



TriMet LIFT Eligibility Process and Application Instructions

We appreciate your interest in applying for ADA Paratransit services through TriMet LIFT. We want to ensure you have complete information about the ADA Paratransit Certification Process before you proceed with the application.

To assist you in learning about the program, we are providing information in this letter that outlines the details of the ADA Paratransit Certification application process, in-person interview and assessment.

Points to consider before scheduling an in-person appointment:

Who Is Eligible For TriMet LIFT Service?

The TriMet LIFT service provides transportation to people who are eligible under the strict standards of the Americans with Disabilities Act (ADA), in wheelchair accessible vehicles and with vehicle operators who are trained to support riders with a variety of disabilities.

The ADA is a federal law that requires transportation to be provided for people when their disability, in combination with their functional abilities, prevents them from accessing or using regular buses and trains.

Requirements for LIFT Eligibility:

The ADA includes two requirements to be eligible for LIFT service:

1. you must have a disability, and
2. your disability must prevent you from accessing or using regular bus and/or MAX light rail services on your own, either some or all of the time.

The eligibility decision is based solely on your ability to use TriMet's regular bus and/or MAX services, considering your most limiting conditions presented by your disability and the environment.

How is Eligibility Determined?

The TriMet LIFT eligibility process includes:

1. Submission of a completed application
 - a) Answer all questions completely and to the best of your ability.
 - b) Be sure to sign the application in Part F on Page 4. Incomplete and/or unsigned applications may be returned to you.
 - c) Return the completed application by:
 - submitting the [online application](#) form directly,
 - scanning and emailing the completed application to LIFTEligibility@Trimet.org,
 - By mail to:
TriMet LIFT Eligibility
c/o TriMet Jan Campbell Transit Mobility Center
710 NE Holladay Street, Suite 100
Portland, OR 97232
 - Or you may also fax the application to 503-962-8229
2. An in-person interview with a TriMet LIFT Eligibility Coordinator (which may include professional verification of disability).
 - a) At the interview, the Eligibility Coordinator will review the completed application with you and discuss your travel abilities and limitations in more detail. This information will help the Eligibility Coordinator to identify the best mobility options for you based on your functional and/or cognitive abilities.
 - b) The interview will take approximately 30 minutes. At the end of the interview, the Eligibility Coordinator will determine if a functional ability assessment is required.
 - You may be asked to complete an assessment of your functional abilities immediately following the interview. The assessment is designed to help determine whether you have the ability to navigate the built environment and transit infrastructure related to travel on buses and trains and if so, under what circumstances.

- The functional assessment will consist of demonstrating your abilities on a simulated transit course that includes slopes, inclines, negotiating a curb, curb cut, and crossing the street. Skills evaluated also include balance, strength, coordination and range of motion.
 - The assessment may also include a walk outside in the neighborhood and/or a short trip on bus or MAX train. Please dress appropriately for the weather.
 - The Functional Assessment of Cognitive Transit Skills (FACTS) may be administered to applicants with cognitive disabilities. This assessment tool uses a set of photos of a simulated bus trip to assess a person's transit skills including bus travel, community safety and general orientation.
- c) If you will require a non-English language interpreter at the interview, please indicate your language on the application form. A third-party interpreter will be provided at no cost to you.
4. After your application has been reviewed, you will be contacted by phone by LIFT staff to schedule your appointment for the in-person evaluation. This usually take 1-2 days after receipt of your completed application.

Questions? Please call the LIFT office at 503-962-8200, option 4 or TTY at 503-962-8058, 8 a.m. – 5 p.m., Monday through Friday. Materials are available in large print and other alternative formats to meet the communication needs of each applicant. Assistance for applicants who do not speak English is also available at no charge to the applicant.

Personal Care Assistance

If you require personal assistance in any daily life functions including using the bathroom, you will need to have someone accompany you to the evaluation to provide this assistance. **TriMet staff is not trained and is unable to assist you with personal care issues.**

Depending on the time of day for your appointment, you may also want to bring a light snack with you and any required medications.

Mobility Equipment

Please bring the mobility equipment you will use on LIFT and/or in your daily mobility (i.e. wheelchair, scooter, walker, cane, etc.).

Transportation to the Evaluation

LIFT eligibility evaluations take place at the Jan Campbell Transit Mobility Center at 710 NE Holladay Street, Suite 110, Portland, OR 97232, in the Lloyd District.

The Mobility Center is located on the MAX Green, Red and Blue lines at the 7th and Holladay MAX stop. If you cannot access MAX, LIFT will provide transportation for your trips to and from the evaluation at no charge to you if necessary. This location is also served by several bus routes and there is parking available on-street at your cost.

If you require transportation to the in-person interview, when we call to schedule your in-person interview, the scheduler will arrange your transportation.

Notice of Eligibility Determination

You will be notified of the eligibility determination by letter within 21 days after completion of the evaluation process (although most applicants will receive notification within 7-10 days). If you are eligible, you will also receive a *LIFT Rider's Guide* with information about how to use the service, along with your personalized LIFT Hop card that can be used to pay for travel on LIFT, as well as fixed route buses and trains. You will also receive instructions on how to load money to your hop card and monitor your balance so you have sufficient funds on your hop card when you travel.

Appeals Process

If you have any questions about your eligibility determination, you may contact your LIFT Eligibility Coordinator as indicated in the letter to review his or her decision.

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 65 days from the date of the initial eligibility determination. Information on how to request an appeal will be included with the eligibility determination letter.