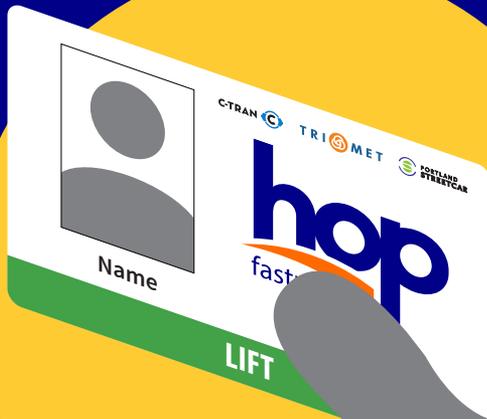




Using Hop Fastpass[®] on LIFT



Using Hop on LIFT at a Glance

- 1 Get your personalized LIFT Hop card
- 2 Add funds to your LIFT Hop card and check your balance *See page 3 for more information*
- 3 Register your LIFT Hop card
See page 4–5 for more information
- 4 If you have an Honored Citizen Hop card, have your account balance transferred to your LIFT Hop card *See page 5–6 for more information*
- 5 Schedule your trips on LIFT and tell your reservationist that you will be paying for your trip with Hop *See page 7–8 for more information*
- 6 Board the LIFT vehicle and show your driver your Hop card—there will not be any card readers on the LIFT vehicle
See page 8 for more information
- 7 Use your Hop card to pay for LIFT trips provided by a supplementary service provider
See page 8–9 for more information
- 8 Use your LIFT Hop card on TriMet fixed-route buses, MAX Light Rail, Portland Streetcar and C-TRAN buses *See page 9 for more information*
- 9 LIFT fare provided by schools, employers and social service agencies
See page 12–13 for more information

Benefits for LIFT Riders with Hop

BALANCE PROTECTION

If your Hop card is lost or stolen, we can transfer your balance to a new card.

EARN MONTHLY PASSES AS YOU RIDE

With Hop, you add funds to your card before you travel. If you reach \$74 on LIFT in a month, you'll have earned a monthly pass and your LIFT rides will be free for the rest of the month.

ADD FUNDS TO YOUR CARD ANY TIME

Add money to your card using the website, smartphone app or phone hotline, or at the store using cash. Create an account to turn on Auto-Load so you're never stuck without fare.

Hop Fastpass: The Basics

Hop is a transit fare card that offers LIFT riders a new way to pay for their trips. Your Hop card also serves as your identification card for LIFT service.

You choose how much money to add on your card, or you can set up Auto-Load to automatically reload your card when your balance gets low. Just make sure you have enough fare on your card to cover your trip.

Add money to your Hop card online, on the Hop smartphone app, over the phone or in person at hundreds of local supermarkets, convenience stores and pharmacies.

LIFT riders also qualify for reduced price Honored Citizen fares on TriMet buses, MAX Light Rail, WES Commuter Rail, Portland Streetcar and C-TRAN buses (\$1.25 for a 2½-hour ticket and \$2.50 for a day pass). Your Hop card will serve as your Honored Citizen identification card for any trips you take using these services.

Getting Your Hop Card

For customers new to LIFT, once you have been determined eligible for LIFT service, you will receive your personalized LIFT Hop Photo ID card with your eligibility determination packet. **Hop cards purchased at retail outlets are not valid on LIFT.**

For currently eligible customers, LIFT will be sending LIFT Hop Photo ID cards based on the customer's eligibility expiration date. If you would like your card sooner, you may contact the LIFT Eligibility office at 503-962-8200 to request your card.

Your LIFT Hop Photo ID card will include your photo and an eligibility expiration date. There will also be an "A" on your card if you travel with a Personal Care Attendant on fixed-route buses and trains.

If your card is ever lost or stolen, the TriMet Ticket Office can issue a replacement. A replacement card costs \$3.

You will receive a new Hop card every three (3) years once you are determined eligible through the LIFT eligibility recertification process. If you have temporary eligibility, the expiration date may vary.

Putting Money on Your Card

When you receive your LIFT Hop card, there will be no funds on the card. You will need to add funds before you travel. There are many ways to add money to your Hop card:

- Call **1-844-MYHOPCARD (1-844-694-6722)**. An email address will be required for this option.
- At the **TriMet Ticket Office**
701 SW 6th Avenue, Portland, Oregon 97204
8:30 a.m.–5:30 p.m. Monday–Friday or call 503-962-2455, option 3. No email address required.
- On the Hop Fastpass smartphone app **myhopcard.com/app**. Registration is **required**.
- Online at **myhopcard.com**. Registration is **required**.
- At 500+ retail locations like Fred Meyer, Safeway, 7-Eleven and New Seasons (visit **myhopcard.com** to find a retail location near you).

You must add a minimum of \$5 on your card, except at the TriMet Ticket Office (10¢ minimum).

Registering Your Card

Registering your Hop card will allow you to manage your account, check your balance, review transactions, and set up features such as auto-load, either online or using the smartphone app. There are many ways to register your Hop card:

- By calling **1-844-MYHOPCARD (1-844-694-6722)** 7:30 a.m.–5:30 p.m. every day
- On the Hop Fastpass smartphone app **myhopcard.com/app**
- At the **TriMet Ticket Office**
701 SW 6th Avenue, Portland, Oregon 97204
8:30 a.m.–5:30 p.m. Monday–Friday
- On the internet at **myhopcard.com**

If you have access to the internet and a personal email address, you can add funds and register your Hop card online.

When registering your card, you will be required to use a Personal Identification Number (PIN). These tips will help keep your PIN secure:

- 1 Memorize your PIN
- 2 Do not write it on your card
- 3 Do not share your PIN over the phone or internet

SETTING UP AUTO-LOAD

If you register your Hop card, you will have the option to turn on Auto-Load, which automatically

loads money from your debit or credit card onto your Hop card when your balance gets low. If you choose to use this feature, when you get to \$5 in fare on your Hop card, your debit or credit card can be used to add a minimum of \$20 (or up to a maximum of \$250) to your Hop card. You can also add one-time funds to your card anytime you like.

Lost-Card Protection

Your account balance is protected, whether or not you've registered your card. So if your Hop card is lost or stolen, you can transfer your balance to a new card. Be sure to report a lost card immediately by calling **1-844-MYHOPCARD (1-844-694-6722)** or at **myhopcard.com**.

Transferring Funds from an Honored Citizen Hop card to a LIFT Hop card

If you have been using an Honored Citizen Hop card for your trips on TriMet fixed-route buses, MAX Light Rail, Portland Streetcar, or C-TRAN, it's easy to transfer the funds from one card to your LIFT Hop card. You only need one Hop card. The LIFT Hop card can be used for all of your TriMet travel needs. You can transfer your balance in the following ways:

- Call Hop Customer Support at **1-844-MYHOPCARD (1-844-694-6722)**
7:30 a.m.–5:30 p.m. every day

- Stop by the **TriMet Ticket Office**
701 SW 6th Avenue, Portland, Oregon 97204
8:30 a.m.–5:30 p.m. Monday–Friday

Checking Your Hop Card Balance

You will **not** receive a notification when your balance gets low, unless you use TriMet fixed-route buses or MAX light rail. If managing your balance is important to you, you will need to manage your account online (**myhopcard.com**) or through the smartphone app. There are many ways to check your balance:

- By calling **1-844-MYHOPCARD**
(1-844-694-6722)
- On the Hop Fastpass smartphone app
myhopcard.com/app
- Online at **myhopcard.com**

Earning Passes With Hop

With Hop, you'll earn monthly passes as you ride—meaning you get the savings of a pass without the upfront cost.

For trips on LIFT, you'll earn a monthly pass once you spend \$74 in a month, and the rest of your trips that month will be free. For trips on buses and trains, you can earn a monthly pass after spending just \$28 in Honored Citizen fares for non-LIFT trips. No matter what you're riding, you'll never pay more

than \$74 in a month. LIFT does not support Hop day passes. If you pay your fare with a LIFT punch card, month or year pass, ticket, or cash, those transactions will not count toward a Hop monthly pass.

Scheduling Your Trip

When you call to reserve your LIFT trip, the reservationist will ask you how you'd like to pay for your trip. If you are paying with Hop, tell your reservationist. You will still need to show your Hop card to your driver when you take your trip. It is your responsibility to have enough money on your card on the day of your trip to cover the fare.

If you do not have enough money on your Hop card to cover the fare for your trip, you will receive a No-Pay for the trip and LIFT's No-Pay Policy will apply. If you have questions about the LIFT No-Pay Policy, please contact Customer Service at **503-962-8000**, Option 2.

If you change your mind on the day of your trip and want to use a different fare type (such as cash, ticket or punch card), just let your driver know when you are picked up, so your Hop card will not be charged.

If you have questions about using your Hop card to pay your fare, your reservationist may be able to help. Otherwise, for questions about your account

balance, registering your card, adding funds or replacing your card, call **1-844-MYHOPCARD (1-844-694-6722)**.

When You Board the LIFT Vehicle

Your Hop card serves as your identification card for LIFT service, so be sure to carry it with you on all LIFT trips. LIFT buses do not have Hop card readers on-board. As you board the LIFT vehicle, tell the operator that you are using Hop to pay for the trip and present your LIFT Hop Photo ID card as proof of fare.

If you are transferring to a bus, train or streetcar within 2½ hours of boarding the LIFT bus, simply tap your LIFT Hop card on the validator of the vehicle you are boarding and you will not be charged for the transfer. If it is more than 2½ hours since you originally boarded the LIFT vehicle, your Hop card will be charged the Honored Citizen fare of \$1.25 when you tap your Hop card on the bus, train or streetcar.

LIFT Trips on a Taxi

If you plan to use the Hop card to pay your \$2.50 LIFT fare for your cab trip, just let your reservationist know when you schedule your trip. Once your trip is completed on the cab, your Hop card account will be charged the \$2.50 LIFT fare

for the trip. It is your responsibility to ensure that your Hop card account has sufficient funds to cover the cost of your LIFT fare by the time you take your trip. If you do not tell the reservationist that you are paying with your LIFT Hop Photo ID card, you will receive an invoice for your cab trip.

Note that taxi drivers cannot accept payment on board. See the LIFT Rider's Guide for a list of ways you can send in your fare after your trip if you plan to pay with cash, tickets or a punch card. Your Hop card balance will reflect trips completed by cab no later than the next business day.

Using Your Hop Card on the Bus, Train or Streetcar

All LIFT riders are also eligible for reduced Honored Citizen fare on TriMet fixed-route buses, MAX, WES, and Portland Streetcar (\$1.25 for a 2½-hour fare).

When boarding the bus or streetcar, simply hold your LIFT Hop Photo ID card to the green Hop reader inside the vehicle. Readers are located on the right near the front window. If you are taking MAX or WES, tap the reader at the station before you board. The reader will play two chimes and a green ✓ will appear on the screen indicating your fare has been accepted. If you do not have enough money on your card, a red ✗ will appear on the screen and two negative “wonk” tones will sound.

Upon your initial tap, you will be charged \$1.25 and your fare will be valid for 2½ hours. You will not be charged for any subsequent taps in that time. If you tap again to ride after your 2½-hour fare has expired, you will be charged another \$1.25 and you will have earned a day pass—your rides will be free until 3 a.m.

Remember to tap every time you board or transfer—this is how your fare is validated. You will not necessarily be charged for a new fare.



Companion Fares

Your Hop card can only be used to pay your own fare as the LIFT-eligible rider. Any companions traveling with you who are not eligible for LIFT must pay their fare with cash or using another method listed in the LIFT Rider's Guide.

If your companion is LIFT-eligible, they must book their own trip and use their own Hop card.

Personal Care Attendant Fares

If you are riding with a Personal Care Attendant (PCA), the PCA does not have to pay a fare on LIFT, fixed-route buses or trains. For non-LIFT trips, the "A" notation on your Hop card will allow your PCA to travel with you at no charge. You do not need the "A" notation on your LIFT Hop card to travel with a PCA on LIFT.

Fares for Children

Children age six and under ride free with an accompanying adult. Children seven and older must pay the regular LIFT fare. LIFT fares for children must be paid with cash or using one of the approved methods listed in the LIFT Rider's Guide.

Children who are LIFT eligible can use their Hop card to pay for their trips. If they are traveling with another LIFT rider, they must book their trip separately to use their Hop card.

Visitor Fares

All visitors using LIFT must pay their fare with cash or an approved LIFT ticket.

If Your Fare is Provided by an Employer, School or Human Service Program

Here is what you need to know:

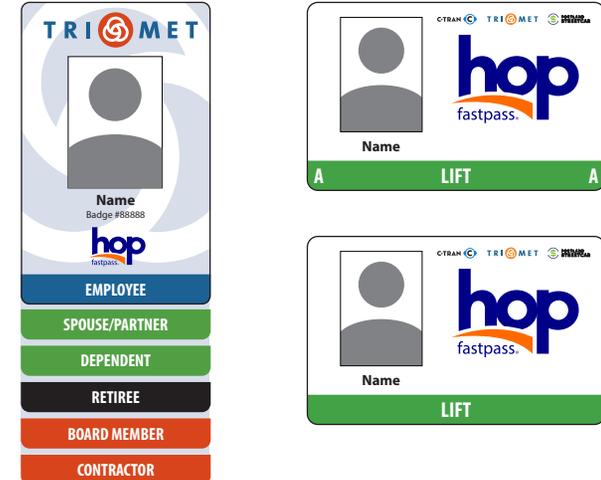
- Your fare must be loaded onto a personalized LIFT Hop card. If you haven't received yours yet, call **503-962-8200** to request one.
- Once you have your LIFT Hop photo ID card, give the person administering your fare the 16-digit number located on the back of your LIFT Hop card.
- If you want, you are able to load your own money onto the card separate from the annual or monthly pass. If there is a pass loaded onto your card it will always be charged first.
- This is your own personalized LIFT Hop card, if you stop receiving fare benefits you will still be able to use it by loading your own money onto the Hop card.
- If your card is ever lost or stolen, you can follow the steps to replace it on page 5 in this book. The replacement card costs \$3.
- LIFT Hop photo ID cards support monthly, annual and universal passes.

Which Hop Cards are Valid on LIFT?

Hop cards purchased at retail stores are **not valid** on LIFT:



Examples of valid LIFT Hop cards:



Helpful Phone Numbers

To schedule or cancel a ride, or to find out the estimated time of arrival of your LIFT:

503-962-8000, Oregon Relay 7-1-1

OPTION 1

Reservations: 7 a.m.–6 p.m. every day

OPTION 2

Customer Service: 8 a.m.–5 p.m. Monday–Friday

OPTION 3

Dispatch: 24 hours, every day

OPTION 4

LIFT Eligibility: 8 a.m.–5 p.m. Monday–Friday

OPTION 5

Hop Support Line: 7:30 a.m.–5:30 p.m. every day

QUESTIONS ABOUT LIFT ELIGIBILITY OR HOW TO GET YOUR HOP CARD

503-962-8200, Oregon Relay 7-1-1

8 a.m.–5 p.m. Monday–Friday

QUESTIONS OR ISSUES WITH HOP

1-844-MYHOPCARD (1-844-694-6722)

Oregon Relay 7-1-1

7:30 a.m.–5:30 p.m. every day

