



Public Works Department
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**City of Woodburn
 Americans with Disabilities Act (ADA)
 Paratransit Plan Update
 January 2011**

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Introduction

The Americans with Disabilities Act (ADA) of 1990 requires that public entities which operate non-commuter fixed-route transportation services also provide complementary paratransit services for individuals unable to use the fixed route system. This plan details the public transportation services provided by the City of Woodburn and how individuals with disabilities are offered services equal to those available to the general public.

Woodburn Transit System owns and operates the primary public transportation services in Woodburn. It operates a fixed-route bus in Woodburn and provides Dial-a-Ride vans for seniors, people with disabilities or other transportation-challenged individuals who are not able to use the fixed-route bus. Woodburn transit buses and paratransit vehicles are equipped with wheelchair lifts.

Community Demographics

Seniors and Youth

Older Adults (65 years and above) and young people (five to 17 years old) typically utilize public transportation more frequently than the general population. Older adults often exhibit higher demand for transit as they become less capable or willing to drive themselves, or can no longer afford to own a car. Young people without driver licenses or regular access to a personal automobile need transit service for school and after school activities, part-time jobs and general mobility particularly during the summer months. It should be noted that older adults and youth do not always utilize public transportation in the same ways. For example, older adults tend to use public transportation during the middle of the day for shopping and medical appointments, while youth tend to use public transportation to get to and from school, for after school activities and on weekends. It should also be noted that national trends show that a lower proportion of younger adults are embracing “car culture” – or the need to own their own vehicle – that defined earlier generations. While there are complex societal reasons for this shift, many younger adults cite higher insurance, maintenance and fuel costs as reasons for not owning their own vehicle. In addition, many younger adults embrace digital media and technology, such as texting and talking on a cell phone without a hands-free device, which are illegal while driving in Oregon¹ but very conducive to transit passengers.

Figure 1 below shows the age distribution of people in the City of Woodburn compared to Marion County, Oregon, and the United States as a whole based on the 2006-2008 American Community Survey. Woodburn has a good mix of ages, although seniors, young children, and youth comprise higher shares of the population in Woodburn than the other geographies and represent a relatively larger transit market in Woodburn. The

¹ <http://www.iihs.org/laws/cellphonelaws.aspx>

senior and youth share of the population in Woodburn is also among the highest of other cities in Marion County, based on older data from the 2000 U.S. Census that includes smaller cities.²

Figure 1 Age Distribution

Age Group	Woodburn		Marion County		Oregon		United States	
	# Persons	%	# Persons	%	# Persons	%	# Persons	%
Under 5	2,158	9.7%	24,039	7.7%	237,502	6.4%	20,672,826	6.9%
5 - 17	4,446	22.0%	58,700	20.5%	625,602	17.9%	53,133,749	18.9%
18-24	1,753	7.8%	28,594	9.2%	334,099	8.9%	29,636,552	9.8%
25-34	3,633	16.3%	45,105	14.5%	520,354	13.9%	40,125,972	13.3%
35-44	3,173	14.2%	42,075	13.6%	512,594	13.7%	43,140,679	14.3%
45-59	3,112	13.9%	59,911	19.3%	819,283	21.9%	62,076,512	20.6%
60-64	743	3.3%	14,429	4.7%	196,740	5.3%	14,471,277	4.8%
65-74	1,354	6.1%	18,739	6.0%	250,925	6.7%	19,488,145	6.5%
75 and over	1,966	8.8%	18,631	6.0%	238,425	6.4%	18,491,991	6.1%
Total	22,338	100.0%	310,223	100.0%	3,735,524	100.0%	301,237,703	100.0%

Source: U.S. Census Bureau, 2006-2008 American Community Survey

Persons with Disabilities

Persons with disabilities often are frequent consumers of transit services, as well as vocal proponents for public transportation. Figure 2 below shows that nearly 16% of the population in Woodburn (age five or older) has one or more disabilities, slightly less than Marion County and Oregon as a whole. This equates to over 3,000 individuals in Woodburn.

While many individuals with a disability are full-functioning members of society and do not require special transportation, a certain percentage of the disabled population has what is defined by the Census as a “Go-outside-home” disability. This definition includes only people who indicated that they travel outside the home and that it was difficult for them to shop or visit a doctor’s office, indicating that they are likely to require transportation assistance to meet their basic travel needs. About 5.5% of the population in Woodburn (age 16 or older) has a go-outside-home disability, nearly identical to the other geographic regions shown in Figure 2. In terms of total individuals, about 900 people in the City of Woodburn have a go-outside home disability.

Figure 2 Disability Status, 2005-2007

	Woodburn	Marion County	Oregon	United States
Total with a disability (age 5+)	3,224	46,506	562,966	41,101,667
% with one or more disabilities	15.9%	16.8%	16.5%	15.1%

² Population Research Center, Portland State University

Total with a go-outside-home disability (age 16+)	914	12,286	155,329	12,296,665
% with a go-outside-home disability	5.5%	5.4%	5.4%	5.4%

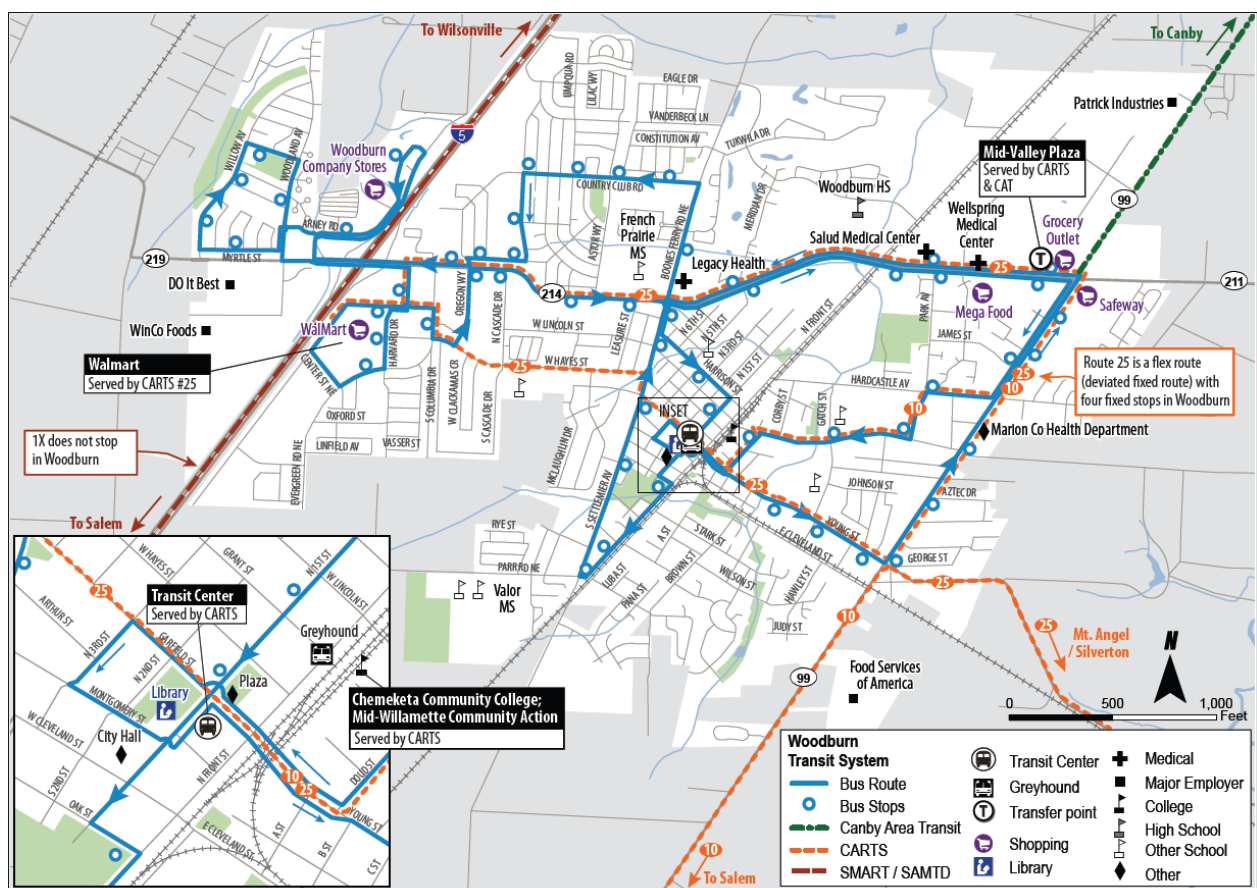
Source: American Community Survey, 2005-2007

Fixed-Route System

Service Description

The Woodburn Transit bus makes stops throughout Woodburn, starting and ending at the downtown transit center, located adjacent to the City of Woodburn Public Works Annex building at 190 Garfield Street. Figure 3 highlights the fixed-bus route and local stops.

Figure 3 Woodburn Transit Bus and Coordinating Service Routes



Nelson Nygaard
consulting associates

Service Hours

Figure 4 describes service hours and frequency for the Woodburn Transit Bus. Service is provided hourly on weekdays only between 9:00 AM and 5:00 PM. The service does not operate on the following major holidays: New Years Day, Martin Luther King Day,

President’s Day, Memorial Day, July 4th, Labor Day, Veteran’s Day, Thanksgiving Day and Christmas Day.

Figure 4 Bus Service Hours and Frequencies

Service Days / Hours	Service Frequency
Weekdays, 9:00 am – 5:00 pm (last trip starts at 4:00 pm)	Hourly (starting on the hour)

Sources: City of Woodburn

Fare Structure

Figure 5 shows the fare structure for the Woodburn Transit Bus. A one-way fare is \$1.00 for adults and youth. Children under the age of six ride for free. Discount passes good for 20 rides cost \$15.00 (\$0.75 per ride – a 25% discount) can be purchased from the bus driver or at the Transit Office at 202 Young Street.

Figure 5 Bus Fare Structure

	One-Way Fare	20-Ride Pass
Adults/Youth	\$1.00	\$15.00
Children 5 and under (W/ Parent)	Free	N/A

Source: City of Woodburn

Fleet

Woodburn Transit System rotates four buses into service for the fixed bus route. The Champion buses are the primary vehicles but the system attempts to rotate all buses into service at least one day per week. The buses are stored at the public works maintenance yard, which is enclosed and locked, and maintained by the public works fleet maintenance technician. Vehicles are washed and interiors cleaned at least weekly. The vehicles are equipped with wheelchair lifts located at the rear of the bus.

Figure 6 highlights the year, make/model, mileage and general condition of vehicles used to provide bus service, as of April 2010. In general, the system expects 10 years of service from each vehicle or about 250,000 to 300,000 miles. This falls between general guidelines from the Oregon Department of Transportation (ODOT) for small buses built on a mid-duty chassis (7 years and 200,000 miles) and full-size transit buses built on a heavy-duty chassis (10 years and 600,000 miles).

Figure 6 Bus Fleet

Vehicle Number	Year	Make / Model	Capacity	Condition	Odometer
1385	2009	Champion Bus	35 / 2 w/c	Excellent	7,344
1350	2006	Champion Bus	35 / 2 w/c	Good	28,028
1394	2002	Eldorado Bus	25 / 2 w/c	Good	145,206
1374	2001	Blue Bird Bus	29 / 2 w/c	Good	43,638

Source: City of Woodburn. Note: w/c = Wheelchair

Demand Response Services

Complimentary ADA Paratransit Service (Dial-A-Ride)

Service Area

Dial-A-Ride service is available within Woodburn City Limits.

Service Hours

Dial-A-Ride service is offered Monday-Friday from 9 AM to 5 PM.

Fares

The one-way fare on Dial-A-Ride is \$1.50, which is 50% higher than the fixed-route one-way fare of \$1.00.

Eligibility Process

Woodburn Transit has an eligibility policy dictating the process used to screen applicants for the Dial-A-Ride service (see the Appendix for the policy and supporting documentation). The policy addresses the seven required elements:

- Availability of application materials in accessible format
- Description of determination process, including method of notifying individuals about determinations
- System and timetable for processing applications and allowing presumptive eligibility
- Documentation that will be provided to persons determined ADA paratransit eligible
- Description of the administrative appeals process
- A policy for visitors

Eligibility is primarily determined over the phone, with decisions made by Public Works staff. The City relies primarily on a self-certification questionnaire but it may request additional documentation or professional verification if necessary.

Additional information

Ride reservations are accepted up to 14 days in advance of the day of travel and until 5:00 PM the day before the trip. Though the office is closed on weekends and holidays,

trip requests will be taken by voice mail, honored and responded to the next business day. Scheduled times may be negotiated between one hour before to one hour after the requested time.

There are no restrictions on trip purpose and it is the practice of Woodburn Transit that there are no capacity constraints.

Subscription service (standing order) is available for riders who travel to and/or from the same location on a regular basis. Subscription service may be limited in order to ensure there are no capacity constraints for on-demand trip requests.

Woodburn Transit will provide door-to-door service, when requested in advance. Reasonable accommodations will be made to facilitate travel between the van and the origin's/destination's doorway, provided these accommodations do not place an undue burden on the driver or other passengers.

Fleet

As of April 2010, Woodburn Transit has a fleet of four lift-equipped vehicles for dial-a-Ride service. As many as two to three vehicles may be in service at a given time and there is one full-time driver, and four part-time drivers each working up to 19 hours per week. The transit operations supervisor may also drive as necessary. Vehicles are stored at the public works maintenance yard and maintained by City maintenance staff on a regular maintenance schedule, including the lifts. Figure 7 lists the vehicles used for Dial-a-Ride service. ODOT guidelines specify a typical useful life of four years or 100,000 miles for modified vans or minivans.

Figure 7 Woodburn Transit Dial-a-Ride Fleet

Bus #	Year	Make / Model	Capacity	Condition	Odometer
1371	2008	Ford Cutaway Van	10 + 2 w/c	Excellent	14,573
1337	2006	Chevy Uplander Minivan	5 + 1 w/c	Good	49,893
1395	2005	Ford Cutaway Van	10 + 2 w/c	Fair	47,179
1390	2002	Chevy Venture Minivan	5 + 2 w/c	Fair	75,790

Source: City of Woodburn

Comparison of Complementary Paratransit to Fixed-Route Service

Woodburn Transit's ADA paratransit service levels are equal to those of its fixed-route service with respect to the six criteria specified in the ADA regulations. Figure 8 highlights the performance of the previously described Dial-A-Ride Complimentary ADA Paratransit Service to that of the fixed-route system.

Figure 8 Performance to Six Service Criteria

Service Criteria	Consistent with Regulation	Comments
Service area	Yes	Local within city limits
Response time	Yes	Between 5 PM day before and 14 days prior to day of travel
Fares	Yes	The ADA paratransit fare is 1.5 times that of the fixed-route fare.
Trip Purpose	Yes	No restrictions
Hours and days of service	Yes	Equal spans of service.
Capacity constraints	Yes	No constraints.

Other Demand Response Services

Dial-A-Ride Senior Service

The Dial-A-Ride service is also available to seniors (60 or older). Priority is given to individuals eligible for the complementary ADA paratransit service. The seniors' service is also provided within the entire City

Dial-A-Ride Volunteer Program

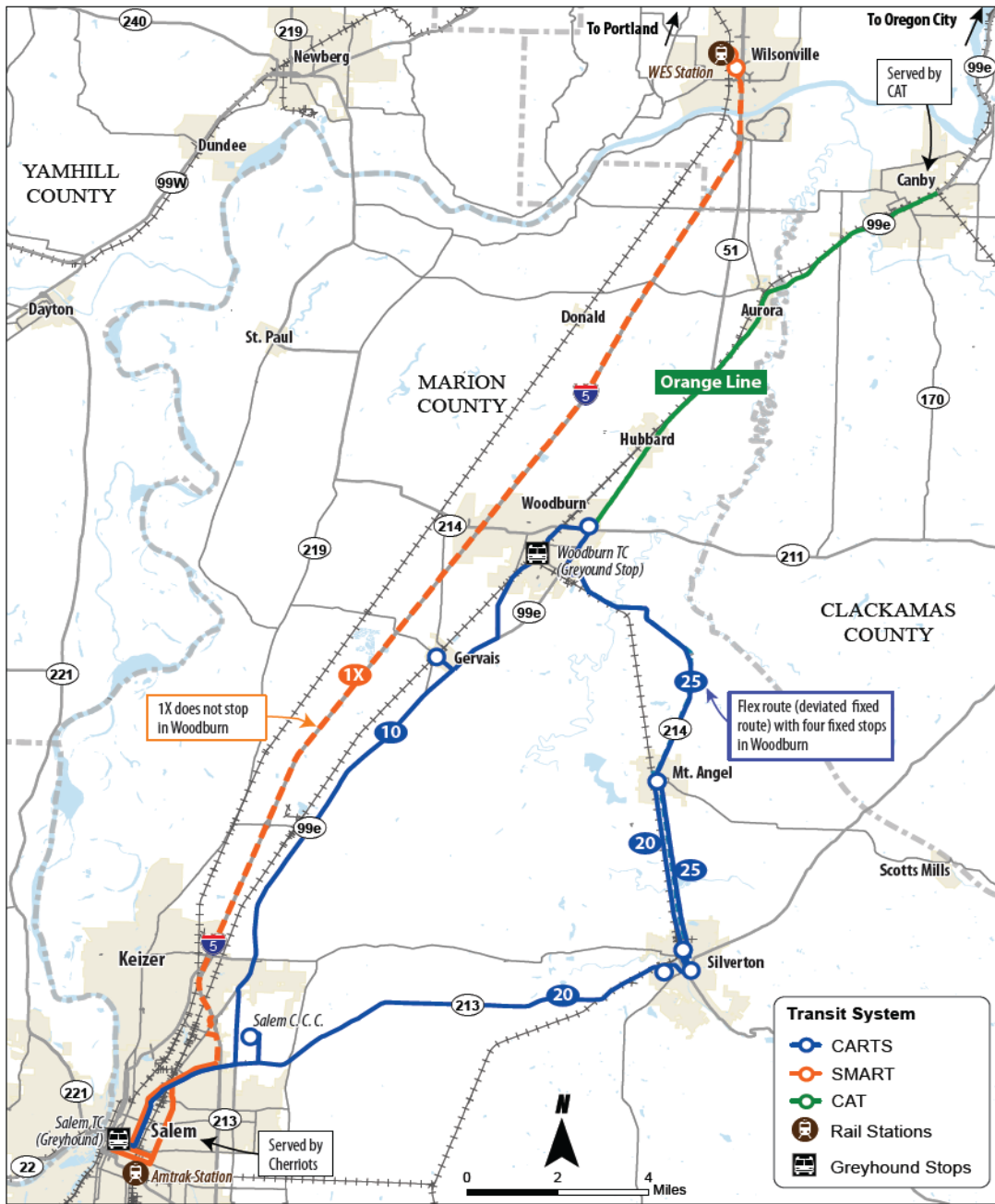
The Woodburn Transit Dial-A-Ride program arranges for volunteer drivers organized through the Retired and Senior Volunteer Program (RSVP) to take elderly and disabled residents to medical appointments in Woodburn, Salem, and Portland with 24-hour notice. RSVP volunteers also deliver meals for meal sites and drive patients to medical appointments within the county and beyond. RSVP does not own any vehicles and does not formally coordinate with any transportation providers. Volunteer drivers are reimbursed for their mileage as well as training and volunteer recognition expenses. Reservations can be made by calling the City of Woodburn and donations are accepted for the service.

Coordination with Other Services

Regional Transit Providers

Several regional transit agencies provide service to or near Woodburn. Each service is described below. The Woodburn bus has common stops with some of the regional service providers at the downtown transit center and at Mid-Valley Plaza, although service hours and arrival and departure times are not yet coordinated. Figure 9 presents the primary routes served by the regional providers.

Figure 9 Regional Transit Providers



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Source: Oregon Geospatial Enterprise Office

Chemeketa Area Regional Transit System (CARTS)

Chemeketa Area Regional Transit System (CARTS) provides public transportation services to small cities and rural areas in Marion and Polk Counties. CARTS is operated by Oregon Housing and Associated Services (OHAS). The following CARTS routes serve Woodburn and/or other communities in North Marion County:

CARTS Route 10 serves Woodburn, making daily weekday round trips to Gervais, Brooks, the main Chemeketa Community College campus in Salem, and the Salem downtown transit center. It operates as a deviated fixed route with deviations up to $\frac{3}{4}$ of a mile from the fixed route when previously scheduled. In Woodburn the bus stops at both the downtown transit center and Mid-Valley Plaza (referred to as North Park Plaza on CARTS schedules) on trips to and from Salem, although service hours and arrival and departure times are not coordinated with WTS. Timed connections are possible to the Canby Area Transit (CAT) Orange line at Mid-Valley Plaza (see below).

CARTS Route 20 serves Silverton and Mt. Angel from Salem. It also operates as a deviated fixed route with deviations up to $\frac{3}{4}$ of a mile from the fixed route when previously scheduled.

CARTS Route 25, or North Marion County Flex-Route, provides service in Silverton, Mt. Angel, and Woodburn.³ The service makes weekday trips to/from Woodburn, with stops in Woodburn at Mid-Valley Plaza (North Park Plaza), Walmart, the downtown transit center, and Chemeketa Community College at scheduled times.

For current CARTS schedules and fares, contact CARTS at (503) 585-5187, 1-800-422-7723; TDD: 503-364-1263 or their web site at: <http://www.ohas-oregon.org/transcarts.html> CARTS provides information on its website in both English and Spanish. All CARTS buses are ADA-accessible and have bike racks.⁴

Canby Area Transit (CAT)

Canby Area Transit (CAT) provides weekday service within Canby and to Oregon City, Wilsonville, and Woodburn from Canby Transit Center. Route 1 (the Orange line) provides service to Oregon City Transit Center from Canby and to Mid-Valley Plaza in Woodburn. The route provides connections to the Woodburn Transit bus route and CARTS Routes 10 and 25. A transfer to TriMet WES Commuter Rail (serving Beaverton Transit Center) is possible in Wilsonville and to TriMet buses at Oregon City Transit Center for direct service to downtown Portland.

CAT's service is fareless, including to and from Woodburn, with the exception of the Purple line operated jointly by CAT and SMART connecting Canby and Wilsonville. All CAT buses are ADA-accessible and have bike racks. Current CAT schedules and fares can be obtained from their web site at: <http://www.canbyareatransit.org>
Or by calling: 503-266-4022

³ <http://www.ohas-oregon.org/transcartsroute25nmcflex.html>

⁴ Americans with Disabilities Act

South Metro Area Rapid Transit (SMART)

South Metro Area Rapid Transit (SMART) provides public transit service in the Wilsonville area, south of Portland on the I-5 corridor. SMART operates fixed bus routes on weekdays and on Saturdays. Three routes (4, 5, and 6) operate exclusively within Wilsonville. SMART provides connections to TriMet Route 96, with service to downtown Portland, at Commerce Circle in Wilsonville. Route 2X travels to the Tualatin Park & Ride and Barbur Boulevard Transit Center in Portland connecting with TriMet Routes 12, 64, and 94. Route 3 travels to the Canby Transit Center allowing for direct transfers with CAT Routes 1 and 3. Route 1X provides service between Wilsonville and the Salem Transit Mall during commute times. This route runs along the I-5 corridor through but without stopping in Woodburn. SMART jointly operates service on the Canby and Salem routes with Canby Area Transit or Salem-Keizer Transit, respectively. All SMART routes connect with TriMet WES Commuter Rail at SMART Central at Wilsonville Station. WES provides weekday service to Tualatin, Tigard, and Beaverton.

Current schedules and fares may be obtained by contacting SMART at:

<http://www.ridesmart.com/>

Or phone: 503-682-7790

Salem-Keizer Transit Cherriots, CherryLift, and Cherriots Rideshare

Cherriots is the fixed route bus service operated by Salem-Keizer Transit (SKT) within the Salem-Keizer urban area. Routes run Monday through Friday leaving the Salem Transit Mall in Downtown Salem. Route 1X, is jointly operated by SMART and Cherriots between Wilsonville and Salem. All buses are ADA-accessible and have bike racks. Current schedules and fares can be obtained at their web site: <http://www.cherriots.org/> Or calling them at: 503-588-2877. Cherriots' website provides information in both English and Spanish.

CherryLift is the complementary ADA paratransit service offered by SKT within the Cherriots service area for individual with a disability that prevents them from using Cherriots service. A 24-hour advance reservation is required to ride CherryLift. Service hours and days parallel those of Cherriots. CherryLift does not accept Cherriots passes. CherryLift is operated by Wheels, a program of OHAS.

Cherriots also runs a Rideshare program, including a carpool or vanpool matching service.⁵ Vanpools consist of 7 to 15 people and vehicles may be owned by a vanpool company, owned by the riders' employer or privately owned by an individual.

Social Service Providers

Social service providers include a wide array of schools, churches, nonprofits and human service agencies. While not comprehensive, this section describes several of the additional transportation services provided within Woodburn.

⁵ <http://www.cherriotsrideshare.org>

Marion County Retired Senior Volunteer Program (RSVP)

As described in the Woodburn Demand Response Services section, the Woodburn Transit Dial-a-Ride Service arranges for volunteer drivers organized through the Retired and Senior Volunteer Program (RSVP) to take elderly and disabled residents to medical appointments in Woodburn, Salem, and Portland with 24-hour notice.

Silverton Hospital CareVan

The Silverton Hospital CareVan, operated by Silverton Hospital, provides door-to-door transportation to and from medical appointments at Silverton Hospital and its facilities in Woodburn, including Woodburn Family Practice, Woodburn Internal Medicine, Woodburn Urgent Care, Tukwila Center for Health and Medicine, and Wellspring Medical Center, also a conference center and restaurant. Service is available Monday through Friday from 8:30 AM to 4:00 PM. No fare is required but donations are appreciated. Same-day requests are considered on a space-available basis. 24-hour advance notice is requested.

Their web site: <http://www.silvertonhospital.org/services/carevan/>

Phone: (503) 873-1784 (Silverton) or (503) 982-4878 (Woodburn)

Trip Link

Trip Link is the Medicaid brokerage that arranges non-emergency transportation for Oregon Health Plan Plus qualified persons in Marion and Polk Counties. Trips are arranged through a call center which operates Monday through Friday from 6:00 AM to 7:00 PM. TripLink contracts with 28 transportation providers to serve Medicaid transportation trips to any destination within Oregon.

Contact Phone: 503-315-5544

Private Providers

Private transportation options in the area include rail service provided by Amtrak, regional bus service provided by Greyhound, HUT Airport Shuttle to Portland Airport, and a number of taxi services.

Amtrak

Amtrak, a nationwide rail service, is available at 500 13th Street NE in Salem and is served by CARTS. Two Amtrak routes serve Salem. Cascades service connects the Pacific Northwest from Eugene to Seattle or Vancouver, B.C., with four northbound and five southbound trips. The Coast Starlight provides one daily northbound and southbound trip along the west coast from San Diego, California, to Vancouver, B.C. Their Website: <http://www.amtrak.com/>; or phone at 1-800-872-7245 or TDD/TTY 1-800-523-6590.

Greyhound

Greyhound, a nationwide bus service, stops in Woodburn and Salem. The Woodburn ticket office is located at La Caseta D Woodburn at 479 N Front Street. The Salem Greyhound Station is located at 450 Church Street NE, less than a quarter mile away from the Salem Transit Mall. Destinations include cities in the Pacific Northwest,

California, and Mexico. Two trips in each direction stop in Woodburn, while four daily northbound and southbound trips are available from the Salem Station.

Phone: 503-981-6922; web site: <http://www.greyhound.com/>

HUT Airport Shuttle

HUT provides connections from Salem and Woodburn to Portland International Airport (PDX). The shuttle operates seven days a week and departs every 2 hours from 3:30 AM to 11:30 PM from the Best Western Hotel on Newburg Highway in Woodburn. Advance reservations are required for a pickup in Woodburn. The shuttle makes return trips from PDX every two hours from 4:45 AM to 12:45 AM. The trip takes approximately an hour. The fare is \$30 to/from Woodburn (up to two children 12 or under ride for free). One vehicle is equipped with a wheelchair lift and should be requested in advance.

Website: <http://www.portlandairportshuttle.com/>

Phone: 541-926-2525

Taxis

Taxicab services must be licensed with the City of Woodburn in order to provide taxi services within Woodburn. A listing of Taxi Services licensed to operate in Woodburn can be obtained at the following web address:

<http://www.woodburn-or.gov/publicworks/lictransport.aspx>

Public Participation

This ADA Paratransit Plan was reviewed by members of Special Transportation Fund (STF) Advisory Committee for the Salem Area Mass Transit District which has representation from persons with disabilities. Their feedback was considered in the development of the final plan which was considered for adoption by the Woodburn City Council on January 11, 2010. A copy of this plan was available to the public on the City's Website along with notices placed at City Hall and the Woodburn Public Library prior to the City Council meeting. Draft and final copies of the plan are available in accessible formats upon request. The appendix includes the feedback from the advisory committee along with the City Council resolution.

Implementation Plan

As Woodburn Transit meets the required service criteria for its complementary paratransit service, there are no planned changes to address ADA requirements.

APPENDICES

- A -- Paratransit Eligibility Policy
- B -- Certification Process - Self-Certification Form
- C -- Certification Process - Telephone Questionnaire
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APPENDIX - A

PARATRANSIT ELIGIBILITY POLICY



Public Works Department
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City of Woodburn Paratransit Eligibility Policy

Woodburn Transportation Services' initial eligibility process consists of a phone interview. All eligibility material will be available in accessible formats upon request. Initial decisions on an individual's eligibility will be made by Public Works staff. The City will rely primarily on self certification of an individual's disability. The phone interview questionnaire will be retained as a record of eligibility being granted. If information obtained over the telephone is insufficient to grant eligibility, the individual will be asked to provide further documentation. Documentation could be from a doctor, independent living counselor, rehabilitation counselor, physical therapist or some other professional who could provide information on the individual's ability to utilize Woodburn's fixed route bus. Individuals will be provided service on a presumption of eligibility if an initial determination decision is not made within 21 days of the individuals request for service.

All notifications of eligibility will be made in writing or in an accessible format if requested. Certifications will be classified as either indefinite or temporary. Indefinite certifications will not require recertification. Individuals who in their certification process indicated that their disability was temporary will be recertified if necessary at the time they indicated that their disability would be corrected. Individuals who are certified as eligible will provided a post card size identification certificate.

If paratransit service is denied the individual has the right to appeal this decision. Individuals denied service will be notified in writing of the denial. This denial notice will include the reasons for the denial and provide information about the process of appealing the denial. The initial denial decision will be made by the Transit Division Operations Supervisor with subsequent review by the Public Works Transit Division Manager, who will sign the denial notification letter. The denial letter will be in a format that can be utilized by the individual.

The appeal process will utilize the grievance procedure that was approved by the City Council to deal with ADA related complaints. This process must be initiated within 60 days of the date on the letter of denial notification. A copy of the grievance procedure is included at the end of this section. If a decision on the appeal is not made within 21



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days of the completion of the appeal process the individual appealing the decision will be provided service on a presumption of eligibility.

ADA certified individuals are allowed a personal care attendant (PCA) to accompany them fare-free, if during the certification process such a need is identified. In addition to a PCA, one guest must be allowed to ride – full fare the same as the passenger. Additional guests are allowed on a space-available basis at full fare. Guests must travel to the same location.

Visitors to the city will be allowed use of the city’s program while staying in the city. The individual should have a certification from their home of record. If they do not the certification process will be used to determine eligibility. Visitor privileges will be provided by the city for no more than 30 days after first use.

Grievance Procedure

This grievance procedure must be initiated within 60 days of the date on the letter denying paratransit eligibility.

1. The appellant will submit their complaint regarding access or discrimination in writing to the City Administrator, 270 Montgomery Street, Woodburn, OR 97071 for resolution. The appellant, at their request, will have the right to meet with the City Administrator to present additional information and arguments.
2. A determination must be made within 21 days of the appellant submitting the complaint or meeting with the City Administrator. The decision of the City Administrator will be in writing or in an accessible format. The decision of the City Administrator is final.
3. A record of action taken on each request or complaint must be maintained as a part of the records or minutes at each level of the grievance procedure.
4. 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



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filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

APPENDIX - B

CERTIFICATION PROCESS - SELF-CERTIFICATION FORM



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**CITY OF WOODBURN
TRANSPORTATION SERVICES
ADA PARATRANSIT SELF-CERTIFICATION**

TO BE COMPLETED BY THE APPLICANT OR A REPRESENTATIVE

1. Do you currently or have you used the Woodburn Transit fixed route accessible bus within the last year?

_____ YES _____NO

2. Are you capable of using the Woodburn Transit fixed route bus?

_____ YES _____NO

3. Have you ever tried using the Woodburn Transit fixed route bus?

_____ YES _____NO

4. Have you tried unsuccessfully to use the Woodburn Transit fixed-route bus within the last year?

_____ YES _____NO

If yes, explain:

5. If information on how to utilize the Woodburn Transit bus was available, do you think you would be able to learn to use the Woodburn Transit fixed route accessible bus?

_____ YES _____ NO _____ SOMETIMES _____DON'T KNOW

If NO or SOMETIMES, explain:

6. List destinations that you have been unable to reach by the bus due to your disability.

7. Describe the disability or limitation that keeps you from using the Woodburn Transit fixed route accessible bus.

8. Describe how your disability or limitation keeps you from using the Woodburn Transit fixed route accessible bus.

9. Check any of these that apply to you.

- I am unable to board or disembark from the Woodburn Transit bus without assistance.
- I am unable to board or disembark from the Woodburn Transit bus within a reasonable amount of time.
- My mobility device does not fit on the bus lift platform.

10. Is your disability or limitation temporary?

YES

NO

If yes, how long do you expect it to last?

11. Please check the mobility aids that you use.

- Manual Wheelchair
- Electric Wheelchair
- Electric 3 Wheel Scooter (i.e. Amigo)
- Cane
- Walker
- Crutches
- Guide Animal
- Personal Care Attendant
- Orthotic Device
- Prosthetic Device
- Other (please Identify): _____

12. If you use a wheelchair or other mobility aid where you are seated, can you transfer yourself to another seat without help?

YES

NO

13. Do you require someone to assist you when you travel?

_____ YES _____ NO _____SOMETIMES

If SOMETIMES, explain:

14. Does your disability or limitation usually prevent you from climbing three 12 inch steps?

_____ YES _____ NO

15. Are you able to get from your home to the curb without help?

_____ YES _____ NO

16. Is there someone available to give you assistance to and from a vehicle when you need it?

_____ YES _____NO SOMETIMES

If SOMETIMES, explain:

17. Are you able to determine when a vehicle arrives to pick you up at your home?

_____ YES _____ NO _____SOMETIMES

If SOMETIMES, explain:

18. Are you able to call to schedule rides without help?

_____ YES _____NO _____SOMETIMES

If SOMETIMES, explain,

I believe that the information provided is true and correct. I understand that deliberately providing false information is punishable by law and may jeopardize eligibility for services. I hereby authorize the City of Woodburn, its agents and employees, to verify the information provided in this application.

Applicant's Signature
Or Signature of Legal Guardian

Date

Signature of person completing form if someone
other than applicant. (* you must complete Relationship
to Applicant line.)

Date

Signature of Witness if there is no assigned Legal
Guardian and Applicant able to sign. (* You
must complete Relationship to Applicant line.)

Date

* Relationship to Applicant

APPENDIX - C

CERTIFICATION PROCESS – TELEPHONE QUESTIONNAIRE

10. Can you walk 200 feet without assistance?

Yes No Sometimes

11. Can you travel 1/4 mile without assistance?

Yes No Sometimes

12. Can you climb three 12-inch steps without assistance?

Yes No Sometimes

13. Can you wait outside for 10 minutes without assistance?

Yes No Sometimes

APPENDIX - D

CERTIFICATION PROCESS – PROFESSIONAL VERIFICATION FORM

**CITY OF WOODBURN
TRANSPORTATION SERVICES
ADA PARATRANSIT ELIGIBILITY
PROFESSIONAL VERIFICATION FOR DIAL-A-RIDE SERVICE**

TO BE COMPLETED BY AGENCY REPRESENTATIVE OR MEDICAL PROFESSIONAL FAMILIAR WITH THE APPLICANT.

FEDERAL LAW REQUIRES THAT SPECIALIZED CURB-TO-CURB SERVICE MUST BE PROVIDED TO PERSONS WHO CANNOT USE AVAILABLE FIXED-ROUTE SERVICE DUE TO A DISABILITY.

TO BE ELIGIBLE, PERSONS MUST HAVE A DISABILITY THAT PREVENTS USE OF THE WOODBURN TRANSIT FIXED-ROUTE BUS SERVICE. ALL BUSES ARE EQUIPPED WITH WHEELCHAIR LIFTS AND WOODBURN TRANSIT PROVIDES INFORMATION ON HOW TO UTILIZE THE BUS.

1. Name of Applicant:

2. Name of Agency or Medical Office:

3. Name of Representative or Physician:

4. Telephone Number:

5. In what capacity do you know the applicant:

6. In your opinion, is the Applicant able to ride the Woodburn Transit fixed-route accessible bus?

_____ Always _____ Sometimes _____ Never

7. Indicate the disability that keeps the Applicant from using the Woodburn Transit fixed-route accessible bus? CHECK ALL THAT APPLY.

_____ **Non-Ambulatory:** - requires permanent use of wheelchair and prevents independent mobility

_____ **Restricted Mobility:** - causes difficulty walking and requiring use of mobility aid and prevents mobility.

- _____ **Arthritis:** - causes a functional motor defect in any major limb and prevents independent mobility.
- _____ **Loss of Extremities:** with loss of major function that prevents independent mobility
- _____ **Head Injury:** with functional motor defect that prevents independent mobility.
- _____ **Respiratory Impairment (dyspnea):** occurs during activities such as climbing one flight of stairs or walking 100 yards on level ground or less exertion or even at rest.
- _____ **Cardiac Disease:** results in marked limitation of physical activity.
- _____ **Disorders of Spine:** fractures with motor and sensory loss, osteoporosis with pain and limitation of movement that prevents independent mobility.
- _____ **Nerve Root Compression Syndrome:** with pain and motion limitation in back of neck that prevents independent mobility.
- _____ **Visual Impairment:** that prevents independent mobility.
- _____ **Hearing Impairment:** that prevents independent mobility.
- _____ **Development Disabilities:** that prevents independent mobility.
- _____ **Autism:** that prevents independent mobility.
- _____ **Neurological Impairment:** caused by cerebral palsy, muscular dystrophy, multiple sclerosis, severe seizure disorder or other neurological impairments not controlled by medication and prevents independent mobility.
- _____ **Mental and Emotional Impairments:** to the degree that independent mobility is prevented.
- _____ **Aging:** limited functioning due to advanced age with fatigue and decreased energy level, restricted mobility and slowed response time, chronic and acute brain syndrome, decreased sensory activity.



Public Works Department
Transit Division
190 Garfield Street
Woodburn, OR 97071
(503) 982-5240 (503)982-5242 (fax)
www.woodburn-or.gov

Other:

I believe that the information provided is true and correct. I understand that deliberately providing false information is punishable by law and may jeopardize the receipt of services. I hereby authorize the City of Woodburn and its agents and employees to verify the information provided in this application.

Signature of person completing form

Date

APPENDIX - E

CITY COUNCIL RESOLUTION ADOPTING THE ADA PLAN

COUNCIL BILL NO. 2852

RESOLUTION BILL NO. 1986

A RESOLUTION ADOPTING THE ADA PARATRANSIT PLAN UPDATE

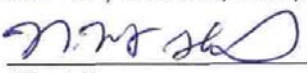
WHEREAS, the City with assistance from the ODOT Public Transit Division has completed the Americans with Disabilities Act ("ADA") Paratransit Plan Update; and

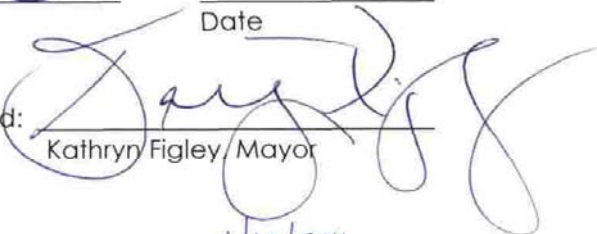
WHEREAS, staff has engaged in a public outreach process that included input from those representing people with disabilities; and

WHEREAS, this matter has come before the City Council for approval on January 11, 2010; **NOW, THEREFORE,**


THE CITY OF WOODBURN RESOLVES AS FOLLOWS:

Section 1. The ADA Paratransit Plan Update (dated January 2011 and attached hereto as Exhibit "A") is hereby adopted.

Approved as to Form:  1-5-2011
City Attorney Date

Approved: 
Kathryn Figley, Mayor

Passed by Council 1/11/2011
Submitted to the Mayor 1/12/2011
Approved by the Mayor 1/12/2011
Filed with the Office of the Recorder 1/19/2011

ATTEST: 
Christina Shearer, Recorder
City of Woodburn, Oregon