



City of Sandy Transit  
AMERICANS WITH DISABILITIES (ADA) PLAN  
Original October 2010  
Revised January 2022  
By Resolution 2021-31

## Introduction

Public transportation is operated by the City of Sandy Transit Department (*Sandy Transit*), located in the City Operations Center at 16610 Champion Way, Sandy, Oregon 97055. The Transit Director, Andi Howell, can be contacted by phone at 503-489-0925 and by e-mail at [ahowell@cityofsandy.com](mailto:ahowell@cityofsandy.com).

*Sandy Transit* is committed to providing equal opportunity for persons with disabilities. This commitment includes complying with the Americans with Disabilities Act of 1990 (ADA) and the Rehabilitation Act of 1993 including Section 37.173 of DOT's ADA regulations requiring transit operators to train their personnel to properly assist and treat individuals with disabilities with sensitivity and to operate vehicles and equipment safely. This includes training personnel to use the accessibility equipment and to accommodate all 3 or more wheeled mobility devices.

The purpose of this plan is to update the current ADA policy and document best practices developed while providing public transportation since January of 2000. These policies and service delivery systems were developed in regular public meetings with the integral participation of the Transit Advisory Board and governing body, City Council.

## Mission Statement and Goals

*Sandy Transit is dedicated to improving community livability by providing safe, efficient, high quality, affordable transportation alternatives for Sandy residents, workers, businesses and visitors.*

In working toward this mission, Sandy Transit will provide a continuum of quality transportation programs that allows for the integration of people of all abilities. Sandy Transit works in coordination with a network of regional transit options to offer an alternative to private automobile use, support efficient use of roadways and reduce air pollution and energy use. The use of integrated service programs strengthens the customer's sense of participation in the community, overall quality of service and is an efficient use of resources relevant to the size of the community. The following common practices create a seamless and user-friendly transit system:

- Transit familiarization assistance such as trip planning assistance and travel training are available for all passengers.

- All transit personnel are trained to properly assist and treat individuals with disabilities with sensitivity and to operate vehicles and equipment safely.
- All vehicles are equipped with wheelchair lifts or ramps as well as bike racks.
- Stops and service routes are announced on all runs, including exterior destination signs, automated announcement equipment and interior reader boards for vocal and visual announcements.
- Service animals trained to perform a task are accommodated on all vehicles.
- Personal Care Attendants (PCA) can travel free with a person with a disability on all services.
- Premium service exceeding ADA requirements is available, subject to program eligibility.
- Great care and assistance are provided at first contact to identify the level of service that is appropriate for the applicant's ability, including reasonable accommodations.

Transportation service is provided without discrimination against any person including any person with a disability. Discrimination on the basis of disability against any person by Sandy Transit employees or representatives will not be condoned or tolerated. The Sandy Transit Title VI Program Policy provides a comprehensive non-discrimination policy.

## **Description of Service Area and Transit Services**

The City of Sandy is located near Mt. Hood in Clackamas County surrounded by farmland and nurseries. According to the 2000 US Census, Sandy's population was 5,385. By the 2020 Census, Sandy's population had grown to 12,612. This is a growth of 134% percent in 20 years. In January 2015, the City of Sandy Planning Department developed population and employment forecasts as part of the *Sandy Urbanization Study*. The forecasts indicate a population growth of 74% for Sandy between 2014 and 2034, from 10,908 in 2014 to 18,980 in 2034. At a population of 12,612 in 2020, Sandy is well underway to reach that prediction or climb even higher.

The study also forecasts increased employment overall, but particularly in retail and services, which are expected to account for 75% of the employment growth in Sandy by 2034 (City of Sandy Urbanization Study 2015), with the addition of 2,789 retail and services jobs. A number of the demographic groups with a greater propensity to ride transit, including workers age 17-29, would likely be employed in these jobs. The areas slated for increased employment are centered around downtown Sandy and US 26, an area well-served by transit.

Sandy Transit plays an important role in providing transportation within Sandy and as a link in the regional multimodal transportation network. The connections to TriMet, Mt. Hood Express, bicycle and pedestrian networks allow for an increased level of mobility for people in and around Sandy, whether traveling to jobs, school, shopping, parks, or social and recreational events. Sandy Transit services also help support a growing local economy, providing easy access to Sandy businesses for both workers and shoppers.

### **Aging Population**

According to the 2020 U.S. Census of Population, 11.5% of the City's population was 65 or older. As baby boomers reach retirement age, seniors will account for a larger proportion of the population. This will inevitably create an increased demand for dial-a-ride and medical trips over the next twenty years. Elderly residents who are less confident in their driving abilities may also add to the increased demand for fixed route and dial-a-ride transit service. During the twenty years of

demand-response service, the percentage of ridership that is elderly or persons with disabilities has risen from 49% to 76%. This is partially due to the introduction of the Shopper Shuttle in late 2016, which allows more able-bodied passengers to use this flexible deviated route.

### Other Demographics

Although the demographic profile of transit riders varies somewhat from one place to another, there are particular groups that are more likely to commute by transit than others. According to one study, the groups that are more likely to use transit include:

- Workers with no household car
- Workers with work or mobility limitations
- Women
- Hispanics
- Asians
- Immigrants (regardless of the number of years they have been in the United States)
- Workers with household incomes below \$20,000
- Workers age 17-29, and
- Workers age 60 and over

With the exception of low-income households, the study indicates that all of the other groups still had higher than average transit use to get to work even in higher-income groups. Of these groups, Hispanics in particular represent a growing sector of the community in Sandy.

### Current Fixed Route Service

Sandy Transit provides service on one local fixed route. The SAM- Local route operates half-hourly Monday through Friday along the main corridor (US26) from the Centennial Plaza Transit Center on Hoffman Avenue to 362<sup>nd</sup> Avenue on the west end of town, making local stops.

#### SAM - Local

<i>DESCRIPTION</i>	<i>DAYS</i>	<i>HOURS</i>	<i>FREQUENCY</i>
Fixed route service within Sandy	Monday-Friday	5:30 am - 9:55 pm	Half hourly
	Saturday	5:30 am – 10:25 pm	Hourly
	Sunday	7:00 am—9:55 pm	Scheduled

In 2016, Sandy Transit added an in-town Shopper Shuttle. This service complements the dial-a-ride service and operates through the neighborhoods of Sandy to the main shopping centers. This route can deviate up to ¾ mile off route to serve any citizen unable to make it to a bus stop.

#### SAM - Shopper

<i>DESCRIPTION</i>	<i>DAYS</i>	<i>HOURS</i>	<i>FREQUENCY</i>
An in-town fixed route	Monday-Friday	12:00 pm – 7:18 pm	Scheduled

### Commuter (Inter-City) Service

Sandy Transit operates commuter routes between two cities, Gresham and Estacada, which connects the communities to each other, to the regional transit service provider, TriMet, and to the mountain communities via Mt. Hood Express. The Estacada route also provides connections for Eagle Creek and parts of Boring. The Estacada route can also deviate up to ¾ mile from the route. The nature of peak times has become bi-directional, and the frequency of service is driven by the size of the communities served.

**SAM - Gresham**

<b>DESCRIPTION</b>	<b>DAYS</b>	<b>HOURS</b>	<b>FREQUENCY</b>
<b>Commuter service between Gresham and Sandy and connection to TriMet at Gresham TC, Connection to MHX at Sandy Transit Center</b>	<b>Monday-Friday</b>	<b>5:35 am - 9:55 pm</b>	<b>Half hourly</b>
	<b>Saturday</b>	<b>5:35 am – 10:25 pm</b>	<b>Hourly</b>
	<b>Sunday</b>	<b>7:05 am—9:55 pm</b>	<b>Scheduled</b>

**SAM - Estacada**

<b>DESCRIPTION</b>	<b>DAYS</b>	<b>HOURS</b>	<b>FREQUENCY</b>
<b>Commuter service between Sandy and Eagle Creek/ Estacada, connection to TriMet # 30 at Estacada City Hall, Connection to MHX at Sandy Transit Center</b>	<b>Monday-Saturday</b>	<b>7:00 am – 7:30 pm</b>	<b>Scheduled</b>

**Fares**

**FARES (per trip\*)**

*\*Trip is defined as one-way origin-to-destination*

**All in-town fixed route travel is fareless –  
SAM Gresham, SAM Estacada and SAM Shopper Shuttle**

<i>SAM Gresham and Estacada (Out-of-town)</i>	<b>\$ 1.00</b>
<i>SAM rides Dial-A-Ride General Public</i>	<b>\$ 1.00</b>
<i>SAM rides Dial-A-Ride ADA Eligible</i>	<b>\$ 0.00</b>
<i>ED (Elderly and Disabled Out-of-town Medical Rides, requires eligibility)</i>	<b>\$ 2.00</b>

**REDUCED FARE MEDIA OPTIONS**

Multi-Trip Pass (24 trips/12 ED trips)	<b>\$20.00</b>
Monthly Pass	<b>\$30.00</b>
SAM & Mt. Hood Express All Day Pass	<b>\$ 5.00</b>

All fares include free transfers on Sandy Transit Services.

## **Fleet**

The vehicles operated to serve these routes are four (4) 35' Low-Floor transit buses for the local and Gresham routes and three (3) 19-26 passenger cut-a-ways for the Estacada and Shopper Shuttle route. The primary vehicles for the Shopper Shuttle and Estacada route are beautiful 25-foot low floor trolley style vehicles.

Our in-town SAM *rides* dial-a-ride service operates two (2) 16 passenger cut-a-ways and our ED *rides* service operates two (2) Ford Transit vans. All vehicles are ADA accessible and can accommodate two wheelchairs. In 2021, a third dial-a-ride vehicle, a Ford Transit Van was added to the fleet as a back up to either of the dial-a-ride programs as and where needed. Weight load ratings for vehicle lifts and ramps vary by vehicle between 600-950lbs. Passengers requiring the use of accessibility equipment will be accommodated subject to the load rating of the particular vehicle being boarded.

## **Description of Complementary Paratransit (ADA) Services**

Complementary paratransit is available for individuals with a disability which prevents them from using or accessing the local fixed route bus. Upon enrollment, complementary paratransit is provided free of charge if the requested ride is within  $\frac{3}{4}$  mile from the fixed route service along Highway 26.

This service is provided during all hours of the local service route: 5:30am-9:55pm Monday through Friday; Saturday from 5:30am-10:25pm; and Sunday according to the schedule between 7:00 am-9 pm.

### **Scheduling a Ride**

Once the eligibility process has resulted in certification (including any reasonable accommodations), ride reservations can be made by calling 503-668-3466 up to 30 days prior and by 5:00pm the day before any trip. Trip requests will be taken by voice mail when dispatcher/scheduler is unavailable. There are no restrictions on trip purpose and it is the practice of Sandy Transit that there are no capacity constraints. Most rides are shared with other passengers.

Subscription service (standing order) is available for riders who travel to and/or from the same location on a regular basis. No more than 50% of trips will be subscription service in order to maintain non-subscription capacity. A waiting list may be created for subscription service only.

### **Other Useful Information**

Just as there are no restrictions on purpose of trip to ride **SAM**, there are no trip restrictions for complementary paratransit.

Reservation times may be negotiated to within one hour of requested time. There is a pick-up window of 15 minutes before or after scheduled time. Passengers should be ready for their ride, which may arrive up to 15 minutes prior to scheduled pick-up time. Driver will allow up to five (5) minutes for passenger to board.

Complementary paratransit service is curb-to-curb, however accommodations are made when door-to-door service is needed.

**Personal Care Attendant**

An ADA eligible rider may travel with a Personal Care Attendant (PCA) free of charge and one companion paying the appropriate fare; other companions may ride as space allows and pay the appropriate fare.

**Service Animals**

Service animals trained to assist passengers with a disability are permitted on all vehicles. The service animal must be under the owner’s control, on a leash or in a container.

**Temporary or Conditional Certification**

If eligibility is determined temporary, the ADA-qualified person is required to be re-certified at the end of the termed period, unless a longer period of time is recommended by the physician and approved by the Transit Director or Program Administrator.

If eligibility is determined conditional, the ADA-qualified person can request to have the status of eligibility reviewed should the conditions change.

**Fares**

To reflect free in-town fixed route travel, the fare for the ADA paratransit service is free. Non ADA rides on the dial-a-rides service, *SAM rides*, is \$1.00.

**Cancellations, Missed Rides, and No Shows**

Cancelled and missed trips are costly to taxpayers and inconvenience other passengers, so please contact the dispatch/scheduler as soon as possible when canceling a trip. Ridership privileges may be suspended due to a pattern of missed or no-show appointments (cancellations resulting in 10% of rides based on frequency of use). Ridership privileges can also be suspended due to controllable disruptive or unruly behavior, which causes a disruption to the driver or poses a threat to the safety of others.

**Other Transit Service**

General public demand-response service is provided by *SAM rides* within the city limits and up to three-miles outside the city limits subject to availability. This service is curb-to-curb with accommodations made for trips requiring door-to-door service and acts as a feeder service to *SAM*.

***SAM rides-Sandy***

<b><i>DESCRIPTION</i></b>	<b><i>DAYS</i></b>	<b><i>HOURS</i></b>	<b><i>FREQUENCY</i></b>
<b>Demand-response within Sandy and up to 3-miles outside Sandy subject to availability</b>	<b>Monday-Friday</b>	<b>5:30 am – 9:00 pm</b>	<b>Reservation</b>
	<b>Saturday</b>	<b>10:15 am – 4:30 pm</b>	<b>Reservation</b>

**Fares**

The general public fare on *SAM rides* is \$1.00 (one way); children under six with adult ride FREE.

**Premium Special Services Exceeding the ADA Complementary Paratransit**

Transferless service, **Elderly and Disabled Non-Emergency Medical Rides (ED)**, is available subject to eligibility for frail elderly and persons with disabilities to out-of-area medical trips. These trips can be prioritized subject to capacity and are primarily for medical and life-sustaining medical appointments. If part of a medical plan, it can include nutrition/grocery shopping, work and socialization.

### **Coordination with Other Public Transit Service Providers**

Sandy Transit's participation in regular coordinated planning with many public transit service providers includes the Clackamas County Consortium, the Regional Transportation Coordinating Committee, and the Special Transportation Funding Advisory Committee responsible for the development of the Coordinated Human Transportation Services Plan. Close integration of service is provided with the Sandy Senior Center and interline services are shared with the Mt. Hood Express service to the Mt. Hood communities. Sandy's commuter routes connect directly with TriMet in Gresham at the Central Transit Center and in Estacada at City Hall.

### **Public Participation**

Subsequent to the adoption of the original ADA Plan in 2010, the Transit Advisory Committee (now Board) continued to convene quarterly to discuss the transit system. Public notice is posted on the website and in the local newspaper. The agenda on March 19, 2014, included amendments in the revised plan dated April 2014. A presentation was also held at the Sandy Senior Center on March 17, 2014, for public input.

The ADA Plan revision dated February 2015 includes additional Sunday service identified as a top priority during onboard, online and mail-in surveys performed in September 2014. Following the October 2014 Transit Advisory Committee meeting, Sunday service changes were implemented in December 2014.

The ADA Plan revisions were submitted to City Council for discussion, comment and approval by resolution on April 21, 2014, and February 2, 2015, respectively. The draft and final plans were available in accessible formats upon request.

ADA Plan revisions for July 2015 incorporate new guidance on reasonable accommodations which do not change the fundamental design of transit services. This guidance was discussed in a public meeting of the Transit Advisory Committee on June 17, 2015. The proposed revised ADA Plan was submitted to City Council for discussion, comment, and approval by resolution on July 6, 2015. The draft and final plans are available in accessible formats upon request.

ADA Plan revisions for January 2022 update the dial-a-ride availability to match that of increased service times due to additional runs funded through the Statewide Transportation Improvement Fund. Due to a change in fare structure, resulting in free in-town rides, the fee structure for qualified ADA individuals has been changed to fareless within  $\frac{3}{4}$  mile of the fixed route per ADA requirements. With the inclusion of free ADA rides, the token program which provided a free return trip for elderly and disabled has been eliminated.

The ADA changes were discussed with the Transit Advisory Board on September 18, 2019, at a public meeting. Due to the COVID 19 pandemic, fares ceased to be charged on all routes March 2020 and the ADA policy update to City Council was postponed. In August 2021, with fares returning October 1, 2021, letters were sent to all SAM rides passengers explaining the change to free fares within  $\frac{3}{4}$  mile of the route upon ADA enrollment. The proposed ADA Plan was

submitted to City Council for discussion, comment and approval by resolution January 3, 2022. The draft and final plans are available in accessible formats upon request.

**Comparison of fixed-route to complementary paratransit**

Service Criteria	Consistent w/ Regulation	Comments
Service Area	Yes	City limits
Response Time	Yes	30 days prior to day prior by 5 p.m.
Fares	Yes	Free
Trip Purpose	Yes	No Restrictions
Service Hours	Yes	Same—see Description of paratransit services
Capacity Constraints	Yes	None