



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

**Americans with Disabilities Act
Paratransit Plan**

Final Report

July 31, 2014



Table of Contents

I.	GENERAL CONTACT INFORMATION	3
II.	CHERRIOTS – FIXED ROUTE SYSTEM	4
	a. Overview of Population Served	4
	b. Route Structure, span of service, and frequency of service	4
	c. Identification of additional routes considered as commuter bus service	4
	d. Fare Structure.....	5
	e. Vehicle fleet inventory including accessibility and wheelchair capacity	5
III.	CHERRYLIFT – EXISTING PARATRANSIT SERVICES.....	5
	a. The Eligibility Process	5
	b. The Administrative Appeal Process	6
	c. Reservation Process	6
	d. Personal Care Attendants.....	7
	e. Policy for Visitors	7
	f. Trip Restrictions.....	7
	g. Door-to-Door Service.....	7
	h. Subscription Service	7
	i. Late Cancelations and No Shows.....	8
	j. Suspension of Eligibility	8
	k. Lack of Capacity Constraints	9
	l. Identification of Additional Services	9
IV.	COMPARISON OF CURRENT PARATRANSIT POLICIES TO ADA REQUIREMENTS	9
V.	COORDINATION WITH OTHER SERVICES	12
VI.	PUBLIC PARTICIPATION AND INFORMATION.....	13
	a. Efforts to Include Persons with Disabilities in Planning Process.....	13
	b. Availability of the Plan in Accessible Format	13
	c. Documentation that Draft Plan was Subject to Public Review and Comment	13
	d. Documentation of at Least One Public Hearing.....	13
	e. Documentation of Policy Board Approval	16
	f. Documentation of Issues Raised by Public and How They Were/Will be Addressed	18
VII.	IMPLEMENTATION PLAN.....	18
VIII.	CERTIFICATIONS AND RESOLUTIONS.....	19
	a. Resolution Authorizing Plan.....	19
IX.	APPENDIX.....	21
	Table 1 - SAMTD Fixed-Route	22
	Table 2 - Paratransit Vehicle Fleet	23
	Eligibility Application	24
	Administrative Appeal Process	36

I. GENERAL CONTACT INFORMATION

This Americans with Disabilities Act (ADA) Paratransit Plan has been developed in accordance with the Code of Federal Regulations (CFR) Title 49 CFR Part 37 Subpart F, revised October 1, 2011. It has been prepared for:

Agency Name: Salem Area Mass Transit District (SAMTD)

Mailing Address: 555 Court Street NE, Suite 5230
Salem, OR 97301-3980

Telephone: (503) 588-2424

Fax: (503) 566-3933

Website: www.cherriots.org

Authorized Representative: Allan Pollock, General Manager
Allan.Pollock@cherriots.org

ADA Update Contact Person: Melissa Kidd, Mobility Coordinator
Melissa.kidd@cherriots.org

a. Overview of Population Served

Salem, with a population of 160,343, 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 37,785. The metro population is 400,408. 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 21,000 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 2013/2014 (July 1, 2013 – June 30, 2014), Salem Area Mass Transit District’s (SAMTD) fixed route service carried 3.3 million riders. SAMTD supports solid ridership numbers from youth, college students, attending Chemeketa Community College. SAMTD serves a high percentage of high school, middle school, and college students as well as a high percentage of 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, Monday thru Friday. SAMTD’s span of service ranges from approximately 4:32 am with commuter route 1X service to Wilsonville. SAMTD’s regular fixed route service begins at 5:37 am. The service’s last departure from the Transit Mall is 9:00 pm with the last scheduled pickup at 9:53 pm. Buses return to the garage by 10:00 pm. The actual end of SAMTD’s revenue service day is 12:15 am, due to the commuter route 2X serving Grand Ronde. SAMTD 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 SAMTD’s website (cherriots.com/schedules & maps) for all schedules, maps, and time-points.

c. Identification of additional routes considered as commuter bus service

SAMTD operates two commuter bus routes. Each has been mentioned earlier in the ‘Description of fixed route services.’ The 1X operates between downtown Salem, and Wilsonville. It provides eleven round-trips daily. Four trips are operated by SAMTD and the remainder are operated by SMART in Wilsonville. The 2X operates between downtown Salem and Grand Ronde (Spirit Mountain Casino). This route makes eight round-trips daily. Both routes described above serve park & ride locations within the route.

In addition to the 1X & 2X, Chemeketa Area Regional Transportation System (CARTS) provides commuter bus service to rural Marion and Polk counties including Woodburn, the Santiam Canyon, Silverton, Mt. Angel, Dallas, Independence, Rickreall, and Monmouth. CARTS is operated by a contractor with oversight by SAMTD.

d. Fare Structure

SAMTD's current fare structure is three tiered.

- Full-Fare (Age 19-59),
- Reduced/Youth-Fare (Youth age 6 – 18, Disabled and/or Ages 60 + or Medicare card holders),
- Free for children ages 5 and under.

For Each tier, a passenger can use one of many fare instruments: Exact cash fare, Day Pass, Monthly Pass, Annual Bus Pass, and GoCards that can be exchanged for a Day Pass.

e. Vehicle fleet inventory including accessibility and wheelchair capacity

SAMTD's fleet consists of 64 fixed route buses with 30 clean diesel and 34 compressed natural gas. The fixed route fleet consists of 35 and 40 foot buses. All fixed route buses are equipped with a lift/ramp, and are ADA accessible. All fixed route buses have two designated wheel-chair bays/priority seating and automatic on-board announcements to identify major transfer locations.

II. CHERRYLIFT – EXISTING PARATRANSIT SERVICES

SAMTD's Paratransit service, CherryLift operates within the Salem-Keizer Urban Growth Boundary and provides paratransit service based on eligibility. CherryLift is a shared ride service and passengers should expect to share their ride with other individuals. CherryLift days and hours of operation mirror SAMTD's fixed route schedule: Monday through Friday, approximately 5:37 am to 9:53 pm. The CherryLift fare is exactly double the fixed route fare. Reservations for CherryLift are accepted by 5:00 p.m. the day before the trip and also up to 14 days before the trip.

a. The Eligibility Process

The CherryLift application process includes a two part application: the first section is to be completed by the individual, the second to be completed by a medical professional and can be found in the appendix of this report. A potentially eligible person may request a CherryLift Service Evaluation packet several different ways.

- In person at the SAMTD offices
- By mail by calling SAMTD
- On-line by downloading packet at www.cherriots.org

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

The in-person 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 District's Eligibility Specialists after reviewing the completed evaluation, medical verification and conducting the interview. All persons who, by reason of disability, are unable to use the accessible fixed route bus service are eligible to use the paratransit service after completing the necessary eligibility and registration procedures. 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 the fixed route system that is readily accessible to and usable by persons with disabilities;

- ADA 2: Needs the assistance of a wheelchair lift and one is not available on the fixed route service during the time the individual wishes to travel;
- ADA 3: Has an impairment-related condition that prevents getting to or leaving a bus stop.

There are three levels of eligibility.

1. Unconditional Status is assigned to persons who are determined unable to independently use Cherriots fixed route buses even with training.
2. Conditional Status is assigned to persons who are able to use Cherriots fixed route 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 buses but cannot do so at present, either because of a temporary disability or condition.

Applications are processed within 21 days of their submission. If the District 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. CherryLift customers whose service is suspended may also request an internal administrative appeal.

The District'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
- Mobility Coordinator
- Operator Supervisor
- Operations Training Supervisor

These five (5) Appeal Committee members will hear the reasoning for the initial eligibility determination from the Senior 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 Transportation Department Manager will facilitate the Appeal Committee.

c. Reservation Process

The TripLink Call Center is responsible for scheduling and dispatching CherryLift trips. Reservations will be accepted Monday through Friday, 6:00 a.m. to 7:00 p.m. and Saturday, 10:00 a.m. to 4:00 p.m. Reservations will also be accepted via voicemails left on Sunday.

CherryLift customers must reserve their trip no later than 5:00 p.m. the day prior to requested service.

Reservations may be made up to 14 days in advance of the trip.

SAMTD 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.

d. Personal Care Attendants

Personal Care Attendants may ride CherryLift at no charge when they are accompanying a CherryLift eligible individual who requires a Personal Care Attendant. The Personal Care Attendant must board and disembark at the same location as the CherryLift customer.

e. Policy for Visitors

CherryLift provides complementary 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 paratransit ID card from the jurisdiction in which they reside.

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, they must complete the application process in order to continue using CherryLift.

f. Trip Restrictions

SAMTD will not permit trip limits or 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.

g. Door-to-Door Service

SAMTD will provide origin-to-destination service to anyone who is eligible for 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, CherryLift operators must stay within non-interrupted visual range of their vehicle. For example, CherryLift 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 CherryLift customers. Subscription service may not consume more than 50 percent of the total CherryLift trips available at a given time of day if it presents a capacity issue. Subscribers will be CherryLift customers who travel one 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. SAMTD shall reduce the amount of subscription service if it creates capacity constraints for other CherryLift customers.

i. Late Cancelations and No Shows

A no-show is defined as any CherryLift customer who fails to notify CherryLift 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 60 minutes from scheduled pick-up time
- Driver is told at the point of pick-up the customer is not going.

CherryLift shall provide written violation notices to CherryLift customers who accumulate two no-show violations within 30 days. The district may adopt a suspension policy pertaining to multiple no-shows and cancelations within a certain number of days.

j. Suspension of Eligibility

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

i. No Shows

SAMTD has an option to suspend eligibility of an individual who consistently no-shows for trips as defined in section III(i) of this document.

The regulations require that before a suspension of services is imposed, administrative due process must be extended to the individual. A two-stage process is required, including initial notification and an opportunity for an informal hearing followed by a second notice and an opportunity to appeal.

SAMTD will provide the individual an opportunity to present written and oral information and arguments. All relevant SAMTD records and personnel would be made available to the individual. Other persons could testify on the behalf of the individual. It is likely that, in many cases, an important factual issue would be whether a no-show trip was the responsibility of the provider or the passenger. The testimony of other persons and the provider's records or personnel is likely to be relevant in deciding this issue. While the hearing is intended to be informal, the individual could bring a representative (e.g., someone from an advocacy organization, an attorney).

The individual may waive the hearing and proceed on the basis of written presentations. If the individual does not respond to the notice within 30 days, SAMTD will make, in effect, a default finding and impose sanctions. If there is a hearing, and the individual needs paratransit service to attend the hearing, SAMTD will provide it.

SAMTD will notify the individual in writing of the decision, the reasons for it, and the sanctions imposed, if any. This information will be made available in accessible format as necessary. In the case of a decision adverse to the individual, the administrative appeals process would apply.

ii. Direct Threat

Suspension of eligibility for 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 the District’s 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 District’s Appeals Process.

k. Lack of Capacity Constraints

CherryLift shall provide 100 percent of eligible CherryLift customers’ trip requests. Operational problems attributable to causes beyond the control of SAMTD (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.

CherryLift does not impose:

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

l. Identification of Additional Services

In addition to CherryLift, SAMTD also operates RED Line, a general dial-a-ride and shopper shuttle that is available to seniors and people with disabilities. RED Line operates within the Salem-Keizer Urban Growth Boundary.

III. COMPARISON OF CURRENT PARATRANSIT POLICIES TO ADA REQUIREMENTS

	ADA Requirement	Current Paratransit Policy
Eligibility for Paratransit Service	Persons with disabilities who are unable to access fixed route service for the particular trip being requested due to an impairment related condition.	Individual application with medical verification and in person interview for every applicant.

	ADA Requirement	Current Paratransit Policy
ADA Service Area	<p>Service is required to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route.</p> <p>Small areas surrounded by corridors must be served.</p> <p>Service is not required outside the boundaries of the jurisdiction(s) in which the transit agency's 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.</p>	<p>CherryLift serves eligible customers living within the Salem-Keizer Urban Growth Boundary, which is beyond ¾ miles of the Cherriots' fixed-routes.</p>
Service Hours	<p>Service shall be available throughout the same hours and days as the entity's fixed route service.</p> <p>Corridors do not need to be served with paratransit when the fixed route system is not running in them.</p>	<p>CherryLift service hours mirror fixed route service, from 5:37 a.m. until 9:53 p.m., Monday through Friday.</p> <p>Service is offered to entire service area during those hours, regardless of whether fixed route is running at that time.</p>
Response Time	<p>The entity shall schedule and provide paratransit service in response to a request for service made the previous day.</p> <p>Reservations may be taken by reservation agents or by mechanical means.</p> <p>Reservations must be taken during normal business hours and comparable hours any day before service is operated.</p> <p>The entity may permit advance reservations to be made up to 14 days in advance.</p> <p>The entity may negotiate pickup times with the individual, but not more than one hour before or after the individual's desired departure time.</p>	<p>Reservations will be accepted Monday through Friday, 6:00 a.m. to 7:00 p.m. and Saturday 10:00 a.m. to 4:00 p.m. Reservations will also be accepted via voicemails left on Sunday.</p> <p>Reservations may be taken by TripLink Customer Reservation Specialists, voicemail or by fax.</p> <p>Trips may be reserved no later than 5:00 p.m. the day before service.</p> <p>Trips may be reserved up to 14 days in advance.</p>

	ADA Requirement	Current Paratransit Policy
Fares	<p>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 fixed route system.</p> <p>In calculating the full fare the entity may include transfer and premium charges.</p> <p>Companions pay the same fare as the ADA eligible rider.</p> <p>An attendant rides free.</p> <p>A higher fare may be charged to a social service agency or other organization for agency trips (i.e., trips guaranteed to the organization).</p>	<p>CherryLift is twice the fare of SAMTD's fixed route service.</p> <p>Companions pay the same fare as the ADA eligible rider.</p> <p>Personal Care Attendants ride free.</p> <p>Passengers should notify the TripLink 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.</p>
Trip Purpose Restrictions	<p>The entity shall not impose restrictions or priorities based on trip purpose.</p>	<p>SAMTD will not permit trip purpose restrictions on eligible customers.</p> <p>Passengers who travel between their origin and destination on a daily basis may ride with passengers who travel at the same time interval.</p>

	ADA Requirement	Current Paratransit Policy
--	-----------------	----------------------------

Capacity Constraints	<p>The entity shall not limit the availability of complementary 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"> o significantly untimely pickups for initial or return trips o trip denials o missed trips o 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>SAMTD will not permit trip limits on eligible customers or impose a wait list for access to the service.</p> <p>Service levels for Fiscal Year 2011-2012 are:</p> <ul style="list-style-type: none"> - <u>Denials</u>: 0.00% - <u>Late trips</u>: 94.76% of pick-ups on-time (in the 30 minute window) - <u>Hold Times</u>: average 3:16 minutes <p>SAMTD 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>SAMTD will provide origin-to-destination service to anyone who is eligible for 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, CherryLift operators must stay within non-interrupted visual range of their vehicle. For example, CherryLift operators would not be able to accompany a passenger to the second floor of a building.</p>
Same Day Service	<p>Not required</p>	<p>No same day service may be scheduled.</p> <p>Will-call service is available based on trip purposes and limited to: medical trips, jury duty and return from travel.</p> <p>Estimated return time required when scheduling trips.</p>

IV. COORDINATION WITH OTHER SERVICES

We recognize 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: SMART, Woodburn, Canby Area Transit, Silverton, Yamhill County Transit Area, and the Valley Retriever. Although we are not contiguous and do not have a reciprocity agreement, SAMTD will coordinate with other paratransit services as needed.

SAMTD coordinates with partners in a number of ways. Many partners serve on District advisory committees, where they provide guidance on passenger needs and how services can be coordinated. Committees include TripLink Advisory Committee, Special Transportation Fund Advisory Committee, Regional Transportation and Citizen Advisory Committee. Examples of partners include hospitals, local government, and agencies that serve seniors and people with disabilities. Additional partners are part of the biennial Special Transportation Fund grant process which provides recommendations to the District Board on the funding for programs that serve seniors and people with disabilities.

V. PUBLIC PARTICIPATION AND INFORMATION

a. Efforts to Include Persons with Disabilities in Planning Process

In an effort to include persons with disabilities in the Paratransit planning process, this plan has been presented to SAMTD's Citizen Advisory Committee, consisting of community members with and without disabilities who utilize various forms of transportation within the SAMTD system. This plan has also been presented to the Special Transportation Fund Advisory Committee. In addition, it is available on SAMTD's website. Paratransit customers have been notified via signs on the CherryLift vehicles.

b. Availability of the Plan in Accessible Format

The SAMTD Paratransit Plan is available in alternate formats as requested by an individual.

c. Documentation that Draft Plan was Subject to Public Review and Comment

On January 24, 2013, a 30-day Public Hearing period opened. Copies of all public comments received are included in the February 28, 2013 Board of Directors meeting packets. During this period, public outreach occurred in several ways.

- Public notices were placed in the following publications: Statesman Journal, Keizertimes and Westside
- Notification was posted on the Cherriots website at www.cherriots.org.
- Take-ones were available to customers on both fixed-route and CherryLift.
- Signs were posted on the CherryLift buses
- An email was sent to 435 subscribers via email on January 17.
- A letter was sent to high-use facilities
- Presentations were conducted at the Marion County Developmental Disabilities provider meeting, and at meetings of the Special Transportation Fund Advisory Committee and the SKT Citizens Advisory Committee. The Citizens Advisory Committee will presented their recommendation for approval at the February 28, 2013 Board meeting.


d. Documentation of at Least One Public Hearing


AFFIDAVIT OF PUBLICATION
STATE OF OREGON, COUNTY OF MARION, SS:

I, Lyndon A. Zaitz, being first duly sworn, depose and say that I am the Publisher of the Keizertimes, a newspaper of general circulation as defined by Section 58, Oregon Laws, as amended by Chapter 445 General Laws of Oregon, 1929, printed and published in Keizer. In aforesaid county and state, that the Public Hearing ADA Paratransit Plan. Two board meeting to be held Jan. 24, 2013 and Feb. 28th, 2013, to start at 6:30 p.m. and held at City of Salem Council Chambers Rm. 240 at 555 Liberty St. NE, Salem, OR, published in (1) One successive and consecutive issues, Jan. 18, 2013.

Subscribed and Sworn to before me this

____ 18th ____ day of Jan, 2013



Lyndon A. Zaitz


Notary Public for Oregon, Marion County

____ 2/11/2014 ____
My Commission Expires




**PUBLIC HEARING
ADA Paratransit Plan**

Salem Area Mass Transit District (SAMTD) Board of Directors requests public comment on proposed revisions to the SAMTD Americans with Disabilities Act (ADA) Paratransit Plan. Current eligibility is determined in a certification process based on a paper application and allows for temporary eligibility. Proposed changes to the process include interviews for all new applicants and for applicants requiring recertification; and eliminating temporary eligibility. In addition, CherryLit-eligible riders will no longer ride Cherriots for free but will qualify for Reduced Rates. To review the proposed Paratransit Plan, go to www.cherriots.org.

Opportunities to testify on the proposed Paratransit Plan at a Public Hearing will be provided at two Board meetings beginning on January 24, 2013 and ending on February 28 when the Board will consider adoption of the proposed Plan. Board meetings start at 6:30 PM and are held at the City of Salem Council Chambers Room 240 at 555 Liberty St. SE.

Comments may be submitted to the Board in writing with your name and address for public record. Send your comments to: Salem-Keizer Transit, Attn: Paratransit Plan, 925 Commercial St. SE, Suite 100, Salem, OR 97302; or by email to: Board@cherriots.org. or more information, contact: Linda Galeazzi, Administrative Secretary, 503-588-2424.



1/18, 2/22

Affidavit of Publication

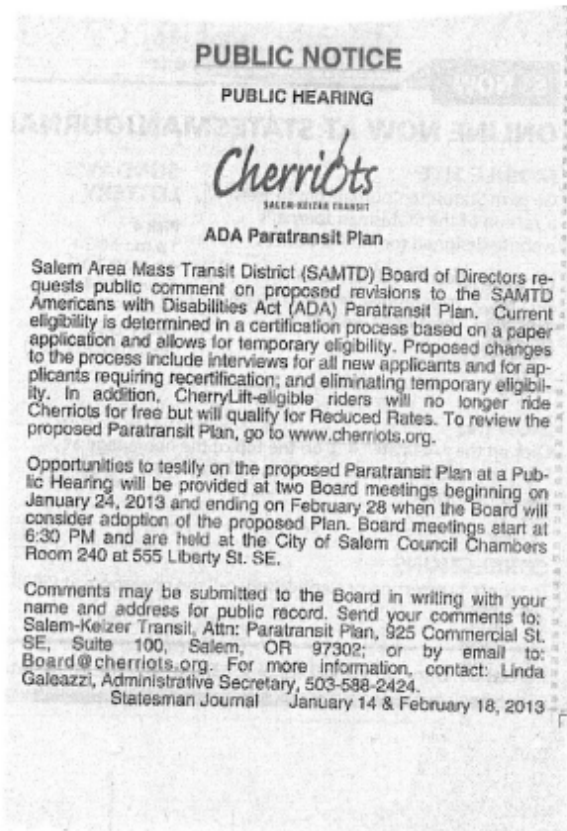
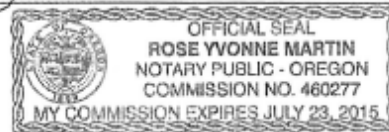
STATE OF OREGON, }
County of Marion, } ss.

I ... Cherie L Cavallaro...being First duly sworn, depose and say that I am the principal clerk of the **Statesman Journal**, a newspaper of general circulation as defined by Sections 193.010 to 193.110, Oregon revised Statutes; printed and Published at Salem in the aforesaid county and state; that the **Public Notice for SALEM-KEIZER TRANSIT – ADA PARATRANSIT PLAN (Linda Galeazzi Ad # 1150105358)** a printed copy of which is hereby annexed, was published in the entire issue of said newspaper for ... **TWO** ... successive and consecutive times in the following issues – **Jan. 14 & Feb. 18, 2013.**

Cherie Cavallaro

Subscribed and sworn to me this 3rd Day of January, 2013

Rose Yvonne Martin
Notary Public for Oregon



e. Documentation of Policy Board Approval

RESOLUTION #13-02

AMERICANS WITH DISABILITIES ACT (ADA) PLAN AMENDMENT

WHEREAS, Salem Area Mass Transit District hereafter referred to as "District", did on January 23, 1992 adopt Resolution 92-02 approving and adopting the Americans with Disabilities Act (ADA) Paratransit Plan.

WHEREAS, on April 27, 2006 the Board of Directors adopted Resolution 06-02 rescinding and replacing Section 5 and Appendices A and B of the District's ADA Paratransit Plan with new guidelines for the paratransit eligibility process.


WHEREAS, the District, upon evaluation of the ADA Paratransit Plan against current ADA regulations, recommend to the Board of Directors, that the District's ADA Paratransit Plan be replaced with changes to refine the eligibility process; and, additionally, to approve the elimination of free fares on Cherrits fixed-route buses for CherryLift-eligible individuals.

WHEREAS, on January 24, 2013 the Board of Directors opened a 30-day public hearing to receive testimony on the proposed changes to the ADA Paratransit Plan; and on the elimination of free fares for CherryLift eligible individuals on Cherrits fixed-route service.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF SALEM AREA MASS TRANSIT DISTRICT,

THAT the Board of Directors hereby rescinds Resolution No. 06-02 and replaces the Americans with Disabilities Act Paratransit Plan dated April 27, 2006 with an Americans with Disabilities Paratransit Plan that refines the CherryLift eligibility process as is indicated in Exhibit A; and eliminates free fares on Cherrits fixed-route buses for CherryLift-eligible individuals.

ADOPTED by the Board of Directors on this 28th day of February 2013.



Jerry Thompson, President
Board of Directors

ATTEST:


Robert Krebs, Secretary
Board of Directors

S:\BOD Agenda Items\02-28-13 BOD Mtg\02-28-13 E. Resolution #13-02 ADA Amendment.doc

SALEM - KEIZER TRANSIT

925 Commercial Street SE, Suite 100
Salem, OR 97302-4173

503-588-2424 Fax 503-566-3933
www.cherriots.org



CERTIFICATION

The undersigned duly qualified and acting Secretary of the Salem Area Mass Transit District Board of Directors certifies that the foregoing is a true and correct copy of Resolution #13-02 adopted at a legally-convened meeting of the Salem Area Mass Transit District held on the 28th day of February, 2013.

Robert Krebs, Secretary
Board of Directors

f. Documentation of Issues Raised by Public and How They Were/Will be Addressed

SAMTD had a public comment period in February, 2013. As the plan has not changed, a public comment period was not held in 2014. During the public comment period in 2013, SAMTD received a total of 10 comments in the following general categories: fares, issues related to in-person interviews and not allowing temporary eligibility during the 21-day eligibility review process. As the change in fare and temporary eligibility has already been implemented, only the comments on the interviews remain in this report.

i. In-Person Interviews

There was concern in-person interviews would be uncomfortable for applicants in discussing their medical issues with untrained, non-medical professionals, not utilizing the medical professional's statement alone, discrimination in regards to who is or isn't interviewed, the fact some disabilities do not change and transportation to and from the interview.

The analysis as to who will conduct interviews is in progress. When implementing this step, SAMTD will consider best practices in the transit industry and Federal transportation Administration (FTA) guidelines along with community needs. As ADA eligibility is focused on an individual's functional ability rather than their medical condition, the interview will be centered on what an individual is capable of doing versus describing their health condition. This information can not necessarily be gleaned from the medical professional's statement. SAMTD will offer transportation at no-cost to and from the interviews to all individuals.

VI. IMPLEMENTATION PLAN

To be compliant with the updated plan, SAMTD will begin interviewing every individual who applies for paratransit service. Interviewing all applicants requires more time and planning. Confidential interview space, procedures and trained employees will be needed to interview all applicants. It is expected that SAMTD will create interview space and interviews for all applicants will begin during the fiscal year 2015.

All other portions of this Paratransit Plan are currently in practice.

VII. CERTIFICATIONS AND RESOLUTIONS
a. Resolution Authorizing Plan

RESOLUTION #13-02

AMERICANS WITH DISABILITIES ACT (ADA) PLAN AMENDMENT

WHEREAS, Salem Area Mass Transit District hereafter referred to as "District", did on January 23, 1992 adopt Resolution 92-02 approving and adopting the Americans with Disabilities Act (ADA) Paratransit Plan.

WHEREAS, on April 27, 2006 the Board of Directors adopted Resolution 06-02 rescinding and replacing Section 5 and Appendices A and B of the District's ADA Paratransit Plan with new guidelines for the paratransit eligibility process.

WHEREAS, the District, upon evaluation of the ADA Paratransit Plan against current ADA regulations, recommend to the Board of Directors, that the District's ADA Paratransit Plan be replaced with changes to refine the eligibility process; and, additionally, to approve the elimination of free fares on Cherrits fixed-route buses for CherryLift-eligible individuals.

WHEREAS, on January 24, 2013 the Board of Directors opened a 30-day public hearing to receive testimony on the proposed changes to the ADA Paratransit Plan; and on the elimination of free fares for CherryLift eligible individuals on Cherrits fixed-route service.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF SALEM AREA MASS TRANSIT DISTRICT,

THAT the Board of Directors hereby rescinds Resolution No. 06-02 and replaces the Americans with Disabilities Act Paratransit Plan dated April 27, 2006 with an Americans with Disabilities Paratransit Plan that refines the CherryLift eligibility process as is indicated in Exhibit A; and eliminates free fares on Cherrits fixed-route buses for CherryLift-eligible individuals.

ADOPTED by the Board of Directors on this 28th day of February 2013.



Jerry Thompson, President
Board of Directors

ATTEST.


Robert Krebs, Secretary
Board of Directors

S:\BOD Agenda Items\02-28-13 BOD Mtg\02-28-13 E. Resolution #13-02 ADA Amendment.doc

SALEM - KEIZER TRANSIT

925 Commercial Street SE, Suite 100
Salem, OR 97302-4173

503-588-2424 Fax 503-566-3933
www.cherriots.org



CERTIFICATION

The undersigned duly qualified and acting Secretary of the Salem Area Mass Transit District Board of Directors certifies that the foregoing is a true and correct copy of Resolution #13-02 adopted at a legally-convened meeting of the Salem Area Mass Transit District held on the 28th day of February, 2013.

Robert Krebs, Secretary
Board of Directors

VIII. APPENDIX

Table 1 - SAMTD Fixed-Route

Route	Frequency				
	6:00 am - 9:00 am	9:00 am - 2:00 pm	2:00 pm - 6:00 pm	6:00 pm - 7:00 pm	After 7:00 pm
1 - South Commercial	15 minute	30 minute	15 minute	15 minute	30 minute
2 - D St. / Brown Rd.	30 minute	60 minute	30 minute	30 minute	no service
3 - Portland Rd. / CCC	30 minute	30 minute	30 minute	30 minute	60 minute
5 - Center St.	15 minute	15 minute	15 minute	30 minute	30 minute
6 - 12th St. / Battle Creek	30 minute	60 minute	30 minute	30 minute	60 minute
7 - Fairview Industrial Park	30 minute	60 minute	30 minute	30 minute	no service
8 - Liberty Rd.	30 minute	60 minute	30 minute	30 minute	60 minute
9 - River Rd. / Park Meadow	30 minute	30 minute	30 minute	30 minute	30 minute
11 - Lancaster Dr.	15 minute	15 minute	15 minute	15 minute	15 minute
12 - Edgewater Loop	30 minute	60 minute	30 minute	30 minute	no service
13 - Silverton Rd. / Brown Rd.	30 minute	60 minute	30 minute	30 minute	no service
14 - Cherry Ave. / Kroc Center	30 minute	30 minute	30 minute	30 minute	30 minute
15 - Keizer Station / CCC	30 minute	30 minute	30 minute	30 minute	30 minute
16 - State St.	30 minute	30 minute	30 minute	30 minute	30 minute
17 - Market St.	15 minute	15 minute	15 minute	30 minute	30 minute
18 - Windsor Island Loop	30 minute	30 minute	30 minute	30 minute	30 minute
19 - River Rd. / Keizer Station	30 minute	30 minute	30 minute	30 minute	30 minute
20 - 17th St. / CCC	30 minute	60 minute	30 minute	30 minute	no service
21 - Rees Hill Loop	30 minute	30 minute	30 minute	30 minute	30 minute
22 - Brush College Loop	60 minute	120 minute	60 minute	60 minute	no service
23 - Orchard Heights Loop	60 minute	120 minute	60 minute	60 minute	no service
24 - Edgewater / Downtown	60 minute	60 minute	60 minute	60 minute	one trip
25 - West Salem / Downtown	60 minute	60 minute	60 minute	60 minute	one trip
1X - Wilsonville Express	varied	varied	varied	varied	varied
2X - Grand Ronde Express	varied	varied	varied	varied	varied
25XC - Wallace P & R Express	varied	varied	varied	varied	varied

Table 2 - Paratransit Vehicle Fleet

Vehicle No.	Make / Model	Seating Capacity	Wheelchair Capacity	Lift/Ramp	Lift/Ramp Capacity
815	Ford Starcraft Allstar	16	4	Lift	800 pounds
819	Ford Starcraft Allstar	16	4	Lift	800 pounds
823	Ford Champion Challenger	16	4	Lift	800 pounds
825	Ford Champion Challenger	16	4	Lift	800 pounds
827	Ford Elkhart Ec11	16	4	Lift	800 pounds
828	Ford Elkhart Ec11	16	4	Lift	800 pounds
829	Ford Elkhart Ec11	16	4	Lift	800 pounds
830	Ford Elkhart Ec11	16	4	Lift	800 pounds
831	Ford Elkhart Ec11	16	4	Lift	800 pounds
832	Ford Supreme	16	4	Lift	800 pounds
833	Ford Supreme	16	4	Lift	800 pounds
834	Ford StarTrans	16	4	Lift	800 pounds
835	Ford StarTrans	16	4	Lift	800 pounds
836	Ford StarTrans	16	4	Lift	800 pounds
837	Ford StarTrans	16	4	Lift	800 pounds
838	Ford StarTrans	16	4	Lift	800 pounds
839	Ford StarTrans	16	4	Lift	800 pounds
840	Ford StarTrans	16	4	Lift	800 pounds
841	Ford StarTrans	16	4	Lift	800 pounds
842	Ford StarTrans	16	4	Lift	800 pounds
843	Ford StarTrans	16	4	Lift	800 pounds
844	Ford StarTrans	16	4	Lift	800 pounds
845	Ford StarTrans	16	4	Lift	800 pounds
846	Ford StarTrans	16	4	Lift	800 pounds
847	Ford StarTrans	16	4	Lift	800 pounds
848	Ford StarTrans	16	4	Lift	800 pounds
849	Ford StarTrans	16	4	Lift	800 pounds
850	Ford StarTrans	16	4	Lift	800 pounds
851	Ford StarTrans	16	4	Lift	800 pounds
852	Ford StarTrans	16	4	Lift	800 pounds
853	Ford StarTrans	16	4	Lift	800 pounds
854	Ford StarTrans	16	4	Lift	800 pounds
856	Ford E-450	16	4	Lift	800 pounds
857	Ford E-450	16	4	Lift	800 pounds
858	Ford E-450	16	4	Lift	800 pounds
859	Ford E-450	16	4	Lift	800 pounds
860	Ford E-450	16	4	Lift	800 pounds
861	Ford E-450	16	4	Lift	800 pounds
862	Chevy 3500 Arboc	10	1	Ramp	800 pounds
863	Chevy 3500 Arboc	10	1	Ramp	800 pounds
864	Chevy 3500 Arboc	10	1	Ramp	800 pounds
865	Chevy 3500 Arboc	10	1	Ramp	800 pounds
899	Chevy Uplander	3	1	Ramp	800 pounds
V1655	Chevy Uplander	3	1	Ramp	800 pounds

Eligibility Application

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 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 identify 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 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 an Eligibility Specialist. 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 eligibility can be determined. Applications are available by mail, or can be downloaded from www.cherriots.org.

Eligibility Process

The CherryLift Eligibility Specialist will review the application and Medical Professional Verification and may ask additional questions to assess the individual's abilities to use services provided by Salem-Keizer Transit. A face-to-face interview may be required to determine eligibility. If an interview is deemed necessary, a CherryLift trip will be

scheduled and provided to the applicant free of charge.

Upon receiving a completed application, Salem-Keizer Transit has up to 21 days to notify the applicant of their 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, CherryLift, TripLink 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 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 at a minimum by 5:00 PM 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 must 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 cash at the time of the ride. Drivers do not make change, please have the correct fare.

CherryLift tickets can be purchased at Cherriots Customer Service office located at the Downtown Transit Mall, Monday-Friday 6:15 a.m. to 8:00 p.m. or by mail. Please make checks payable to: Salem-Keizer Transit.



555 Court St NE, Suite 5230
Salem, OR 97301-3980
Phone: 503-588-2424 Fax: 503-584-4716

Office Use Only –
Date Stamp

Salem-Keizer Transit District CherryLift ADA Paratransit Service Evaluation

Part 1 – General Information

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

First Name: _____ Middle Initial: _____ Last: _____

Date of Birth (Month/Day/Year): _____ Primary Language: _____

Daytime Phone: _____ Evening Phone: _____

Home Address: _____

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

Closest Cross Street(s): _____

Mailing Address (if not home): _____

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

Emergency Contact Name: _____ Relationship: _____

Daytime Phone: _____ Evening Phone: _____

Do you need this evaluation and future written information provided in an alternate
format? No Yes: Large Print Braille
 Other _____

OFFICE USE ONLY
Reviewed By: _____ Date: _____ Input Date: _____
ID: _____ Exp. Date: _____ Eligibility: F C T D PCA: Yes No
Conditions: _____

Part 2 – Public Fixed Route Transit Information

Please answer the following questions in detail. Your answers will help us determine your ability to use various types of Public Transit.

1. Are you able to ride a Cherriots fixed route bus?

- Yes No Sometimes I do not know



a. What functional limitation(s) or health-related condition(s) make it difficult or prevents you from using Cherriots fixed route buses?

b. Are the limitations/conditions you described permanent or temporary?

If temporary, how long do you expect this to continue? _____

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

- Yes No Sometimes I do not know

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

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

- | | | | |
|--------------------------------------|--|--|---|
| <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 _____ | | | |

3. Does a Personal Care Attendant (PCA) accompany you when you travel outside your home (Example: push your wheelchair, carry your oxygen, etc.)? Please check one:

- Yes No Sometimes

4. Are you able to understand directions needed to complete a trip? (This doesn't refer to being unaccustomed to the English language.)

Yes No Sometimes I do not know

If "**No**" or "**Sometimes**" is selected, explain why:

5. Are you **independently** able to get to and from the nearest bus stop by your home?

Yes No Sometimes I do not know

If "**No**" or "**Sometimes**" is selected, explain why:

a. What is your nearest bus stop? _____

6. How far can you **independently** travel? **Using a mobility aid?**

<input type="checkbox"/> To the curb in front of my house	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 1 block	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 3 blocks (1/4 mile)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 6 blocks (1/2 mile)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 9 blocks or more (3/4 mile)	<input type="checkbox"/> Yes	<input type="checkbox"/> No

7. Are you **independently** able to wait at least 15 minutes at a bus stop?

Yes No Sometimes I do not know

If "**No**" or "**Sometimes**" is selected, explain why:

8. Are you able to get on or off a bus **independently** with a lift or when the bus is kneeled (lowers to curb level)?

- Yes No Sometimes I do not know

If "**No**" or "**Sometimes**" is selected, explain why:

9. Are you **independently** able to grasp handles or railings, coins or tickets while boarding or exiting a bus?

- Yes No Sometimes I do not know

If "**No**" or "**Sometimes**" is selected, explain why:

10. Are you able to maintain your balance when seated on the bus?

- Yes No Sometimes I do not know

If "**No**" or "**Sometimes**" is selected, explain why:

11. Can you transfer from your wheelchair to a seat in a vehicle?

- Yes No Not Applicable

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

- Cherriots Buses CherryLift I drive myself Medicaid
 Someone drives me Taxi Other: _____

13. Have you ever had training or instruction on how to use fixed route public 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

Last Name: _____

I certify that the information in this Transportation Evaluation is true and correct. I understand that falsification of the information may result in denial of some CherryLift eligibility services and/or discounts. 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: _____

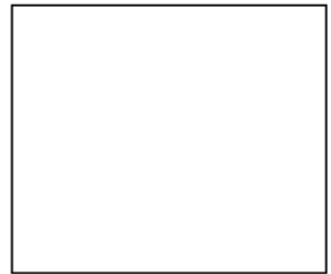
Signature: _____ Date signed: _____

Home Phone: _____ Work Phone: _____

THE FOLLOWING FORM
MUST BE COMPLETED
BY YOUR MEDICAL
PROFESSIONAL



555 Court St NE, Suite 5230
Salem, OR 97301-3980
Phone: 503-588-2424
Fax: 503-584-4716



QUESTIONNAIRE FOR TRANSIT ELIGIBILITY

To be filled out by your Medical Professional

Date: _____

Dear _____:
Medical Professional

I, _____, have asked the Salem-Keizer Transit District to
Applicant's Name
determine my 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 Salem-Keizer Transit District to determine my eligibility for paratransit services. I understand that I may cancel this authorization in writing at any time. The cancellation will not affect any information that you disclosed prior to cancellation. 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 or 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.

First Name: _____ Last Name: _____ DOB: _____

What is CherryLift and Who is Eligible?

CherryLift is the Americans with Disabilities Act (ADA) Paratransit transportation service for the Salem-Keizer area. CherryLift is an origin to destination, shared ride public transportation service for individuals with disabilities who are unable to use Cherriots fixed route service due to significant functional limitations.

Eligibility is not based on your age, inability to drive or the lack of availability or inconvenience of fixed-route service.

The CherryLift Evaluation will be used to determine what Cherriots services best meets the applicant's needs. The following features of our fixed route system will allow many individuals with disabilities to use Cherriots fixed routes.

- Cherriots buses are equipped with lifts and a lower step function (kneeling)
- Announcement system that identifies major bus stops and transfers
- Cherriots buses provide a priority seating area for seniors and people with disabilities
- Bus stop improvements include curb ramps at intersections as well as benches and shelters at many locations

1. Capacity in which you know this applicant: _____

2. What functional limitation(s) or health-related condition(s) make it difficult or prevents the applicant from using Cherriots fixed route buses?

3. Does the applicant use any mobility devices?

- | | | | |
|--------------------------------------|--|--|---|
| <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 _____ | | | |

4. Can the applicant independently ambulate 200 feet (with or without a mobility device)?

- Yes No Sometimes

First Name: _____ Last Name: _____ DOB: _____

5. Can the applicant independently ambulate ¼ mile / 3 blocks (with or without a mobility device)?

Yes No Sometimes

6. Can the applicant independently climb three 12 inch steps?

Yes No Sometimes

7. Can the applicant wait outside independently for 10 minutes?

Yes No Sometimes With a mobility device

8. Visual acuity with best correction:

Right Eye: _____ Left Eye: _____ Both Eyes: _____

9. Visual Fields:

Right Eye: _____ Left Eye: _____ Both Eyes: _____

10. Is the applicant able to state address and telephone numbers on request?

Yes No Sometimes Why? _____

11. Is the applicant able to recognize destinations or landmarks?

Yes No Sometimes Why? _____

12. Is the applicant able to deal with unexpected situations or unexpected changes in routines?

Yes No Sometimes Why? _____

13. Is the applicant able to ask for, understand and follow directions?

Yes No Sometimes Why? _____

14. Is the applicant able to safely and effectively travel through crowded and/or complex facilities?

Yes No Sometimes Why? _____

15. Are these functional limitations permanent or temporary?

If temporary, how long? _____

Signature of Health Care Provider: _____

Print Name of Health Care Provider: _____

Date: _____ Phone: _____

Office Address: _____

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 Salem Area Mass Transit of any special accommodations needed (e.g., interrupter, TTY, etc).

Appeals may be mailed or faxed to:

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

SAMTD staff is 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 CherryLift 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 District 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 CherryLift service as of the 31st day, until and unless a decision to deny the appeal is rendered by the Appeal Panel.