

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.

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.

A Cherriots LIFT ride is **\$3.20** for a *one-way trip* and **\$6.40** for a *round trip*. Riders may purchase Cherriots LIFT passes in advance or pay with cash at the time of the 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-Friday 6:15 a.m. - 8:00 p.m. or by mail. *Please make checks payable to **Cherriots**.*

For more information, or assistance planning a trip on Cherriots Local buses, call Customer Service at **503-588-2877 (BUSS)**.

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

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 para-transit 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 city buses.

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

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.

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.