

2018 PUBLIC ENGAGEMENT REPORT

MARCH 2018



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1. Introduction

1.1 Project overview

With the passage of Oregon House Bill 2017 (HB 2017), Cherriots will be getting more resources in 2019 to provide a major expansion in service and address other longstanding needs.

In November 2017, Cherriots staff conducted a needs assessment. In addition to analyzing shifts in population and travel demand, staff conducted a rider and community survey and a survey of Cherriots frontline employees.

Based on the result of the needs assessment, staff developed a service proposal with proposed changes to service in September 2018 and September 2019.

1.2 Overview of proposal

1.2.1 Phase I – September 2018

- **Transferring at Chemeketa Community College (CCC):** A new bay on Satter Dr. and rerouting for Routes 3, 12, and 13.
- **Rerouting in SE Salem:** Increasing Route 4 to 30-minute service, extending Route 11 to Marion County Correctional Facility, rerouting Route 7 to 25th, Madrona Avenue, and Fairview Industrial Drive, and eliminating Route 24.

1.2.2 Phase II – September 2019

- **Saturdays:** Service on most local and regional routes, and Cherriots LIFT.
- **Sundays:** Service on most local routes and Cherriots LIFT.
- **Later evenings:** Some local routes and Cherriots LIFT would operate later on weekdays, either until 10 p.m. or 11 p.m.
- **More weekday round trips:** Weekday round trips would be added to routes 10X and 40X during peak commute times, and a midday round trip on Route 1X.
- **Holidays:** Bus service and Cherriots LIFT would operate on most holidays. Service levels would vary depending on the holiday.

1.3 Public Engagement Report

The service proposal was brought to the public for their input. This report discusses what we did to reach our intended audiences, who we heard from and what we heard from them during the engagement period, as well as next steps in the service planning process.

What we did

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**Who we heard
from**

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What we heard

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2. What we did

The primary outreach period took place from Tuesday, February 13, through Friday, March 16. Staff produced a print and web version of the service proposal. A feedback form was developed both in print form and online to gather feedback on the proposal. These materials were developed in both English and Spanish.

2.1 Audiences

Riders and frontline employees are two of the primary audiences. Additionally, Cherriots reaches out to partners. Partners are external organizations that work with Cherriots to help advance opportunities and conditions for travelers to use alternatives to driving alone. These partners can help get the service proposal in the hands of more community members, which in turn helps Cherriots receive more input. Types of partners include:

- *Civic groups* - Organizations whose official goal is to improve neighborhoods through volunteer work by its members
- *Education* - Education foundations, school districts, middle and high schools, colleges, universities, and student associations
- *Faith community* - Community churches, houses of worship, and leadership foundations
- *Government* - Council of governments, counties, and city governments
- *Latino and other minority groups* - Groups focused on promoting equity and inclusiveness, including business alliances, institutes, and associations
- *Local business* - Small businesses, corporations, hospitals and clinics, business associations, and chambers of commerce
- *Neighborhood associations* - All neighborhood associations in Salem, Keizer, and nearby areas
- *News media and bloggers* - Newspapers, radio stations, and local blogs
- *Social services and nonprofits* - Organizations that provide social services and other services to the community without making a profit
- *Transit agencies* - Neighboring transit agencies that connect with Cherriots service
- *Tribes* - The local tribes in the area are The Confederated Tribes of Grand Ronde and The Confederated Tribes of Siletz Indians

2.2 Engagement strategies

Below is an outline of the engagement strategies staff used to reach the audiences listed above to get feedback on the proposal.

2.2.1 Promoting online

- Email blasts to subscribers and partners
- Social media posts on Facebook, Twitter, Instagram, and LinkedIn
- Project webpage
- Featured item on Cherriots home page linking viewers to project webpage

2.2.2 Promoting over the phone

- Phone queue announcements (customer service)
- Discussions with callers (call center)

2.2.3 Promoting on buses

- Internal bus ads
- Take-one fliers
- Automated onboard announcements

2.2.4 Promoting at transit centers

- Posting in the customer service lobby
- Sandwich boards (DTC, KTC, WSTC, CCC)
- Monitor ads on screens at DTC and KTC

2.2.5 Promoting in the community

- Fliers posted on community bulletin boards and in other strategic locations
- Newspaper ads in local newspapers

2.2.6 Inviting the public to events

- Open houses hosted by Cherriots staff throughout the region

2.2.7 Going directly to the public

- Staffing information tables with print materials and posters
- Presentations at community meetings
- In-person announcements at community meetings

2.3 In-person outreach details

Below are more details on scheduled in-person outreach.

2.3.1 Open houses

- **Downtown Transit Center** – Tuesday, February 13, 6-8 p.m.
- **Keizer Transit Center** – Thursday, February 15, 6-8 p.m.
- **Roth’s West Salem** – Tuesday, February 20, 6-8 p.m.
- **South Salem Senior Center** – Wednesday, February 21, 4-6 p.m.
- **Woodburn Chemeketa Community College** – Thursday, March 1, 1-3 p.m.
- **Stayton Library** – Wednesday, March 7, 6-8 p.m.
- **Western Oregon University** – Tuesday, March 13, 11:30 a.m. – 1:30 p.m.
- **Gates Fire Hall** – Wednesday, March 14, 6-8 p.m.

2.3.2 Tabling events

- **Broadway Coffee** – Wednesday, February 21, 9 am. – 12 p.m.
- **CCC Free Speech Table** – Thursday, March 8, 9 a.m.-12 p.m.
- **Center 50+** - Tuesday, March 13, 10 a.m. – 1 p.m.
- **McKay High School Community Town Hall** – Thursday, March 8, 7-8:30 p.m.
- **Downtown Transit Center**
 - Wednesday, February 14, 6:30-8:30 a.m. and 2:30-4:30 p.m.
 - Wednesday, February 21, 8:30-10:30 a.m. and 4:30-6:30 p.m.
 - Wednesday, March 7, 10:30 a.m.-12:30 p.m. and 6:30-8:30 p.m.
 - Wednesday, March 14, 12:30-4:30 p.m.

2.3.3 Presentations

- **Employee Transportation Coordinators (ETC) Luncheon** – Thursday, March 1
- **Special Transp. Fund Advisory Committee (STFAC)** – Tuesday, March 6

2.3.4 In-person announcements

- **Church as Neighborhood (CaN) Center** – Wednesday, March 7
- **Community Partners of East Salem** – Thursday, February 15
- **Edgewater Partnership** – Wednesday, February 28
- **Emergency Housing Network** – Thursday, March 8
- **Greeters**
 - *Salem Chamber Greeters* – Friday, February 16
 - *Keizer Chamber Greeters* – Tuesday, February 20
- **Latino Business Alliance** – Thursday, March 8
- **Marion County Development Disability Meeting** – Wednesday, March 7
- **Neighborhood Association Meetings in Salem and Keizer**
Attended by Board members

- **North Neighbors** – Wednesday, March 14
- **Salem for Refugees** – Monday, March 5
- **Service Integration Teams**
 - *Santiam Canyon* – Tuesday, February 27
 - *North Salem* – Wednesday, March 7
 - *West Salem* – Friday, March 9
 - *Stayton-Sublimity* – Thursday, March 8
 - *Silverton* – Wednesday, March 7
 - *Woodburn* – Tuesday, March 13
 - *Dallas* – Wednesday, March 7
 - *Independence-Monmouth* – Wednesday, March 14
- **Senior Lifestyles Meeting** – Wednesday, March 14
- **Senior Service Networking** – Wednesday, February 28
- **South Salem Connect** – Wednesday, February 21



Cherriots staff walking riders through the proposal for A Better Cherriots at a tabling event at the Downtown Transit Center.

3. Who we heard from

3.1 Total responses

In total, **656 riders and community members filled out a feedback form**. This is less than the 2,852 surveys collected during the 2017 needs assessment period. However, that was expected since the estimated time to complete the needs assessment survey was **four minutes** and the estimated time to complete the service proposal feedback form was **eight minutes**.

The primary difference between the needs assessment survey and the feedback form for the service proposal for A Better Cherrits was the needs assessment survey required respondents to simply answer mostly multiple choice questions about what their needs were, and the feedback form required people to review a full service change proposal and give an open-ended response.

3.2 Where we collected the response

Outreach was conducted both in person and online. Of those who filled out the feedback form, **19% were in person** and **81% were online**.

There are two likely reasons only 19% of feedback forms were collect in person versus 36% of surveys for the 2017 needs assessment.

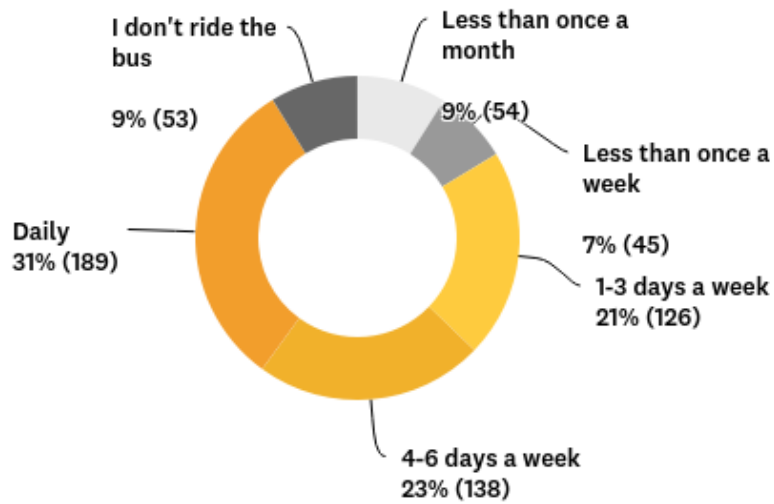
1. Most riders who expressed a positive opinion of the service proposal in person chose not to fill out a feedback form.
2. During the 2017 needs assessment period, staff placed surveys onboard the buses. This strategy was not used during the public engagement period because staff wanted riders and community members to learn about the full proposal before they responded to how they felt about it.

Online riders could take as much time as they needed to read the proposal before filling out their feedback forms, and at in-person events staff were available to walk riders through the proposal. The same would not have been the case onboard buses.

3.3 How often they ride

Of those who filled out a feedback form, 75% ride a Cherriots bus at least once a week. About 17% of respondents ride less than once a week. Nine percent of respondents do not ride the bus at all (Figure 3-1).

Figure 3-1. How often respondents ride Cherriots

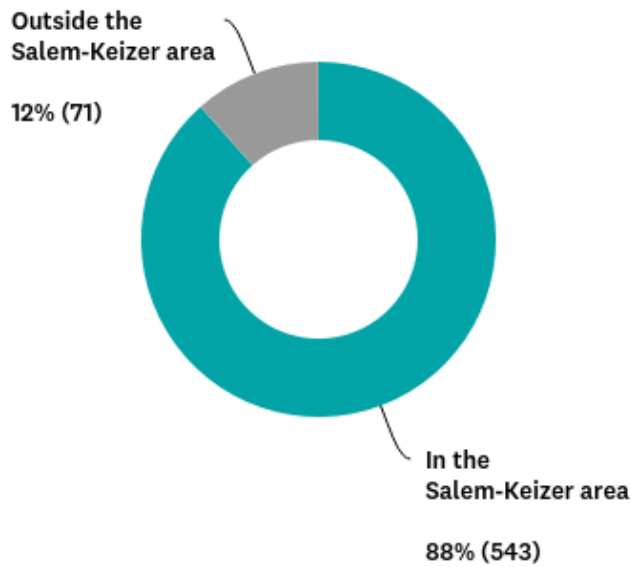


n=605

3.4 Where they live

We asked riders where they live to ensure we were hearing not just from those in the Salem-Keizer area, but also those in the rest of Marion and Polk counties. Of those who filled out a feedback form, 88% lived in the Salem-Keizer area and 12% lived outside the Salem-Keizer area (Figure 3-2).

Figure 3-2. Where respondents live



n=614

4. What we heard

4.1 Overall

Respondents generally had a positive attitude about the proposed changes, in particular when it comes to weekend and expanded evening service. However, many (21%) expressed their wish for Phase II to begin in Sept. 2018 when Phase I is slated to go into effect.

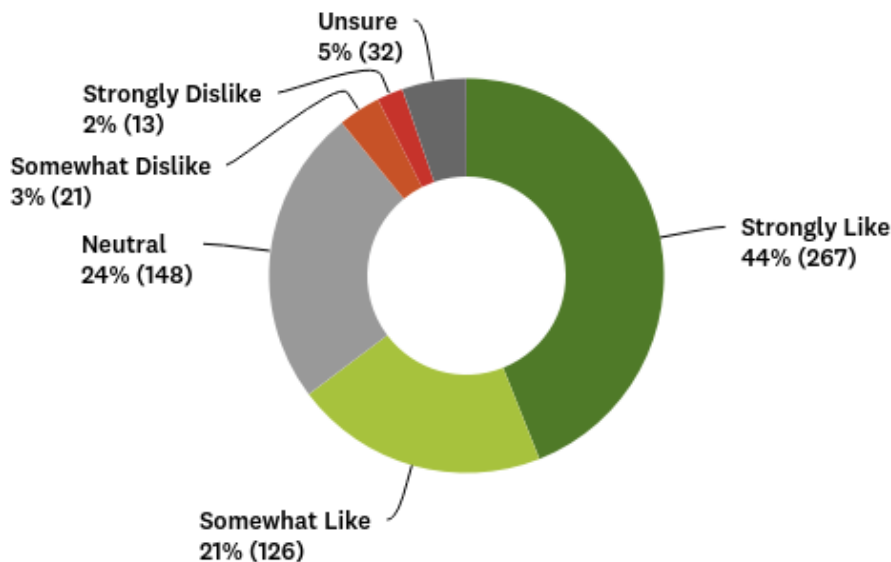
This is not a surprise to staff as it is impossible to understate the overwhelming need for expanded service on weekends and weekday evenings. The unfortunate reality, however, is that funding is not available for expanded service on this level until 2019.

4.2 Phase I – September 2018

Transferring at Chemeketa CC (Rts. 3, 12, 13) and rerouting in SE Salem (Rts. 4, 7, 11, 24)

Overall, respondents either liked the proposed changes or felt neutral or unsure because the change did not affect routes they rode. Only 5% of riders did not like the proposed changes (Figure 4-1).

Figure 4-1. How respondents feel about Phase I (Sept. 2018) of the proposal for A Better Cherriots



n=607

Of those who answered what they would change about the proposal, there are few themes that stood out, as presented on the following page.

4.2.1 Transferring at Chemeketa Community College

Even though transferring at Chemeketa Community College will become easier with the proposed change, a number of riders expressed a desire to see the buses parked even closer together.

Staff comments: There is a clear need for a larger capital project to build a more expansive and robust transit center at Chemeketa Community College.

4.2.2 Walmart/Costco/Ryan Dr and 30-min. inbound service on Mission

Very few respondents expressed excitement at the prospect of 30-minute outbound service on Fairview Industrial Drive.

Instead, many respondents were upset that there would be no bus service near Walmart on Turner Road, Costco on Hawthorne, and the medical facilities on Ryan Drive. Additionally, respondents continued to express frustration with service on Mission being every 30 minutes in the outbound direction but only every hour in the inbound direction.

Staff comments: There is clearly a need for service to Walmart, Costco, and Ryan Drive, as well as 30-minute inbound service on Mission. Although these areas are challenging to serve, staff should prioritize them over expanded service to Fairview Industrial Drive at the moment.

4.2.3 Route 11 access to Houck Middle School, Winco, and Shopko

Some riders are concerned about Route 11 no longer directly serving Houck Middle School, Winco, and Shopko.

Staff comments: Although Route 11 will no longer serve bus stops directly in front of Houck Middle School, Winco, and Shopko, riders will still be able to access all these places via the Route 11 stops at Lancaster @ Rickey. Lancaster and Rickey is a signalized intersection, which will help facilitate safe crossings. The walk to Houck Middle School is less than a half mile (10 minutes) and the walk to Winco and Shopko is around a quarter of a mile (5 minutes).

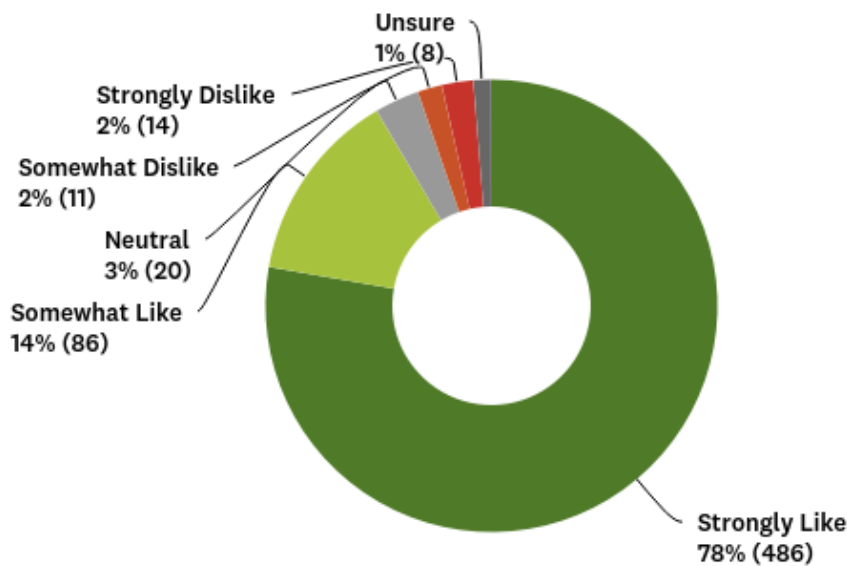
Additionally, riders will still be able to access Houck Middle School, Winco, and Shopko every 30 minutes with the improved Route 4. Riders can transfer from Route 11 to Route 4 (and vice versa) at State and Lancaster if they want to avoid the walk.

4.3 Phase II – September 2019

Saturdays, Sundays, weekday trips, weekday evenings, and holidays

Opinions of the Phase II proposal were overwhelmingly positive. Unlike opinions of Phase I, only 4% of respondents felt neutral or unsure of the proposal. A commanding **92% of respondents like the Phase II proposal**. Only 4% of respondents had a negative opinion of the proposal (Figure 4-2).

Figure 4-2. How respondents feel about Phase II (Sept. 2019) of the proposal for A Better Cherriots



n=625

The positive support for the Phase II proposal is not surprising as it is based on the results of the 2017 Needs Assessment and it represents a major expansion of service with no cuts to current service. However, it is important for Cherriots staff to ensure this is the best use of the new funds.

Based on the open-ended questions asking respondents what they would change about the proposal, on the next page are some themes that emerged.

4.3.1 Additional Saturday service

There were a number of calls for additional service on Saturday. More than one respondent called for service to run on routes 6, 22, 23, and 27. A few riders want service on Saturdays to run at weekday levels.

Staff comments: It would not be possible to run service at weekday levels on Saturdays without abandoning most of the other parts of Phase II (Sundays, weekdays evenings, holidays, etc.). Staff will consider whether other routes should run on Saturday based on available funds and projected ridership.

4.3.2 Additional Sunday service

There were also calls for additional service on Sundays. More than one respondent called for service to run on routes 6, 9, 14, 22, 23, and 27. There were also a few calls for routes to run more frequently than every hour on Sundays. Route 21 needing 30-minute service was mentioned three times. Routes 2, 8, and 19 were also brought up.

Staff comments: Staff will consider whether more routes should run on Sunday based on available funds and projected ridership. We will also consider increased frequency on some routes in the core network on Sundays.

4.3.3 Additional weekday evening service

A few riders expressed concern about the plan to stagger end times for routes on weekday evenings, as well as the fact that frequency will drop throughout the evenings. In particular, a couple of riders want later service on routes 9 and 10X. Six riders want weekday evening service to extend until midnight instead of 11 p.m.

Staff comments: The reason for staggering end times of routes and reducing frequency throughout the evening is to ensure we aren't running empty buses late at night when we could be using those resources to add more Saturday or Sunday service. We want to make sure riders also have a way home late into the night, but do not expect ridership to be high past 9 p.m.

Also, an important clarification is that when we proposed service until 11 p.m. on some routes, we are actually proposing a final downtown pulse of 11 p.m. This means most routes will be going out of service closer to 11:30 p.m.

4.3.4 More midday service on Route 1X

Six riders asked for more than one midday trip on Route 1X. Some riders wanted two or three trips spaced evenly throughout the midday. The others were just interested in a new southbound 1X trip leaving Wilsonville sometime between 8:30 and 9 a.m. Currently the last southbound trip of the morning departs at 8:05 a.m., while the last northbound trip departs at 9:05 a.m.

Staff comments: Cherriots staff will work with staff at SMART to determine the best way to have more robust midday service on Route 1X. We will also explore the possibility of having a later morning southbound trip.

4.3.5 No holiday service on Thanksgiving and Christmas

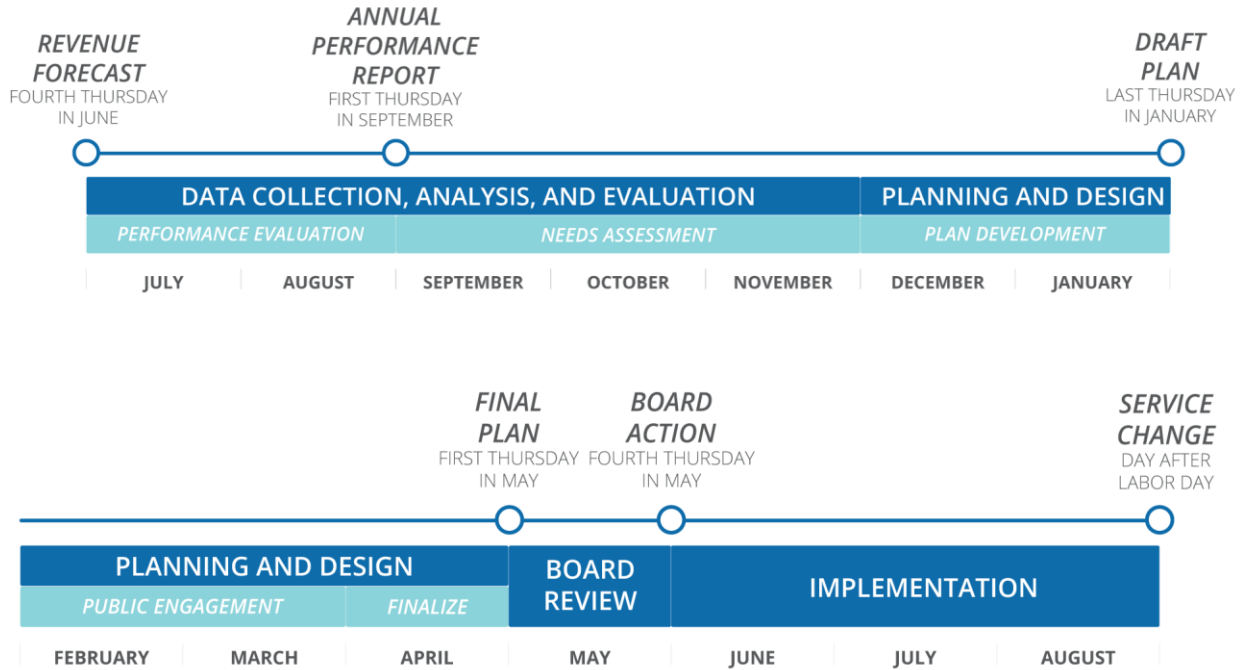
To our surprise, more respondents asked to not have service on particular holidays than those who asked for service. In particular, respondents do not want us operating on Thanksgiving and Christmas. Some referenced operators needing those days off. Others believed no one would ride and it would be a waste of resources.

Staff comments: Staff have not finalized the proposal for holiday service, but the latest draft does not include service on Thanksgiving and Christmas.

5. Next steps

Each year Cherriots staff follow the annual service planning process, from initial revenue forecast through implementation of new service. The timeline below summarizes that planning process (Figure 5-1).

Figure 5-1. Cherriots service planning process timeline



In a typical year, this process would have only been used to develop a service plan to be implemented in September 2018. However, due to the additional funding from the State of Oregon, this process has also been used to develop a high-level plan for service enhancements in 2019.

5.1 Finalization (April 2018)

The proposed service plan for September 2018 will be modified in April 2018 based on input received during the public engagement period.

5.2 Board review (May 2018)

The Cherriots Board of Directors will review the final September 2018 service plan and equity analysis and take action at the May Board Meeting.

5.3 Implementation (June-September 2018)

If the service plan is approved, internal and external materials will be prepared for the September 2018 service change. New service will go into effect on Tuesday, September 4, 2018.

5.4 Service enhancement referral (TBD)

Once the proposal for service enhancement for September 2019 is finalized and combined with plans for changes to fares, it will be submitted to a still-to-be-formed State Transportation Improvement Fund Advisory Committee (STIFAC).

Staff will work with the STIFAC to create a plan that can be approved by the Cherriots Board of Directors and submitted to the State of Oregon for their approval in late 2018.

Attachment A. Feedback form

English



A BETTER CHERRIOTS – SERVICE PROPOSAL 2018-2019 FEEDBACK FORM

With the passage of Oregon House Bill 2017 (HB 2017), Cherriots will be getting more resources in 2019 to provide a major expansion in service and address other longstanding needs. We have proposals for service changes in September 2018 and 2019. Please review the proposal at Cherriots.org/better and make your voice heard using this form.

Phase I – September 2018

Transferring at Chemeketa Community College (Rts. 3, 12, 13) and rerouting in SE Salem (Rts. 4, 7, 11, 24)

1. What are your overall feelings about the Phase I proposal?

Strongly Like Somewhat Like Neutral Somewhat Dislike Strongly Dislike Unsure

2. What changes, if any, would you make to the Phase I proposal?

Phase II – September 2019

Saturdays, Sundays, weekday trips, weekday evenings, and holidays

3. What are your overall feelings about the Phase II proposal?

Strongly Like Somewhat Like Neutral Somewhat Dislike Strongly Dislike Unsure

4. What changes, if any, would you make to the Phase II proposal?

FLIP FOR MORE QUESTIONS →

PLEASE HELP US LEARN MORE ABOUT YOU

These questions are optional to help us learn more about you.

5. Generally, how often do you ride the bus?

- Less than once a month Less than once a week 1-3 days a week 4-6 days a week Daily
 I do not ride the bus

6. What routes or services do you ride? *Check all that apply.*

- | | | |
|--|--|--|
| <input type="checkbox"/> Route 1X - Wilsonville / Salem | <input type="checkbox"/> Route 12 - Hayesville | <input type="checkbox"/> Route 24 - State / Lancaster |
| <input type="checkbox"/> Route 2 - Market / Brown | <input type="checkbox"/> Route 13 - Silverton Road | <input type="checkbox"/> Route 26 - Orchard Hts / Glen Crk |
| <input type="checkbox"/> Route 3 - Portland Road | <input type="checkbox"/> Route 14 - Windsor Island | <input type="checkbox"/> Route 27 - Glen Crk / Eola Dr |
| <input type="checkbox"/> Route 4 - State Street | <input type="checkbox"/> Route 16 - Wallace Road | <input type="checkbox"/> Route 30X - Santiam / Salem |
| <input type="checkbox"/> Route 5 - Center Street | <input type="checkbox"/> Route 17 - Edgewater / Gerth | <input type="checkbox"/> Route 40X - Polk County / Salem |
| <input type="checkbox"/> Route 6 - Mission / Fairview Ind. | <input type="checkbox"/> Route 18 - 12th / Liberty | <input type="checkbox"/> Route 50X - Dallas / Salem |
| <input type="checkbox"/> Route 7 - Mission / Hawthorne | <input type="checkbox"/> Route 19 - Broadway / River | <input type="checkbox"/> Polk County Flex |
| <input type="checkbox"/> Route 8 - 12th / Liberty | <input type="checkbox"/> Route 20X - N. Marion Co. / Salem | <input type="checkbox"/> Cherriots LIFT
<i>(formerly CherryLift)</i> |
| <input type="checkbox"/> Route 9 - Cherry / River Road | <input type="checkbox"/> Route 21 - South Commercial | <input type="checkbox"/> Cherriots Shop and Ride
<i>(formerly RED Line)</i> |
| <input type="checkbox"/> Route 10X - Woodburn / Salem | <input type="checkbox"/> Route 22 - Library Loop | |
| <input type="checkbox"/> Route 11 - Lancaster / Verda | <input type="checkbox"/> Route 23 - Lansing / Hawthorne | |

7. First name: _____

8. Last name: _____

9. Email: _____

10. Phone number: _____

11. Where do you live? In the Salem-Keizer area Outside the Salem-Keizer area

Once complete, return to
Cherriots Customer Service by Friday, March 16.

Alternatively, fill out the feedback form online at
Cherriots.org/better

FOR ADMIN USE ONLY

Date Received ___ / ___ / ____ Comment Number ____ Entered into SurveyMonkey
 Customer service Event _____

FLIP FOR INITIAL QUESTIONS →



Con la adopción del Proyecto de Ley de la Cámara de Representantes de Oregón 2017 (HB 2017), Cherrlots obtendrá más recursos en el 2019 para brindar una mayor expansión en el servicio y abordar necesidades de larga duración. Tenemos propuestas para cambios en el servicio en septiembre de 2018 y 2019. Revise la propuesta en Cherrlots.org/better y haga que su opinión sea escuchada usando este formulario.

Fase I: Septiembre de 2018

Transferencia en la Universidad Comunitaria de Chemeketa, (Rutas 3, 12, 13) y desvío en SE Salem (Rutas 4, 7, 11, 24)

1. ¿Qué opina en general acerca de la propuesta de la Fase I?

- Me gusta mucho Me gusta un poco Neutral
 Me desagrada un poco Me desagrada mucho No estoy seguro

2. ¿Qué cambios, si los hubiere, le gustaría hacer a la propuesta de la Fase I?

Fase II: Septiembre de 2019

Sábados, domingos, viajes de días de semana, noches de días de semana y días festivos

3. ¿Qué opina en general acerca de la propuesta de la Fase II?

- Me gusta mucho Me gusta un poco Neutral
 Me desagrada un poco Me desagrada mucho No estoy seguro

4. ¿Qué cambios, si los hubiere, le gustaría hacer a la propuesta de la Fase II?

VOLTEE LA PÁGINA PARA MÁS PREGUNTAS →

AYÚDENOS A SABER MÁS SOBRE USTED

Estas preguntas son opcionales para ayudarnos a saber más sobre usted.

5. Generalmente, ¿con cuánta frecuencia viaja en bus?

- Menos de una vez al mes Menos de una vez a la semana De 1 a 3 días a la semana
 De 4 a 6 días a la semana Diariamente No viajo en bus

6. ¿En cuáles rutas o servicios viaja? *Marque todas las que aplican.*

- | | | |
|---|---|--|
| <input type="checkbox"/> Ruta 1X - Wilsonville / Salem | <input type="checkbox"/> Ruta 12 - Hayesville | <input type="checkbox"/> Ruta 24 - State / Lancaster |
| <input type="checkbox"/> Ruta 2 - Market / Brown | <input type="checkbox"/> Ruta 13 - Silverton Road | <input type="checkbox"/> Ruta 26 - Orchard Hts / Glen Crk |
| <input type="checkbox"/> Ruta 3 - Portland Road | <input type="checkbox"/> Ruta 4 - Windsor Island | <input type="checkbox"/> Ruta 27 - Glen Crk / Eola Dr |
| <input type="checkbox"/> Ruta 4 - State Street | <input type="checkbox"/> Ruta 16 - Wallace Road | <input type="checkbox"/> Ruta 30X - Santiam / Salem |
| <input type="checkbox"/> Ruta 5 - Center Street | <input type="checkbox"/> Ruta 7 - Edgewater / Gerth | <input type="checkbox"/> Ruta 40X - Polk County / Salem |
| <input type="checkbox"/> Ruta 6 - Mission / Fairview Ind. | <input type="checkbox"/> Ruta 18 - 12th / Liberty | <input type="checkbox"/> Ruta 50X - Dallas / Salem |
| <input type="checkbox"/> Ruta 7 - Mission / Hawthorne | <input type="checkbox"/> Ruta 19 - Broadway / River | <input type="checkbox"/> Polk County Flex |
| <input type="checkbox"/> Ruta 8 - 12th / Liberty | <input type="checkbox"/> Ruta 20X - N. Marion Co. / Salem | <input type="checkbox"/> Cherriots LIFT
<i>(formerly CherryLift)</i> |
| <input type="checkbox"/> Ruta 9 - Cherry / River Road | <input type="checkbox"/> Ruta 21 - South Commercial | <input type="checkbox"/> Cherriots Shop and Ride
<i>(formerly RED Line)</i> |
| <input type="checkbox"/> Ruta 10X - Woodburn / Salem | <input type="checkbox"/> Ruta 22 - Library Loop | |
| <input type="checkbox"/> Ruta 11 - Lancaster / Verda | <input type="checkbox"/> Ruta 23 - Lansing / Hawthorne | |

7. Primer nombre: _____

8. Apellido: _____

9. Correo electrónico: _____

10. Número de teléfono: _____

11. ¿Dónde vive? En el área de Salem-Keizer Fuera del área de Salem-Keizer

Una vez completo el formulario, devuélvalo a **Servicio al Cliente de Cherriots**
a más tardar el **viernes 16 de marzo**.

Alternativamente, llene el formulario de retroalimentación en línea en

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

PARA USO DE LA ADMINISTRACIÓN ÚNICAMENTE

Date Received ___ / ___ / ____ Comment Number ____

Entered into SurveyMonkey Customer service Event _____

SIGA PARA MAS PREGUNTAS →

