

LIFT Rider's Guide

April 2026



Disclaimer

The information in this booklet is subject to change. Electronic copies of this document can be found online at **trimet.org/lift**. The most recent policies, guides, fares and other program updates are maintained on TriMet LIFT's website.

Local Service

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

Service Hours

All locations inside the TriMet service district boundary are served by LIFT based on the days and hours of operation of TriMet fixed-route buses and trains in the same area as your trip's origin and destination. Your reservationist will let you know if a requested pick-up or drop-off is outside the current days and times of service offered.

Shared Rides

TriMet's LIFT paratransit service is a "shared ride"

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because it groups multiple riders on the same vehicle, consolidating trips by picking up and dropping off different passengers along the route. This sharing allows for efficient, coordinated trips but means riders might experience longer travel times or deviations along the route for other customers. Indeed, the vehicle will likely make several stops to pick up and drop off other customers while you are on board. Riders should not expect a direct trip to their destination.

Trip Length

Travel time on board the vehicle will vary, depending on trip distance, time of day and stops made to accommodate other customers during the trip. Travel time on paratransit is comparable to the amount of time it would take to make the same trip using TriMet's buses and trains, including transfers, with the exception that commuter rail is excluded from the comparability requirement. According to the Federal Transit Administration (FTA), comparable time includes the following:

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

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Online

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

By app

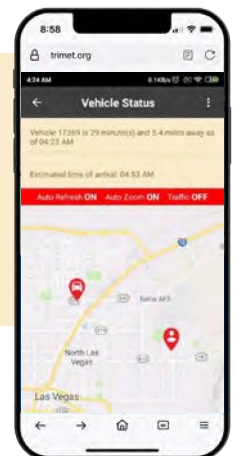


Download the My Transit Manager app from the App Store or Google Play. My Transit Manager provides text updates of your trip status, including the imminent arrival of your vehicle, your vehicle arrival time, if your vehicle is running late and more. Contact Customer Service to learn more.

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

Estimated time of arrival: 04:53 AM

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



Oregon Relay 711

The 711-telephone relay number connects standard (voice) telephone users with people who are deaf, hard of hearing, deaf-blind and/or speech-disabled and who use text telephones

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(TTYs). Relay users can simply dial **711** to connect with Oregon Relay. This allows easier access, particularly for less experienced relay users, such as businesses or friends and family of TTY users.

By phone

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

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

503-962-8000

Reservations - option 1

Reservations are taken from 9 a.m. to 5 p.m. Monday through Friday and 10 a.m. to 5 p.m. on Saturday and Sunday. Reservations must be made by 5 p.m. the day before your scheduled trip.

When calling to reserve a ride, please have the following information ready:

- Customer account number or last name, first name and phone number

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- Day and date of the ride you would like to reserve or cancel
- Pick-up address
- Destination address, phone number and building name.
- Your preferred pick-up time; or
- Your appointment time, if needed
- Any additional information about your trip, such as whether you will require assistance to get from the door or your origin location to the vehicle, whether you use a wheelchair, scooter or other mobility aid, whether you need to board using the power lift or if a Personal Care Attendant (PCA) or another companion(s) will travel with you.

Customer Service - option 2

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

Customer Service Email: LIFT@trimet.org

Questions about today's ride - option 3

Open 24 hours a day, 7 days a week

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TriMet LIFT Eligibility - option 4

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

- Information about the LIFT eligibility process and the status of pending applications
- Applications for LIFT eligibility are available online to complete and submit at **trimet.org/lift/application**

Cancel unneeded rides in advance

Cancel as soon as possible and *more than* one (1) hour before the scheduled pick-up window to avoid a No-Show. If you have scheduled a return trip that you no longer need, be sure to cancel that, as well.

No-shows

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

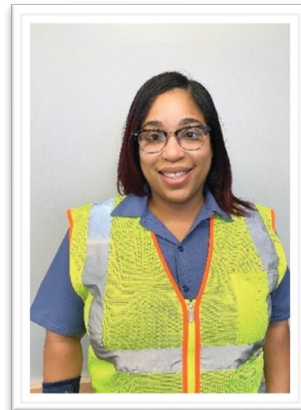
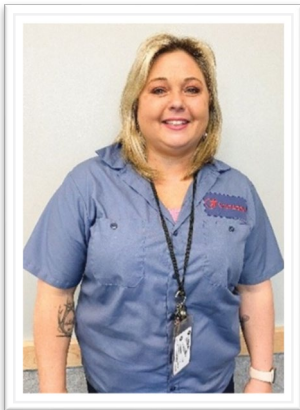
- There has been no call by the customer to cancel the scheduled trip 61 minutes or more before the pick-up window, and
- The vehicle arrives at the scheduled pick-up location within the 30-minute pick-up window, and
- The operator cannot locate the customer within 5 minutes.

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Customers can prevent No-Show situations when they:

- Cancel at least 61 minutes in advance of the scheduled pick-up time.
- Be prepared to board at the starting time of the pick-up window and **within 5 minutes** after the vehicle arrives.

When there are circumstances outside of the customer's control, it may not be considered a No-Show. At your earliest convenience, call LIFT Customer Service to see if the No-Show is able to be excused.



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

Operator uniforms and identification

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

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Customer Responsibilities

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

- **Be ready at the outermost door or curb at pickup time**
- **Valid and correct fare is required** for each trip when you board the vehicle.
- **Keep your pet in a closed carrier (except service animals)**, on your lap or under your seat. Animals are not allowed to sit on vehicle seats and must be under the control of the handler at all times.
- **Make sure your wheelchair or scooter is in good working order.**
- **Provide an accessible pathway** to the entrance of your residence.
- For your safety, it is recommended that **passengers using three- or four-wheeled scooters transfer to a fixed seat when possible.** Scooter-type mobility devices are top-heavy, with a high center of gravity that may become unstable during transport, as they are not designed to carry a rider while being transported on a vehicle, and are likely to tip.

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- **All customers must use seat belts per the LIFT seat belt policy.**
- **The rider must carry and secure child safety seats** for any children traveling with the rider, required by law to utilize a safety seat.
- You can bring a limited number of packages that you are responsible for carrying and stowing on your lap or under your seat. **Operators are not permitted to assist with any personal items, packages, or parcels.** Items may not block aisles or emergency exits, or leak, contain hazardous, unsafe or weapon items.
- **Customers may bring a personal 2- or 4-wheeled collapsible cart that is no larger than 30” tall x 18” wide x 18” deep.** Customers are required to include the cart in their reservation information.
- **Follow all TriMet policies regarding LIFT service. Policies can be found on trimet.org/lift/policies**
- **Follow the instructions of the vehicle operator.** Failure to follow reasonable directions from the operator may result in service suspension.

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

Operator Responsibilities

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

- **Origin to Destination service.** TriMet LIFT's standard service level is **Curb-to-Curb**. This means the operator provides assistance only between the curb/sidewalk adjacent to the LIFT vehicle and the vehicle itself, up to 10 feet. Operators will not knock on doors or enter onto private property. Customers need to meet the vehicle at the curb when it arrives.
- For customers who are not able to independently navigate to the curb, TriMet LIFT will provide **Door-to-Door** service upon request, which includes assistance between the outermost exterior door of a building and the LIFT vehicle while maintaining line of sight of the vehicle, **up to 100 feet, unless** providing such access would be unsafe or a fundamental alteration of the service. This service level includes the following: escorting, steady support, and helping customers navigate along a safe, ADA-compliant path.

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- **Announcing their arrival.** For customers receiving Door-to-Door service, when possible, the operator will knock on the customer's door when they arrive; for customers receiving curb-to-curb service, the operator will announce their arrival within 10 feet of the vehicle. Customers are encouraged to sign up to receive text or phone notifications to ensure you are aware of the vehicle's arrival.
- **Wait five minutes after arrival,** inside the trip pick-up "window" before declaring the rider a "No Show".
- **Escorting up or down no more than five stairs.** LIFT operators are able to assist customers with limited physical support, up or down five or fewer stairs, as long as they can still maintain effective control of the vehicle.
- Operators must maintain **effective control** of their vehicle which includes having continuous situational awareness and immediate access to the vehicle; maintaining line-of-sight with vehicle at all times; the ability to intervene in the event of a safety concern; and avoiding locations where control is compromised.

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- **Provide limited Physical Support**

Light, brief physical contact provided by Operators to customers to aid with balance, climbing steps, or walking between the vehicle and the outermost exterior door of their pick-up or destination location while passenger maintains independent control.

Acceptable examples:

- Offering an elbow
- Offering a light hand on forearm/upper arm
- Offering a guiding touch for step/curb/threshold
- Open hand behind passenger (no pushing)

- **Helping customers get in and out of the vehicle.** If you are unable to use the bus steps, you may stand on the power lift platform to enter and exit the vehicle.

- **Collecting legally required fare.** Operators are unable to make change. If paying with cash, please have the exact amount ready.

- **Fastening seat belts.** All LIFT vehicles have seat belts installed, and it is LIFT policy for all customers to wear seat belts while riding in a LIFT vehicle. Customers who refuse to wear a seat belt on board the LIFT vehicle will not be transported. This policy does not apply to customers carrying a valid Oregon seat belt exemption card. The seat belt exemption

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must be on file with LIFT (contact LIFT Customer Service) and must also be carried by the customer.

- **Boarding with a mobility device.**
 - All vehicle operators are trained to safely operate the vehicle lift mechanism and will secure you and your device after boarding.
 - The operator will make all attempts to secure wheelchairs, scooters or Segways using a four-point securement system.
- By request, LIFT operators will assist customers with **manual mobility devices** by:
 - Moving you and your manual device up or down an ADA-compliant ramp, single step or curb when it is possible to do so safely, and
 - Guiding you to and from the vehicle and on/off the lift platform of the vehicle

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

- Provide Personal Care Attendant-level services.
- Accept tips.
- Operators may not perform upper-floor, elevator or other through-door service, including entering a private home or interior doors.

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- Operate or push your powered mobility device (such as an electric wheelchair or scooter) if it is not operational.
- Lock or unlock private doors.
- Lose sight of their vehicle.
- Escort a customer more than 100 feet from the vehicle.
- Assist, escort or traverse more than five stairs.
- Operate or push your equipment or collapsible cart up or down stairs or steep (non-ADA compliant) inclines
- Secure child safety systems in vehicles or children into such systems
- Assist or escort designated PCAs, operators will only assist the LIFT rider who booked the trip
- Carry or handle pets or service animals (whether in a carrier or on a leash)
- Carry your personal items (backpacks, purses, briefcases, etc.)
- Lift or carry a customer or their possessions
- Bear customer weight during escort
- Pull or push ambulatory passengers
- Provide medical assistance
- Assist a rider in walking if they cannot ambulate independently

Operators are trained not to perform these

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activities. Please do not make these requests of your operator.

If you need additional assistance beyond what is listed above, you may bring a Personal Care Attendant (PCA) with you on the trip free of charge.

Riding TriMet LIFT

LIFT service vehicles

LIFT has several different vehicle types. There are large cutaway buses, as well as slightly smaller buses and Transit vans. These LIFT vehicles all have a large TriMet logo and blue and orange or white coloring.



Newer LIFT vehicles are blue with orange stripes and say “TriMet LIFT” on each side and the rear door.



Earlier LIFT vehicles are mostly white with blue and yellow trim

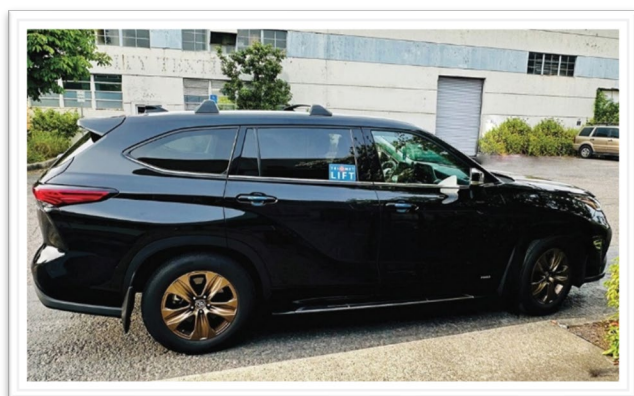
Riding TriMet LIFT

Supplemental Service Vehicles

LIFT also provides some trips using taxicabs and supplemental providers.

There are two types of vehicles that a customer may encounter: sedan-style vehicles for ambulatory customers and a ramp-equipped minivan for customers using mobility devices. All vehicles have their company name prominently displayed. Contracted drivers are trained to announce their presence and provide the same assistance as a LIFT operator.

These vehicles have a TriMet LIFT decal on the front passenger door or a TriMet LIFT sticker on



Supplemental vehicle providers show the TriMet LIFT decal the passenger side rear window and vehicle rear window, as pictured below.

TriMet LIFT Contacts

Manage trips online

Book and cancel trips any time at trimet.org/lift

Contact LIFT

For help with booking, language assistance and more,

call 503-962-8000.

Reservations – option 1

9 a.m.–5 p.m. weekdays

10 a.m.–5 p.m. weekends

Customer service - option 2

9:00 a.m.–5 p.m. weekdays

Questions about today's ride - option 3

Available 24/7

Eligibility - option 4

8 a.m.–5 p.m. weekdays

TTY 711

Non-urgent translation is available.

For language assistance

Si necesita interprete, llame al Núm

cần trợ giúp về thông dịch xin gọi

如需语言帮助请致电

Для службы языковой поддержки

언어 통역이 필요하시면, 으로 전화 하시면 됩니다

503-962-8000.

