

LIFT Rider's Guide

February 2021



TRI  MET

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Introduction

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.



TriMet is Accessible

It is TriMet’s core mission to connect people with valued mobility options that are safe, 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 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. About half 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 seniors and riders with limited mobility, plus space for mobility devices.

Tips on Riding TriMet “Fixed Route” Buses

- 1 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.
- 2 If you need the ramp or lift, just ask**
If you need to use the ramp or lift and the operator has not already deployed it, just ask. He or she can assist you if you need help guiding your mobility device onto the ramp or lift.
- 3 Priority seating and securement areas**
On board, look for the priority seating area near the front of the bus. Two securement areas are provided for mobility devices. The operator will help secure your mobility device, if requested.

4 Press the signal strip to request a stop

Press down on the signal strip or pull the cord along the window to let the operator know you want the next stop.

5 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.

Accessibility on MAX

- Ticket machines have instructions in audio, raised letter and Braille.
- 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 Braille/raised-letter signs that indicate which lines serve the station and where they go.
- Many stations (as well as bus stops on the Portland Transit Mall) have digital displays that show you when the next vehicle is expected to arrive.
- At stations on the Portland Transit Mall and on the Green Line along I-205, you can hear an audio announcement of the next arrivals by pushing a button.

- MAX trains have ramps that extend onto the sidewalk for easy boarding.
- There are priority seating spaces inside near the door for seniors and people with disabilities, including riders using mobility devices. (No securement is necessary.)
- An audio system on board announces the name of the next station.
- Reader boards inside the train show the name of the next station.

What is ADA Paratransit?

The Americans with Disabilities Act (ADA) was signed into federal law in 1990. It prohibits discrimination against persons with disabilities in the areas of employment, public services such as transit, public accommodations, private services, and telecommunications. The ADA requires all public transit operators to provide a service to eligible individuals whose disabilities prevent them from using lift-equipped public transit. This service, called “paratransit service,” is required by the ADA to complement fixed-route public transit service. For this reason, it operates at similar times and in similar areas as public transportation (defined by the ADA as a minimum of three-quarters of a mile on either side of existing public non-commute

fixed-route transit). The ADA also requires transit operators to establish specific eligibility criteria for users of paratransit service and that there are no trip priorities given (e.g. medical versus recreation).

TriMet's paratransit program is called LIFT. It is a shared-ride, public transportation service for people with disabilities that prevent them from using TriMet's regular bus and 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.

The ADA classifies complementary paratransit service as origin-to-destination service. The ADA allows transit agencies to establish whether, or in what circumstances, they will provide "door-to-door" service or "curb-to-curb" service. In door-to-door service, the operator offers assistance from the customer's door to the vehicle, and comparable assistance at the destination. LIFT will attempt to park the vehicle as close as possible to the destination, and the operator will escort the customer from the vehicle to the outer door of the destination if safe to do so without losing sight of their vehicle. In curb-to-curb service, assistance is not provided until the customer reaches the curb. In either case, the operator is required to assist customers to enter and exit the vehicle.

Eligibility

Eligibility Categories

A LIFT applicant's eligibility may fall into one of four categories: Conditional, Unconditional, Temporary and Visitor. These categories are defined by the ADA Title II regulations.

Unconditional Eligibility

Unconditional eligibility means that the person's disability or health condition prevents them from using fixed-route services for all trips. If an applicant receives unconditional eligibility status they will be eligible to ride with LIFT for three (3) years.

Conditional Eligibility

Conditional eligibility includes a description of certain circumstances or "conditions" when the person is unable to use fixed-route services and would qualify to use the LIFT service.

Temporary Eligibility

Temporary eligibility is determined when the person's abilities and/or limitations are expected to change within a period of time.

Visitor Eligibility

Visitors to the Portland, Oregon metropolitan area who are unable to use the accessible bus or MAX light rail because of their disabilities are eligible to use TriMet LIFT service for 21 days in a rolling 365-day period. To apply for visitor's status please have your current paratransit provider mail, fax, or email verification of your eligibility to our office. The email address for eligibility is **LIFTeligibility@trimet.org**.

If you do not have paratransit service in your home area, please submit a written statement of your disability and your contact information to our office. Once we receive the information we will contact you for any further information to complete your registration.

You will be notified by mail once your registration is complete.

LIFT customers also have the option to apply for visitor eligibility when visiting other locations where paratransit service is provided. You should first contact the local transit agency to determine what information is required for registration and where it should be sent. LIFT staff will forward your eligibility status to the transit agency you will be visiting upon your request.

Recertification for Eligibility

The maximum term of eligibility for a TriMet LIFT customer is three years. TriMet LIFT does not automatically recertify customers. TriMet LIFT will notify you by mail when you have 90 days left of eligibility. Once you receive notice that your eligibility will soon expire, you must complete and return a new application including your current health condition. Once a completed application is received, the LIFT eligibility office will call you to set up an in-person interview and assessment. A LIFT vehicle will provide free transportation to and from your appointment if needed. Customers may apply for recertification at any time.

Eligibility Appeals

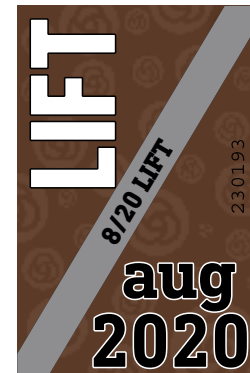
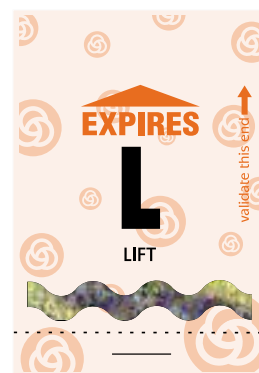
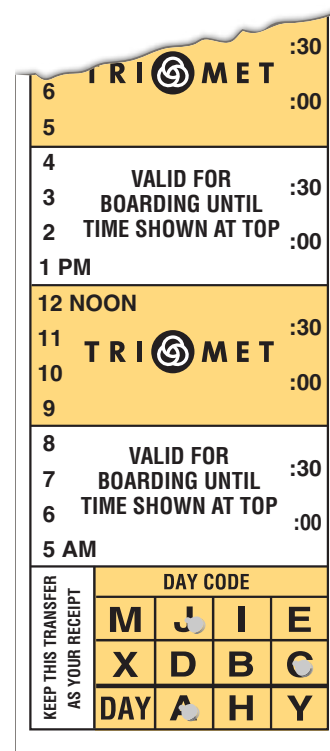
Applicants who are determined not eligible or who do not agree with the conditions established for their use of the LIFT service may request an appeal, which must be filed within 60 days from the date of the initial eligibility determination. If you have any questions about your eligibility determination, or wish to appeal, you may contact your LIFT Eligibility Coordinator as indicated in your determination letter.

Fares

Paying your Fare

Each LIFT ride costs \$2.50. Customers must pay a fare or show proof of payment when boarding. Valid fares include:

- A LIFT personalized Hop card with valid fare loaded
- Cash fare in exact change (operators cannot give change)
- One LIFT paper ticket
- Transfer ticket
- LIFT 1-Month Pass (customer must sign back of pass)
- A TriMet issued badge
- Employer-issued ID badges with a universal pass sticker
- LIFT Punch Card



LIFT **does not accept the following** as valid payment of fare:

- Honored Citizen, Adult or Youth Hop cards
- Adult, Honored Citizen or youth paper Hop tickets
- Personal checks
- Non-US currency
- Electronic credit cards such as Apple Pay or Android Pay
- Credit cards
- Personalized universal pass Hop cards (contact LIFT at **503-962-8200** to find out how to convert to a LIFT Hop card)

Notice: As of December 31, 2019, TriMet fixed-route buses and trains will no longer be accepting Adult, Honored Citizen or Youth pink foil paper tickets. TriMet LIFT will still accept LIFT pink foil paper tickets until further notice.



LIFT Fare Policy

Paying fares is an important responsibility shared by all LIFT customers, and 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 policies, accruing three (3) or more “no payments” in a calendar month is considered grounds for service suspension.

Unpaid fares of \$7.50 or greater (three trips) for a calendar month will be invoiced to all customers by the last business day of the month following the date of invoice. If fares owing are \$7.50 or greater and are presented or paid within 21 days of the date of the invoice, no service interruption will occur. Fares not paid within 21 calendar days of the invoice will result in a suspension of service in accordance with the following schedule:

- First offense (of three or more no pays) in a calendar month: 7-day service suspension
- Second offense (of three or more no pays) in two consecutive calendar months: 14-day service suspension

- Third offense (of three or more no pays) in three consecutive calendar months: 21-day service suspension.
- Subsequent offenses in four 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 there was unpaid fare for a period of multiple months the customer may still be at risk of a second suspension unless fare is paid in full. If a pattern or practice of non-payment of fare persists, service suspension(s) will be imposed in accordance with the schedule posted above. You can always call LIFT Customer Service if you are unsure if you owe on an outstanding fare.

LIFT Rides Provided by a Taxi

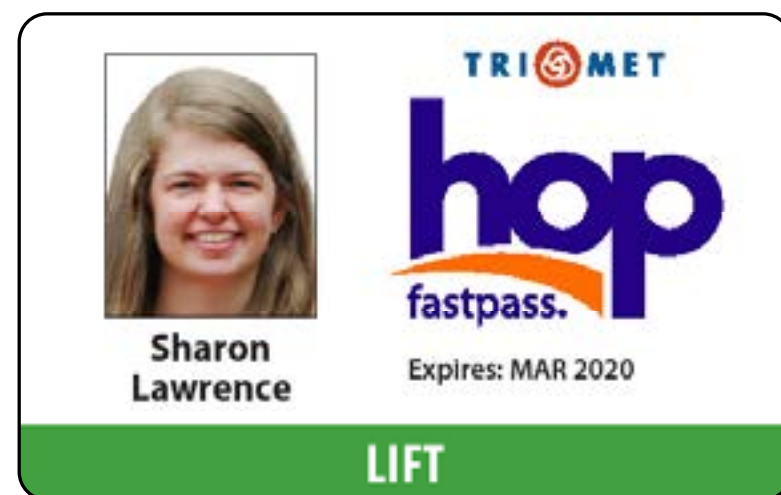
- LIFT provides some rides using taxicabs.
- You are required to pay your LIFT fare (\$2.50) even when your ride is delivered by a cab. However, **taxi drivers cannot accept your fare payment.** If you are paying your fare with a LIFT ticket, cash, check or money order, please mail your fare to LIFT, 2800 NW Nela Street, Portland, OR 97210 and either include the invoice you are paying from, so we

know which customer account to credit, or include a separate note with the customer's name, address and date of birth. If you are paying with your monthly pass, please send in your used, signed LIFT pass after the month ends.

- Failure to pay your fare for a ride delivered on a LIFT contracted taxi or private for-hire transportation provider will invoke the terms of LIFT's fare policy and your service may be suspended.
- If you tell your reservationist at the time of reserving a ride that you will be using a LIFT Hop card to pay for your trip, the cab ride will be automatically charged to your Hop card within 24 hours after the trip was performed.

Hop Fastpass® Electronic Fare

Hop Fastpass is the new way to pay with LIFT! The LIFT Hop card is personalized with your name and photo and will be mailed to each LIFT customer. When booking a trip, make sure to let the reservationist know you will be paying with your LIFT Hop card and don't forget to show



it to your operator once you board the vehicle. Your personalized LIFT Hop card also works as an Honored Citizen Hop card on fixed-route buses and trains.

You can load money onto your card online at **myhopcard.com**, at hundreds of local retail stores such as Fred Meyer and Plaid Pantry, over the phone by calling **1-844-MYHOPCARD (1-844-694-6722)**, or by visiting or calling the TriMet Ticket Office **(503-962-2424)**.

How does Hop help you?

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

Auto-Load

By visiting **myhopcard.com** you can set up the Auto-Load feature, which will automatically load funds from your credit/debit card to your Hop card if you ever get low.

Companions/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 may be scheduled if space is available. Please call LIFT the day before your scheduled ride to see if there is available space. Companions pay the regular LIFT fare and must pay using cash, a punch card or ticket. Companions cannot use a Hop card to pay their fare.

Children age seven or older pay the regular LIFT fare. Children age six or under ride free with an accompanying adult.

Service Area

Local Service

The LIFT service covers all locations that are within three-fourths of a mile of TriMet's bus, and MAX Light Rail and also 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 based on the days and hours of operation of 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 am – 2:30am 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.

Contacting LIFT

503-962-8000 is the main LIFT number, available 24 hours a day.

Oregon Relay 7-1-1

Option 1 Reservations are taken from 7 a.m. to 6 p.m. daily.

- 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 would like 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
 - Pick-up address
 - Destination address and phone number, including building name (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

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

Option 2 Customer Service is open from 8 a.m. to 5 p.m. weekdays to answer questions about service or the Customer Notification System, or help with concerns or commendations. Customer Service is not open on New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, or Christmas.

Option 3 Questions About Today's Ride, open 24/7

Option 4 LIFT Eligibility, open from 8 a.m. to 5 p.m. weekdays

1-800-621-5438 toll-free within Oregon

503-962-8200 LIFT Eligibility is open from 8 a.m. to 5 p.m. weekdays for:

- Information about the LIFT eligibility process and status of pending applications
- Information about the Committee on Accessible Transportation

Online Trip Booking and LIFT C.A.R.E.S. Customer Notification System

At TriMet LIFT we are always looking for ways to provide better service to our customers. Our two newest initiatives will help you reduce No Shows, book trips faster and get more accurate arrival times. While we now offer more ways for you to manage your trips, someone will always be available to speak to you over the phone.

Online Trip Booking

By going to the LIFT website at **trimet.org/lift**, you will find our new online trip booking feature. After creating an account you will be able to easily reserve trips, view all of your upcoming trips on a calendar, and make changes to any rides all from your computer, smartphone or tablet. For more information on how to use online web booking please visit **trimet.org/lift**

County-funded trips and customers receiving hand-to-hand service have special handling requirements and trips must continue to be booked through a reservationist or through the fax/email process.

Prior Day Trip Reminders, Cancellations, Imminent Vehicle Arrival and Estimated Time of Arrival Notifications

In the Winter of 2019, LIFT launched LIFT C.A.R.E.S., its new Customer Notification System. This new feature will help preserve the security of your personal information and provide valuable information to customers for upcoming trips on LIFT. Here are a few more features that will help you stay on top of your rides:

- Phone call reminders for your trips the next day. If you no longer need a ride and would like to cancel, just select the option to cancel your trip!
- Automatic vehicle arrival notice. You will receive a phone call letting you know when your vehicle is about 15 minutes away.
- If you are meeting a LIFT customer at their destination, you can set up an advance call for when they are within 15 minutes of arrival. A great new feature for customers receiving hand-to-hand service.
- In the event of inclement weather that impacts LIFT's ability to safely deliver service, you will receive a call notifying you of the status of LIFT service.

Fax/Email Process for Booking Trips

LIFT has a fax and/or email process that allows caregivers to book trips for multiple customers at once. Call Customer Service (**503-962-8000** option 2) to request an email link or fax be sent to you with a packet to fill out. Just return the packet via email at **liftcustomerservice@trimet.org** or fax us at **503-962-8059**. This is a great option if you want to spend less time on the phone booking trips.

Setting Your Trip Times

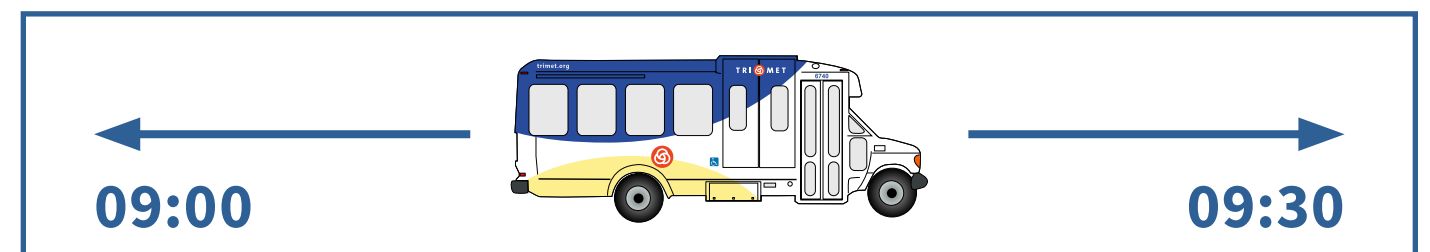
LIFT can plan your trip around either a pick-up time or an appointment time, but not both.

- Always use a pick-up time to schedule your ride unless you must arrive at the destination 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 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.

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 five minutes after arriving at the pick-up location and announcing their presence. If you have not boarded the vehicle within the five-minute period, your vehicle will leave and the trip will be considered a No-Show.



For example, if your pick-up window is between 9 a.m. and 9:30 a.m., the vehicle can arrive any time between 9 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 that benefits all customers.

Time Changes

Your scheduled pick-up time may be up to 60 minutes earlier or later than you requested in order to provide equitable service for all LIFT customers. LIFT's reservationists will 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.

Canceling, Changing Rides and No Shows

Cancel unneeded rides in advance

Cancel as **soon as possible** and more 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 helps our system run on time and avoids risking a No Show penalty.

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. 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 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

- Are prepared to board at the starting time of the pick-up window and within 5 minutes after the vehicle arrives

When there are circumstances outside of the customer's control, it is not considered a No Show. At your earliest convenience please 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 attendant or another party who didn't arrive on time to assist the customer
- Customer's appointment ran long and did not provide opportunity to cancel in a timely way
- Another party cancelled customer's appointment
- Customer's mobility aid failed
- Sudden turn for the worse in someone with a variable condition
- Adverse weather impacted customer's travel plans, precluding the customer from cancelling in a timely manner

Same-Day Trip Changes

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 policy and guidelines around permissible same-day time changes, visit trimet.org/lift and review LIFT's Same-Day Time Change Policy. No changes to pick-up or drop-off addresses are allowed for same-day trips.

Subscription/Standing Rides

What is Subscription Service?

Subscription Service is limited to customers traveling to the same place at the same time at least once a week for a minimum period of 30 days. LIFT reserves the right to restrict Subscription Service to maintain a maximum level of fifty percent (50%) capacity as required by the ADA, when there is no excess demand capacity available. Also, we require a six (6) month commitment with no known changes and customer eligibility lasting the duration of the subscription period.

How Do I Cancel My Subscription Trips?

Single subscription trips are canceled under normal cancellation procedures for customers. Return trips are not automatically cancelled. If you need to cancel multiple trips or put your subscription on hold, contact LIFT Customer Service at **503-962-8000** option 2.

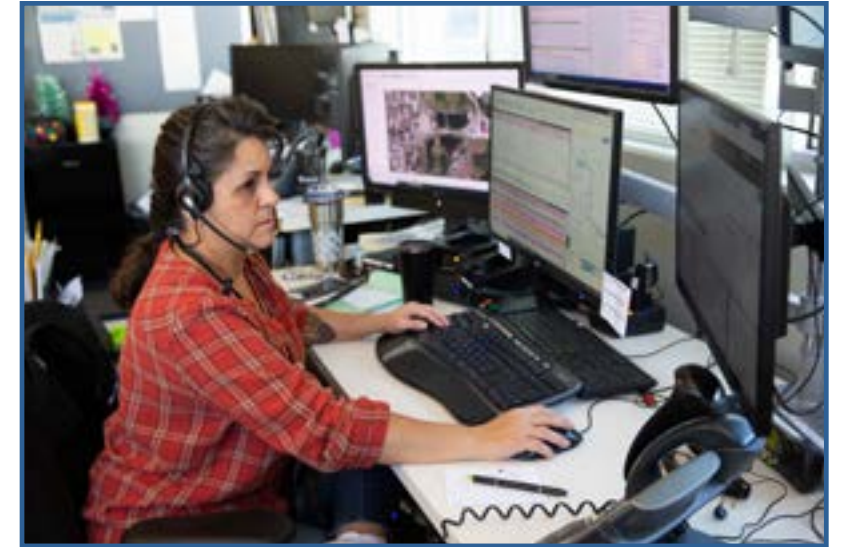
Trip Purpose Priority

Once eligible, you may use the LIFT service for any purpose so long as you are traveling within the ADA boundary of the TriMet service area. Some individuals may be certified to ride LIFT only under specific conditions or for a specified length of time based on their eligibility. TriMet does not prioritize any one trip purpose over another, and no limits are placed on the number of trips a customer may reserve.

In Case of Emergency

In the event of an accident or emergency, please remain calm and follow the operator's instructions. A customer who becomes ill, or notices another customer who may be ill, should immediately inform the operator. Because operators are not trained to provide medical assistance, they are required to notify TriMet LIFT's Central Dispatch for instruction. If there is an emergency

on board the operator will notify dispatch who will then contact emergency services on the customer's behalf. If a customer is transported by EMS to a hospital, LIFT dispatch will notify the customer's emergency contact on file. It is important to keep emergency contact information up-to-date.



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 employees, or our vehicles. On bad weather days, if LIFT service is canceled the Customer Notification System will call you and inform you of any changes to your rides. 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

Shared Rides




Paratransit is a valuable service for the members of our community who need it, but it may not work for every customer in all situations. Being a part of a shared-ride service means that customers must be flexible — sometimes you will have to wait longer than expected to be picked up, or you may be early to your destination. The goal at LIFT is to provide service that is consistent with, and comparable to, travel time on fixed-route buses or trains, including any travel time it would take to get to the stop, any transfers while on board, and travel from the final stop to the location.

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.



Customer Code of Conduct

LIFT’s goal is to provide a safe and comfortable ride. To ensure a pleasant trip for all, LIFT customers are required to follow these rules:

-  Valid and correct fare is required for each trip, at the time you board the vehicle
-  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) and on your lap or under your seat.
 - No disruptive or threatening behavior is allowed.
 - Don’t be so loud that you disturb others or distract the operator from safe operation of the vehicle.
 - Personal musical devices are allowed with headphones as long as the sound is not audible to others.
 - Proper attire, including shirts and shoes or appropriate foot coverings are required on the vehicle.

- Medication(s) and other personal belongings are the responsibility of the customer to plan for when riding LIFT.
- Maintain appropriate, reasonable personal hygiene.
- Bring a personal care attendant, if needed.
- No petting service animals without permission from the owner.
- No physical abuse of another customer or the vehicle operator.
- No discharge of bodily fluids or open wounds.
- No operating or tampering with any equipment while onboard a LIFT vehicle.
- Follow all TriMet policies regarding LIFT service.
- Follow instructions of the vehicle operator.

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.

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, with transfers. According to the Federal Transit Administration (FTA), comparable time takes into account the following criteria:

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

What if I am Late for my Scheduled Ride?

You need to be ready to leave at your scheduled pick-up time. If necessary, the operator will wait for a maximum of five minutes from their arrival inside your pick-up window. If you are not ready within the five-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 Dispatch at **503-962-8000**, and choose option 3. A LIFT dispatcher 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 **trimet.org/lift** for the full policy.

Early Pick-Ups

Sometimes your vehicle will arrive before the beginning of the 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.

Hand-to-Hand Service

As a premium service above and beyond ADA requirements, LIFT offers hand-to-hand service to customers who would be at risk if left alone at a drop-off

location. Because it is a premium service, LIFT requires customers and their caregivers to sign an accountability agreement with emergency contacts and an alternate drop-off location. The accountability agreement also details repercussions in the event that no responsible party is present to receive a customer when they reach their designated drop-off location.

LIFT Eligibility and Customer Service can provide additional information on LIFT's Hand-to-Hand Service program.

Children on LIFT

- Children under six years old must be accompanied by a responsible party.
- Strollers must be collapsed to fit between the seat and the customer. Non-collapsible strollers are prohibited.
- For safety reasons, children capable of sitting on their own must sit in a vehicle seat and not on an adult's lap.
- If you receive a cab for your trip and there is a child traveling with you who meets the height and weight requirement for a child safety seat, you must provide and secure the seat in order to receive the trip.

Children age seven or older pay the regular LIFT fare. Children age six or under ride free with an accompanying adult.



Wheelchair Size

At the initial eligibility appointment each customer's mobility device will be measured by an Eligibility Coordinator. This is to ensure the device can

safely use the vehicle lift and be properly secured by operators on board. The maximum width of a device is 30", measured handrim to handrim. The maximum length is 48", measured from the back wheel to the front of the footrests. The maximum weight with the customer on the device is 800 pounds.

Mobility Devices

Consistent with Department of Transportation regulations, TriMet will transport a mobility device with three or more wheels and its user so long as the vehicle

lift can safely accommodate the size and weight of the mobility device and its user and there is space for the mobility device on the vehicle. If for any reason you are not travelling with your pre-approved mobility device, you must contact LIFT to report the new mobility device, before reserving a ride. The same is true for all personal care attendants, guests and companions using wheelchairs or other mobility devices who accompany you on a trip.

- All vehicles used for service in LIFT are 100% ADA accessible.
- All mobility devices such as wheelchairs, scooters and Segways must be secured in the vehicle and conform to the ADA definition of a mobility device. Accessibility to LIFT vehicles will be discussed with each person during the eligibility process.
- In order to keep the aisle clear, customers are not allowed to hang bags on their mobility device.

Ensuring a Safe Ride For All

Passenger Safety

Operators will secure mobility devices and fasten seatbelts, if assistance with the seatbelt is requested, for customers in mobility devices. All customers must use seatbelts in accordance with LIFT's seatbelt policy.



Oxygen Tanks

Personal oxygen tanks may be transported on LIFT vehicles. You may bring a respirator, portable oxygen or other life-support equipment as long as it does not violate hazardous material transportation laws and can be stored on your lap or under your seat. The equipment must be small enough to fit into the vehicle and be secured. Customers should ensure that there is an adequate oxygen supply before boarding. Operators are not authorized to operate life support equipment at any time.

Operator Responsibilities

LIFT operators provide assistance in the following ways:

- 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 power lift platform to get on and off)
- Depositing your fare, if requested
- Fastening seatbelts. All of LIFT's vehicles have seatbelts installed and it is LIFT's policy for all customers to wear seatbelts while riding in a LIFT vehicle. Customers who refuse to wear a seatbelt on board the LIFT vehicle will not be transported. This policy does not apply to customers carrying a valid Oregon seatbelt exemption card. However, the seatbelt 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 the equivalent of four grocery bags. 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.

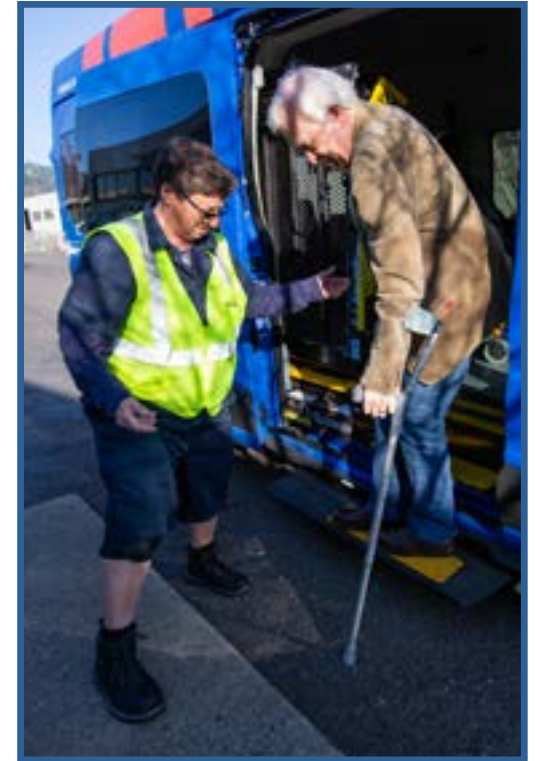
- Getting from the LIFT vehicle to the entry door or the designated stop location at your destination.
- Boarding with a mobility device:
 - All vehicle operators are trained to safely operate the lift and will secure you after boarding.
 - The operator will make all attempts to secure wheelchairs, scooters or Segways using a four-point securement system. The operator may ask the customer to transfer to a seat, as it may be difficult to safely secure the customer within the mobility device. However, it is the customer's choice whether to transfer or remain in his or her mobility device.
- Boarding while standing on the lift is allowed, but not encouraged.
- Boarding while sitting on a mobility device other than a wheelchair or scooter, such as a walker with a seat, is not allowed.

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

- guiding you to/from the vehicle, on/off the lift platform of the vehicle, and inside the vehicle,

AND

- moving you and your device up or down a single step or a curb when it is possible to do so safely.



What operators are not allowed to do:

- Operate or push your electric mobility device (for example, electric wheelchair or scooter)
- Operate or push your equipment or collapsible cart up or down stairs or steep inclines
- Enter your home
- Lift or carry customers
- Secure child safety systems in the vehicle or children into such systems

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

If you need additional assistance, beyond that which 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.



Operator Uniforms and Identification

TriMet LIFT operators wear uniforms bearing the name “First Transit” on the shirt, jacket, and/or cap, and wear an identification

badge with their name and photo. Operators will greet each passenger, confirm the passenger’s name and destination for each scheduled pick-up.

Customer Responsibilities

All LIFT riders are responsible for doing their part in helping TriMet provide safe, reliable, and efficient service. Here are some ways that riders and others who arrange for service can help.

Have valid fare, proof of payment

Show proof of payment when you board: exact change (operators cannot give change), ticket, punch card or LIFT Hop card or pass.

Cancel unneeded rides in advance

Cancel **as soon as possible** and more 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. Cancelling in advance saves resources and avoids you being counted as a No Show.

Riders can prevent No Show situations when they:

- Review dates, times, and addresses with the reservationist to be sure 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
- Are prepared to board at the starting time of the pick-up window and within five (5) minutes after the vehicle arrives

When there are circumstances outside of the rider's control, it is not considered a No Show. Speak to LIFT Customer Service to see if the No Show is valid.

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. Being ready to go helps LIFT stay on time. 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 seatbelts

Operators will secure mobility devices and fasten seatbelts, if assistance with the seatbelt is requested, for riders in mobility devices. All riders must use seatbelts.

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.
- While onboard 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 required for medical needs.

Vehicles



LIFT has several different vehicle types customers should be on the lookout for when taking a trip. There are large cutaway buses, slightly smaller buses and Transit vans. These LIFT vehicles all have a large TriMet logo and consistent blue and/or white coloring.

LIFT also provides some trips using taxicabs. 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 just as a LIFT operator would.

Customer Conditions

Many paratransit customers are able to ride independently without any issues. However, some of our customers have conditions that require more assistance. If this is the case for you, we recommend you bring someone along as a Personal Care Attendant (PCA). This individual can be anyone from a caregiver to a friend who will assist you during your trip. Operators do not provide the assistance of a PCA.

Dangerous Behavior

Dangerous behavior is defined as any threat or action that could cause direct or indirect physical harm to the operator, vehicle or other passenger(s).

Physical abuse is defined as any action that may cause direct or indirect physical harm to a passenger, operator, or TriMet LIFT staff.

If an incident of dangerous behavior occurs, TriMet LIFT will open an investigation. All LIFT vehicles are equipped with audio and video recording devices. TriMet LIFT staff will review all evidence and make a decision based on

the merits of what the investigation uncovers. Penalties for customers can range from a formal warning letter to permanent suspension from TriMet LIFT service.

Verbal abuse is considered as any oral presentation that is offensive to a passenger, operator, or TriMet LIFT staff. The penalty will range from a warning letter to temporary suspension from TriMet LIFT service.

Please visit trimet.org/lift for the full text of TriMet LIFT customer behavior and conduct policy.

Disciplinary Process

TriMet LIFT does not discriminate on any basis in providing its services to eligible riders. Under ADA regulations, however, TriMet may refuse or suspend LIFT service to individuals who engage in violent, seriously disruptive, or illegal conduct.

The LIFT disciplinary process generally progresses from warnings to suspension. Unless the behavior is a direct threat, the customer will receive a written warning or notice of suspension with an explanation of the violation. If the behavior continues unchanged, TriMet LIFT will notify the customer of a progressive service suspension. Any step in this process may be bypassed should the behavior warrant doing so. For instance,

suspensions can be immediate when the behavior is illegal or potentially compromises the safety of our operator, other customers, or our equipment.

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 Suspension Policy,” and a copy will be included with the suspension letter. The document is also available by calling LIFT Customer Service at **503-962-8000** option 2, or from TriMet’s website, **trimet.org/lift**.

Incontinence Issues

Incontinence issues have a significant impact on our ability to provide reliable service. Customers will receive an immediate service suspension when this type of issue occurs. A LIFT staff member will call you after we get a report that an incident occurred. Our staff members will talk with you about ways to prevent future issues from occurring. Once our staff feels that proper precautions are being taken, they may remove the service suspension.

TriMet LIFT vehicles are not permitted to make stops along your scheduled route of travel to allow you to use a restroom. Please make the proper precautions prior to

departure to ensure you will be able to make your entire trip without incident.

No Show Policy

As prescribed by the ADA, customers may be suspended from paratransit service when they show a “pattern and practice” of No Shows, which occurs when:

Three or more no-shows occur in a given month that exceed 10 percent of scheduled trips,

AND

The reason for the No Show/Late Cancellation was NOT beyond the customer’s control.

For example: A customer books 20 trips in a 30-day period and misses three trips. This customer will have a pattern and practice of No Shows because (a) the customer had three No Shows, and (b) those No Shows represent 15% of the total trips booked.

For the full text of LIFT’s No Show policy, please visit our website at **trimet.org/lift**.

Consequences for Pattern and Practice of No Shows

1st Violation Letter of Warning

2nd Violation 7-Day Suspension

3rd Violation 14-Day Suspension & Loss of Subscription Service

4th Violation 30-Day Suspension & Loss of Subscription Service

A “Violation” equates to three or more No Shows in a given month that exceed 10 percent of scheduled trips.

Violation history covers a 12-month floating period.

General Policies

Service Animals

Service animals are permitted on LIFT vehicles consistent with the Americans with Disabilities Act and as provided under TriMet guidelines. The use of a service animal must be identified at the time of your eligibility

assessment. A service animal is defined as an animal that is individually trained to perform a specific task for a person with a disability. Service animals include, but are not limited to, animals that guide individuals who are visually impaired, that alert individuals with hearing disabilities, that pull wheelchairs or carry and pick up things for persons with mobility disabilities, that assist a person who has difficulties with balance, or that alert an individual of an oncoming seizure. Service animals must sit on the floor or on the passenger’s lap. They may not occupy a passenger seat.

Pet/Comfort Animals

Small pets and other non-service animals may be carried on LIFT vehicles only in properly secured containers or carriers (no pet strollers). You are responsible for loading and securing the containers in LIFT vehicles. Operators are not permitted to assist in carrying the animal carrier/container.

Packages/Parcels

The operator may help you load and unload your bags and packages if they can do so safely in one trip to your door.

What You Can Bring on the Vehicle

You can bring a limited number of packages — the equivalent of two paper grocery bags (13” wide x 7” deep x 17” tall) or four plastic grocery 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 cannot be secured in a safe manner can be a safety risk and are not allowed. Packages that you can't carry-on your lap will be secured by the driver.

Carry-on packages are limited whether or not the operator assists you.

What You Cannot Bring on the Vehicle

Don't bring packages that you cannot keep control of during your ride. This includes packages that are larger than the equivalent of two paper grocery bags or four

plastic grocery bags, or that weigh more than 25 pounds in total. Examples of packages we do not transport: More than two pieces of luggage per rider, flammables, and uncovered glass or sharp objects.

Collapsible Carts

Customers may bring a personal two- or four-wheeled collapsible cart. The contents must be contained within the cart and items are not to extend beyond the basket of the cart or items 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.

Luggage

Due to space limitations, each eligible LIFT customer, PCA and/or companion may take two pieces of luggage plus a carry-on bag. Operators are not able to handle any luggage, so be sure to make any necessary arrangements for assistance. Please notify the reservations agent that you will have luggage when you schedule your trip.

Committee on Accessible Transportation

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.

CAT meets the third Wednesday of January, March, May, July, September, and November. Meeting dates, times and, locations can be found at trimet.org/cat.

Travel Training

We offer help to customers 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 **503-226-7000**. Oregon Relay users please call 7-1-1.

Appendix A: Americans with Disabilities Act

TriMet ADA Title II Policy Statement

The Americans with Disabilities Act, Title II, states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity.” At TriMet, we are committed to complying with the requirements of Title II of the ADA in all of its programs, services, benefits, and activities.

Submitting a Title II Grievance

All grievances concerning discrimination in provision or accessibility of TriMet programs, services, benefits or activities, or about a response to a request for accommodation or modification of programs, services, benefits or activities, should be submitted to TriMet. A formal grievance may be submitted by any of the following methods:

Phone: 503-962-4815

Email: adaofficer@trimet.org

Mail: TriMet

ADA Officer

1800 SW 1st Ave., Suite 300

Portland, OR 97201

The grievance should be submitted as soon as possible and no later than sixty (60) days following the actions upon which it is based. The grievance must describe the facts, including, if applicable, the date, time and location of the actions that are the subject of the grievance, and must state the requested remedy. Persons submitting grievances must include their name, address, telephone number and an email address, if one is available.

Within fifteen (15) calendar days after receipt of the grievance, the ADA Compliance Officer, or his/her designee, shall meet with the person making the grievance to discuss the grievance, gather additional information and identify possible resolutions.

Within twenty-one (21) calendar days following the meeting, the ADA Compliance Officer or designee shall respond to the grievance in written or other accessible format. The response shall explain TriMet's conclusions regarding the allocations made by the person who made the grievance and, if appropriate, suggest options for resolving the grievance.

Review of Grievance Request

The person making the grievance may request review of the grievance if she/he is dissatisfied with the ADA Compliance Officer's response or proposed resolutions. Review requests must be made within fifteen (15) calendar days from the date of the ADA Compliance Officer's response and may be submitted by any of the following methods:

Phone: 503-962-4831

Fax: 503-962-6451

Mail: TriMet Office of the General Manager

Attn: ADA Grievance Review Request

4012 SE 17th Avenue, Portland, OR 97202

Within twenty-one (21) calendar days after receipt of the review request, the General Manager, or his/her designee, shall either respond to the grievance in written or other accessible format or will contact the person making the grievance to obtain any necessary additional information. If additional information from the person who made the grievance is requested, the General Manager or designee shall provide a response to the grievance within seven (7) days following receipt of the additional information.

All grievances and grievance review requests submitted to the ADA Compliance Officer in written, electronic or recorded format, as well as responses thereto, will be retained by TriMet for at least (3) three years.

Appendix B: Title VI of the Civil Rights Act of 1965

Title VI Non-Discrimination Policy

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance”

Furthermore, TriMet LIFT has adopted policies that promote equal access and quality service to all our customers. TriMet LIFT does not discriminate on the basis of disability in admission or access to its programs, services, or activities; in treatment of individuals with disabilities; or in any aspect of LIFT operations.

If you have reason to believe that a customer may need auxiliary aids and services to access a LIFT program, service, or activity, advise the person that such assistance will be provided when appropriate and will be free of charge.

This offer and advice must also be made when a customer, due to a visual, hearing or speech impairment, requests an auxiliary aid or service for self (or on behalf of any other qualified individual) in seeking access to LIFT services.

TriMet is committed to complying with the requirements of Title VI in all of its federally funded programs and activities. To request additional information on our Title VI nondiscrimination requirements, call us at **503-238-7433** (Oregon Relay 7-1-1) or send us an email at **administration@trimet.org**.

Book and manage your LIFT trips online at trimet.org/lift

Contact LIFT

503-962-3434

LIFT C.A.R.E.S. Automated Trip Status and Cancellation Line 24 hours, daily

503-962-8000

Oregon Relay 7-1-1

LIFT Office 24 hours, daily

Option 1 Reservations 7 a.m. – 6 p.m. daily

Option 2 Customer Service 8 a.m. – 5 p.m. weekdays

Option 3 Questions About Today's Ride 24 hours, daily

Option 4 LIFT Eligibility 8 a.m. – 5 p.m. weekdays

Available in other formats • **503-962-8000**

For language assistance call • Si necesita 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 • မှတ်တမ်းတိုက်ခတ်မှုများအတွက် • Pentru asistență în mai multe limbi apelați • Для отримання послуг перекладача зателефонуйте • للمساعدة اللغوية، يُرجى الاتصال على • Para sa Tulong ng Tawag sa Wika • 特定言語でのヘルプが必要な場合は、にお電話ください • شماره تماس پشتيبان زبان

