

# LIFT Rider's Guide

April 2024



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# Introduction



Members of the Committee on Accessible Transportation (CAT) meet monthly.

## Disclaimer

The information in this booklet is subject to change. Please consult TriMet LIFT Customer Service staff for the most current information. Electronic copies of this document can be found online at **[trimet.org/lift](https://trimet.org/lift)**. The most recent policies, guides, fares and other program updates are maintained on TriMet LIFT's website. If you are unable to access the website, LIFT Customer Service can help provide the information you need. To call LIFT Customer Service and speak with a representative, dial **503-962-8000, option 2**.

# Introduction

## Travel training options

The TriMet Mobility Center offers free training to help riders access bus and rail services successfully.

Travel training includes the following:

- **Instruction about how to travel from a specific origin to a specific destination.** This involves designing a highly individualized path of travel and delivering route instructions on the street and transit vehicles.
- **A general overview and orientation to the public transportation system.** This covers tasks such as reading a schedule, identifying a stop location, purchasing the fare, recognizing when the desired stop has been reached and using the transit vehicle accessibility features.
- **Instruction on how to use personal mobility devices on public transportation.** This includes safely boarding, riding and deboarding vehicles.
- **Information on low-cost or free internet, smartphones and computer technology to access trip-planning tools.**

For more information or to set up an appointment for travel training, call the TriMet Mobility Center at **503-962-8000, option 4.**

# Introduction

## TriMet is accessible

Our core mission is to connect people with valued mobility options that are safe, accessible, convenient, reliable and welcoming for all. To meet this high standard, TriMet has taken steps to ensure:

- All buses, trains, transit centers and stations are fully accessible to people using mobility devices.
- You can board MAX directly from the station or platform. MAX and streetcars have a ramp that extends for easier boarding if you need it.
- Buses are equipped with either a boarding ramp or a power lift. All of our buses are low-floor buses that can “kneel,” lowering the first step closer to the curb for easier boarding — just ask the operator.
- All buses and trains have priority seating areas inside by the door for older adults and riders with limited mobility, plus space for mobility devices to be secured.

# Introduction

## Tips for riding fixed-route buses

- **Wait in view of the operator.**

Wait in the middle of the bus stop where the operator can see you. That way when your bus arrives, the operator will know to deploy the ramp or lift, which helps save time. If you are uncertain of the next vehicle's arrival time, text the Stop ID Number to **27299**. You'll instantly get a text back showing the next arrivals for that stop. If it is dark outside, consider using the light on your mobile phone to indicate to the operator that you are at the stop.

- **Ask the operator to deploy the ramp or lift if you need it.**

If you need to use the ramp or lift and the operator has not already deployed it, just ask. The operator can assist you if you need help guiding your mobility device onto the ramp or lift.

- **Sit in the priority seating and securement areas.**

On board, the priority seating area is in the front of the bus. Two securement areas are provided for mobility devices. If requested, the operator will help secure your mobility device. You are not required to have your mobility device secured on TriMet buses.

# Introduction

- **Requesting a stop.**

On the bus, the name of the next stop is displayed on a reader board and announced over the speaker. You can request the next stop by pulling on the yellow cord or pushing the plastic strip near the window. You can also request the operator announce your preferred stop when you board the bus. When you press down on the yellow signal strip or pull the cord, a chime sound will confirm the stop request and a “Stop Requested” sign will light up near the operator. Gather your stuff and prepare to exit.

MAX and WES trains stop at every station, so you don't need to signal the operator to get on or off. The name of the next station is displayed on a reader board and announced over the speaker.

- **Prepare for getting off the bus.**

When the bus stops, the operator will remove the securement straps from your mobility device and deploy the ramp or lift for you.

# Introduction

## **Tips for riding MAX Light Rail trains**

- Ticket machines on light rail platforms have instructions in audio, raised characters and braille formats.
- Textured tiles at the station warn you when you are close to the platform edge. These tiles can be detected with your foot or a cane.
- MAX stations have tactile signs with raised characters and braille that indicate which lines serve the station and where they go.
- All MAX stations have digital displays that list when the next vehicle is expected to arrive.
- At stations on the Portland Transit Mall and on the Green Line along I-205, there is an audio announcement of the next arrivals available by pushing a button.

# Introduction

- MAX trains have ramps that extend onto the sidewalk or platform for easy boarding and deboarding.
- There are priority seating spaces inside the door for seniors and people with disabilities, including riders using mobility devices. (No securement is necessary or available.)
- An audio system on board announces the name of the next station and major destinations, and reader boards inside the train display the name of the next station, as well.

If TriMet bus and train service is not accessible or available for your specific needs, TriMet offers LIFT Paratransit service for riders determined eligible. Learn more about TriMet LIFT Paratransit service at **[trimet.org/lift](https://trimet.org/lift)**.

# LIFT Eligibility Categories



The LIFT vehicle design *Inherited Zeal* was created by artist Desarea Guyton.

The presence of a disability or a disabling health condition by itself does not make a person eligible for LIFT. Eligibility is also not based on age, income, inability to drive or the lack of availability or inconvenience of fixed-route services. The eligibility decision is based on the applicant's functional ability to use the fixed-route bus and is not a medical decision.

# LIFT Eligibility Categories

## Unconditional eligibility

The person's disability or health condition prevents them from using fixed-route services for all trips in all conditions. Riders with unconditional eligibility status are eligible to ride LIFT for three (3) years and must recertify for additional years of eligibility.

## Conditional eligibility

Certain circumstances or "conditions" make the person unable to use fixed-route services. For example, a rider may be unable to use fixed-route buses and trains in weather hotter than 80 degrees or in hours of darkness. The LIFT Mobility Coordinator will discuss these conditions with you.

## Temporary eligibility

The person's abilities and/or limitations are expected to improve within a period of time.

## Visitor eligibility

For individuals visiting the Portland metro area for 21 days or less in a rolling 365-day period. Contact the eligibility office at **503-962-8000, option 4** to ask about applying for visitor eligibility status.

Learn more about how to become eligible for LIFT Service at **[trimet.org/lift/eligibility](https://trimet.org/lift/eligibility)**.

## **Paying your fare on LIFT**

Each LIFT ride costs \$2.80. Customers must pay their fare when boarding. If you are using your LIFT Hop card to pay your fare, let your reservationist know when you reserve your trip, and your card will be charged when you are picked up. Customers who do not pay their fare when they board the vehicle may be subject to a service suspension.

Valid fares include the following:

- A personalized LIFT Hop card with funds loaded (personalized LIFT Hop cards are valid on all TriMet services and deduct the appropriate fare for the service and duration of use).
- Cash fare in exact amount (operators cannot give change).
- A TriMet-issued employee, contractor, retiree, dependent, spouse/partner badge with Hop logo.

# Fares

## **LIFT fare policy**

Paying fares is a legal responsibility shared by all LIFT customers. Repeatedly failing to pay the fare may result in a suspension of LIFT service. A valid fare is required each time you board the vehicle.

Under LIFT policy, accruing three (3) or more “no payments” in a calendar month is considered grounds for service suspension.

Unpaid fares will result in a suspension of service per the following schedule:

- First offense (of 3 or more no pays) in a calendar month: 7-day service suspension
- Second offense (of 3 or more no pays) in 2 consecutive calendar months: 14-day service suspension
- Third offense (of 3 or more no pays) in 3 consecutive calendar months: 21-day service suspension
- Subsequent offenses in 4 or more consecutive calendar months: 30-day service suspension

When a service suspension occurs for non-payment of fare, the affected customer’s account will be reset to reflect the time for which the suspension was served. If a pattern or practice of non-payment of fare persists, service suspension(s) will be imposed per the schedule posted above.

# TriMet LIFT Service

## Local service

In accordance with the ADA, LIFT service covers all locations within three-fourths of a mile of TriMet's bus and MAX Light Rail routes and within the TriMet service area. By law, LIFT does not serve locations outside the TriMet service area, the legal boundary for TriMet.

## Service hours

All locations inside the TriMet service area boundary are served by LIFT based on the days and hours of operation of TriMet fixed-route buses and trains. For example, if there is no bus or MAX service on Sundays to the area you are traveling to or from, LIFT service will not be available either.

Service is generally available from 3:30 a.m. to 2:30 a.m. seven days a week; however, it may differ in some parts of the TriMet service district.

Your reservationist will let you know if a requested pick-up or drop-off is outside the current days and times of service offered.

## Shared rides

Paratransit is a valuable service for the members of our community who need it. Still, it may not work for every customer in all situations.

# TriMet LIFT Service

Our goal at LIFT is to provide service that is comparable to travel time on fixed-route buses or trains, including any travel time it would take to get to the nearest bus stop or light rail station, any transfers while on board and travel from the final stop or station to your desired destination. The vehicle will likely make several stops to pick up and drop off other customers while you are on board. As a shared-ride service, LIFT requires customers to follow a code of conduct to keep the ride a positive experience for everyone (see pages 29-35 for LIFT rider responsibilities).

## **Trip length**

Travel time on board the vehicle will vary, depending on trip distance, time of day and stops made to accommodate other customers during the trip.

Travel time on paratransit is comparable to the amount of time it would take to make the same trip using TriMet's buses and trains, including transfers, with the exception that fixed-route Express Service and Commuter rail are excluded from the comparability requirement. According to the Federal Transit Administration (FTA), comparable time takes into account the following:

- Walking or rolling time to the stop/station nearest to the origin address

# TriMet LIFT Service

- Waiting time at a bus stop or light rail station
- In-vehicle time (for all trip segments)
- Transfer times (if any)
- Walking or rolling time from the final stop/station to the destination address

LIFT checks fixed-route comparable times for every trip scheduled to ensure your trip on LIFT is not longer than a trip on a TriMet bus or light rail.

LIFT staff do their best to minimize service disruptions that can extend travel times; however, the complexities of Portland metro traffic and behavioral disturbances are sometimes outside of our control.

## **Companions and personal care attendants**

The ADA defines a Personal Care Attendant (PCA) as someone designated or employed specifically to help the eligible individual meet his or her personal daily living needs. PCAs riding with an eligible LIFT customer do not pay a fare. Customers 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 customer. Additional companions or PCAs may be scheduled if space is available. Please call LIFT the day before

# TriMet LIFT Service

your scheduled ride to see if there is available space. Companions pay the regular LIFT fare and must pay cash. Companions cannot use a Hop card to pay their fare.

Children aged 7 or older pay the regular LIFT fare. Children aged 6 or under ride free with an accompanying adult.



A LIFT operator (right) secures the mobility device for a customer on board.

# Contact LIFT

## Online

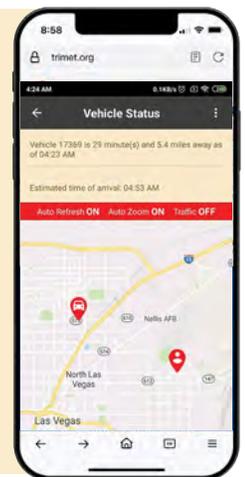
Go online 24 hours a day, 7 days a week at **trimet.org/lift**, and click on the green **Sign in to CARES** button to reserve and cancel trips, get vehicle ETA, provide comments or service suggestions, update your contact information and manage your service. Reserve your trips at your convenience without waiting on hold. Remember to reserve your trip by 5 p.m. the day before your desired travel. Call LIFT Customer Service at **503-962-8000, option 2** if you need assistance with your username or password.

## By app

 Download the My Transit Manager app from the App Store or Google Play. My Transit Manager will provide you text updates of your trip status, including the imminent arrival of your vehicle, your vehicle arrival time, if your vehicle is running late and more.

Vehicle 17369 is 29 minute(s) and 5.4 miles away as of 4:23 AM

Estimated time of arrival: 4:53 AM



The My Transit Manager app shows vehicle distance and arrival info.

# Contact LIFT

## Oregon Relay 711

The 711 telephone relay number connects standard (voice) telephone users with people who are deaf, hard of hearing, deaf-blind and/or speech-disabled and who use text telephones (TTYs). Relay users can simply dial **711** to connect with Oregon Relay. This allows easier access, particularly for less experienced relay users, such as businesses or friends and family of TTY users.

## By phone

Call **503-962-3434** and log in with your customer number and password to get automated updates, today's trip ETA, trip cancellation options and more without waiting on hold.

Call the main LIFT number at **503-962-8000** to speak with reservations, customer service or dispatch agent. Available 24 hours a day. Choosing one of the following options will connect you to the department that can best serve your needs.

# Contact LIFT

## Reservations - option 1

Reservations are taken from 9 a.m. to 5 p.m. Monday through Friday and 10 a.m. to 5 p.m. on Saturday and Sunday. Reservations must be made by 5 p.m. the day before your scheduled trip. LIFT phone reservation lines are typically busiest between 3 and 5 p.m. If you want to avoid waiting on the phone, try calling earlier in the day. When calling to reserve a ride, please have the following information ready:

- Customer account number or last name, first name and phone number
- Day and date of the ride you would like to reserve or cancel
- Pick-up address
- Destination address, phone number and building name (for trips to facilities where multiple businesses/providers may be located, provide the name of the business and the suite or office number). LIFT reservationists are not able to look up addresses or phone numbers, so be sure to have the correct information when you reserve your ride so we don't inadvertently deliver you to the wrong address
- Your preferred pick-up time; or

# Contact LIFT

- Your appointment time, if needed
- The agency that is paying for the ride (if applicable)
- Any additional information about your trip, such as whether you will use a wheelchair, scooter or other mobility aid, whether you need to board using the power lift or if a Personal Care Attendant (PCA) or another companion(s) will travel with you.

## **Customer service - option 2**

Customer Service is open from 9 a.m. to 5 p.m. Monday through Friday to answer questions about service, assist with username and/or password for access to the online trip booking system or help with concerns or commendations. Customer Service is closed on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas.

# Contact LIFT

## Questions about today's ride - option 3

Open 24 hours a day, 7 days a week.

## Eligibility - option 4

LIFT Eligibility is open from 8 a.m. to 5 p.m. Monday through Friday for you to get:

- Information about the LIFT eligibility process and the status of pending applications.
- Information about Travel Training.
- Applications for LIFT eligibility are available online to complete and submit at **[trimet.org/lift/application](https://trimet.org/lift/application)**, or eligibility staff can send a paper version if needed. The LIFT eligibility application is also available in other languages and formats, based on customer needs.

# Managing Your LIFT Service

## Setting your trip times

LIFT can plan your trip around a pick-up time or appointment time, but not both.

- Always use a pick-up time to schedule your ride unless you must arrive at the destination no later than a certain time, such as for work or a doctor's appointment.
- Let the reservationist 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 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 the opening and closing times at your destination and plan your trip so you won't have to wait outside. LIFT operators cannot wait with you if the building is not open.

# Managing Your LIFT Service

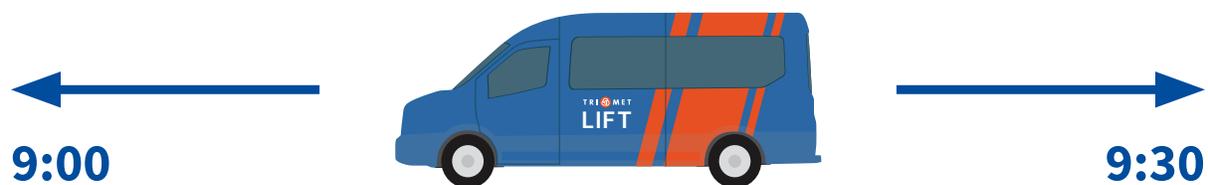
## Negotiating your pick-up window

When you call to reserve your trip, you will be given a time range for your pick-up. This is referred to as your “pick-up window.” This 30-minute period is when you can expect your pick-up to occur.

**You are expected to be ready to board the vehicle when the operator arrives at any point within this window. The operator will wait for a maximum of 5 minutes after arriving at the pick-up location and announcing their presence.**

For example, if your pick-up window is between 9:00 a.m. and 9:30 a.m., the vehicle can arrive anytime between 9:00 a.m. and 9:30 a.m. Please be ready to board the vehicle immediately upon arrival.

This helps to ensure better on-time performance for all customers.



Your scheduled pick-up time will be negotiated with your reservationist and may be up to 60 minutes earlier or later than you requested to provide equitable service for all LIFT customers.

# Managing Your LIFT Service

LIFT reservationists (or the online booking platform) do their best to accommodate the ride times you request; however, alternate times may be offered. For example, if you would like to be picked up at 9:30 a.m. and that time is not available, we may offer you a trip as early as 8:30 a.m. or as late as 10:30 a.m. Whether you reserve your trips online or with a reservationist, you will be provided with a confirmed pick-up window when you complete the trip reservation process.

## **What if I am late for my scheduled ride?**

LIFT provides an imminent arrival notification by phone or text, indicating that your vehicle is about 15 minutes away. Enrolling in these notifications is a helpful way to ensure you are not late for your scheduled ride or noted as a No-Show for your trip. If you are not already receiving these notifications, please contact LIFT Customer Service and they can update your record to indicate your preference for receiving imminent arrival notifications.

This notification is based on the vehicle's location and estimated time of arrival. Actual arrival times may vary slightly if there is unexpected traffic encountered after the notification is sent.

# Managing Your LIFT Service

You need to be ready to leave at your scheduled pick-up time. If necessary, the operator will wait for a maximum of 5 minutes from their arrival inside your pick-up window.

If you are not ready within the 5-minute window or the operator is unable to locate you at your designated pick-up location, the ride will be recorded as a No-Show, and the operator will be directed to depart the location.

## **What if LIFT is late picking me up?**

If the LIFT vehicle hasn't arrived within your scheduled pick-up window, call LIFT at **503-962-8000, option 3**. A LIFT representative will identify the issue and give you an estimated arrival time for the vehicle. If your ride is past the 30-minute scheduled pick-up time and you wish to cancel the trip, you will not be penalized. At LIFT, we have a "No-Strand" policy. Please refer to the full policy at **[trimet.org/lift](http://trimet.org/lift)**.

## **What if LIFT is early picking me up?**

Sometimes your vehicle will arrive before the beginning of the pick-up window because of a cancellation or especially light traffic. If your vehicle arrives before the pick-up window, you may get on the vehicle right away or wait until the start of your confirmed pick-up window. It's your choice.

# Managing Your LIFT Service

## Cancel unneeded rides in advance

Cancel as soon as possible and more than 1 hour before the scheduled pick-up 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. Canceling in advance helps our system run on time and avoids risking a No-Show penalty.



A LIFT operator (right) greets a customer as they board the vehicle.

# Managing Your LIFT Service

## No-shows

A No-Show occurs when **all of the following** criteria are met:

- There has been no call by the customer (or the customer's representative) to cancel the scheduled trip 61 minutes or more before the pick-up window, and
- The vehicle arrives at the scheduled pick-up location within the 30-minute pick-up window, and
- The operator cannot reasonably locate the customer within 5 minutes, and
- The dispatch office is notified by the operator. At this time, dispatch will verify that the operator is at the correct location.

Customers can prevent No-Show situations when they:

- Review dates, times and addresses with the reservationist to be sure the information is correct.
- Call LIFT to cancel rides as soon as the ride is no longer needed.
- Cancel at least 61 minutes in advance of the scheduled pick-up time.
- Be prepared to board at the starting time of the pick-up window and within 5 minutes after the vehicle arrives.

# Managing Your LIFT Service

When there are circumstances outside of the customer's control, it is not considered a No-Show. At your earliest convenience, call LIFT Customer Service to see if the No-Show is excused. Excused No-Show examples include but are not limited to:

- Family emergency.
- Illness that precluded the customer from calling to cancel.
- Personal care attendant or another party who didn't arrive on time to assist the customer.
- Customer's appointment ran long and did not provide the opportunity to cancel in a timely way.
- Another party canceled the customer's appointment.
- Customer's mobility aid failed.
- Sudden turn for the worse in someone with a variable health condition.
- Adverse weather impacted the customer's travel plans, precluding the customer from canceling in a timely manner.

# Managing Your LIFT Service

## Same-day trip changes

Aside from cancellations, no changes can be made to any trips on the day of your scheduled ride, including the time of travel or any changes to the addresses, with one exception. LIFT staff recognize that there may be exceptional circumstances in which you need to reschedule the time of your pick-up from a community location when an appointment runs long, a flight is delayed, etc. To view the full Same-Day Time Change Policy guidelines around permissible same-day time changes, visit [trimet.org/lift](https://trimet.org/lift).

## Inclement weather

LIFT reserves the right to suspend, modify or cancel service during times of bad weather conditions that may jeopardize the safety of our customers, our staff or our vehicles. On bad weather days, if LIFT service is canceled, the Customer Notification System will call or text you and inform you of any changes to your rides based on your notification preferences. If you are planning to travel at times when bad weather is predicted, bring any medication you may need. If you use oxygen, bring an adequate (extra) supply. If you are affected by diabetes or hypoglycemia, you may wish to bring a small snack with you in case the ride is longer than expected due to the weather.

# Riding TriMet LIFT

## Customer responsibilities

TriMet's goal is to provide safe, accessible and reliable service to all riders. To ensure a pleasant trip for all LIFT customers, traveling companion(s), personal care attendant(s) and service animals are required to follow these rules:

- **Valid and correct fare is required for each trip when you board the vehicle.** The LIFT Hop Fastpass is the best option for fare payments. This also includes riders taking subscription trips. A pattern of not paying your fare will result in your service being suspended.
- **Smoking or vaping, consuming non-prescription drugs and drinking alcohol are prohibited in all TriMet vehicles and facilities.**
- **Keep food and drinks in closed containers.**
- **Keep your pet in a closed carrier (except service animals), on your lap or under your seat.**  
Animals are not allowed to sit on vehicle seats and must be under the control of the handler at all times. Animals may not block the aisle of the vehicle. No petting service animals without permission from the owner. Customers must inform their reservationist if they will be traveling with a service animal or pet.

# Riding TriMet LIFT

- **No disruptive or threatening behavior is allowed.** This includes physical or verbal abuse of another customer, vehicle operator or any LIFT staff. Direct threats of anyone in service to LIFT will result in immediate service suspension.
- **Don't be so loud that you disturb others or distract the operator from the safe operation of the vehicle.** Using personal music or video devices is allowed with headphones as long as the sound is not audible to others.
- **Maintain appropriate and reasonable personal hygiene.** Soiled clothing or biohazards on clothing, mobility devices or service animals are not allowed and may result in service suspension. If possible, limit perfumes and heavy scents.
- **Proper attire, including shirts, shoes or appropriate foot coverings, is required on the vehicle, as applicable.**
- **Make sure your wheelchair or scooter is in good working order.**
- **Provide an accessible pathway with no steps to the entrance of your residence, and confirm the accessibility of your destinations.** In inclement weather, make sure the pathway is accessible and clear for safe travel for the rider and the operator.

# Riding TriMet LIFT

Operators are not able to assist riders in manual mobility devices up or down more than 1 step, stair or curb. If a rider needs assistance beyond that, they must have someone available at pick-up and drop-off locations or bring a PCA on their trip for assistance.

- **While on board the vehicle, LIFT does not allow items to be hanging or attached to mobility devices that are not part of the operational functionality of the device or are required for medical needs.**
- **Walkers must be secured for the duration of the trip.** Riders may not use the seat of a walker instead of a vehicle seat for transportation purposes.
- **For your safety, it is recommended that passengers using three- or four-wheeled scooters transfer to a fixed seat when possible.** Scooter-type mobility devices (three- or four-wheeled scooters) are top-heavy, with a high center of gravity that may become unstable during transport, as they are not designed to carry an occupant while being transported on board a vehicle.
- **All customers must use seat belts per the LIFT seat belt policy.** Operators will secure mobility devices and fasten seat belts for customers if assistance is requested. Removing your seat belt while the vehicle

# Riding TriMet LIFT

is in service is not allowed. Only riders with a valid Oregon seat belt exemption card (on the person and on file with LIFT) are excluded from the seat belt requirements of the specific vehicle.

- **Do not impede other customers' access to safe and accessible service and their ability to ride without delays.**
- **Do not litter or create an unsanitary environment on TriMet property.**
- **Medication(s) and other personal belongings are the responsibility of the customer when riding and departing the LIFT vehicle.** Please ensure you take everything with you when you deboard the bus. Personal items left on board will be sent to TriMet Lost and Found and are the responsibility of the customer to retrieve. Call Lost and Found at **503-962-7655** from 7 a.m. to 7 p.m. Monday through Friday.
- **You can bring a limited number of packages totaling up to 25 pounds.** You may bring the equivalent of 2 paper bags (13 inches wide, 7 inches deep, 17 inches tall) or 4 plastic grocery-sized bags, with a total weight of no more than 25 pounds. You must be able to maintain control of your packages while riding. Transporting items that

# Riding TriMet LIFT

cannot be secured in a safe manner can be a safety risk and is not allowed. Packages that you cannot carry on your lap will be secured by the driver. Carry-on packages are limited whether or not the operator assists you. Operators are not able to assist with personal items like purses, briefcases, backpacks or luggage.

- **Customers may bring a personal 2- or 4-wheeled collapsible cart.** The contents must be contained within the cart and items are not to extend beyond the basket of the cart or be tied to the outside of the cart. Customers will be responsible for pushing/pulling their carts and are required to include the cart in their reservation information. Operators will only secure the cart.
- **Don't bring packages that you cannot keep under control during your ride.** This includes packages that are larger than the equivalent of two paper grocery bags or four plastic grocery bags weighing more than 25 pounds in total. Examples of packages we do not transport include more than 2 pieces of luggage per rider, flammables, uncovered glass or sharp objects and personal items that have the potential to leak or risk spillage, like large bags of bottles and cans.
- **No discharge of bodily fluids or open wounds.**

# Riding TriMet LIFT

- **No operating, tampering, damaging or destroying any equipment on board a LIFT vehicle.**
- **Enter and exit the vehicle voluntarily.** The rider must be able to follow the driver's instructions. This means the rider should not require an inordinate amount of coaxing or any force and not require a specific caregiver or family member to be present.
- **Keep arms, legs and head inside the vehicle.**
- **Do not attempt to move around the vehicle or require supervision from the driver while the vehicle is in motion.**
- **Do not attempt to exit the vehicle when it stops.** This includes at stop signs, lights, in traffic and while picking up or dropping off other riders.
- **Refrain from any sexually related remarks and/or behaviors toward other riders, the driver or LIFT staff.**
- **Refrain from conduct that demonstrates an intent to defraud or constitutes a theft of service.**
- **Refrain from intentionally providing false information concerning PCA and/or guest reservations.**
- **Follow all TriMet policies regarding LIFT service.**

# Riding TriMet LIFT

- **Follow the instructions of the vehicle operator.**  
Failure to follow reasonable directions from the operator may result in service suspension.

Customers who violate the rules of conduct are subject to penalties, up to and including suspension of service.

**Note:** Customers who engage in physical abuse or cause physical injury to another customer or operator may be subject to immediate and permanent suspension and possible criminal prosecution.

## **Operator responsibilities**

Please remember that our operators are transit operators, not Personal Care Attendants (PCAs). If you need more assistance than our operators are trained to provide, bring a PCA with you at no charge to assist with your needs. LIFT operators, including contracted service providers, may assist with the following:

- **Providing exterior door-to-vehicle escort.**  
Operators may not enter facilities beyond the lobby. Operators may not perform upper-floor, elevator or other through-door service.

# Riding TriMet LIFT

- **Operators must maintain sight of their vehicle.**
- **Helping customers get in and out of the vehicle.** If you are unable to use the bus steps, you may stand on the power lift platform to enter and exit the vehicle.
- **Collecting the correct fare.** Customers must use exact change when paying cash.
- **Fastening seat belts.** All LIFT vehicles have seat belts installed and it is LIFT's policy for all customers to wear seat belts while riding in a LIFT vehicle. Customers who refuse to wear a seat belt on board the LIFT vehicle will not be transported. This policy does not apply to customers carrying a valid Oregon seat belt exemption card. The seat belt exemption must be on file with LIFT (contact LIFT Customer Service) and must also be carried by the customer.
- **Helping customers with parcels up to 2 paper or 4 plastic grocery bags, with a total weight of no more than 25 pounds.** Customers may find it helpful to bring a small cart that can hold groceries or other items on board the vehicle. Bags and other items must be contained within the cart and not hang off the outer edges. If you are bringing a small-wheeled cart, please let the reservationist know when you reserve your trip.

# Riding TriMet LIFT

- **Safely operating the vehicle.** Navigating the route according to the manifest they are provided and picking up/dropping off customers at the address provided in the reservation.
- **Boarding with a mobility device.**
  - All vehicle operators are trained to safely operate the vehicle lift mechanism and will secure you after boarding.
  - The operator will make all attempts to secure wheelchairs, scooters or Segways using a four-point securement system. Scooter-type mobility devices (three- or four-wheeled scooters) are top-heavy, with a high center of gravity and may become unstable during transport, as they are not designed to carry an occupant while being transported on board a vehicle. For your safety, it is recommended that passengers using three- or four-wheeled scooters transfer to a fixed seat when possible.
  - Boarding while standing on the lift is allowed but not encouraged.
  - Boarding while seated on a mobility device other than a wheelchair or scooter, such as a walker with a seat, is not allowed.

# Riding TriMet LIFT

- **By request, LIFT operators will assist customers with manual mobility devices by:**
  - Moving you and your manual device up or down an ADA-compliant ramp, single step or curb when it is possible to do so safely, and
  - Guiding you to/from the vehicle and on/off the lift platform of the vehicle.
- **Be respectful and courteous to all riders, their companions or caregivers and service animals.**

**All operators in service to TriMet LIFT are not allowed to:**

- Accept tips.
- Operate or push your powered mobility device (like an electric wheelchair or scooter) if it is not operational.
- Enter your home.
- Operate or push your equipment or collapsible cart up or down stairs or steep inclines.
- Lift or carry customers.
- Secure child safety systems in the vehicle or children into such systems.
- Carry or handle pets or service animals (whether in a carrier or on a leash).

# Riding TriMet LIFT

- Carry your personal items (backpacks, purses, briefcases, etc).
- Perform any duties that a personal care attendant would be expected to provide.

**Operators are trained not to perform these activities. Please do not make these requests of your operator.**

If you need additional assistance beyond what is listed above, you may bring a Personal Care Attendant (PCA) with you on the trip. A PCA can accompany an eligible LIFT customer at no additional charge. You must reserve space for the attendant when scheduling your trip.



A LIFT operator (right) lowers the vehicle lift for a customer.

# Riding TriMet LIFT

## Operator uniforms and identification

TriMet LIFT operators driving TriMet buses and Transit vans wear uniforms bearing the name “Transdev” on the shirt, jacket and/or cap and have an identification badge with their name and photo. Operators will greet each passenger and confirm the passenger’s name and destination for each scheduled pick-up.

TriMet also contracts with supplemental service providers Uzurv and Big Star whose vehicles will be marked with TriMet LIFT decals or be branded as a Broadway Cab vehicle. Except for Big Star, contracted vehicle operators do not wear uniforms but are expected to meet the same operator guidelines as TriMet operators. These contracted providers will also greet each passenger and confirm the passenger’s name and destination for each scheduled pick-up.



A LIFT operator may wear a white or blue uniform with a “Transdev” patch.

# Riding TriMet LIFT

## LIFT service vehicles

LIFT has several different vehicle types that customers should look out for. There are large cutaway buses, slightly smaller buses and Transit vans. These LIFT vehicles all have a large TriMet logo and blue and orange or white coloring.



New LIFT vehicles are blue with orange stripes and say “TriMet LIFT.”



Earlier LIFT vehicles are mostly white with blue and yellow trim.

# Riding TriMet LIFT

## **Supplemental service vehicles**

LIFT also provides some trips using taxicabs and supplemental providers. There are two types of taxi vehicles that a customer may encounter: a standard sedan for ambulatory customers and a ramp-equipped minivan for customers using mobility devices. All vehicles have their company name prominently displayed. Cab drivers are trained to announce their presence and provide the same assistance as a LIFT operator.

Supplemental service provider vehicles are mostly sedans or other passenger vehicles designed for ambulatory customers. These vehicles have a TriMet LIFT decal on the front passenger door or a TriMet LIFT sticker on the passenger side rear window and vehicle rear window, as pictured.

# Riding TriMet LIFT



Supplemental vehicle providers show the TriMet LIFT decal.



Supplemental vehicle providers show the TriMet LIFT decal.

# Customer Service

## Manage trips online

Book and cancel trips any time at [trimet.org/lift](https://trimet.org/lift)

## Contact LIFT

For help with booking, language assistance and more,  
call **503-962-8000**.

### Reservations - option 1

9 a.m.–5 p.m. weekdays

10 a.m.–5 p.m. weekends

### Customer service - option 2

8:30 a.m.–5 p.m. weekdays

### Questions about today's ride - option 3

Available 24/7

### Eligibility - option 4

8 a.m.–5 p.m. weekdays

## TTY 711

Non-urgent translation is available.

## For language assistance call

Si necessita interprete, llame al | Nếu cần trợ giúp về  
thông dịch xin gọi | 如需语言帮助请致电

Для службы | языковой поддержки  
언어 통역이 필요하시면, 으로 전화 하시면 됩니다

**503-962-8000.**

