

# LIFT Rider's Guide

September 2009

TRI  MET

See where it takes you.





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## A message from Fred Hansen, TriMet General Manager

### **Dear LIFT Rider:**

TriMet is committed to providing all riders with convenient and reliable transit service through its network of fully accessible bus, MAX and WES lines and its LIFT service, which is available for trips where a disability prevents the use of a TriMet bus or train. Each year TriMet provides more than 9 million trips to seniors and people with disabilities on bus, MAX or WES, and an additional 1 million trips for eligible riders on LIFT service.

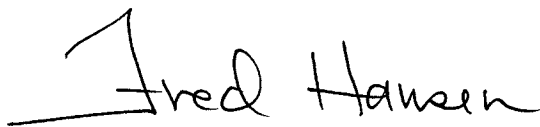
LIFT service meets and exceeds the guidelines of the Americans with Disabilities Act (ADA), and TriMet works closely with its citizen advisory Committee on Accessible Transportation (CAT) to seek ways to further improve our programs and services.

We are most successful in providing high quality services when TriMet and its customers work together. To meet the continuing need to provide more trips to more people, we must put TriMet resources to best use. That's where you can help.

You make a difference when you:

- choose the bus, MAX or WES for a trip, whenever possible
- show a valid fare each time you board
- are ready to board the LIFT vehicle at the start of the pickup window
- cancel unneeded LIFT rides in advance

Each customer counts, and you can help us provide you and your fellow riders with the best service possible. We look forward to serving you.

A handwritten signature in black ink that reads "Fred Hansen". The signature is written in a cursive style with a large, stylized initial "F".

Fred Hansen  
General Manager

# Welcome to the LIFT Program

The TriMet LIFT Program is a shared-ride, public transportation service for people with disabilities that prevent them from using TriMet's regular bus or MAX Light Rail service for some or all of their trips. LIFT service operates during the same hours and covers the same geographic area as regular TriMet service.

## Who can use LIFT?

- TriMet LIFT service is available only to people who have a physical and/or mental disability that prevents them from independently using TriMet buses or MAX for some or all of their trips.
- You must apply and be certified as eligible before scheduling your first LIFT trip.
- Many LIFT customers find that regular TriMet bus and MAX service is their preferred choice for some trips. Choosing bus and/or MAX for some trips does not affect LIFT eligibility.

## When and where does LIFT operate?

- LIFT operates during the same hours as TriMet's bus and MAX service, from 4:30 a.m. to 2:30 a.m., seven days a week.
- The LIFT service area covers all locations that are within three-fourths of a mile of TriMet's bus and MAX Light Rail and also within the TriMet district. All locations inside the service area boundary are served.
- LIFT does not serve locations outside the TriMet District, the legal boundary for TriMet.

## How does LIFT provide service?

- LIFT uses a fleet of small buses, sedans and taxicabs to provide service.
- LIFT rides are scheduled by advance reservation. Service is from the door or a designated curb stop at the pickup location to the door or a designated curb stop at the destination.
- Several passengers share the vehicle, and vehicles may stop and travel in other directions during any passenger's trip to accommodate other riders.
- Travel time will vary, depending on trip distance and stops made to accommodate other riders during the trip.



# Getting more information and assistance

## LIFT by phone

- **503-962-8000** is the main LIFT number, open during all hours that service is in operation, from 4:30 a.m.-2:30 a.m. daily.
  - Reservations are taken from 7 a.m.-6 p.m. daily.
  - Reservations for next-day trips must be made no later than 5 p.m. the day before.
- **1-800-621-5438** toll free within Oregon
- **503-962-8200** LIFT Administration is open from 8 a.m.-5 p.m. weekdays for:
  - Information about LIFT eligibility
  - Changes to customer information (address, phone, etc.)
  - Information about the Committee on Accessible Transportation
- **TTY** (text telephone) users call 503-962-8058 or 1-888-477-5411 toll-free within Oregon

## Accessible formats available

For large-print or other alternative formats of this Rider's Guide, call LIFT Administration at 503-962-8200.

## Assistance to non-English speaking customers

Individuals who need an interpreter should call the main LIFT number, 503-962-8000. When the call is answered, the caller should say the language that they speak and then remain on the line. A LIFT customer service representative, working through an interpreter, will help you.

## Information online at *trimet.org*

The LIFT Rider's Guide and other information about LIFT is available on TriMet's website. Copies may be downloaded and/or printed.

## TriMet information and trip planning for regular bus, MAX and WES service

- 503-238-RIDE (503-238-7433) from 7:30 a.m.-5:30 p.m. weekdays
- TTY 503-238-5811
- *trimet.org*

## Help using regular buses, MAX and WES available through *RideWise*

The *RideWise* program, born out of a partnership between TriMet and Ride Connection, helps older adults and people with disabilities travel safely and independently using TriMet's regular buses, MAX and WES. *RideWise* offers information on transportation choices, personal trip planning and assistance learning to ride regular buses, MAX and WES. For information and to schedule free travel training, call 503-226-0700. TTY users please call the relay service at 1-800-735-2900.



# What to expect from LIFT service

- LIFT service is another form of TriMet’s public transportation; it is not intended to serve all transportation needs of people with disabilities.
- Other customers share the ride. 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 (referred to as “appointment time”).
- Your scheduled pick-up time may be up to 60 minutes earlier or later than you requested in order to accommodate other trips being served.
- You need to be ready to leave at your scheduled pick-up time. The LIFT operator will wait a maximum of five minutes past your scheduled pick-up time.
- If the LIFT vehicle hasn’t arrived within 30 minutes of your scheduled pick-up time, call LIFT at 503-962-8000.
- Travel time will vary based on trip distance and others being served. All trips are scheduled to be on the vehicle for no more than two hours.
- LIFT operators do their best to make pickups on time and to get customers to their destinations on time. The system standard for on-time performance is 90 percent or above.
- When providing door-to-door service, LIFT operators must be able to park their vehicles in a safe location that does not block or impede traffic and must be able to maintain sight of vehicle at all times.

- Service may be delayed by factors outside LIFT's control (such as heavy traffic). Customers may wish to allow for possible delays when scheduling trips.
- Eligible customers may bring a Personal Care Attendant (PCA) with them on their trip. A PCA rides free of charge.
- Customers may bring one companion in addition to a PCA (additional companions may be scheduled if space is available). Companions pay the regular LIFT fare.

## How LIFT operators assist customers

LIFT operators can help you with:

- getting from your door or designated stop location to the LIFT vehicle
- getting in and out of the vehicle (if you are unable to use the bus steps, you may stand on the bus lift to get on and off)
- carrying groceries—a maximum of four bags per customer (PCAs and/or companions are not eligible for assistance with carrying groceries or other items)
- depositing your fare, if requested
- fastening seat belts or securing wheelchairs and scooters
- getting from the LIFT vehicle to the entry door or the designated stop location at your destination



If requested, LIFT operators will assist customers with manual mobility devices by:

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

For safety reasons, LIFT operators are not permitted to operate the controls of any powered mobility device, handle a service animal or enter a private residence.

## Items customers may bring on the LIFT vehicle

- **Animals** Service animals are permitted on LIFT vehicles as provided under TriMet guidelines (under owner's control, on a leash or in a container). Other animals are permitted on vehicles only in a secure container.
- **Groceries** You may bring up to four grocery-sized bags on board. Operators can assist you if necessary.
- **Luggage** You and your PCA and/or companion may each take two pieces of luggage plus a carry-on bag. Operators are not able to handle luggage, so be sure to make any necessary arrangements.



- **Oxygen** Personal oxygen tanks may be transported on LIFT vehicles. The LIFT operator will secure the tank but cannot operate the controls.
- **Other items** Operators are not able to assist with other items. You may bring other items on board the vehicle only if:
  - You or someone else traveling with you is able to carry the item to and from the vehicle.
  - The item is small enough to fit on your lap, under your seat or elsewhere clear of the aisles, seats and securement areas in a LIFT bus, or in the trunk of a sedan.

# LIFT customer responsibilities

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

## Have valid fare, proof of payment

Show proof of payment when you board—exact change (operators cannot give change), ticket, punch card or valid Adult 2-Zone, 14-Day or 1-Month Pass.

## Cancel unneeded rides in advance

Cancel as soon as possible, and not later than one 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 saves resources and avoids you being counted as a no-show.

## Be ready to leave at the scheduled time

It is most helpful if you are ready to leave when the vehicle arrives and you meet the operator at the door or at the stop location. The operator will wait for no more than five minutes.

If the vehicle arrives before your scheduled pick-up time, you may leave if you are ready. If you are not ready, the operator will wait until the pick-up time 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

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

## Maintain mobility devices and accessible pathways

- 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.

## Size and weight limits for mobility devices

LIFT cannot accommodate mobility devices that exceed outside dimensions of 30 inches in width by 48 inches in length, and/or when the combined weight of the device and the occupant exceeds 600 pounds.

## Rules for riding

All LIFT riders are required to follow these rules:

- Valid and correct fare is required for each trip.
- Smoking is prohibited in all TriMet vehicles and facilities.
- Keep food and drink in closed containers.
- Keep animals in a pet carrier (except service animals).
- No disruptive or threatening behavior is allowed.
- Don't be so loud that you disturb others.
- Use radios and CD/MP3 players with headphones only.
- Follow all TriMet policies regarding LIFT service.



Keep non-service animals in carrier



Keep food and drink in closed containers



No smoking

## Keep information up-to-date

Please call LIFT Administration at 503-962-8200 if there is a change in your:

- address or telephone number
- emergency contact's name or telephone number
- disability or health condition as related to your need for LIFT service
- need for a Personal Care Attendant
- mobility device and/or your use of a device

TriMet LIFT reserves the right to evaluate any new form of mobility device customers may obtain prior to providing service. (Please see *Size and weight limits for mobility devices* on page 15.)

## Share your questions, concerns or comments

We will do our best to answer any questions or resolve your concerns. Call 503-962-8000 to reach LIFT Customer Service weekdays from 8 a.m.-5 p.m. For questions or concerns about rides in process or scheduled for today, call 503-962-8000 any time from 4:30 a.m. to 2:30 a.m. TTY users call 503-962-8058.

## Refusal or suspension of service

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

Decisions to refuse or suspend LIFT service are made under the specific guidelines set out in "LIFT Paratransit Service Refusal and Suspension Policy" and "Refusal and Suspension Standard Operat-

ing Procedures.” Copies of these documents and other information regarding suspensions and appeals are available by calling LIFT Administration at 503-962-8200, or from TriMet’s website, *trimet.org*.

Below is a summary of the conduct that may result in a service refusal or suspension, but LIFT riders should familiarize themselves with the complete policies and procedures.

### **Refusal of service**

LIFT operators may refuse service to an individual on a specific occasion at the point of service if the individual’s conduct poses an immediate actual or potential risk to safety of the customer, the operator or others.

### **Immediate suspension of service**

Conduct that inflicts serious harm on the customer, LIFT employee or others, results in serious damage to TriMet property, or creates an immediate actual risk to safety may warrant immediate suspension of service.

### **Suspension of service**

A demonstrated pattern of no-shows (late cancellations of unneeded rides, not present or ready to board when LIFT vehicle arrives) is seriously disruptive to LIFT service. Three or more no-shows in any 30-day period are considered grounds for service suspension. Also, a demonstrated pattern of violent, seriously disruptive or illegal conduct will result in a suspension of service.

Service suspensions for a pattern of behavior generally are imposed for a specified length of time, and only after the customer has been previously warned. The suspension will begin on a specific date, after the customer 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.

## Rights to request review and appeal of suspensions

Upon receiving notice of suspension, a customer has the opportunity to contest the suspension. The steps for initiating a review or appeal are described in the document “LIFT Paratransit Appeal Procedure,” available by calling LIFT Administration at 503-962-8200, or from TriMet’s website, *trimet.org*.

## Reserving LIFT rides

- You can reserve a ride up to seven days in advance of your trip (for information on subscription reservations, see p. 20).
- Rides for the next day must be reserved no later than 5 p.m. the day before.
- On occasion, LIFT may not be able to schedule your ride while you’re on the phone. You will be asked to call back after 6:30 p.m. the day before the requested ride to confirm your scheduled pick-up time.

## Have the following information ready before you call (in this order)

- Your last name, then first name
- Pick-up address and phone number
- Destination address and phone number, including building name and any specific drop-off and pick-up information (for medical appointments, include the name of the doctor and suite number)
- Your preferred pick-up time
- Your appointment time, if needed
- Agency that is paying for the ride, if any
- Day and date of the ride

- Any additional information about your trip such as:
  - if you will use a wheelchair, scooter, other mobility aid, or need to board using the bus lift
  - if a Personal Care Attendant (PCA) or other companion(s) will travel with you

## Setting your trip times

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

- Always use a pick-up time to schedule your ride unless you must arrive at the destination not later than a certain time, such as for work or a doctor's appointment.
- Let the call taker know how much flexibility you have on the time you are to be picked up.

When reserving rides to/from a specific appointment, be sure to:

- Allow for 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 building opening and closing times at your destination and plan your trip so you won't have to wait outside.



## Other important tips

- For the fastest service when scheduling your trip, call between 10 a.m. and 3 p.m.
- Before ending the call, 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 LIFT service peaks from 7 to 9 a.m. and 2 to 5 p.m. You will generally have the best selection of pick-up times if you request a trip outside these "peak" hours.
- 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 LIFT vehicle will be stopping so you can make any additional arrangements necessary.

## Changing or canceling your reservation

If you need to change your reservation, please call LIFT as soon as possible. Changes to a reservation need to be made before 5 p.m. the day before the ride.



If you need to cancel your reservation, please call LIFT as soon as possible. By canceling well in advance, you help LIFT provide quality service to other customers.

## **“No-shows”**

Cancellations made less than one hour in advance of the pick-up time, a cancellation at the door, or not being present or ready to leave within five minutes after the vehicle operator comes to the door are all considered “no-shows.” Three no-shows within a 30-day period is grounds for a temporary suspension of LIFT service.

If a customer is a no-show on a ride starting from their home, they must call LIFT to cancel any other rides later that day that they will not be taking. This will avoid being counted as a no-show on other rides that day.

## **Subscription reservations**

You may request a “subscription” reservation for a recurring trip that meets the following criteria:

- trip is taken at least once each week on the same day
- trip is between the same locations, and at the same time
- trip has been taken consistently over the previous 30-day period
- trip is expected to continue for at least six months

Subscription reservations must be taken at least 75 percent of the time (cancellations and/or no-shows may not exceed 25 percent). Subscription reservations with excessive cancellations and/or no-shows will not be continued.

# LIFT fares

## Paying your fare

Passengers must pay a fare or show proof of payment when boarding. Valid fares include:

- cash fare in exact change (operators cannot give change)
- one LIFT ticket
- LIFT 14-Day Pass
- LIFT 20-Trip Punch Card (punched once for each ride)
- LIFT 1-Month Pass (only valid with passenger's name)
- Honored Citizen ticket plus \$0.85
- Adult 2-Zone ticket
- 7-Day Pass



## Where to buy LIFT tickets, punch cards and passes

- Through the mail—call 503-962-2422 for more information. TTY users call 503-238-5811.
- At most Fred Meyer, Safeway and Albertsons stores, or at the TriMet Ticket Office at Pioneer Courthouse Square, 701 SW 6th Ave., Portland.
- Online from TriMet's website, [trimet.org](http://trimet.org).

## Regular TriMet fares accepted on LIFT

- TriMet Honored Citizen tickets and transfers are accepted on LIFT with an additional cash payment of \$.85.
- TriMet's Honored Citizen and Youth monthly passes are not



accepted as valid fares on LIFT (these passes are sold for much less than the LIFT 14-Day and 1-Month Pass).

## **LIFT fares accepted on bus, MAX and WES**

- LIFT tickets and passes are accepted as fare. LIFT punch cards are not accepted.
- When using LIFT passes and tickets, show a valid Medicare card or Honored Citizen card, or driver's license or photo ID that proves you are 65 years or older.

## **Personal Care Attendants (PCAs) and companions**

PCAs riding with an eligible LIFT customer do not pay a fare. Passengers 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 may be scheduled if space is available. Companions pay the regular LIFT fare. Children of LIFT customers are considered companions. Children age seven or older pay the regular LIFT fare. Children age six or under ride free with an accompanying adult.

## **LIFT rides provided by a taxi**

- LIFT provides some rides using taxicabs.
- Taxi drivers cannot accept your fare payment. If you are paying your fare with a LIFT ticket or cash, please mail your fare to LIFT, 2800 NW Nela St., Portland, OR 97210.

## **Agency-sponsored rides**

Customers taking trips that are paid for by an agency do not pay when boarding. Agency-sponsored rides are confirmed with customers when the ride is reserved, and the LIFT operator will have this information.



See where it takes you.

**503-238-RIDE • [trimet.org](http://trimet.org)**

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