

3737



TO: Albany City Council

VIA: Steve Bryant, City Manager
 Mark A. Yeager, P.E., Public Works Director *(A)*

FROM: Eric M. Teitelman, P.E., Transportation Services Supervisor
 Edna Campau, Transit Coordinator *EO*
 Mittalene Mankin-Scott, Paratransit Coordinator

DATE: January 14, 1997, for the January 22, 1997, City Council Meeting

SUBJECT: 1997 Americans with Disabilities Act Paratransit Plan Update

Action Requested:

Staff recommends that the City Council approve a resolution accepting the attached 1997 Americans with Disabilities Act (ADA) Paratransit Plan Update.

Discussion:

On July 26, 1990, the Americans with Disabilities Act was signed into law. The law requires transit agencies to provide paratransit service three-quarters of a mile outside of established bus routes. Additionally, paratransit time schedules are to align with established bus schedules.

A five-year Paratransit Plan for the Albany Transit System (ATS) was approved by the Albany City Council January 22, 1992, and must be updated annually. Updates include:

- Progress report of established milestones
- Capital and operating budget estimates
- Passenger demand response and vehicle needs
- Public participation

As required by ADA, a public hearing to discuss the draft 1997 ADA Paratransit Plan Update was held at the Albany Senior Center at 11:00 a.m. on January 14, 1997. The meeting notice was mailed to forty service agencies, retirement facilities, and transportation providers. Additionally, the notice was posted and the draft update was available at Albany City Hall, Albany Public Library, and Albany Senior Center. Eighteen citizens and three staff members were present at the public hearing.

The City of Albany is in compliance with ADA Paratransit requirements with one exception. Paratransit is unable to provide Call-A-Ride service from 4:00 p.m. until 6:00 p.m. because there are no volunteer drivers who chose to work those hours. The 1996-97 budget provided funding for a part-time driver to work two hours a day; however, there was a delay in filling the position. With the implementation of a hiring freeze for General Fund funded positions, no recruitment has been undertaken at this time.

There is no option but to bring the City into full ADA compliance as the ADA rules do not allow for operation out of compliance. Staff identified three possible solutions:

- Eliminate fixed route transit service after 4:00 p.m.
- Operate Route 1 on a route deviation program between the hours of 4:00 and 6:00 p.m. As authorized by the ADA, passengers would be required to contact Call-A-Ride 24 hours in advance to request route deviation pickup. The route deviation to pick up or deliver a passenger would be no more than three-quarters of a mile beyond the established fixed route.
- Hire a part-time temporary paratransit driver to drive two hours a day, Monday through Friday.

21

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VIA: Steve Bryant, City Manager
Mark A. Yeager, P.E., Public Works Director (A)

FROM: Eric M. Teitelman, P.E., Transportation Services Supervisor
Edna Campau, Transit Coordinator (EC)
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21

Albany City Council

Page 2

January 15, 1997, for January 22, 1997, City Council Meeting

Staff explained the impact of the identified solutions, and discussed the effect proposed cuts in response to Ballot Measure 47 have on local public transit. Participants in the public hearing process were opposed to eliminating any fixed route service, and perceived the complication and expense of deviating a 30-foot bus off-route for curb-to-curb service. Support was voiced for hiring a part-time driver on a temporary basis to bring the City into ADA compliance for the balance of the 1996-97 fiscal year.

The final 1997 ADA Paratransit Plan Update, as presented here, provides for a part-time paratransit driver to operate the Call-A-Ride service between 4:00 and 6:00 p.m. The City Manager has approved hiring a temporary part-time driver for the balance of this fiscal year. Future operation of fixed route and paratransit will be determined in the 1997-98 budget process.

Budget Impact:

None. Funds to hire a part-time driver for a full year are budgeted in 1996-97 Paratransit System budget (36-287).

EC:kw

RESOLUTION NO. _____

A RESOLUTION ADOPTING THE 1997 PARATRANSIT PLAN UPDATE.

WHEREAS, the Americans with Disabilities Act (ADA) civil rights legislation was signed into law on July 26, 1990; and

WHEREAS, the ADA prohibits discrimination in employment, public accommodations, public transportation, state and local government services, and telecommunication based on disability; and

WHEREAS, the ADA requires that the City of Albany assure paratransit services comparable to those services provided by the Albany Transit System fixed route service; and

WHEREAS, the City of Albany completed a paratransit plan to meet the federal requirements of the ADA; and

WHEREAS, the law requires a paratransit plan update be submitted each year; and

WHEREAS, the City of Albany has completed a 1997 paratransit plan update.

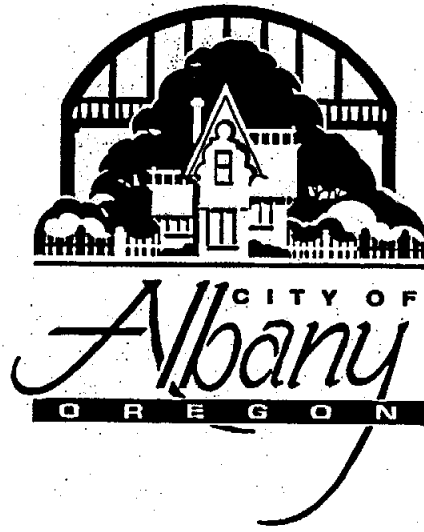
NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Albany, Oregon, hereby adopts the 1997 paratransit plan update.

DATED THIS 22ND DAY OF JANUARY 1997.

Mayor

ATTEST:

City Recorder



AMERICANS WITH DISABILITIES ACT
PARATRANSIT PLAN

1997 UPDATE

for

ALBANY TRANSIT SYSTEM

January 1997

24

I.	IDENTIFICATION OF SUBMITTING ENTITY	1
II.	TIME TABLES, PROGRESS REPORT ON MILESTONES & SERVICE CRITERIA	2
	Table 1: ADA Paratransit Plan Timetable and Progress Report	2
	Table 3: Eligibility, Six Service Criteria and Full Compliance Date	3
	Eligibility	3
	Service Area	3
	Response Time	3
	Fares	3
	Days and Hours of Service	4
	Trip Purposes	4
	Capacity Restraints	4
III.	DEMAND AND SERVICE ESTIMATES	5
	Table 4, Page 1: ADA Paratransit Demand and Services Estimates	5
	Table 4, Page 2: ADA Paratransit Service	6
IV.	BUDGET, COSTS & VEHICLE ESTIMATES	7
	Table 5: ADA Paratransit Capital & Operating Budget Summary	7
	Table 6: Total Transit System Cost Estimates	8
	Table 7: ADA Accessibility: Fixed-route Buses	9
	Table 8: Total "Paratransit" Vehicles	10
	Table 9: ADA "Paratransit" Customers	11
V.	PUBLIC PARTICIPATION	12
VI.	UNRESOLVED ISSUES	13
VII.	OTHER ISSUES	13

25

City of Albany
Americans with Disability Paratransit Plan
1997 Update

I. IDENTIFICATION OF SUBMITTING ENTITY

The City of Albany is the owner and operator of the Albany Transit System. Correspondence regarding ADA update can be directed to:

Edna Campau
Transit Coordinator
City of Albany
PO Box 490
Albany, OR 97321

Telephone (541) 917-7606

FAX (541) 917-7573

26

II TIME TABLES, PROGRESS REPORT ON MILESTONES & SERVICE CRITERIA

System Name: Albany Transit System

City: Albany

State: Oregon

Table 1: ADA Paratransit Plan Timetable and Progress Report*

1996 UPDATE TARGET DATE (MM/YY)	1996 MILE- STONE MET? (Y/N)	1995 MILESTONE PROGRESS REPORT -- as of January 1997 (period January 26, 1996 - January 25, 1997)	1997 UPDATE NEW DATE? (MM/YY)
01/93	Y	ADA Paratransit Service is provided within 3/4 mile area on either side of fixed route system. Hours of operation are 7:00 a.m. to 4:00 p.m.	N/A
06/93	Y	ADA Paratransit eligibility and applications complete.	N/A
06/93	Y	Fully implement scheduling service (dispatch).	N/A
06/93	Y	Evaluate vehicle needs to reduce denials.	N/A
07/92	Y	Establish required ADA fare structure.	N/A
01/94	Y	Evaluate cost of ADA program.	N/A
07/96	N	ADA Paratransit service provided within 3/4 mile area on either side of fixed route system. Hours of operation are 7:00 a.m. to 4:00 p.m.**	03/97

Note: Using Form 2, provide detailed written explanation on milestone slippage greater than one full year (12 months).

*(Indicate progress on milestones that were to be achieved prior to 01/26/95 and additional accomplishments.)

**Recruitment efforts for volunteer drivers to work from 4:00-6:00 p.m. failed. Funds were budgeted in FY 1996-97 to hire a part-time driver to accomplish this milestone; however, there was a delay in the hiring process, and with the passage of Ballot Measure 47, the City of Albany found it necessary to implement a hiring freeze. This action caused paratransit to be out of ADA compliance for hours of operation only. A request has been submitted to Albany City Council asking permission to proceed with hiring a part-time driver for paratransit service.

27

Table 3: Eligibility, Six Service Criteria and Full Compliance Date

COMPLIANCE ITEM		IN FULL COMPLIANCE NOW (Y/N)	IF NO, EXPECTED DATE OF FULL COMPLIANCE (MM/YY)
ELIGIBILITY PROCESS			
Eligibility			
1.	Requests for certification being accepted and all aspects of policy (appeals, documentation, etc.) established.	<u>Y</u>	_____
2.	Compliance with companion and personal care attendant requirements.	<u>Y</u>	_____
3.	Compliance with visitor requirements.	<u>Y</u>	_____
SIX SERVICE CRITERIA			
Service Area			
4.	Service to all origins and destinations within the defined area.	<u>Y</u>	_____
5.	Coordination with contiguous/overlapping service areas, if applicable.	<u>N/A</u>	_____
Response Time			
6.	Requests accepted during normal business hours on "next day" basis.	<u>Y</u>	_____
7.	Requests accepted on all days prior to days of service (e.g., weekends/holidays)	<u>Y</u>	_____
8.	Requests accepted at least 14 days in advance.	<u>Y</u>	_____
9.	Trips scheduled within one hour of requested pickup time.	<u>Y</u>	_____
Fares			
10.	No more than twice the base fixed route fare for eligible individuals.	<u>Y</u>	_____
11.	Compliance with companion fare requirement.	<u>Y</u>	_____
12.	Compliance with personal care attendant fare requirement.	<u>Y</u>	_____

28

System Name: Albany Transit System

City: Albany

State: Oregon

COMPLIANCE ITEM

**IN FULL
COMPLIANCE
NOW (Y/N)**

**IF NO, EXPECTED
DATE OF FULL
COMPLIANCE
(MM/YY)**

Days and Hours of Service

13. Paratransit provided during all days and hours when fixed route service is in operation.

N

03-97

Trip Purposes

14. No restriction on type of trip purposes.

Y

15. No prioritization by trip purpose in scheduling.

Y

Capacity Restraints

16. No restriction on number of trips an individual will be provided.

Y

17. No waiting lists for access to the service.

Y

18. No substantial numbers of significantly untimely pickups for initial or return trips.

Y

19. No substantial numbers of trip denials or missed trips.

Y

20. No substantial numbers of trips with excessive trip lengths.

Y

21. When capacity is unavailable, subscription trips are less than 50 percent.

Y

**DATE TARGETED IN PLAN FOR FULL COMPLIANCE WITH ALL
ADA PARATRANSIT REQUIREMENTS**

In 1996 Update Submission

07-96

In 1997 Update Submission

03-97

29

III. DEMAND AND SERVICE ESTIMATES

System Name: Albany Transit System

City: Albany

State: Oregon

Table 4, Page 1: ADA Paratransit Demand and Services Estimates

DEMAND (Thousands of One-Way Trips)	Actual 1992	Actual 1993	Actual 1994	Actual 1995	Actual 1996	Estimated 1997	Projected 1998
1. ADA Paratransit Trips provided/year	0	0	1.6	4.3	4.9	5.7	6.5
2. Total Paratransit trips provided/year (Total ADA and non-ADA)	10	11	12	8.2	8.8	10	11
3. Total Paratransit revenues hours/year (Total ADA and non-ADA) [Sec. 15 definition]	0	1600	1650	1650	2385	2915	2915

In 1991, total paratransit trips (line 2) were: 10,000

-
4. For 1996, estimate the number of trips on line 1 that were provided by contracted taxi service: 0
5. For 1996, estimate the number of trips on line 1 that our system purchased (contracted out) rather than provide in-house: 0
(include contracted taxi service from line 4 and other service owned or operated by the contractors)

30

Table 4, Page 2: ADA Paratransit Service

		Actual	Proj.
		<u>1996</u>	<u>1997</u>
6.	<u>SSA Clients</u> . In 1996, estimate the number of trips on line 1, that you provided to clients of local social service agencies (SSA), who prior to the ADA, provided SSA paratransit service for their clients. Provide an estimate for 1997. (Optional)	—	—
7.	<u>Trip Denials</u> . In 1996, estimate the number of requested ADA paratransit trips that were "denied" because of capacity limitations. (Please do not include missed trips because of traffic or vehicle breakdowns, trips negotiated outside the 1 hour window, "no-shows," etc. How many by 1997? (Required)	<u>1.3</u>	<u>1</u>
8.	<u>Destinations</u> . Clearly, it is discrimination under the ADA to prioritize trip requests based on trip purpose. However, for 1996, please estimate the percent of <u>trips</u> on line 1 that were for the following purposes: (Optional)		
	Work Trips	<u>10 %</u>	
	Dialysis	<u>2 %</u>	
	Educational	<u>5 %</u>	
	Food/Shopping	<u>40 %</u>	
	Medical Trips (other than dialysis)	<u>40 %</u>	
	Other Trips	<u>3 %</u>	

Note: Percentages above should total 100%

31

IV. BUDGET, COSTS & VEHICLE ESTIMATES

System Name: Albany Transit System

City: Albany

State: Oregon

Table 5: ADA Paratransit Capital & Operating Budget Summary
(projections in thousands of 1994 dollars)

ADA PARATRANSIT EXPENSES*	Actual 1992	Actual 1993	Actual 1994	Actual 1995	Actual 1996	Estimated 1997	Projected 1998	7 Years 92-98
1. Capital Expenses	0	0	31	0	0	50	0	81
2. Operating Expenses	0	0	4	8	10	12	14	48
3. Subtotal ADA Paratransit Expenses lines 1 + 2	0	0	35	8	10	62	14	129
TOTAL PARATRANSIT EXPENSES** (ADA and Non-ADA combined)								
4. Capital Expense	0	0	31	0	0	50	0	81
5. Operating Expense	20	23	40	47	21	25	27	203
6. TOTAL PARATRANSIT EXPENSES (sum of lines 4 and 5)	20	23	71	47	21	75	27	284

IN 1991, TOTAL PARATRANSIT COSTS (Line 6) FOR OUR TRANSIT SYSTEM WERE \$ 20,000

* Using a ratio to break out ADA from total paratransit expenses is acceptable. Do not include any ADA fixed-route costs.

** If non-ADA paratransit service is provided, add ADA to non-ADA cost to obtain Total Paratransit Expenses.

32

System Name: Albany Transit System

City: Albany

State: Oregon

Table 6: Total Transit System Cost Estimates
(projections in thousands of 1994 dollars)

TOTAL TRANSIT SYSTEM COSTS*	Actual 1992	Actual 1993	Actual 1994	Actual 1995	Actual 1996	Estimated 1997	Projected 1998	7 Years 92-98
1. Capital Expenses	273	0	31	0	0	270	0	574
2. Operating Expenses	247	249	233	383	326	294	307	2039
3. TOTAL SYSTEM COSTS (lines 1 + 2)	520	249	264	383	326	564	307	2613
4. ADA PARATRANSIT EXPENSES (line 3, Table 5)	0	0	35	8	10	62	14	129
5. ADA PARATRANSIT AS PERCENT OF TOTAL COSTS (line 4 divided by line 3)	0%	0%	13%	2%	3%	11%	4%	5%

IN 1991, TOTAL SYSTEM COSTS FOR OUR TRANSIT SYSTEM WERE \$ 242,000

* Total transit system costs encompass all system costs, not just ADA-related costs. These transit system costs must include:
(1) All fixed-route costs (bus, rail, etc.), plus (2) all paratransit expenses (ADA and non-ADA).

33

System Name: Albany Transit System

City: Albany

State: Oregon

Table 7: ADA Accessibility: Fixed-route Buses

BUSES IN ACTIVE FLEET	Actual 1990	Actual 1991	Actual 1992	Actual 1993	Actual 1994	Actual 1995	Actual 1996	Estimated 1997	Projected 1998
1. Total number of buses	3	3	3	3	3	3	3	3	3
2. Buses without lifts/ramps	0	0	0	0	0	1	1	0	0
3. Buses with pre-ADA lifts/ramps	3	3	3	1	1	1	0	0	0
4. Buses with ADA lifts/ramps (meets Part 38 lift specification)	3	3	3	3	1	1	2	3	3
5. Percent with lifts/ramps (sum of lines 3 and 4, divided by line 1)	100%	100%	100%	100%	100%	66%	66%	100%	100%

For 1996, provide an approximate estimate of the number of boardings where lifts/ramps were deployed on the fixed-route system: 500

For an average day, can you estimate the total number of persons with any disabilities that use your fixed-route service? (Do not include customers who normally use ADA paratransit service.) (Optional): 20

34

System Name: Albany Transit System

City: Albany

State: Oregon

Table 8: Total "Paratransit" Vehicles Used by Your System*

TOTAL NUMBER IN ACTIVE FLEET	Actual 1991	Actual 1992	Actual 1993	Actual 1994	Actual 1995	Actual 1996	Estimated 1997	Projected 1998
1. All Paratransit - Vans and Minivans*	1	1	2	2	2	2	2	2
2. All Paratransit - Buses*	0	0	0	0	0	0	1	1
3. Paratransit - Sedans/Wagons* (other than taxis)	1	1	1	1	1	1	1	1
LIFT-EQUIPPED PARATRANSIT VEHICLES								
4. Paratransit - Buses, Vans, and Minivans* (with lifts/ramps from lines 1 and 2)	1	1	2	2	2	2	3	3

CONTRACTOR VEHICLES

5. For 1995, from lines 1 and 2, estimate the number of buses, vans, and minivans, etc., "OWNED" by your contractors that routinely provide paratransit (ADA and non-ADA) for your system. 0

Please estimate 1997 0

*Please include all dedicated paratransit vehicles (ADA or non-ADA service combined) used on your system. Include all paratransit vehicles your system owns or leases, as well as vehicles used from your contractors' fleet. Do not include any accessible vehicles used on the fixed-route.

35

System Name: Albany Transit System

City: Albany

State: Oregon

Table 9: Your ADA "Paratransit" Customers

(Please make an estimate based on actual eligibility determinations)

1. By 1996, how many persons had been certified as ADA paratransit eligible by your system? 122
By 1997, please project how many people will be certified? 200
2. Using the 1990 Census, what is the total population of your service area? 32,000
3. Of those certified, can you estimate the percent who are ages... (Optional)
0 to 16 years old 15% 17 to 61 30% 62 to 70 30% Over 70 25%
4. Of those eligible for ADA paratransit, how many are employed? (Optional) 30
5. Of those ADA paratransit eligible, what percent have as their most limiting or qualifying impairment... (Optional, should total 100%)
 - Sensory Impairments (Visual, hearing) 20%
 - Mobility Impairments Requiring Adaptive Devices (Devices: Wheelchairs, Walkers, etc.) 20%
 - Mental, Cognitive, or Developmental Impairments (including Alzheimers) 30%
 - Health Impairments (Heart disease, MS, CP, arthritis, kidney dysfunction, etc.) 30%

36

V. PUBLIC PARTICIPATION

The January 14, 1997, Public Hearing notice was mailed to forty service agencies, interested parties, and care providers in Linn and Benton counties. Additional notices were posted at Albany City Hall, Albany Public Library, and Albany Senior Center. Copies of the 1997 update were made available at these locations as well.

Call-A-Ride, the paratransit service of Albany Transit System, provides monthly news articles for the *Senior Highlights* newsletter, giving information about program services and updating clients about changes and improvements to services. The Paratransit Coordinator, Assistant, and volunteers staff informational displays at local malls. Public service announcements are displayed on local cable television stations. Brochures, ADA applications, and paratransit rider's manuals are distributed to local service agencies, doctors, disability services, and the community college.

Call-A-Ride staff is working in cooperation with Senior Services to provide non-medical Medicaid-funded transportation.

Albany's Transit Coordinator attends Linn County Special Transportation Committee meetings. The Committee is responsible for decisions impacting transportation for seniors and the disabled in Linn County. The Committee is also responsible for making recommendations to the Linn County Commissioners regarding the distribution of funds from the Oregon Special Transportation Fund (STF), a fund dedicated to transportation for seniors and disabled citizens. Through 1995, monies were allocated from this fund each year to help support Albany Call-A-Ride. STF support ceased with the 1994-95 budget.

The Linn County Special Transportation Committee members are provided with copies of the draft policies/procedures and the plan update, and they are encouraged to provide input and participate in the public hearing. The Committee is made up of persons who are physically disabled, persons who work with and represent the developmentally disabled, and other special transportation providers.

At the Public Hearing on January 14, 1997, eighteen citizens were in attendance along with three staff members. Staff reviewed the plan update and solicited questions, comments, and suggestions from the participants. No comments were received except as identified in section VI. Unresolved Issues on page 13 of this report.

The 1997 ADA Plan Update will be presented to the Albany City Council for adoption at their January 22, 1997, Council meeting. A copy of the resolution is attached.

37

VI. UNRESOLVED ISSUES

When the 1996 update was submitted, the 1996-97 paratransit budget contained funding to hire a part-time driver to work two hours a day and match paratransit operating hours with fixed route hours. The position was not immediately filled. In November 1996, voters passed Ballot Measure 47 that cuts and caps the property taxes that can be collected to support local services. In Albany, transit and paratransit are supported by property taxes received into the General Fund. The City of Albany declared a hiring freeze for all vacant positions in the General Fund, and may look at service reduction and staff lay-offs prior to the end of the budget year.

Under the ADA rule, the City has no option but to bring the transit system into compliance. Staff identified three possible solutions to meet the rule:

1. Eliminate fixed route transit service after 4:00 p.m.
2. Operate the fixed route bus on a route deviation program between 4:00 and 6:00 p.m. Passengers would be required to contact Call-A-Ride 24 hours in advance to request route deviation curb-to-curb service. The route deviation to pick up or deliver a passenger would be no more than three-quarters of a mile outside the established fixed route.
3. Hire a part-time driver as funded in the 1996-97 paratransit budget.

Participants in the public hearing process voiced support for hiring a part-time driver as the appropriate solution to bring Albany into full ADA compliance. This identified solution has been forwarded to the Albany City Council for action.

VII. OTHER ISSUES

No other issues are identified at this time.

38

RESOLUTION NO. _____

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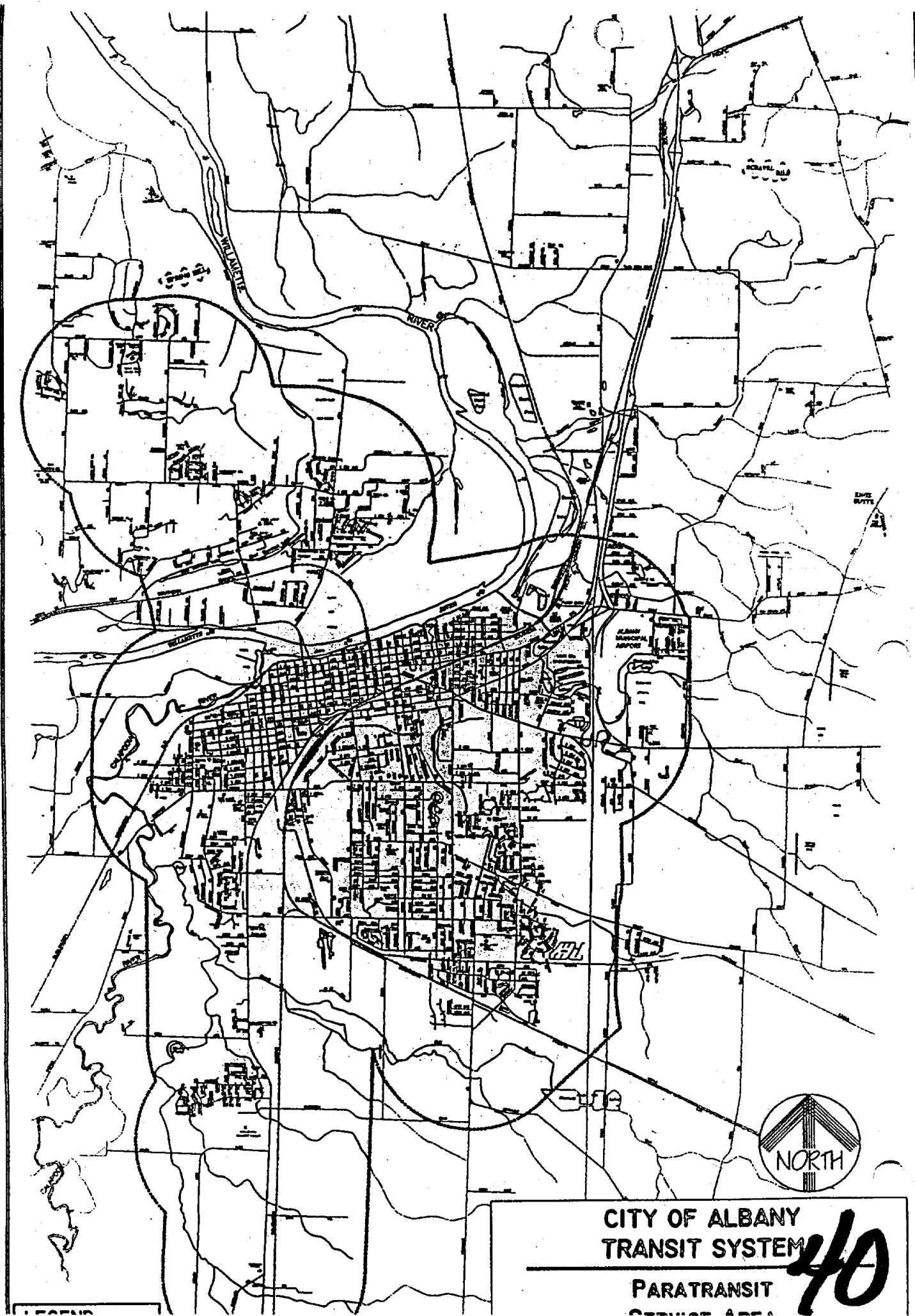
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DATED THIS 22ND DAY OF JANUARY 1997.

Mayor

ATTEST:

City Recorder



**CITY OF ALBANY
TRANSIT SYSTEM**

PARATRANSIT
SERVICE AREA

40