

## ADA Paratransit Service Comment Form

Cherriots is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints. You may also call us at 503-315-5544, visit Customer Service at 220 High St NE, email us at [info@cherriots.org](mailto:info@cherriots.org), or contact us by mail at the address above. Please make sure to provide us with your contact information in order to receive a response.

### Type of Comment:

- Compliment     Suggestion     Complaint    ADA related?  
 Other: \_\_\_\_\_     Yes     No

### Contact Information

Salutation (Mr./Mrs./Ms./etc.): \_\_\_\_\_

Name: \_\_\_\_\_

Rider ID (if applicable): \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Accessible Format Requirement:     Large Print     TDD/Relay

Audio Recording     Other: \_\_\_\_\_

### Comment Details

Transit Service (choose one):

- Cherriots Local buses     Cherriots LIFT Paratransit service

Date of Occurrence: \_\_\_\_\_ Time of Occurrence: \_\_\_\_\_

Name/ID of Employee: \_\_\_\_\_

Vehicle ID, Route Name, or Route Number: \_\_\_\_\_

Direction of Travel: \_\_\_\_\_

Location of Occurrence: \_\_\_\_\_

Mobility Aid Used (if any): \_\_\_\_\_

If above information is unknown, please provide other descriptive information to help identify the employee: \_\_\_\_\_

Description of occurrence or message for Cherriots: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Follow-Up**

May we contact you if we need more details or information?  Yes  No

What is the best way to reach you?  Phone  Email  Mail

If a phone call is preferred, what is the best day and time to reach you?

\_\_\_\_\_

**Please return this form to [info@cherriots.org](mailto:info@cherriots.org) or 555 Court St. NE, Suite 5230, Salem, OR 97301. For any questions, contact the Cherriots call center at 503-315-5544.**