \_\_\_\_\_

8. Is it intermittent? Yes \_\_\_\_\_ No \_\_\_\_\_

9. Are there any other effects of your disability that we should be aware of in order to serve you better?

10. Do you require a personal care attendant when you travel using transit? Yes \_\_\_\_\_ No \_\_\_\_\_

11. Do you use any of the following mobility aids? (Circle the appropriate aid)

Manual wheelchair  
White cane  
Guide dog  
Electric wheelchair

Walker  
Powered three-wheel scooter  
Crutches  
Cane

I HEREBY CERTIFY THAT THE FOLLOWING INFORMATION GIVEN IS CORRECT:

Signature \_\_\_\_\_ Date \_\_\_\_\_

IF THIS APPLICATION HAS BEEN COMPLETED BY SOMEONE ELSE, THAT PERSON MUST COMPLETE THE FOLLOWING:

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number Work \_\_\_\_\_ Home \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

To evaluate your request, SMART may need to contact a physician or other professional to confirm the information you have provided. This information will be requested only if necessary and will be kept confidential. Please complete the following information and authorization form.

The following physician, health care professional, or rehabilitation professional (circle one) is familiar with my disability and is authorized to provide Wilsonville with the information necessary to determine ADA-eligibility certification.

Health Care Provider \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_

Print Your Name \_\_\_\_\_

What is your date of birth \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

s:\trans\project\smrt0001\smart\adacert.doc

**APPENDIX D**  
**SMART No-Show Policy**



CITY OF  
**WILSONVILLE**  
IN OREGON

30000 SW Town Center Loop E  
Wilsonville, Oregon 97070  
FAX (503) 682-1015  
(503) 682-1011

**SMART**

**NO-SHOW POLICY**

**NO SHOW APPOINTMENTS**

When the SMART vehicle arrives to pick up a customer that has been scheduled an appointment and that customer has decided not to ride, is not ready at the appointed time, is not at home, or has not cancelled in a timely manner, that occurrence shall be counted as "NO SHOW" during any thirty (30) day period.

A missed or delayed appointment for reasons beyond the control of the customer shall not be counted as a "NO SHOW".

A written warning will be issued to the customer after the second occurrence.

**VIOLATION OF RULES**

Suspension of service for a thirty (30) day period may also occur for repeated violations of Dial-a-Ride/Lift rules. These rules shall be available to all customers.

**APPEAL PROCESS**

An appeal must be filed within fifteen (15) days of receipt of suspension notification. The appeal will be reviewed and evaluated by the Transit Director, Human Resources Director, and Public Affairs Director and a final determination will be made. Notification of the Committee decision will be made in writing to the customer.

Suspension of service will not take effect until the appeal process has been completed and the suspension affirmed.

**APPENDIX E**  
**Certificates and Resolutions**

**RESOLUTION AUTHORIZING THE PLAN**

**This is to certify that the City Council of Wilsonville approved and adopted the ADA Paratransit Plan, which is attached, at a meeting on \_\_\_\_\_.**

---

**Signature**

---

**Name of Authorized Official**

---

**Title**

---

**Date**

**EXISTING PARATRANSIT SERVICE SURVEY**

This is to certify that Wilsonville SMART has conducted a survey of existing paratransit services as required by 49 CFR 37.137 (a).

---

**Signature**

---

**Name of Authorized Official**

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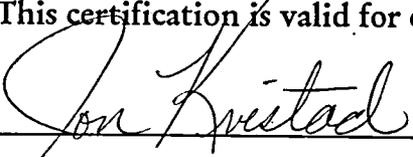
**Title**

---

**Date**

**MPO CERTIFICATION OF PARATRANSIT PLAN**

Metro hereby certifies that it has reviewed the ADA Paratransit Plan prepared by Wilsonville SMART as required under 49 CFR 37.139 (h) and finds it to be in conformance with the transportation plan developed under 49 CFR part 613 and 23 CFR part 450 (the FTA/FHWA joint planning regulation). This certification is valid for one year.

  
\_\_\_\_\_  
Signature

*Jon Kvistad*  
\_\_\_\_\_  
Name of Authorized Official

*Presiding Officer*  
\_\_\_\_\_  
Title

*2/6/97*  
\_\_\_\_\_  
Date

## STAFF REPORT

CONSIDERATION OF RESOLUTION NO. 96-2435 FOR THE PURPOSE OF CERTIFYING THAT THE CITY OF WILSONVILLE'S AMERICANS WITH DISABILITIES ACT (ADA) PARATRANSIT PLAN FOR 1997 MEETS ADA REQUIREMENTS AND CONFORMS TO METRO'S REGIONAL TRANSPORTATION PLAN

Date: December 11, 1996

Presented by: Andrew Cotugno

## PROPOSED ACTION

This resolution certifies to the Federal Transit Administration (FTA) that the City of Wilsonville South Metro Area Rapid Transit's (SMART) Americans with Disabilities Act (ADA) Paratransit Plan for 1997 meets ADA requirements and conforms to Metro's Regional Transportation Plan (RTP). The SMART is required to obtain this certification from Metro to meet the requirements of the Americans With Disabilities Act of 1990. A copy of SMART's ADA Paratransit Plan is included as Exhibit A to the resolution.

TPAC and JPACT have reviewed the City of Wilsonville's 1997 Paratransit Plan and recommend approval of Resolution No. 96-2435.

## FACTUAL BACKGROUND AND ANALYSIS

The Americans With Disabilities Act (ADA), enacted by the U.S. Congress in 1991, mandates the development of a plan to address discrimination and equal opportunity for disabled persons in employment, transportation, public accommodation, public services, and telecommunications. The ADA transportation plan, as developed by SMART shows how SMART is complying with ADA requirements that ensure people with disabilities have equal access to public transit.

The final Federal Transit Administration rule requires that Metro, as the Metropolitan Planning Organization, review SMART's paratransit plan annually and certify that the plan conforms to the Regional Transportation Plan (RTP). This certification is a required component of SMART's submittal to the Federal Transit Administration, and without the certification, cannot be found to be in full compliance with the ADA.

The following describes how SMART meets the ADA requirements and qualifies for certification by Metro. The ADA regulations, adopted in 1991, apply to transit providers which had existing fixed route service at that time. No provisions were made for providers that were established later. New service providers such as SMART are not expected to develop a five-year plan because they are expected to be in compliance from the inception of service. Wilsonville SMART has demonstrated through their complementary paratransit plan that they will meet each of the

six service criteria by January 26, 1997 and thus be in compliance.

Description of How SMART Dial-A-Ride Paratransit Service Meets the Six Service Criteria Established by ADA

1. *SMART Operates in the Same Service Area*

SMART Dial-A-Ride provides service throughout the entire City of Wilsonville and connects with Tri-Met at Commerce Circle Lift service for people wishing to travel between SMART and Tri-Met service areas.

2. *SMART Has a Response Time that is Comparable*

ADA-eligible riders will be able to reserve a trip from 14 days to 24 hours before the trip. No one will be able to reserve rides more than two weeks in advance. ADA-eligible riders will be able to book a ride on Sunday for Monday service through a telephone system upgrade. ADA-eligible riders may call for a reservation the day of the trip on a first-come, first-served basis will all riders. Trips will be provided within one hour of the time requested as permitted by ADA regulations.

3. *SMART Has Comparable Fares*

No fare is charged for fixed route or Dial-A-Ride service.

4. *SMART Has Comparable Days and Hours of Service*

Fixed route service is provided Monday through Friday from 5:30 AM to 8:30 PM. Dial-A-Ride service will extend its Monday through Friday service by one and one-half hours to reflect fixed route service. Saturday Dial-A-Ride service is not covered by ADA regulations since there is no Saturday fixed route service.

5. *SMART Meets Requirements for Any Trip Purpose*

There are no restrictions on trip purpose for receiving Dial-A-Ride service.

6. *SMART Does Not Limit Service Availability Because of Capacity Constraints*

Currently, SMART Dial-A-Ride provides about 2,200 one-way weekday trips. Over half of these are subscription trips. To ensure service availability to people who are ADA-eligible, SMART will eliminate subscription service, and provide 600 additional trips as needed for people who are ADA-eligible for the period between January 1997 and July 1997. It will then purchase an additional vehicle in which a certain number of seats will be set aside up until 24 hours

before the trip for people with disabilities. This number will be based on demand statistics for the first six months of 1997.

Public Involvement/Comment

Wilsonville SMART held a public meeting on November 14, 1996 for the public to comment on the proposed ADA plan. During the meeting, concern was expressed about the elimination of subscription service, and about no shows taking rides from other people. Both issues have been addressed in the plan with the addition of contract service for 600 additional rides.

Endorsement

The paratransit plan was reviewed and approved by the Wilsonville City Council on December 16, 1996.