



# Ride Guide

SEPTEMBER 2023

Creating Community  
Connections through safe,  
friendly, and reliable public  
transportation services.



# **QUICK REFERENCE**

To schedule Cherriots LIFT rides call:

**Cherriots call center**  
**503-315-5544**

**Option #2 – Cherriots LIFT**

**Option #3 – Cherriots Regional**

**Option #4 – Cherriots Shop and Ride**

**Option #9 – Cancellations**

**\*Next day ride reservations need to be made by 4:30 p.m.,  
the day before your trip on weekdays and by 3 p.m.,  
Saturdays and Sundays.**

## **Cherriots call center days of operation and hours:**

**Monday – Friday, 6 a.m. – 6 p.m.**

**Saturday, 8 a.m. – 4 p.m. | Sunday, 8 a.m. – 4 p.m.**

## **Cherriots LIFT service days and hours:**

**Monday – Friday, 5:30 a.m. – 11 p.m.**

**Saturday, 6 a.m. – 9 p.m.**

**Sunday, 8 a.m. – 8 p.m.**

## **Cherriots LIFT Fare:**

**\$3.20 One-Ride / \$6.40 round trip**

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## Dear Cherriots LIFT Rider:

Providing a world class customer experience to you is our brand promise. This includes having all the resources and information you need to experience a safe, clean, comfortable and reliable ride – every time. This Guide outlines in detail the policies and procedures for using Cherriots LIFT.

While all of our buses are fully accessible, there are circumstances where your needs will be better met with Cherriots LIFT, which meets the Americans with Disabilities Act requirement to provide complementary paratransit service.

Cherriots LIFT is an origin-to-destination, shared-ride transportation service. It operates the same days and hours as our Cherriots Local bus service, within the Salem-Keizer urban growth boundary. Cherriots provides weekday, weekend, later evening, and some holiday service.

We can assure that many of your questions will be answered within the pages of this guide, but if you need more information, please contact the Cherriots call center at **503-315-5544** or Cherriots Customer Service at **503-588-2877**. We welcome all concerns, comments and feedback regarding the Cherriots LIFT service.



Thanks for riding,

A handwritten signature in black ink that reads "Allan Pollock".

Allan Pollock  
General Manager

# Welcome to Cherriots LIFT

The Americans with Disabilities Act (ADA) is a civil rights law that requires public transportation be available to people with disabilities.

Cherriots LIFT is an origin-to-destination, shared-ride complementary paratransit transportation service for individuals who are unable to use the Cherriots Local bus service because of their functional ability. Individuals can be qualified for Cherriots LIFT for some or all of their trips. An eligibility process is required to ride Cherriots LIFT.

Cherriots LIFT service covers all locations within the Salem-Keizer urban growth boundary.

Depending on eligibility, some rides may be accessible on Cherriots Local. Choosing Cherriots Local for some trips does not affect Cherriots LIFT eligibility.

## How Cherriots LIFT provides service

- Cherriots LIFT uses a variety of accessible vehicles in its fleet with lifts and ramps to provide service. Every Cherriots vehicle is ADA accessible.
- Cherriots LIFT rides are scheduled by reservation with the Cherriots call center, Online at [Cherriots.app.ridewithvia.com/login](https://Cherriots.app.ridewithvia.com/login), or through the Cherriots LIFT mobile App.
- Several passengers share the vehicle, and the vehicle may stop and travel in other directions during any passenger's trip to accommodate other trip requests.
- Travel time may vary, depending on trip distance and the stops made to accommodate other riders during the trip.

Cherriots Local and Cherriots LIFT operate the same hours and days of the week.







# Cherriots LIFT eligibility

You may be eligible if you have:

- A functional limitation that prevents you from safely and independently getting to or from a bus stop or transfer points
- A functional limitation that prevents you from safely and independently boarding, riding, and exiting a Cherriots Local bus

\*Individuals who live outside the urban growth boundary may still apply and utilize the service once they are within the service area.

## Cherriots LIFT Eligibility Application

There are three steps:

**Step 1.** Cherriots LIFT Application – Part 1

**Step 2.** Medical Professional Questionnaire (MPQ) – Part 2

**Step 3.** In-person interview/assessment (for all new applicants and by request for recertification)

Application forms are available at **Cherriots.org/lift** or at Customer Service, located at 220 High St. NE. You can also call **503-588-2877** and ask to have an application sent to you.

The Cherriots LIFT Eligibility Office is open from 8:30 a.m. to 5 p.m. weekdays for:

- Information about Cherriots LIFT eligibility
- Changes to rider information (address, phone, etc.)



## If you are eligible

Once it's been determined that you are eligible for Cherriots LIFT, you will receive a letter explaining the details of your eligibility, including:

- Any conditions of eligibility
- Expiration date
- ID number
- Eligibility to travel with an attendant

## Types of eligibility

### Conditional eligibility

You may be conditionally eligible if your disability prevents you from using a Cherriots Local bus under certain conditions. If you have conditional eligibility, you can use Cherriots Local buses whenever possible. The eligibility letter you receive from Cherriots will indicate under what conditions you can use Cherriots LIFT and when you can access alternative modes of transportation. *(Keep your eligibility letter for your conditions reference.)*

### Unconditional eligibility

Under unconditional eligibility, you may use Cherriots LIFT for all of your trips.

## **Temporary eligibility**

You may qualify for temporary eligibility if you have a short-term illness or injury that prevents you from using a Cherriots Local bus for a limited time, typically from one to 12 months. If you have temporary eligibility, your eligibility letter will include the date your Cherriots LIFT eligibility expires. You will need to reapply if you need the service after that date.

## **Visitor eligibility**

Cherriots LIFT riders have the option to apply for visitor eligibility when visiting other locations where paratransit service is provided. First, contact the local transit agency at your destination to determine what information is required to apply and where the information should be sent. Upon your request, Cherriots LIFT staff will then forward your eligibility status to the transit agency you will be visiting. As a visitor to another transit system, you are eligible to use the service for 21 days in a rolling 365-day period.

Visitors to the Salem-Keizer area who are unable to use the accessible Cherriots Local buses because of their functional ability may apply for visitor eligibility with Cherriots LIFT. Visitors interested in visitor eligibility should contact the Cherriots LIFT Eligibility Office for more information on how to apply.

For more information on visitor eligibility, please contact the Cherriots LIFT Eligibility Office at:

**Cherriots LIFT Eligibility Office**  
**555 Court St. NE, Suite 5230**  
**Salem, OR 97301**  
**Phone: 503-361-7554**  
**FAX: 503-361-7560**

Please notify the Eligibility Office if your condition, mobility, or mobility device changes, as it may affect your eligibility status.

## **If you are not eligible**

Eligibility is based on each person's functional abilities to access and/or ride Cherriots Local buses, not on a specific diagnosis or medical condition. Applicants who do not provide information about their ability to travel or are unwilling to participate in an in-person interview may be declared not eligible.

You have the right to appeal any decision that declares you not eligible. You also have the right to appeal conditions of eligibility. Instructions for filing an appeal will be included in your notification letter. You have 65 days from the decision date of your letter to file a notice of appeal. You must request an appeal in writing.

Appeals may be mailed or faxed to:

**Salem Area Mass Transit District**

Attn: Cherriots LIFT Eligibility Office

555 Court St. NE, Suite 5230

Salem, OR 97301

Fax: 503-584-4716

During the time it takes to appeal, Cherriots LIFT eligibility will be granted or reinstated.

A date and time for you to meet with the Appeals Committee will be arranged. You will be notified by letter or phone call.

You will have an opportunity to meet face-to-face with the Appeals Committee to explain your appeal. You may have someone accompany you.

## What to expect from Cherriots LIFT service

- Cherriots LIFT is another form of Cherriots public transportation; it is not intended to serve all transportation needs of people with disabilities.
- Other riders share the trip. Vehicles may travel in several directions during your trip and make stops to serve others.

- Advance reservations are required. You may choose to have your trip scheduled based on either the time you wish to be picked up or the time you wish to arrive at your destination.
- You will be given a 30-minute pickup window. In order to accommodate other trips being served, your pickup window may be moved up to 60 minutes before or 60 minutes after your requested time.
- You need to be ready, watching, and waiting to leave at the beginning of your 30-minute pickup window. The Cherriots LIFT driver will wait a maximum of five minutes upon arrival within the pickup window and will then move on in order to accommodate other trips being served.





- If the Cherriots LIFT vehicle hasn't arrived within your 30 minute scheduled pickup window, call the Cherriots call center at **503-315-5544**. A pickup window is determined by a person's requested pickup time or requested arrival time, but not both. The pickup window will be communicated by the Customer Care Representative (CCR) to the person reserving the trip.
- Travel time will vary based on trip distance, traffic conditions, road construction, and others being served.
- Cherriots LIFT drivers do their best to make pickups on time and to get riders to their destinations on time.
- Cherriots LIFT drivers must be able to park their vehicles in a safe location that does not block or impede traffic.
- The driver must be able to maintain sight of the vehicle at all times and have an accessible path of travel.
- Service may be delayed by factors outside of Cherriots LIFT control, including heavy traffic, weather, or road conditions. Riders should allow for possible delays when scheduling trips.
- Eligible riders may bring a personal care attendant (PCA) with them on their trip. A PCA rides free of charge. *(PCA request must be noted in the eligibility process.)*
- Riders may bring one companion in addition to a PCA, if space is available. Companions pay the regular Cherriots LIFT fare.
- Seats for PCA and companions must be reserved when scheduling a ride.

# How Cherriots LIFT drivers assist riders

## **Cherriots LIFT drivers can help you with:**

1. Getting on and off the Cherriots LIFT vehicle, but cannot perform the duties of a personal care attendant. If you are unable to use the bus steps, you may stand on the bus lift platform or use the ramp to get on and off.
2. Depositing your fare, if requested.
3. Fastening seat belts and securing mobility devices.

*Riders must be able to get to and from the Cherriots LIFT vehicle independently or make their own arrangements for assistance.*

## **If requested, Cherriots LIFT drivers will assist riders with manual mobility devices by:**

- Pushing and guiding you to and from the vehicle, on and off the lift platform of the vehicle.
- Moving you and your device up or down a single step or curb when it is possible to do so safely.

For safety reasons, Cherriots LIFT drivers are not permitted to operate the controls of any powered mobility devices or push battery-powered, non-manual wheelchairs, handle a service animal, or enter a private residence.

# Setting your trip times

Cherriots LIFT can plan your trip around a pickup time or appointment time, but not both. Let the CCR know how much flexibility you have regarding your times. When reserving rides to/from a specific appointment, be sure to:

- Allow for the time you may need to get from the Cherriots LIFT vehicle to your destination inside the building.
- Set your return trip time so that you have sufficient time to finish your appointment and be ready to depart.
- Find out about building opening and closing times at your destination, and plan your trip so you won't have to wait outside.

## Reserving or canceling a trip

### Scheduling a trip

Call the Cherriots call center reservation line at **503-315-5544**

### Service hours:

Cherriots LIFT provides service complementary to Cherriots Local bus service weekdays from 5:30 a.m. to 11 p.m., Saturday from 6 a.m. to 9 p.m., and Sunday from 8 a.m. to 8 p.m.

### Cherriots call center hours:

Monday – Friday 6 a.m. to 6 p.m.  
Saturday and Sunday – 8 a.m. to 4 p.m.

## Major holidays:

Leave a voicemail message and a CCR will return your call the following business day. After hours, you will be prompted to press "2" for Cherriots LIFT or, "9" for cancellations.

## Please be ready with the following information:

- Your name, your phone number, and the number of people traveling
- The date you wish to travel
- The time of your requested pickup or appointment time
- Pickup address, including apartment number or suite number
- The address of your destination
- Your phone number
- What type of mobility aid(s) you will be traveling with
- Any special needs, (visual impairment, mobility device, service animal, or a PCA/companion)

Ride destinations cannot change after 4:30 p.m. the day before your trip on weekdays or after 3 p.m. on Saturdays and Sundays.

You may schedule more than one trip at a time and reserve up to 14 days in advance, or at a minimum before 4:30 p.m. the day before you would like to travel on weekdays or before 3 p.m. on Saturdays and Sundays. There are no same-day changes or reservations.



A CCR may negotiate your pickup time up to one hour within your requested time. When scheduling your trip you will be given a 30-minute pickup window.

## To cancel a trip

Call the Cherriots call center at **503-315-5544** at least two hours prior to the beginning of the 30-minute pickup window to cancel a scheduled trip.

Repeated no-shows or late cancelations (later than two hours before the scheduled time) may lead to a suspension.

(For more information, reference the section on our no-show policy, on page 28)



# Cherriots LIFT fare information

A One-Ride Pass costs \$3.20\* and is valid for a single trip on Cherriots LIFT.

Riders pay for their trip by purchasing Cherriots LIFT passes in advance or with cash at the time of boarding. **Cherriots LIFT drivers do not make change. Please have the correct fare available.** Travel arrangements with more than one destination will be treated as separate trips and must be scheduled separately.

Cherriots LIFT passes may be purchased Monday - Friday, 7 a.m. to 6 p.m. and Saturday, 8 a.m. to 5 p.m. at:

**Cherriots Customer Service**  
**220 High St. NE**  
**Salem, Oregon 97301**

Cherriots LIFT passes may also be purchased over the phone and paid for with a credit/debit card by calling **503-588-2877**.



*\*Fares are subject to change. Visit [Cherriots.org/fares](https://cherriots.org/fares) for current pricing.*

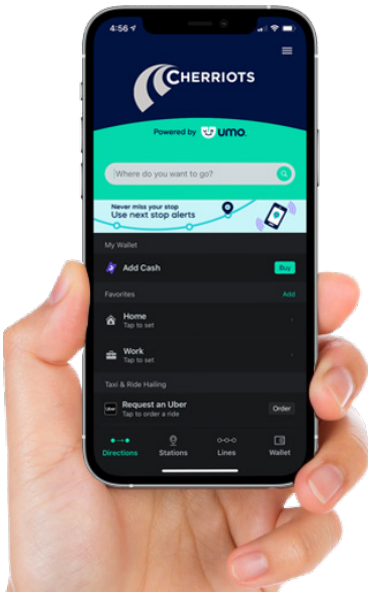


Paying your fare is about to get easier!

Starting in fall 2023, Cherriots riders will have the additional ability to pay their fare with Umo. Umo is a reloadable electronic fare payment system that will provide riders with an additional way to pay their fare on the bus by tapping a reloadable card or by holding their phone (mobile app) to an electronic fare reader as they board the bus.

## Pay with the Umo Mobility App

With Umo, you will have another way to purchase your pass. No more need to buy a pass in person or have exact change for the farebox on the bus. Simply link a debit or credit card and add funds to your account through the Umo Passenger Portal ([UmoPass.com](https://umopass.com)) whenever it is convenient for you.



## Don't want to use the app?

No problem! The Cherriots Tap Card is your ticket to transportation on Cherriots services in the Mid-Willamette Valley. Simply load the Cherriots Tap Card with money through the Umo Passenger Portal ([UmoPass.com](http://UmoPass.com)) or at Customer Service and pay for rides with the tap of a card.



## Benefits

- No need to carry cash or coins and have exact change on the bus
- Add money to your account when it is convenient for you through a linked bank/credit account
- Never pay more than you need to with fare capping
- Recoverable account balance if you lose your card
- Improving onboard cleanliness by reducing farebox touchpoints with the introduction of contactless payments
- Faster boarding with a quick tap of the card or scan of your phone

# Traveling on Cherriots LIFT

## Arrivals and departures

Cherriots LIFT is a public transportation service. This means you will be sharing rides with other riders. Your trip will be comparable in length to an identical trip on a Cherriots Local bus (including the time to travel to and from the bus stop and transfers).

- You will be given a 30-minute pickup window. In order to accommodate other trips being served, your pickup window may be moved up to 60 minutes before or 60 minutes after your requested time.
- You need to be ready, watching, and waiting to leave at the beginning of your 30-minute pickup window. The Cherriots LIFT driver will wait a maximum of five minutes upon arrival within the pickup window and will then move on in order to accommodate other trips being served.

**Medical trips:** Should your return time change or be uncertain, call the Cherriots call center and request a *"will call"* return ride. When your appointment is complete, call the call center to schedule your *"will call"* ride.

Riders who require medication or oxygen at regular intervals should be advised that their travel time could be approximately 90 minutes.

**An inoperable mobility device or unsecured oxygen tank will not be transported.**

# Mobility devices

LIFT drivers will assist riders in boarding and deboarding the Cherriots LIFT vehicle as needed. All mobility devices such as wheelchairs and scooters must be secured in the vehicle.

Securement straps will be secured to your mobility device to allow easy, safe securement. (Securement straps are available at Customer Service).

To have securement straps placed on your mobility device, you can visit Cherriots Customer Service, located at the Downtown Transit Center, during regular business hours. Please visit [Cherriots.Org](http://Cherriots.Org) or call **503-588-2877**. No appointment is necessary.

## **Cherriots LIFT riders must:**

- Provide an accessible pathway with no steps to the entrance of your residence, and confirm the accessibility of your destinations.
- Make sure your mobility device is in good working order and be fully charged to make a complete trip.

# Items riders may bring on the Cherriots LIFT vehicle

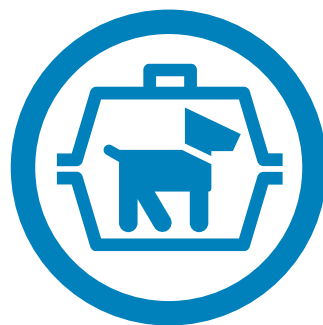
- **Animals** - Service animals are permitted on Cherriots LIFT vehicles under the owner's control. Service animals must sit on the floor or on the rider's lap. Other animals are permitted on vehicles only in a secure pet carrier.
- **Oxygen** - Personal oxygen tanks may be transported on Cherriots LIFT vehicles. You may bring a respirator, portable oxygen, or other life-support equipment as long as it does not violate hazardous material transportation laws.



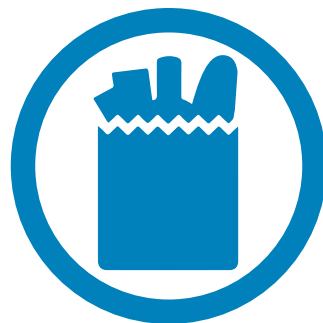
The equipment must be small enough to fit into the vehicle and be secured. Riders must ensure that there is an adequate oxygen supply (3/4 or full) before boarding. Drivers are not authorized to operate life-support equipment at any time.

- **Groceries** - Each eligible Cherriots LIFT rider may bring up to four standard-size grocery bags, including personal bags on a mobility device.
- **Grocery store carts** are not permitted on vehicles, but you may bring groceries on board in a personal two or four wheeled, collapsible cart. If you plan to bring a cart with you, let the CCR know when you request your ride. Although drivers will not assist you with the collapsible cart, they can assist you with up to four standard-size grocery bags.
- **Other items** - Drivers are not able to assist with other items. An eligible Cherriots LIFT rider may bring other items on board if the item is small enough to be held on the lap or placed under the seat and is clear of the aisles, seats, and securement areas in the vehicle.

If you leave an item on any Cherriots vehicle, contact Cherriots Customer Service, 220 High St. NE, Salem, or **503-588-2877**.



**Non-service  
animals must be  
in a carrier**



**There is a limit  
of four  
standard-size  
grocery bags**

## **Please be a courteous rider**

No eating, drinking, smoking, or vaping is allowed in Cherriots LIFT vehicles.



Your safety is very important to Cherriots. In order to ensure your safety, please do not distract the driver with excessive conversation with them.

## **Carry-on bag policy**

Due to space limitations, riders are limited to four standard-size grocery bags on Cherriots LIFT vehicles.

If a rider brings more than the allowable packages, it will be the rider's choice whether to board with only four standard-size bags, find alternative transportation to carry the remaining packages, or decline the trip.

An attendant is not allowed to carry on additional bags.

## **Attendants, guests, and children**

At the time of your eligibility, it will be determined if an attendant is needed for your travel to:

- Push your wheelchair
- Assist you at your destination
- Ensure safe travel

- Attendants **must** have the same pickup and drop-off locations as the Cherriots LIFT rider. An attendant can ride for free.

## Guests and children

Guests (friends, relatives, or companions other than your attendant and children) pay the same fare as Cherriots LIFT riders. The community-sponsored Youth Zero Bus Pass program allows youth 0 to 18 to ride LIFT or any other Cherriots services at no cost to them.

When requesting a ride, you must tell the Cherriots call center representative if you plan to travel with one or more guests.

Children must be supervised by a responsible adult while riding Cherriots LIFT. Any child who is legally required to ride in a car seat in Oregon must ride in one while on a Cherriots LIFT vehicle as well. A car seat for each child must be provided by the rider.



# Cherriots LIFT rider responsibilities

Riders count and you make a difference. All Cherriots LIFT riders are responsible for doing their part in helping Cherriots provide safe, reliable, and efficient service. Here are some ways that riders and others who arrange for service can help.

## **Have valid fare, proof of payment**

Show proof of payment when you board. Bring a pass or exact change. Drivers cannot give change.

## **Cancel unneeded rides in advance**

Cancel as soon as possible, and more than two hours before the scheduled pickup time to avoid a no-show. If you have scheduled a return trip that you no longer need, be sure to cancel that as well. Cancelling in advance saves resources and avoids you being counted as a no-show.

## **Be ready to leave at the beginning of your pickup window.**

It is most helpful if you are ready to leave when the vehicle arrives and you meet the driver at the door or at the stop location. The driver will wait no more than five minutes upon arrival within the pickup window.

Being ready to go helps Cherriots LIFT stay on time. If the vehicle arrives before the beginning of your pickup window, you may leave if you are ready. If you are not ready, the driver will wait until the pickup window begins and then up to five additional minutes, if necessary. Not being available to board within the allotted time will be counted as a no-show.

## **Use required securement and seat belts**

Drivers will secure mobility devices and fasten lap belts for riders in mobility devices. All ambulatory riders must use seat belts.

## **Size and weight limits for mobility devices**

Consistent with Department of Transportation regulations, Cherriots will transport a mobility device with three or more wheels and its user as long as the lift ramp can safely accommodate the size and weight of the mobility device on the vehicle.

Cherriots LIFT reserves the right to evaluate any new form of mobility device prior to providing service.



# Rules for riding

All Cherriots LIFT riders are required to follow these rules:

- Valid and correct fare is required for each trip.
- Smoking and vaping are prohibited in all Cherriots vehicles and facilities.
- Keep food and drink in spill-proof containers.
- Keep animals (except service animals) in a pet carrier.
- No disruptive or threatening behavior is allowed.
- Don't be so loud that you disturb others or distract the driver from safe operation of the vehicle.
- Use music players with headphones only.
- Follow all Cherriots policies regarding Cherriots LIFT service.

## Keep information up-to-date

Please call the Cherriots call center at **503-315-5544** if there is a change in your:

- Address or telephone number
- Emergency contact's name or telephone number

Please call the Cherriots Eligibility Office at **503-361-7554** if there is a change in your:

- Disability or health condition as related to your need for Cherriots LIFT service
- Need for a personal care attendant
- Mobility device or your use of a device

## Questions and comments

We want to hear from you.

Please contact the Cherriots call center at **503-315-5544** for information or for questions about trips and reservations.

When contacting Cherriots about a concern you have, please try to provide as much detail as possible so your concern can be properly addressed. For example, if reporting a situation involving a Cherriots LIFT vehicle, the exact date and time is helpful.

## Refusal or suspension of service

Cherriots LIFT is committed to providing safe and reliable service to all riders, while putting Cherriots resources to best use. The Cherriots LIFT service does not discriminate in providing its services to eligible riders. Under ADA regulations, however, Cherriots may refuse or suspend Cherriots LIFT service to individuals who engage in violent, seriously disruptive, or illegal conduct.



Below is a summary of the conduct that may result in a service refusal or suspension.

## **Refusal of service**

Cherriots LIFT drivers may refuse service to an individual on a specific occasion at the point of service if the individual's conduct poses an immediate or potential risk to the safety of themselves, the driver, or others.

## **Immediate suspension of service**

Immediate suspension of service may occur when a rider's conduct:

- Inflicts serious harm on a rider, Cherriots LIFT employee, or others
- Results in serious damage to Cherriots property
- Creates an immediate risk to safety
- Constitutes an illegal activity

## **Suspension of service**

Service suspensions for a pattern of behavior generally are imposed for a specified length of time, and only after the rider has been previously warned. The suspension will begin on a specific date, after the rider has been informed in writing of the pending suspension and the basis for it, and has had an opportunity to present information relevant to the pending suspension.

Conduct that may lead to suspension includes, but is not limited to, the following:

### **• No-shows/late cancellations**

A demonstrated pattern of no-shows, (late cancellations of scheduled rides, not being 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-shows 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.

## **Disruption of Cherriots LIFT service**

A demonstrated pattern of behavior that disrupts Cherriots LIFT service will result in a suspension of service. Disruptive behavior includes, but is not limited to, failure to remain seated while the paratransit vehicle is in motion, failure to wear a seat belt, or refusing to board or deboard the vehicle in a timely manner.

- **Non-payment of fare**

Failure to present the required fare when boarding a Cherriots LIFT vehicle is a violation of Cherriots fare ordinance. A demonstrated pattern of fare non-payment is considered grounds for service suspension.

## **Rights to request review and appeal of suspensions**

Upon receiving notice of suspension, a rider has the opportunity to contest the suspension. The steps for initiating an appeal will be included with the suspension letter.

## **Other important tips:**

- Before ending a call to make a reservation, listen carefully to all dates, times, and addresses as they are read back to you. Make sure the information is correct, and please ask if you're not sure about something.
- By reserving trips two or more days in advance, you will have the best chance of scheduling a ride at your preferred time.
- The demand for weekday Cherriots LIFT service peaks from 7 to 9 a.m. and 2 to 5 p.m. You will generally have the best selection of pickup times if you request a trip outside of these peak hours.
- Cherriots LIFT vehicles stop only at designated locations at major shopping malls, hospitals, colleges, parks, and other high traffic areas. When reserving a ride to such a destination, please ask where the Cherriots LIFT vehicle will be stopping so that you can make any additional arrangements.



## Recertification

Under the ADA, transit providers are allowed to require users of paratransit services to be periodically recertified. While a person's functional limitation may be permanent, other factors that impact the determination of eligibility may change over time.

Cherriots LIFT riders are required to apply for recertification every three years and will be notified by mail of the requirement to recertify. You will be asked to complete a new application and may be required to complete an in-person interview. The interview may also include an assessment of your functional abilities.



## Personal care attendants and companions

The ADA defines a personal care attendant (PCA) as someone designated or employed specifically to help eligible individuals meet their personal daily living needs. PCAs riding with an eligible Cherriots LIFT rider do not pay a fare. Riders may bring along one companion in addition to a PCA.

PCAs and companions must be picked up and dropped off at the same location as the rider. Additional companions may be scheduled if space is available. Companions pay the regular Cherriots LIFT fare.

The community-sponsored Youth Zero Bus Pass program allows youth 0 to 18 to ride LIFT or any other Cherriots services at no cost to them.



## Other transportation services and programs

For those who may not qualify for or choose not to use Cherriots LIFT, other transportation services and programs are available:

### **Cherriots Local and Cherriots Regional**

Cherriots Local bus service operates within the urban growth boundary of Salem-Keizer. Cherriots Regional bus service is available from Salem to Wilsonville and to rural areas of Marion and Polk counties.

If you need assistance in planning trips on Cherriots Local or Cherriots Regional, visit **Cherriots.org** for details or call **Cherriots Customer Service** at **503-588-2877**.

## Cherriots Local Bus service

The following features of the Cherriots Local bus service will allow many individuals with disabilities to use Cherriots Local buses:

- Cherriots Local buses are equipped with ramps and a lower step function (kneeling). The bus lowers to the same height as the curb. There are no stairs to climb.
- Cherriots Local buses provide priority seating at the front of the bus for seniors and people with disabilities.
- All buses have two locations for mobility devices.
- Four-point securement and the option of using shoulder and lap belts are available for mobility devices.
- An announcement system identifies major bus stops and transfers along the route. If you would like your individual stop announced by the driver, request this when boarding.
- Bus stop improvements include curb cuts at intersections as well as benches and shelters at many locations.
- Travel with an attendant or trained service animal is permitted.



## Travel Training

Travel Training is a free program designed for seniors, people with disabilities, and anyone else needing additional assistance. Trainers provide assistance necessary for individuals to successfully use Cherriots Local and Cherriots Regional buses. Training is based on the individual's needs. Group trainings and presentations are also available. Call **503-361-7571** to schedule training.

### Training includes:

- How to board the bus with or without a mobility device
- How to plan your destinations using the easiest and safest route

- Which bus to take to your destination and where to transfer
- How to read and understand schedules
- How to use a lift as needed
- How to pay fares and purchase passes

## **Benefits include:**

You will gain greater independence and flexibility in traveling throughout the community on Cherriots.

## **New mobility device?**

Are you getting a new mobility device or are you experiencing difficulty using your mobility device on Cherriots services? Call **503-361-7571** to schedule practice time with a travel trainer for free. You can practice boarding, deboarding, and positioning your device on an out-of-service bus.

## **Cherriots Shop and Ride**

The Cherriots Shop and Ride is a shopper shuttle and limited dial-a-ride service for seniors 60 and over and people with disabilities. No application is required to ride Cherriots Shop and Ride. There are morning and afternoon trips that will give you more than an hour to shop. To schedule a trip, call **503-315-5544**, up to 14 days in advance and no later than 4:30 p.m. the day before your trip on weekdays or 3 p.m. on Saturdays and Sundays.



## **Accessible formats available**

For large-print or other alternate formats of this Ride Guide, call Cherriots Customer Service at **503-588-2877**.

## **Assistance for non-English speaking customers**

For individuals who need an interpreter, call the Cherriots call center at **503-315-5544**.

Visit **[Cherriots.org/lift](https://cherriots.org/lift)** to access a copy of the Ride Guide electronically.

# **For information about all Cherriots LIFT services:**

**503-588-2877**

**800-735-1232 (TTY-Oregon Relay)**

**[info@cherriots.org](mailto:info@cherriots.org)**

**[Cherriots.org](https://cherriots.org)**









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