



In response to your inquiry,

Thank you for your interest regarding eligibility to use TriMet's LIFT transportation program for persons with disabilities.

If you are not currently a customer of TriMet, you may find it interesting that a majority of seniors and persons with disabilities find they can use TriMet's regular bus and MAX services and choose these services for safe, convenient, and independent travel. TriMet's fully accessible bus and MAX services provide more than 9 million trips for seniors and/or people with disabilities each year.

In the information that follows, you will learn more about TriMet's bus and MAX service. If you are still uncertain whether you can use these services, information is available on the website about program services that support and assist people to better understand their transportation options.

The application must be complete before it is processed, so we encourage you to carefully review the instructions. Once the application is complete, an eligibility determination will be made within 21 days and you will receive notification by letter.

Please call the LIFT office at 503-802-8200 if you have questions or need assistance concerning an eligibility application. Thank you.

Sincerely,
Debra Maercklein
Director, TriMet Accessible Transportation Program



1. Your First Choice - Use regular TriMet Bus and MAX if possible

All TriMet buses and MAX trains are accessible, with lifts or ramps that accommodate persons who cannot use steps including persons who use wheelchairs and scooters. Bus and MAX is the preferred way to get around for many seniors and people with disabilities. Check the brochure “*TriMet is your ticket to freedom and independence*” at trimet.org/pdfs/lift/access.pdf for information on how all TriMet vehicles and services are accessible.

RideWise, a program of Ride Connection in partnership with TriMet, offers free personal assistance in finding all of your transportation choices and in learning to ride regular buses and MAX trains. *RideWise* can also let you know about other transportation services that may be available in your community. Check the *RideWise* information at trimet.org/access for more information, and call 503-226-0700 to find out more.

2. Your Second Choice - If your disability prevents use of Bus or MAX, then complete a LIFT eligibility application

The ADA sets forth two requirements for LIFT eligibility:

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

The basis for the eligibility decision is each person’s ability to use TriMet’s regular bus and/or MAX services.

LIFT eligibility is not based on :

- age alone
- a disability or medical diagnosis by itself
- a lack of TriMet bus or MAX service in an area
- an inability to drive

LIFT eligibility may be granted upon the following basis:

- Unconditional (the person may use LIFT service for all trips)
- Conditional (the person may use LIFT service under some conditions for some trips)
- Temporary (the person may have conditional/unconditional eligibility for a defined period of time because limitations are expected to change)



Questions and Answers About LIFT and Eligibility

What is TriMet's LIFT service?

The TriMet LIFT service provides "ADA paratransit" transportation to persons who are certified as eligible under the standards of the Americans with Disabilities Act (ADA). The ADA is a federal law that requires "paratransit" transportation be provided for persons when their disability prevents them from using regular public transportation. LIFT service meets and exceeds ADA requirements. LIFT operates during the same hours and covers the same geographic area as regular TriMet bus and MAX services

How does LIFT operate?

LIFT uses a fleet of small buses, sedans and taxis. All LIFT rides are scheduled by advance reservation. Service is from the door or designated curbside stop at the pickup location to the door or curbside stop at the destination.

LIFT is another form of TriMet's public transportation. Several customers share the vehicle and vehicles travel in several directions and make stops to serve other riders. Travel times vary depending upon trip distance, traffic conditions, and other customers being served. As public transportation, LIFT is not intended to serve all transportation needs of people with disabilities.

What is a disability?

The ADA law defines disability as "a physical or mental impairment that substantially limits one or more major life activities." Impairments may be due to a health condition. Major life activities means functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working. A disability may be permanent or temporary.

I am able to use regular bus and/or MAX service sometimes, but not other times. Is LIFT eligibility possible under these circumstances?

Yes, a person may be eligible for LIFT if their disability prevents them from using bus and MAX some of the time or to go to some destinations. Eligibility is based on the most limiting conditions presented by the person's disability and the environment. Persons who are eligible for LIFT are strongly encouraged to choose bus and MAX for trips when possible.



LIFT Eligibility Application

Instructions

- STEP 1 Read the introductory information about the TriMet and *RideWise* services included with the application.
- STEP 2 Complete (or have a representative complete) the application if you feel you qualify for the LIFT service.
- STEP 3 Answer all questions completely.
- STEP 4 Sign the application in Part I on Page 8 and complete and sign the attached Medical Release form. If a representative has completed the application for you, their signature is required in Part I. **Incomplete and/or unsigned applications will be returned to the applicant.**
- STEP 5 Return the completed application to:
TriMet LIFT Program
2800 NW Nela Street
Portland, OR 97210
- STEP 6 After we have reviewed your application, we may need to gather more information. You may be:
- contacted by phone to discuss your application
 - asked to participate in an in-person interview
 - asked to participate in a functional assessment
- Your health professional may also be contacted to provide more information about your disability.

If you have any questions, please call the LIFT office at 503-802-8200 or TTY at 503-802-8058, 8 a.m.-5 p.m., Monday through Friday. These materials are available in large print and other alternative formats. Assistance for non-English applicants is also available.



For TriMet use only

Application for TriMet LIFT service

General Information: Please read carefully. All questions must be Answered. Incomplete or unsigned applications will be returned.

PART A. Personal Information

Name: Last _____ First _____ Middle _____

Home address: _____ Apt. No: _____

Name of facility or apartment building: _____

City : _____ State: _____ ZIP: _____

Mailing address if different: _____ Apt. No: _____

City: _____ State: _____ ZIP: _____

Telephone Number(s):

Home: _____ - _____ - _____ Other: _____ - _____ - _____

Date of birth: _____ Male Female

PART B. Contact Person

Emergency Contact Person: _____

Relationship to Applicant: _____

Emergency Number(s):

Primary: _____ Other: _____

You may list additional emergency contacts on an additional sheet.

PART C: Tell us about your use of TriMet's regular bus and/or MAX service.

1. Have you used regular TriMet buses or MAX trains?

- Yes No

2. Are you aware that all TriMet buses and MAX trains are fully accessible to accommodate persons who use wheelchairs and scooters, or persons who are unable to climb the bus steps?

- Yes No

3. Are you able to reach the TriMet bus stop nearest your home?

- Yes No Sometimes

If your answer is no or sometimes, please explain:

4. What best describes your ability to use TriMet's regular bus and/or MAX service?

I can use the TriMet bus service and/or MAX service for most of my transportation needs.

I have never attempted to use the TriMet regular bus and/or MAX service.

I could use TriMet bus service and/or MAX service, but it would be difficult because: _____

I can use TriMet bus and/or MAX service only for specific routes/destinations because: _____

I cannot use TriMet bus and/or MAX service without the help of a personal care attendant.

I cannot use TriMet bus and/or MAX service at all because: _____

PART D. Your travel abilities and needs

5. I can get to and from a TriMet bus stop or the MAX station nearest my home, either by walking or using my mobility device.

- Yes Not sure Sometimes/No (Please explain why.)
-

6. I can wait for up to 15 minutes at a TriMet bus stop or MAX station.

- Yes Yes, but only with a seat and shelter Not sure
 Sometimes/No (Please explain why.)
-

7. I can get on and off a regular TriMet bus or MAX train.

(All regular buses have a lift or ramp, and all MAX trains have ramps. Lifts and ramps can be used by anyone, including persons who cannot climb steps and/or who use wheelchairs or scooters.)

- Yes Not sure Sometimes/No (Please explain why.)
-

8. I can get to a seat or a wheelchair/scooter position once I've boarded the bus or MAX, assuming a seat or space is available.

- Yes Not sure Sometimes/No (Please explain why.)
-

9. I can follow written or oral instructions about how to use the bus or MAX, identify the proper bus or train, and identify when it is time to get on and off.

- Yes Not sure Sometimes/No (Please explain why.)
-

10. Are there any other reasons why you cannot board or ride regular TriMet buses and/or MAX trains?

- Yes No other reasons No, but prefer not to

If you answered yes, please explain:

PART E: Information about your disability or health condition

11. What is the primary disability or health condition that limits your ability to use TriMet's regular bus and/or MAX service? Please be specific (for example: stroke, emphysema, schizophrenia, etc.).

Date of diagnosis or onset: _____

12. Do you have other physical, mental, or emotional disabilities or conditions that limit your ability to use TriMet's bus and/or MAX service?

Yes No

If yes, please explain: _____

13. Do the effects of your disability or condition vary from day to day?

Yes No

If yes, please explain: _____

14. Is your disability or condition:

Permanent Temporary

If you answered temporary, please explain: _____

PART F: Mobility equipment, aids or personal assistance required for travel

15. Mark any and all mobility equipment and aids that you expect to use when you travel.

- | | | |
|---|--|--|
| <input type="checkbox"/> None | <input type="checkbox"/> Manual wheelchair | <input type="checkbox"/> Service animal |
| <input type="checkbox"/> Cane | <input type="checkbox"/> Power wheelchair | <input type="checkbox"/> Portable oxygen |
| <input type="checkbox"/> Walker | <input type="checkbox"/> Power scooter | <input type="checkbox"/> Respirator |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Extended footrests | <input type="checkbox"/> Picture board |
| <input type="checkbox"/> White cane | <input type="checkbox"/> Chest restraint | <input type="checkbox"/> Alphabet board |
| <input type="checkbox"/> Prosthetic device | <input type="checkbox"/> Lift mechanism (to board and leave the bus) | |
| <input type="checkbox"/> Other (Please describe.) _____ | | |

16. If you use a wheelchair or scooter, would you be able to transfer to a seat in a vehicle?

- Yes No

17. If you use a wheelchair or scooter: Is it more than 30 inches wide, and/or more than 48 inches long?

- Yes No Not sure

18. Is the total combined weight of you and your wheelchair more than 600 pounds?

- Yes No Not sure

19. TriMet operators are unable to perform the duties of a Personal Care Attendant (PCA). Will you need to travel with a PCA or someone to assist you when you use LIFT?

- Always Sometimes Never

If always or sometimes, how does a PCA or other person assist you?

- All activities of daily living
 To help me get to the vehicle when it arrives.
 By pushing my manual wheelchair.
 To help me get to my destination from the vehicle.
 Other (Please describe below.)
-

20. Some persons cannot be left alone at their residence or other destination for example, persons with dementia or Alzheimer's disease. Does someone always need to meet you when you arrive at a destination?

- Yes No

If you answered yes, there must be someone to meet you on all trips you would take on LIFT. If no one is available at your destination, LIFT would call the contact person listed in Part B.

PART G. Please provide the following information about your functional capabilities.

21. How far are you able to travel on a flat surface, either on your own or by using your regular mobility aid, and without the help of another person?

- I am not able to travel at all without help from another person.
- I am severely restricted and can travel only at home.
- I can get to the curb in front of my home or apartment.
- I can go one city block.
- I can go two city blocks (about an eighth mile).
- I can go four city blocks (about a quarter mile).
- I can go eight city blocks (about a half mile).
- I can go twelve city blocks (about three-fourths of a mile).
- I can go any distance.

Please describe any conditions when you are unable to travel this far.

22. Please check the environmental conditions that affect your ability to get to and from a TriMet bus stop, or to and from a destination using the TriMet bus. Please explain below.

Due to the nature of my disability, in order to travel, I must:

- Avoid inclines.
- Be on a sidewalk or pathway with an even surface.
- Avoid steep hills.
- Avoid hours of darkness.

Please explain: _____

Due to the nature of my disability, all intersections in my path:

- Must have curb cuts.
- Must have a clearly marked pedestrian crosswalk.
- Must have both a pedestrian crosswalk and a traffic signal.

Please explain:

- Additional potential barriers (please explain):

23. Please check the specific weather conditions that because of your disability, prevent you from using TriMet bus and/or MAX service.

- Snow Heat: Above ____ degrees F.
 Ice Cold: Below ____ degrees F.

Please explain how these conditions would affect your ability to get to or from a bus stop or to your destination.

-
- The weather does not affect my disability.

PART H. Professional contacts and authorization for release of medical information.

It may be necessary for TriMet to contact a health professional— a physician, case manager, therapist, or social worker—who is familiar with your disability or health condition. Please complete and sign the enclosed **Medical Release – Authorization For Use and Disclosure Of Protected Health Information**. TriMet will not release to any other party, any medical information obtained with the release(s) you provide.

PART I. Please read the following and sign the application.

For the applicant:

Applications must be signed. Unsigned applications will be returned.

I understand that the purpose of this application is to determine whether I am eligible to use TriMet LIFT paratransit services. I certify that the information in this application is true and correct. I understand that providing false information may result in denial of service as well as penalty under the law. I understand that information I provide will be disclosed only as needed to evaluate eligibility for LIFT paratransit, and to provide LIFT services if I am determined to be eligible, unless I give other specific authorization. I understand that it may be necessary for me to participate in an in-person evaluation at TriMet’s expense, to determine my eligibility for LIFT services.

If a legal representative signs this application:

I acknowledge that I may be present with the applicant during the in-person evaluation, or I may designate someone to be present on my behalf.

Applicant or legal representative

Date

If this application was completed by someone other than the applicant:

If someone other than the applicant assisted in completing this application, that person must complete and sign the following:

Relationship to applicant: _____

Name: _____

Address: _____

Phone: _____ - _____ - _____ Other: _____ - _____ - _____

Organization or agency affiliation: _____

I have knowledge of the applicant’s disability or health condition. Yes No

I am aware of how the applicant’s disability or health condition limits or prevents use of regular TriMet bus and/or MAX. Yes No

Representative’s Signature

Date

Part J. Returning the application.

Before returning the application, please make sure that:

- You have answered all questions in Parts A through G.
- You have signed Part I and the Medical Release.
- If another person (not the applicant) completed the application, that person has completed the information in Part I and signed.

Please mail the completed application to:

TriMet LIFT Program
2800 NW Nela Street
Portland, OR 97210

You may also fax your application to the LIFT Administrative Office at 503-802-8229.

If you have any questions or need assistance in completing the application, including an alternative format, call the TriMet LIFT office: 503-802-8200 TTY (text telephone) 503-802-8058.

**- MEDICAL RELEASE -
AUTHORIZATION FOR USE AND DISCLOSURE
OF PROTECTED HEALTH INFORMATION**



All sections must be completed.

I authorize:

Name of professional _____

Address _____

Phone _____

to disclose Protected Health Information (PHI) to the TriMet LIFT (paratransit) Program, 2800 NW Nela St., Portland, OR 97210, for the purpose of assessing whether I am eligible under the Americans with Disabilities Act for TriMet's LIFT transportation service. Only those persons with disabilities whose disabilities prevent their use of regular TriMet buses and/or MAX service are eligible to use LIFT service.

My PHI may include medical records, diagnostic reports, physical therapy records, and any personal and medical information pertinent to my application for LIFT eligibility. If the information to be disclosed contains any of the types of records or information listed below, additional laws relating to the use and disclosure of the information may apply. I understand and agree that this information will be disclosed only if I place my initials in the space next to the type of information:

_____ Chemical dependency

_____ Sexually transmitted diseases

_____ HIV/AIDS

_____ Genetic information

_____ Mental health information (excludes psychotherapy notes)

_____ Reproductive health (including abortion)

I may cancel this authorization at any time by sending a written request to the TriMet LIFT Program, 2800 NW Nela St., Portland, OR 97210. My cancellation of this authorization will not affect any uses or disclosures made before my request is received. If I do not revoke this authorization, it will automatically expire in 90 days.

I understand that TriMet will not release any medical information obtained with this release to any other party.

I understand that I am not legally obligated to sign this authorization and that TriMet will not refuse to process my application for LIFT eligibility based on my refusal to sign this authorization. I also understand that if TriMet is unable to obtain information necessary to determine my disability or health condition and how the disability or health condition limits or prevents my use of regular bus and/or MAX services, my application for LIFT eligibility may be denied.

I understand that by signing this statement I am authorizing TriMet to provide a copy of this statement to the above listed professional for the purposes of compliance with the Health Insurance Portability and Accountability Act (HIPAA).

Signature of applicant or legal representative

Date