



**Salem Area Mass Transit District
(Cherriots)**

**Paratransit Plan
Internal Document**

September 01, 2023

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I. GENERAL CONTACT INFORMATION

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II. CHERRIOTS – LOCAL SYSTEM

a. Overview of Population Served – As per 2022 U.S. Census Data

Salem, with a population of 175,535, is Oregon’s state capital and the county seat of Marion County. A small portion of the city’s corporate limits lies across the Willamette River in Polk County. Bordering Salem to the north is the city of Keizer with a population of 39,122. The metro population is 433,353. Situated on the 45th geographic parallel in the center of the Willamette Valley, the cities are along Interstate 5, 47 miles south of Portland and 64 miles north of Eugene. It is an hour’s drive from the Cascade Mountain range to the east and an hour from the ocean beaches to the west.

State government is the largest employer, with approximately 45,000 state employees and offices for 74 state agencies located in Salem. The close proximity of government provides Salem citizens with an opportunity to be involved in the decision-making processes of the state.

Thriving businesses abound in Salem and benefit from economic diversity. The downtown has been recognized as one of the region’s most vital retail centers for a community of its size. Not only has downtown Salem retained its vital retail core, but it has vibrant historic neighborhoods at its periphery.

During fiscal year 2022/2023 (July 1, 2022 – June 30, 2023), Salem Area Mass Transit District’s (SAMTD) Local service carried 2,762,649 riders. SAMTD serves high school, middle school, and college students, as well as seniors and people with physical and/or developmental disabilities.

b. Route Structure, Span of Service, and Frequency of Service

SAMTD uses a “3C” system: neighborhood circulators, transit centers, and high-frequency corridor routes. SAMTD’s local fixed route service (branded as Cherriots Local) runs seven days per week, beginning at 5:00 a.m. The service’s last departure from the Downtown Transit Center is 11:00 p.m. with the last scheduled pickup at 11:39 p.m. Buses return to the garage by approximately 12:00 a.m. The majority of SAMTD’s routes operate on a pulse system with some routes providing consistent frequency all day, while others cycle between peak and off-peak times of the day. Table 1 in the appendix illustrates the span of service by each route.

Please refer to Cherriots.org for all schedules, maps, and time-points.

c. Identification of Additional Routes Considered as Commuter Bus Service

Currently, SAMTD operates one commuter bus route. Route 1X connects downtown Salem and Wilsonville. It provides sixteen round-trips daily. Six round

trips are operated by SAMTD and the remaining ten are operated by South Metro Area Regional Transit (SMART). In addition to Route 1X, Cherriots Regional provides commuter express bus service to rural Marion and Polk counties including Woodburn, the Santiam Canyon, Silverton, Mt. Angel, Dallas, Independence, and Monmouth. Cherriots Regional is operated by a contractor with oversight by SAMTD.

d. Fare Structure

SAMTD's current fare structure allows passengers to pay cash, use a Umo Mobility contactless fare card or Umo Mobility App, or purchase a pass. Cherriots Local and Cherriots Regional have the option to purchase individual rides, a day pass, a 30 day or month pass, or an annual pass through the Umo Mobility App. Fares are separated into three categories.

- Full fare (Ages 19-59)
- Reduced fare (disabled and/or ages 60+ or Medicare card holders)
- Free for children ages 18 and under. See Cherriots Customer Service for details.

Cherriots LIFT and Cherriots Dial-a-Ride users can purchase one-way rides, or a Universal LIFT monthly pass through the Umo Mobility App.

e. Vehicle Fleet Inventory Including Accessibility and Wheelchair Capacity

The Cherriots Local fleet consists of 64 buses comprised of 20 clean diesel, 34 compressed natural gas, and 10 battery electric. The Cherriots Local fleet consists of 35- and 40-foot buses. All Cherriots Local buses are equipped with a lift/ramp, and are ADA accessible. All Local buses have two designated wheel-chair bays/priority seating and automatic on-board announcements to identify major transfer locations.

III. CHERRIOTS LIFT – EXISTING ADA/PARATRANSIT SERVICES

SAMTD's ADA/paratransit service, branded as Cherriots LIFT, operates within the Salem-Keizer Urban Growth Boundary and provides ADA/paratransit service based on eligibility. Cherriots LIFT is a shared ride service and passengers should expect to share their ride with other individuals. Cherriots LIFT days and hours of operation mirror the Cherriots Local schedule: Monday through Friday, approximately 5:30 a.m. to 11:30 p.m., Saturday 6:00 a.m. to 9:00 p.m., and Sunday 8 a.m. to 8 p.m. The Cherriots LIFT fare is exactly double the full fare for fixed route service. Reservations for Cherriots LIFT are accepted by 5:00 p.m. the day before the trip, and also up to 14 days before the trip. The reservation center is open from 6 a.m. until 6 p.m. Monday through Friday, and from 8 a.m. through 4 p.m. Saturday and Sunday.

a. The Eligibility Process

The Cherriots LIFT initial application process includes a three-part application: the first section is to be completed by the individual or an advocate on behalf of the individual, the second to be completed by a qualified medical professional and can be found in the appendix of this report. The third section is an in-person assessment interview. A potentially eligible person may request a Cherriots LIFT Service Evaluation packet several different ways:

- In-person at the Cherriots offices
- By mail by calling Cherriots at 503-588-2424
- Online by downloading the packet at www.cherriots.org/lift/

The evaluation packet, which includes a description of the certification process, is available in alternate formats as requested by an individual.

The in-person assessment interview, the final phase of the application process, is scheduled when all sections of the application are received. The decision of eligibility will be made by the SAMTD's Mobility Assessment Evaluator after reviewing the completed evaluation, medical verification, and conducting the assessment interview. Individuals that are unable to use Cherriots Local due to their functional ability are eligible to apply for Cherriots LIFT. ADA/paratransit eligibility criteria (49 CFR 37.123) include the following categories for an individual with a disability who:

- ADA 1: Is unable to board, ride or get off any vehicle independently on Cherriots Local that is readily accessible to and usable by persons with disabilities;
- ADA 2: Needs the assistance of a wheelchair lift;
- ADA 3: Has an impairment-related condition that prevents getting to or leaving a bus stop.

There are four levels of eligibility:

1. Unconditional Status is assigned to persons who are determined unable to independently use Cherriots Local buses even with training.
2. Conditional Status is assigned to persons who are able to use Cherriots Local buses some of the time, but would under certain circumstances, and for certain trips, be prevented from independently using Cherriots buses.
3. Temporary is assigned to persons who are determined capable of using Cherriots Local buses but cannot do so at present, either because of a temporary disability or condition.
4. Visitors who present documentation of their ADA paratransit eligibility from the jurisdiction in which they reside will be granted eligibility for 21 days during any 365-day period beginning with the visitor's first use of the service during a 365-day period. Documentation may include, but is not limited to, a letter from the jurisdiction, or the visitor's current ADA/paratransit ID card from the jurisdiction in which they reside.

Applications are processed within 21 days of their submission. If SAMTD is unable

in that period of time to determine a person's eligibility, the person will be treated as eligible and provided service until a determination is made.

Notice of determination will be sent to the applicant within the 21 days required, in a format accessible to the person. A copy of the 65-day appeal procedure will be included for customers given conditional or temporary eligibility or were found not eligible.

b. The Administrative Appeal Process

An individual who has been denied eligibility, or eligible but with specified conditions, may request an internal administrative appeal. Cherriots LIFT customers whose service is suspended may also request an internal administrative appeal.

SAMTD's appeal process will comply with paragraph 49 CFR 37.125 of the ADA regulations.

The Appeal Committee will consist of the following:

- Medical Professional
- Community Member
- Customer Service Manager
- Operator Supervisor
- Operations Training Supervisor

These five (5) Appeal Committee members will hear the reasoning for the initial eligibility determination from the Mobility Assessment Evaluator then will hear from the appellant and/or persons present to represent them. The Appeal Committee members will vote via written ballot. The appellant will be notified within thirty (30) days after the Appeal hearing of the final eligibility determination. The Contracted Services Manager will facilitate the Appeal Committee.

c. Reservation Process

The Cherriots Call Center is responsible for scheduling and dispatching Cherriots LIFT trips. Reservations will be accepted Monday through Friday, 6:00 a.m. to 6:00 p.m., Saturday and Sunday, 8:00 a.m. to 4:00 p.m. Cherriots LIFT customers must reserve their trip no later than 4:30 p.m. the day prior to requested service on weekdays and by 3:00 p.m. on weekends. Reservations may be made up to 14 days in advance of the trip. The Cherriots Call Center will schedule the trip for as close as possible to the requested time; however, we reserve the right to negotiate up to an hour before and an hour after the requested time.

Reservations can be made by phone, mobile app, or through the website. Eligible riders can access their accounts on the *Cherriots LIFT* app available from the Apple App Store or

from Google Play. Registered users can also visit <https://cherriots.app.ridewithvia.com/> and access all of the features of the mobile app.

d. Personal Care Attendants

Personal Care Attendants (PCA) may ride Cherriots LIFT at no charge when they are accompanying a Cherriots LIFT eligible individual who requires a PCA. The PCA must board and disembark at the same location as the Cherriots LIFT customer. Passengers should notify the Cherriots Call Center when making their reservation that they will be accompanied by a PCA or companion to ensure there will be no capacity constraints.

e. Policy for Visitors

Cherriots LIFT provides complementary ADA/paratransit service to ADA/paratransit eligible visitors within the SAMTD ADA service area. Visitors who present documentation of their ADA/paratransit eligibility from the jurisdiction in which they reside will be granted eligibility for 21 days during any 365-day period beginning with the visitor's first use of the service during a 365-day period. Documentation may include, but is not limited to, a letter from the jurisdiction or the visitor's current ADA/paratransit ID card from the jurisdiction in which the visitor resides.

Visitors with disabilities, who are unable to present documentation of ADA eligibility, may be required to present documentation of residence and his or her disability. Eligibility shall be granted for 21 days of service during any 365-day period beginning with the visitor's first use of the service during a 365-day period.

Visitors are required to pay the fare, as defined in the fare policy. If the service extends beyond the visitor definition of 21 days during any 365-day period, visitors must complete the application process in order to continue using Cherriots LIFT.

f. Trip Restrictions

Cherriots will not permit trip limits or trip purpose restrictions on unconditionally eligible customers. Passengers who travel between their origin and destination on a daily basis may ride with passengers who travel at the same time interval.

g. Origin to Destination

Cherriots will provide origin-to-destination service to anyone who is eligible for ADA/paratransit service. If additional service such as door-to-door is needed it will be evaluated at the time of the application.

Due to the shared ride aspect of the service, it is the transit operator's duty to ensure the safety of all passengers using the service, Cherriots LIFT operators must stay within non- interrupted visual range of their vehicle. For example, Cherriots LIFT

operators would not be able to accompany a passenger to the second floor of a building.

h. Subscription Service

Subscription service is also offered as a service to Cherriots LIFT customers. Subscription service may not consume more than 50 percent of the total Cherriots LIFT trips available at a given time of day if it presents a capacity issue. Subscribers will be Cherriots LIFT customers who travel three or more days to the same destination at the same time each week.

A subscription service waiting list may be developed when the subscription service program is at capacity. Cherriots shall reduce the amount of subscription service if it creates capacity constraints for other Cherriots LIFT customers.

i. Late Cancellations and No Shows

A no-show is defined as any Cherriots LIFT customer who fails to notify Cherriots LIFT that they have elected not to make a trip, including but not limited to the following scenarios:

- Not at the designated point of pick-up
- Not ready to travel from the designated pick-up point
- Cancels a trip less than 120 minutes/ 2 hours from scheduled pick-up time
- Driver is told at the point of pick-up the customer is not going.

Cherriots LIFT shall provide written violation notices to Cherriots LIFT customers who accumulate three or more no-show violations within 30 days. The district has a suspension policy pertaining to multiple no-shows and cancellations within a certain number of days.

j. Suspension of Eligibility

An individual's eligibility to use ADA/paratransit may be suspended by the District under certain conditions. Suspension and appeal policies for customers are available from CHERRIOTS. ADA/paratransit service will continue to be provided throughout the Appeal Process in each section listed below.

I. No Shows

A demonstrated pattern of no-shows, (late cancellations of scheduled rides, not present or ready to board when the Cherriots LIFT vehicle arrives), is seriously disruptive to Cherriots LIFT service.

Within a 30-day period, three or more no-shows, or no-shows that are 10 percent of completed trips, (whichever is greater), will be grounds for service suspension. Only no-show and late cancellations that are within the rider's control will be counted toward the policy.

Cancellations made less than two hours in advance of the 30-minute pickup window, a cancellation at the door, or not being present or ready to leave within five minutes after the LIFT vehicle arrives are all considered no-shows. If a rider is a no-show on a ride starting from the rider's home, the rider must call the Cherriots call center to cancel any other scheduled rides no longer needed that day to avoid receiving additional no-shows.

II. Direct Threat

Suspension of eligibility for a person who may be a direct threat, including but not limited to violent behavior, seriously disruptive, uncontrolled body fluids or illegal conduct when using any aspect of Cherriots services will be reviewed and implemented on a case-by-case basis. The policies that guide such suspension are the same as those for non-disabled transit riders. Such suspensions may be appealed, in accordance with the Cherriots Appeals Process.

k. Lack of Capacity Constraints

Cherriots LIFT shall provide 100 percent of eligible Cherriots LIFT customers' trip requests. Operational problems attributable to causes beyond the control of Cherriots (including, but not limited to, weather, safety or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled) shall not be considered a capacity constraint.

Cherriots LIFT does not impose:

- Limits to the number of trips an eligible Cherriots LIFT customer may request,
- Wait lists for access to service or
- Any operational pattern or practice that significantly limits the availability of service to eligible Cherriots LIFT customers such as (but not limited to):
 - Shortage of drivers or dispatchers
 - Insufficient number of vehicles
 - Prioritization of program participant trips

I. Identification of Additional Services

In addition to Cherriots LIFT, Cherriots also operates Cherriots Shop and Ride, a general dial-a-ride that is available to seniors and people with disabilities. Cherriots Shop and Ride operates within the Salem-Keizer Urban Growth Boundary.

IV. COMPARISON OF CURRENT ADA/PARATRANSIT POLICIES TO ADA REQUIREMENTS

	ADA Requirement	Current ADA/paratransit Policy
Eligibility for ADA/Paratransit Service	Persons with disabilities who are unable to access Local service for the particular trip being requested due to an impairment related condition.	Individual application with medical verification and in person assessment interview for every applicant.
ADA Service Area	Service is required to origins and destinations within corridors with a width of three-fourths of a mile on each side of each Local Small areas surrounded by corridors must be served. Service is not required outside the boundaries of the jurisdiction(s) in which the transit agency operates, if it does not have legal authority to operate in that area. This exception applies only when there is a legal bar to the entity providing service on the other side of a boundary.	Cherriots LIFT serves eligible customers living within the Salem-Keizer Urban Growth Boundary, which is beyond $\frac{3}{4}$ miles of the Cherriots' Local routes.
Local Hours	Service shall be available throughout the same hours and days as the entity's Local service. Corridors do not need to be served with ADA/paratransit when the Local system is not running in them.	Cherriots LIFT service hours mirror Cherriots Local service, from 5:00 a.m. until 11:30 p.m., Monday through Friday. Saturday 6:00 am to 9:00 pm. And Sunday from 8:00 a.m. until 8:00 p.m. Service is offered to entire service area during those hours, regardless of whether Local is running at that time.

	ADA Requirement	Current ADA/paratransit Policy
Response Time	The entity shall schedule and provide ADA/paratransit service in response to a request for service made the previous day. Reservations may be taken by reservation agents or by mechanical means. Reservations must be taken during normal business hours and comparable hours any day before service is operated. The entity may permit advance reservations to be made up to 7 days in advance. The entity may negotiate pickup times with the individual, but not more than one hour before or after the individual's desired departure time.	Reservations will be accepted Monday through Friday, 6:00 a.m. to 6:00 p.m., and Saturday 8:00 a.m. to 4:00 p.m., Sunday 8:00 a.m. to 4:00 p.m. Reservations will also be accepted via voicemails during all after hours and holidays. Reservations may be taken by Cherriots Call Center Customer Care Representatives, by voicemail or by fax. Eligible LIFT riders can download the <i>Cherriots LIFT</i> app or visit the website to make or change reservations 24 hours a day. Trips may be reserved no later than 4:30 p.m. the day before service. Trips may be reserved up to 14 days in advance.
Fares	The fare shall not exceed twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a trip of similar length, at a similar time of day, on the entity's Local system. In calculating the full fare the entity may include transfer and premium charges. Companions pay the same fare as the ADA eligible rider. A personal care attendant rides free. A higher fare may be charged to a social service agency or other organization for agency trips (i.e., trips guaranteed to the organization).	Cherriots LIFT is twice the fare of Cherriots Local full fare service. Companions pay the same fare as the ADA eligible rider. Personal Care Attendants ride free. Passengers should notify the Cherriots Call Center when making their reservation they will be accompanied by a Personal Care Attendant or companion to ensure there will be no capacity constraints.
Trip Purpose Restrictions	The entity shall not impose restrictions or priorities based on trip purpose.	Cherriots will not permit trip purpose restrictions on eligible customers. Passengers who travel between their origin and destination on a daily basis may ride with passengers who travel at the same time interval.

	ADA Requirement	Current ADA/paratransit Policy
Capacity Constraints	<p>The entity shall not limit the availability of complementary ADA/paratransit service to ADA/paratransit eligible individuals by any of the following:</p> <ul style="list-style-type: none"> • Restrictions on the number of trips an individual will be provided • Waiting lists for access to the service • Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons including but not limited to substantial numbers of: <ul style="list-style-type: none"> ○ significantly untimely pickups for initial or return trips ○ trip denials ○ missed trips ○ trips with excessive trip lengths <p>Operational problems attributable to causes beyond the control of the entity shall not be a basis for determining that a pattern or practice exists.</p> <p>Problems with telephone access would amount to trip denials or a violation of the response time requirement.</p>	<p>Cherriots will not permit trip limits on eligible customers or impose a wait list for access to the service. Service levels for Fiscal Year 2022 - 2023 are:</p> <ul style="list-style-type: none"> • Denials: 0.00% • Late trips: 92.3% of pick-ups on-time (in the 30-minute window) • Hold Times: average 0:10 seconds <p>Cherriots reviews trip statistics on a monthly basis.</p>
Passenger Assistance Level	<p>Minimum of Curb-to-Curb service standard. Door-to-door service should be provided when requested in a situation that does not provide a safety hazard or other policy violation.</p>	<p>Cherriots will provide origin-to-destination service to anyone who is eligible for ADA/paratransit service. If additional service such as door-to-door is needed it will be evaluated at the time of the application.</p> <p>Due to the shared ride aspect of the service, it is the transit operator's duty to ensure the safety of all passengers using the service, Cherriots LIFT operators must stay within non-interrupted visual range of their vehicle. For example, Cherriots LIFT operators would not be able to accompany a passenger to the second floor of a building.</p>

	ADA Requirement	Current ADA/paratransit Policy
Same Day Service	Not required.	No same day service may be scheduled. Will-call service is available based on trip purposes and limited to: medical trips and jury duty. Estimated return time required when scheduling trips.

V. COORDINATION WITH OTHER SERVICES

SAMTD recognizes that not all destinations and departures occur within the Salem-Keizer urban growth boundary. Increasingly, new services are added to connect rural communities and major cities. These services connect with other transit agencies and transportation options, creating a transportation network which stretches across the mid-Willamette valley and beyond.

Coordinating with neighboring transportation agencies continues to be a valuable and effective way of serving our community. The following agencies provide transportation adjacent to or overlapping SAMTD's service: South Metro Area Regional Transit (SMART), Woodburn Transit System, Canby Area Transit, Silverton Silver Trolley, Yamhill County Transit Area, and Tillamook County Transportation District. The aforementioned agencies are not contiguous and do not have a reciprocity agreement with SAMTD. Nonetheless, SAMTD will continue to coordinate with other paratransit services as needed.

SAMTD coordinates with partners in a number of ways. Many partners serve on SAMTD advisory committees, providing guidance on passenger needs and how services can be coordinated. Committees include the Community Advisory Committee and Statewide Transportation Improvement Fund Advisory Committee. Examples of partners include hospitals, local government, and agencies that serve seniors and people with disabilities.

VI. PUBLIC PARTICIPATION AND INFORMATION

a. Efforts to Include Persons with Disabilities in Planning Process

In an effort to include persons with disabilities in the ADA/paratransit planning process, this plan has been presented to Cherriots Community Advisory Committee, consisting of community members with and without disabilities who utilize various forms of transportation within the Cherriots system. In addition, it is available on Cherriots website. ADA/paratransit customers have been notified via signs on the Cherriots LIFT vehicles.

b. Availability of the Plan in Accessible Format

The Cherriots ADA/paratransit Plan is available in alternate formats as requested by an individual.

VII. APPENDIX

Table 1 – Cherriots Local Service

Route	<i>Cherriots Local Weekday</i>		<i>Cherriots Local Saturday</i>		<i>Cherriots Local Sunday</i>	
	Frequency	Span	Frequency	Span	Frequency	Span
2	15 min (30 min before 7:00 and after 19:00, 60 min. after 21:00)	6:30-23:00	30 min (60 min after 19:00)	7:00-21:00	60 min	8:00-20:00
3	30 min (60 min after 21:00)	6:30-23:00	60 min	7:00-21:00	60 min	8:00-20:00
4	30 min (60 min after 21:00)	6:30-23:00	60 min	7:00-21:00	60 min	8:00-20:00
5	15 min (30 min before 6:30 and after 19:00, 60 min. after 21:00)	6:00-23:00	30 min (60 min after 19:00)	7:00-21:00	60 min	8:00-20:00
6	60 min	6:00-21:00	60 min	7:00-21:00	No Service	-
7	30 min	6:00-23:00	30 min	7:00-21:00	30 min	8:00-20:00
8	60 min	7:00-23:00	60 min	7:00-21:00	60 min	8:00-20:00
9	30 min	6:30-21:00	60 min	7:00-21:00	60 min	8:00-20:00
11	15 min (30 min before 6:30 and after 19:00)	6:00-23:00	30 min	6:30-21:00	30 min	8:00-20:00
12	60 min	6:30-20:30	No Service	-	No Service	-
13	30 min (60 min after 21:00)	6:15-23:00	60 min	7:30-20:30	60 min	8:00-20:00
14	30 min	6:00-21:00	No Service	-	No Service	-
16	60 min	6:25-21:25	60 min	7:25-20:25	No Service	-
17	15 min (30 min after 19:00, 60 min. after 21:00)	6:00-23:00	30 min (60 min after 19:00)	7:00-21:00	60 min	8:00-20:00
18	60 min	6:30-22:30	60 min	7:30-20:30	No Service	-
19	15 min (30 min before 7:00 and after 19:00, 60 min. after 21:00)	6:30-23:00	30 min (60 min after 19:00)	7:00-21:00	60 min	8:00-20:00
21	15 min (30 min after 19:00, 60 min. after 21:00)	6:00-23:00	30 min (60 min after 19:00)	7:00-21:00	60 min	8:00-20:00
22	20 min (40 min after 21:00)	5:26-23:04	20 min (40 min after 19:00)	5:55-21:50	40 min	7:00-19:40
23	60 min	7:00-21:00	No Service	-	No Service	-
26	60 min	6:00-20:45	No Service	-	No Service	-
27	60 min	5:30-21:15	No Service	-	No Service	-

Table 2 – Paratransit Vehicle Fleet

Vehicle Number	Make	Model	Seating Capacity	Device Capacity
834	Ford E-450	Ford StarTrans	7	1
837	Ford E-450	Ford StarTrans	7	1
838	Ford E-450	Ford StarTrans	7	1
839	Ford E-450	Ford StarTrans	7	1
842	Ford E-450	Ford StarTrans	7	1
843	Ford E-450	Ford StarTrans	7	1
846	Ford E-450	Ford StarTrans	7	1
847	Ford E-450	Ford StarTrans	7	1
848	Ford E-450	Ford StarTrans	7	1
849	Ford E-450	Ford StarTrans	7	1
851	Ford E-450	Ford StarTrans	7	1
852	Ford E-450	Ford StarTrans	7	1
853	Ford E-450	Ford Startrans	7	1
862	Chevy 3500	Arboc	8	2
863	Chevy 3500	Arboc	8	2
864	Chevy 3500	Arboc	8	2
865	Chevy 3500	Arboc	8	2
866	Chevrolet	3500 Glaval	8	2
867	Chevrolet	3500 Glaval	8	2
868	Chevrolet	3500 Glaval	8	2
869	Chevrolet	3500 Glaval	8	2
870	Chevrolet	3500 Glaval	8	2
871	Ford E-450	Eldorado Advantage 220	9	3
872	Ford E-450	Eldorado Advantage 220	9	3
873	Ford E-450	Eldorado Advantage 220	9	3
874	Ford E-450	Eldorado Advantage 220	9	3
875	Ford E-450	Eldorado Advantage 220	9	3
876	Ford Transit	Norcal	3	1
877	Ford Transit	Norcal	3	1
878	Ford Transit	Norcal	3	1
1401	Chevrolet	AM General MV-1	2	1
1402	Chevrolet	AM General MV-1	2	1
1403	Chevrolet	AM General MV-1	2	1
1404	Chevrolet	AM General MV-1	2	1
1405	Chevrolet	AM General MV-1	2	1
1406	Chevrolet	AM General MV-1	2	1
1407	Chevrolet	AM General MV-1	2	1

Eligibility Application

Cherriots LIFT

Paratransit Service Eligibility



Connecting people to the places where they live, work, learn, shop, and play.

What is Cherriots LIFT and who is eligible?

Cherriots LIFT is the paratransit transportation service for the Salem-Keizer area that supports the Americans with Disabilities Act (ADA). Cherriots LIFT is an origin-to-destination, shared-ride public transportation service for individuals who are unable to use the regular Cherriots Local bus service due to functional limitations.

All Cherriots Local buses are accessible and comply with the ADA. The following features of the Cherriots Local bus system will allow many individuals with disabilities to use Cherriots Local buses:

- Cherriots Local buses are low floor and equipped with ramps and a lower step function (kneeling).
- An announcement system identifies major streets and transfer points.
- Bus stop improvements include curb ramps at intersections as well as benches and shelters at many locations.

Some riders will require Cherriots LIFT for some or all of their transportation needs due to barriers to riding Cherriots Local bus service.

The application process will help identify individuals who qualify for personalized travel training to successfully use the Cherriots Local bus service. In some cases, riders may be eligible to use Cherriots LIFT for some trips on either a conditional or a temporary basis.

Appeals 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 30 days of the hearing. Until a final determination is made, the applicant will be allowed to ride Cherriots LIFT unrestricted.

Privacy Statement

The information obtained in the application will only be used by the Salem Area Mass Transit District (Cherriots), the Cherriots LIFT Eligibility Office, the Cherriots 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.

Eligibility Application Process and Instructions

Cherriots LIFT applications are available on our website at **Cherriots.org/lift**, by mail, by fax at 503-361-7560, or by picking one up in person at:

Cherriots Customer Service:
220 High St. NE, Salem, OR 97301

If assistance is needed in completing the application, or the application is needed in an alternate format, please call 503-361-7554. The application must be complete before the review process can proceed. Incomplete forms may cause a delay in this process.

The Cherriots LIFT Eligibility Office will review the completed application and medical professional questionnaire and then they will contact the applicant to schedule an in-person interview/assessment. A Cherriots LIFT trip will be provided to the applicant free of charge to and from the interview/assessment if requested.

The application process is complete once the application and medical professional questionnaire are received and the in-person interview/assessment occurs. The Cherriots LIFT Eligibility Office has up to 21 days to notify the applicant of their eligibility determination. Final decisions will be mailed to the applicant or delivered via their requested format.

Eligibility is not based on the person's age, inability to drive, or the lack of availability or inconvenience of Cherriots Local bus service

Requirements and Fares

Riders must be able to get to and from the Cherriots LIFT 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 must pay the regular fare. Riders will need to specify this when scheduling a ride.

Cherriots LIFT costs **\$3.20** for a **one-way ride**. Riders may purchase Cherriots LIFT passes in advance or pay with cash at the time of each ride. Correct change is required. Cherriots LIFT passes can be purchased with cash, check, debit, or credit card at Cherriots Customer Service located at the Downtown Transit Center, Monday through Friday, 6 a.m. to 7 p.m. and Saturdays from 7 a.m. to 6 p.m. or by mail. *Please make checks payable to Cherriots.*

For more information, or assistance planning a trip on Cherriots Local buses visit

Cherriots.org or call **503-588-2877**
Cherriots LIFT Eligibility Office:
555 Court St. NE, Suite 5230

Salem, OR 97301 Phone: 503-361-7554
Fax: 503-361-7560
Email: ADAeligibility@cherriots.org



555 Court St NE, Suite 5230
Salem, OR 97301-3980
Phone: 503-361-7554
Fax: 503-361-7560

Office Use Only -
Date Stamp

Cherriots LIFT/ADA Paratransit Service Application

Part 1 - General Information, to be completed by applicant.

It is important to complete all parts of this form. Evaluations that are not fully completed or legibly written will be returned.

Application for: New permanent eligibility (1-3 years) Recertification
 New temporary eligibility (maximum of 12 months)

First Name: _____ Middle Initial: _____ Last: _____

Date of Birth (Month/Day/Year): _____ Email: _____

Home Phone: _____ Cell Phone: _____

Home Address: _____

City: _____ State: _____ Zip Code: _____ - _____

Mailing Address (if different than home address): _____

City: _____ State: _____ Zip Code: _____ - _____

Emergency Contact Name: _____ Relationship: _____

Contact Phone: _____ Email: _____

Do you need information provided in an alternate format? Large Print
 Spanish Interpreter: Language _____ Other _____

OFFICE USE ONLY

Reviewed By: _____ Date: _____ Input Date: _____

ID: _____ Exp. Date: _____ Eligibility: F C T D PCA: Yes No

Conditions: _____ Auto Review

Please answer the following questions as complete and accurately as possible. Your answers will help us determine your ability to use various types of public transit.

1. Are you able to ride Cherriots Local city buses?

Yes No Sometimes I do not know

a. What limitation(s) or health-related condition(s) make it difficult or prevent you from using Cherriots Local city buses?

b. If limitations/conditions you described are temporary, how long do you expect these to continue? _____

c. Does your health condition or disability change from day to day in a way that affects your ability to use Cherriots Local city buses?

Yes No Sometimes I do not know

If **yes** or **I do not know** is selected, explain why:

2. How do you currently travel to your most frequent destinations? Check all that apply.

Cherriots Local buses Cherriots LIFT Drive myself NEMT
 Someone drives me Taxi Other: _____

3. Do you use any of the following mobility aids or equipment? Check all that apply.

Cane Power Scooter Power Wheelchair Service Animal
 Crutches White Cane Manual wheelchair
 Walker Portable Oxygen Other: _____

4. Are you proficient in using these mobility aids or equipment? Yes No
5. Does a Personal Care Attendant (PCA) accompany you when you travel outside your home (Example: push your wheelchair, carry your oxygen, etc.)?
 Yes No Sometimes
6. Please indicate by marking yes, no, or not applicable/not sure regarding **"limitations"** that may make it difficult or prevent you from using **Cherriots Local** city buses.

Travel Skills and Abilities: N/A,
Yes No Unsure

Travel Skills and Abilities:	Yes	No	N/A, Unsure
Is your walking speed "normal"; not unusually fast or slow?			
Are you able to independently walk or wheel ¼ mile? <i>If not, how far can you walk/wheel? _____</i>			
Do you have the endurance to safely and independently complete a bus trip?			
Are you stable standing and walking?			
Can you independently climb three 12" steps?			
Are you able to step up and down curbs?			
Are you able to walk or wheel up and down curb cuts?			
Can you wait independently outside for 15 minutes?			
Are you able to wait at a bus stop without a bench?			
Can you travel up or down moderately steep terrain?			
Are you able to travel on uneven or broken surfaces?			
Are you independently able to grasp handles, railing, coins, or tickets while boarding and exiting a bus?			
Can you transfer from your wheelchair or mobility device to a seat in a vehicle?			
Are you able to detect or feel changes on surfaces?			
Are you able to hear well enough to safely travel?			
Are you able to see well enough to safely travel?			
Is your short term memory adequate for safe, independent travel?			

Travel Skills and Abilities (continued)	Yes	No	N/A, Unsure
Is your long term memory adequate for safe, independent travel?			
Are you able to travel safely and independently on the city bus?			
Are you able to maintain appropriate behavior in public?			
Are you able to ask for, understand, and follow directions?			
Are you able to recognize destinations or landmarks?			
Are you able to recognize and respond to dangerous situations?			
Are you able to deal with unexpected situations or changes independently, without assistance?			
Are you able to seek, understand, and act on directions needed to complete a trip?			
Are you able to state a street address and telephone number upon request?			
Are you able to safely and effectively travel through crowded or complex facilities?			
Are you able to cross streets with various widths and with various controls safely?			
Are you able to find and remember transit system information?			
Are you able to walk or wheel the distance from your residence to the nearest bus stop?			
What is the nearest bus stop to your residence?			
Are you able to locate and recognize the correct bus to take?			
Are you able to get on and off a bus independently when the bus is kneeled (lowered to curb and using a ramp)?			
Are you able to get to a seat or wheelchair securement area on a Cherriots Local city bus?			
Are you able to find your way in familiar and unfamiliar settings?			
Are you able to manage unexpected situations?			
Are you able to travel alone outside your home?			

Travel Skills and Abilities (continued) N/A,
Yes No Unsure

Are you able to read, tell time, follow a schedule, or instructions allowing for safe and independent travel?			
Are you able to adequately manage snow, ice, rain, heat, humidity, cold, bright light, low light, noise? (Circle those that you are unable to manage.)			

5. Have you ever had training or instruction on how to use Cherriots Local city bus service? Yes No

a. **If yes**, what person or agency provided the training? _____

b. Do you want or need training to use a Cherriots bus? Yes No

I certify that the information in this Cherriots LIFT/ADA Paratransit Service Evaluation is true and correct. I understand that falsification of the information may result in denial of some Cherriots LIFT eligibility services. I understand that the information in this evaluation will be kept confidential, and only the information required to provide the services for which I am eligible will be disclosed to those who perform the services. I understand that I might be asked to provide additional information necessary for a proper determination of eligibility for paratransit services.

Name of applicant (Please print): _____

Applicant's Signature: _____ Date signed: _____

Signature of person completing the form, if other than applicant:

Name (Please print): _____

Relationship to the applicant: _____

Signature: _____ Date signed: _____

Contact Phone: _____ Email: _____

**THE FOLLOWING
FORM
MUST BE COMPLETED
BY YOUR MEDICAL
PROFESSIONAL**



555 Court St NE, Suite 5230
Salem, OR 97301-3980
Phone: 503-361-7554
Fax: 503-361-7560

Office Use Only –
Date Stamp

Medical Professional Questionnaire for Cherriots LIFT/Paratransit Eligibility

Part 2 – To be filled out by your Medical Professional*

Date: _____

Dear _____,
Medical Professional

I, _____, have asked Cherriots to determine my
Applicant's Name
eligibility to use their fixed route service or their paratransit service.

Please respond to the following questionnaire and mail or fax the completed form.

HIPAA Statement: I understand that I may refuse to sign this authorization and that my refusal to sign will not affect my ability to obtain health care treatment from you, however it may impact the ability of Cherriots to determine my eligibility for paratransit services. I understand that I may cancel this authorization in writing at any time. The cancelation will not affect any information that you disclosed prior to cancelation. This authorization will expire one year from the date of this letter. I understand that the information released may be subject to re-disclosure and no longer protected under federal and state law.

Signature of Patient/Legal Representative (If applicable) Relationship to Patient

If I revoke this authorization, I will send a written request with a copy of this form to you at the address above.

*Medical professional for this form is defined as an MD, DO, PA, NP, RN, OT, PT

First Name: _____ Last Name: _____ DOB: _____

What is Cherriots LIFT/ADA Paratransit and Who is Eligible?

Cherriots LIFT is the Americans with Disabilities Act (ADA) complementary paratransit service for the Salem-Keizer area. Cherriots LIFT is an origin to destination, shared ride public transportation service for individuals with disabilities who are unable to use Cherriots Local buses due to significant functional limitations. The following features of Cherriots Local buses allow many individuals with disabilities to use Cherriots fixed routes.

- Cherriots Local buses are equipped with ramps and a lower step function-kneeling (climbing steps are no longer necessary to ride fixed route buses)
- Announcement system that identifies major bus stops and transfers
- Internal and external reader signs which provide a visual cue for riders with hearing impairment
- Priority seating: a dedicated area for seniors and people with disabilities
- Bus stop improvements including curb ramps at intersections and adding benches and shelters at many locations

Please Note: Paratransit eligibility is not based on age, inability to drive or the lack of availability or inconvenience of fixed-route service

This Medical Professional Questionnaire in conjunction with an interview and functional assessment will be used to help determine what Cherriots service best meets the applicant's needs.

1. Capacity in which you know this applicant: _____

2. Does the applicant use any of the following devices to assist with their mobility needs?

- | | | | |
|--------------------------------------|--|--|---|
| <input type="checkbox"/> Cane | <input type="checkbox"/> Prosthetic Device | <input type="checkbox"/> Power Scooter | <input type="checkbox"/> Picture Board |
| <input type="checkbox"/> White Cane | <input type="checkbox"/> Manual wheelchair | <input type="checkbox"/> Portable Oxygen | <input type="checkbox"/> Service Animal |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Power Wheelchair | <input type="checkbox"/> Alphabet Board | <input type="checkbox"/> Walker |
| <input type="checkbox"/> Other _____ | | | |

First Name: _____ Last Name: _____ DOB: _____

3. What health related condition(s) make it difficult or prevents the applicant from using Cherriots Local buses (*regular city buses*)?

4. Please indicate by marking yes, no or not sure, if your patient does/does not have "**Functional Limitation(s)**" that may make it difficult or prevents them from using Cherriots Local Buses (regular city bus)

PHYSICAL ABILITIES: Is patient within normal limits or:	Yes	No	Not Sure
Walking speed - <i>is not unusually fast or slow</i>			
Walking distance - <i>is able to ambulate 1/4 mile</i>			
Endurance - <i>is able to safely and independently complete a bus trip</i>			
Coordination & balance - <i>is stable, does not present a fall risk</i>			
Strength - <i>is strong enough for safe independent travel</i>			
Gait - <i>is normal, without hindrance or disturbance affecting travel</i>			
Range of Motion - <i>does not present ambulation difficulties affecting travel</i>			
Dexterity - <i>does not present ambulation difficulties affecting travel</i>			
Climbing Steps - <i>can the patient independently climb three 12" steps?</i>			
Waiting Outside - <i>can the patient wait independently outside for 10 min.?</i>			
Mobility Aids - <i>is the patient proficient in using their mobility aids?</i>			

SENSORY FUNCTIONS: Is the patient:	Yes	No	Not Sure
Oriented and aware of their personal space?			
Able to detect changes on surfaces (<i>tactile</i>)?			
Able to detect environmental cues (<i>seeing, hearing, feeling</i>)?			
Visual Acuity with best correction: (<i>if information is available</i>) Right Eye _____ Left Eye _____ Both Eyes _____			
Visual Fields: Right Eye _____ Left Eye _____ Both Eyes _____			

First Name: _____ Last Name: _____ DOB: _____

COGNITIVE ABILITIES: Does the patient possess:	Yes	No	Not Sure
Orientation skills - <i>ability to orient oneself to person/place/thing?</i>			
Judgment/safety skills - <i>adequate for safe, independent travel?</i>			
Problem solving skills - <i>adequate for safe, independent travel?</i>			
Coping skills - <i>adequate for safe, independent travel?</i>			
Short term memory - <i>adequate for safe, independent travel?</i>			
Long term memory - <i>adequate for safe, independent travel?</i>			
Attention to task - <i>adequate for safe, independent travel?</i>			
Public behavior - <i>able to maintain appropriate behaviors in public setting?</i>			
Way finding skills - <i>adequate for safe, independent travel?</i>			
Communication skills - <i>adequately for safe, independent travel?</i>			
Ability to recognize and respond to dangerous situations?			
Ability to deal with unexpected situations or changes without assistance?			
Ability to state street address and telephone number upon request?			
Ability to recognize destination or landmarks?			
Ability to ask for, understand and follow directions?			
Ability to safely and effectively travel through crowded or complex facilities?			

5. Are these functional limitations permanent or temporary
 If temporary, for how long? _____

Signature of Health Care Provider: _____

Print Name of Health Care Provider*: _____

Date: _____ Phone: _____

Office Address: _____

**Health Care Provider for this form is defined as an MD, DO, PA, NP, RN, OT, PT*

Administrative Appeal Process

Requesting an Appeal

Appeals must be requested in writing within sixty five (65) days of the date that the decision being appealed was mailed from SAMTD. The individual shall inform SAMTD of any special accommodations needed (e.g., interrupter, TTY, etc).

Appeals may be mailed or faxed to:

Cherriots
ATTN: Cherriots LIFT Eligibility
555 Court St NE, Suite 5230
Salem, OR 97301-3980
Fax: 503-584-4716

SAMTD staff are responsible for receiving requests for appeals of service suspensions. The Appeals Panel will be promptly advised of a request for an appeal hearing, shall coordinate an appeal date and time with the individual, and shall reserve sufficient time for the hearing. SAMTD staff shall notify the individual in writing of the date, time and location of the appeal hearing. If necessary, staff shall arrange for the individual to receive Cherriots LIFT transportation to and from the place of hearing. SAMTD will make every effort to schedule the Appeal Hearing within two (2) weeks of the request. Individuals needing special accommodations may request so at time of request for hearing.

The Administrative Appeals committee will be comprised of representatives from the medical or social services community, persons with disabilities and SAMTD staff not associated with the original eligibility determination process.

Prior to Hearing

Individuals may request copies of documents and information relating to the decision. The Appeals Panel or its designee shall promptly consider and decide all requests for documents and information. Documents and information shall be provided if the documents or information are relevant to the decision being appealed or are likely to assist the Appeals Panel in deciding the appeal. The individual may bring another person to support their case to the hearing. The individual may decline the hearing at any time by calling SAMTD prior to the hearing date.

At Hearing

Individuals may represent themselves at the hearing, or may be represented by an attorney, paralegal or legal assistant, caseworker, care provider, or other person designated by the individual to present the case.

The parties may present documents and witnesses, question the witnesses presented by

each other, and offer other oral, written or recorded information to support their respective positions or to respond to each other's position. SAMTD shall present its position first, then the individual may present next. As required or appropriate, the parties shall be permitted to present additional documents and witnesses, or recall witnesses.

The Appeals Panel may continue a hearing or permit the post-hearing submission of additional evidence, information and arguments. If a continuance or post-hearing submission is permitted, the Appeals Panel shall promptly advise the parties of the date, time and location of the continued hearing or the date by which the post-hearing submission must be received by the Appeals Panel. The hearing shall be electronically recorded.

Appeal without a Hearing

If the individual declines an in-person appeal hearing, SAMTD staff shall inform the individual of the date by which they must submit to SAMTD any written materials the individual wishes the Appeals Panel to consider in determining their appeal. Extensions of this date may be allowed.

Following the submission date, the Appeals Panel shall review the individual's file and written submissions, if any, and decide the matter. The Appeals Panel may uphold the eligibility determination or service suspension, overturn the eligibility determination or service suspension, modify the eligibility determination or service suspension, impose conditions upon eligibility or returning the individual to service, or take any appropriate action to decide the matter.

Evidentiary Burden and Standard

SAMTD shall have the burden of demonstrating that the individual's eligibility for paratransit service was appropriately determined or that the individual's service was suspended for appropriate cause and in accordance with the procedures for service suspension. This burden must be satisfied by a preponderance of all the evidence submitted in connection with the appeal or otherwise in the individual's record. The standard of admissibility for evidence and information presented in connection with an appeal shall be whether the evidence or information is of the type that a reasonable person would rely upon in making decisions about their personal affairs.

Notification of Decision

The Appeals Panel shall notify the individual of its decision and the reasons for its decision in writing by mail, within thirty (30) days of the date of the appeal hearing or, if the individual declined hearing, of the date on which the Appeals Panel reviewed and considered the matter. The letter will be in accessible format as necessary and will detail any reasons for a continued reason of ineligibility.

If no decision is made on an appeal of eligibility determination within thirty (30) days of the date of the appeal hearing or date of appeals panel consideration, the individual will be eligible for Cherriots LIFT service as of the 31st day, until and unless a decision to deny the appeal is rendered by the Appeal Panel.