

What is CherryLift and Who is Eligible?

CherryLift is the paratransit transportation service for the Salem-Keizer area that supports the Americans with Disabilities Act (ADA). CherryLift is an origin to destination, shared ride public transportation service for individuals who are unable to use the regular, fixed route bus service because of a disabling condition.

Eligibility is not based on the person's age, inability to drive or the lack of availability or inconvenience of Cherriots fixed-route service. Some riders will require CherryLift for some or all of their transportation needs. The CherryLift Application, Medical Professional Questionnaire, and in person Interview for Transit Eligibility will be used to determine what Salem-Keizer Transit services best meet the individual's needs.

The following features of the fixed route system will allow many individuals with disabilities to use Cherriots fixed-routes:

- Cherriots buses are low floor and equipped with ramps and a lower step function (kneeling).
- Announcement system identifying major streets and transfer points.
- Cherriots buses provide priority seating area for seniors and people with disabilities. These seats are located near the entrance of the bus.
- Bus stop improvements include curb ramps at intersections as well as benches and shelters at many locations.

The application and in person interview will help identify individuals who qualify for personalized travel training to successfully use the fixed route bus system. In some cases riders may be eligible to use CherryLift for some trips on either a conditional or temporary basis.

Instructions

If assistance is needed in completing the application, or the application is needed in an alternate format, please call Salem-Keizer Transit office at (503) 588-2424 and ask for the Eligibility office. The application must be complete before we can proceed with the review process. Incomplete forms will be returned to the applicant. Be sure to sign the forms. It is important that all challenges applicants may have using Cherriots fixed route service are noted. This ensures appropriate conditions and limitations of route eligibility can be determined.

Please have your medical provider complete the Medical Professional Questionnaire for CherryLift Eligibility.

Once the CherryLift application and Medical Professional Questionnaire have been received, a person will contact the applicant to set up an in person interview, which will complete the application process.

The CherryLift ADA Paratransit Service Evaluation Application and the Medical Professional Questionnaire are available by mail, or can be downloaded at www.Cherryriots.org/Services/CherryLift.

Eligibility Process

The ADA Eligibility Specialist will review the application and the Medical Professional Questionnaire for CherryLift ADA Paratransit Service and then contact the applicant to set up an in-person interview to assess the individual's abilities to use services provided by Salem-Keizer Transit. A CherryLift trip will be scheduled and provided to the applicant free of charge to and from the interview.

Upon receiving a completed application, Medical Professional Questionnaire, and conducting the in-person interview, Salem-Keizer Transit has up to 21 days to notify the applicant of the eligibility status. Final decisions will be mailed to the applicant.

Appeal Process

Applicants have 65 days after receiving notice to appeal the eligibility determination in writing. A date and time for the applicant to meet with the ADA Appeals Committee will be arranged. There will be an opportunity to meet face-to-face with the Appeals Committee. If needed, someone may accompany the applicant. The ADA Eligibility Appeals Committee will review the appeal and notify the applicant of the decision within thirty (30) days of the hearing.

Privacy Statement

The information obtained in the application will only be used by Salem-Keizer Transit, ADA Eligibility Specialist, TripLink Call Center, and the Federal Transit Administration for the provision of public transit services. The information is kept confidential and will not be provided to any other persons or agencies.

How to Ride CherryLift

Call TripLink Call Center at 503-315-5544 to reserve a ride. Eligible riders may schedule more than one trip at a time, reserve a ride up to 14 days in advance and must call by 5 p.m. the day before the ride is needed.

Be prepared to give the time and address of pick up, the drop off address and the time of return.

Riders must be able to get to and from the CherryLift vehicle independently or make their own arrangements for assistance. Drivers are authorized to help riders get on and off the vehicles but cannot perform the duties of a personal care attendant. If the rider requires an attendant, the attendant will ride fare free. In the event the rider has a guest, the guest may pay the regular fare. Please specify this when scheduling a ride.

CherryLift ADA Paratransit Fare

A CherryLift ride is \$3.20 one way and \$6.40 roundtrip. Riders may purchase CherryLift tickets in advance or pay with exact cash at the time of the ride. Drivers do not make change; please have the correct fare.

CherryLift tickets can be purchased at the Cherriots Customer Service office located at the Downtown Transit Center, Monday to Friday 6:15 a.m. to 8 p.m., or by mail. Please make checks payable to: Salem-Keizer Transit.