



LIFT Policy	
Title: LIFT Service Level Policy	ATP
Date: 2-4-2026	Page 1 of 7

1.0 Purpose

To define and standardize procedures for providing both door-to-door and curb-to-curb assistance to TriMet LIFT passengers—ensuring consistent, ADA-compliant, safe service from trip origin to destination while upholding passenger dignity, Operator safety, and vehicle security.

2.0 Scope

Applies to all Operators, Service Supervisors, and Dispatch staff providing origin-to-destination service under the TriMet LIFT Paratransit contract.

3.0 Definitions

Curb-to-Curb Service (C2C)

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.

Door-to-Door Service (D2D)

Operator provides assistance between the outermost exterior door of a building and the LIFT vehicle while maintaining visual sight of the vehicle, up to 100 feet. This service level includes the following: escorting, steadying support, and helping customers navigate obstacles along a safe, ADA-compliant path.

Hand-to-Hand Service (H2H)

Passenger are picked up from a responsible party and must be physically handed off to a responsible party at the destination; trips are booked with an appointment time and a no-earlier than time, and passengers may not be left unattended at drop off locations. Refer to Hand-to-Hand service policy for specific SOPs related to assisting H2H customers.

Escort / Escorting

Operator stays within arm’s reach of the rider when required for safety, providing clear verbal guidance and reminders about hazards. Operator’s may provide light physical support when requested by customer, but will not lift or carry passengers.

Origin-to-Destination Service

ADA complementary paratransit service under 49 CFR § 37.129(a), means transit providers

must provide service for eligible riders from their specific starting point (origin) to their specific endpoint (destination), providing necessary assistance for Door-to-Door access when a rider can't reach the curb due to their disability, unless providing such access would be unsafe or a fundamental alteration of the service.

Reasonable Modification

A reasonable modification is an adjustment to standard procedure in order to accommodate a person's disability when safe, feasible, and would not pose a financial or administrative burden on TriMet.

Effective Control of the Vehicle

Federal guidance requiring transit agencies to maintain the ability to safely monitor, secure, and return to the revenue vehicle at all times, to enable:

- Continuous situational awareness
- Immediate access to vehicle
- Line-of-sight with vehicle at all times
- Ability to intervene in the event of a safety concern
- Avoiding locations where control is compromised

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)

Not permitted:

- Lifting or carrying
- Bearing weight
- Pulling or pushing (ambulatory passengers)
- Medical or clinical assistance
- Assisting walking if the customer cannot ambulate independently

Unsafe or Too Steep Slope

Path >1:12 rise (8.3% grade) or unsafe terrain (ice, gravel, mud, grass, loose dirt, loose leaves, unsafe environment including dogs or other safety concerns on site).

4.0 Policy Statement

TriMet LIFT provides ADA compliant paratransit service at three service levels and is noted on the Driver's Manifest through the Drivermate MDT. The base service level for all trips is Curb-to-Curb, with the only exception being Hand-to-Hand service. Customers are able to request Door-to-Door service at the time of reserving their trip or from their Operator upon arrival at destination. The three service levels are:

- Curb-to-Curb (default)
- Door-to-Door (upon request)
- Hand-to-Hand (must be certified as necessary and have signed agreement in place)

Service guidelines require operators to provide safe, dignified assistance within 100 feet of the vehicle, maintaining constant effective control and line-of-sight of the vehicle. Operators must respect passenger autonomy and are strictly prohibited from entering private residences, navigating interior stairs, or providing personal care attendant (PCA) services.

Origin-to-destination service requires Operators to assist beyond the curb when needed to complete a safe trip, as long as effective control of the vehicle can be maintained.

As requested, reasonable modifications must be provided when safe and would not pose an administrative or financial burden.

Assistance always prioritizes:

1. Maintaining effective control of the vehicle
2. Passenger safety
3. Clear communication with Dispatch

4.1 Comparison of Curb-to-Curb, Door-to-Door, and Hand-to-Hand service levels

Aspect	Curb-to-Curb (C2C)	Door-to-Door (D2D)	Hand-to-Hand (H2H)
Distance from Vehicle	Operator remains within 10 ft of vehicle	Up to 100 ft, maintain visual sight of vehicle	Up to 100 ft, must maintain line-of-sight and complete direct hand-off
Surface Requirements	ADA-compliant, safe surface	ADA-compliant, safe surface	ADA-compliant, safe surface

Aspect	Curb-to-Curb (C2C)	Door-to-Door (D2D)	Hand-to-Hand (H2H)
Wheelchair Assistance	Manual up to 300 lbs., no operation of powered device	Manual up to 300 lbs., no operation of powered device	Same as Door-to-Door, no operation of powered device
Inclines / Ramps	Curb cut only	≤ 1:12 slope (8.3% grade)	≤ 1:12 slope (8.3% grade)
Steps	On/off vehicle only	≤ 5 exterior steps; no interior stairs	≤ 5 exterior steps
Door Contact	None	Knock/ring if within 100 ft and able to maintain line of site to vehicle	Knock/ring and contact caregiver
Packages	Operator does not assist unless items are in a cart that fits within parameters listed in carry on-items policy within curb area	Same as Curb service except operators will assist in door-to-door capacity	Operator does not assist unless items are in a cart that fits within parameters listed in carry on-items policy. Priority of operator is safe hand-off of customer.
Escort / Guidance	Only for boarding/alighting	Arm's-length, verbal	Arm's-length, supervised continuously
On-Vehicle Assistance	Must assist to seat and ensure passenger and device are secure.	Must assist to seat and ensure passenger and device are secure.	Must assist to seat and ensure passenger and device are secure.
Entry to Buildings	No entry	No interior entry; may enter lobby only	Same as Door-to-Door
Deliver to Caregiver?	No	No	Yes—must physically hand off the passenger
Technology announcement	Yes, 5 minutes and upon arrival	Yes, 5 minutes and upon arrival	Yes, 5 minutes and upon arrival
Verbal announcement	Within 10 feet of vehicle	Knock if able	Knock if able, must be handed off.

5.0 General Operator Responsibilities

- Park legally, follow strict rules for double parking if necessary.
- Do not block traffic or back into driveways unless required.
- Maintain line-of-sight to vehicle at all times.
- Meet passenger at exterior door (Door-to-Door). Assist passenger to seat before securing any mobility aids, or a customer's collapsible cart.
- Upgrade service to Door-to-Door if passenger appears to need it or requests assistance at their destination, unless effective control of the vehicle cannot be maintained.
- H2H customers may be left on board alone while an operator is escorting other customers within the limits of effective control of the vehicle.
- Follow rules for escorting if customer is requesting D2D service.

5.1 Temporary Double-Parking Rules

Allowed only when:

- No other parking is available or feasible within a reasonable distance
- Operator is able to maintain immediate proximity to the vehicle (Curb to Curb service only)
- Actively loading/unloading customers
- Not exceeding two minutes
- Cannot push traffic into light rail or streetcar envelope
- Can block a bike lane or lane of traffic ONLY when actively loading/unloading customers

6.0 Passenger Responsibilities

- Be ready at the outermost door or curb at pickup time, vehicle may arrive at any point within the negotiated 30 minute pick up window and will wait 5 minutes for customer before leaving.
- Keep path clear so operator may safely escort customer if providing Door to Door service
- Carry only items they can safely manage and fit within parameters of the carry-on items policy
- Secure pets or service animals
- Notify Operator if escort is requested

- Arrange for PCAs as needed understanding that operators will not escort passengers up stairs with more than five steps, to locations that are more than 100 ft. from vehicle, and/or require the operator to lost sight of the vehicle.

7.0 Carry-On Items Policy

- Max number of items: No maximum, however the passenger must be able to carry them in one trip to the vehicle, and be able to stow them on their lap or under their seat while in transport, if they are not contained within a collapsible cart.
- Max cart size: 30" tall × 18" wide × 18" deep.
- No items that are leaking, hazardous, unsafe, or weapons prohibited under TriMet Code 28.
- Operators will provide assistance in boarding/alighting and secure 1 grocery cart not exceeding, 30" tall × 18" wide × 18" deep.
- Passenger responsible for item damage
- Customers must be able to maintain control of items while on board vehicle
- Items must not block aisles or emergency exits
- Customers must carry their own items, operators will assist only by pushing a collapsible cart that meets the above listed parameters

8.0 No Show procedures and Service Limitations

8.1 Comparison Table – No-Show Requirements

Requirement	Curb-to-Curb	Door-to-Door
Verbal arrival announcement	✓ Required	✓ Required
Door knock / bell	✗ No	✓ Yes
Maintain line of sight	✓ Yes	✓ Yes
Wait period (once arrival window has started)	✓ 5 minutes	✓ 5 minutes
Phone call attempt	✗ Not Required	✗ Not required
Second attempt / knock	✗ No	✓ Expected
No-show allowed if path unsafe?	✗ No	✗ No

8.2 Limitations – Operators Must NOT

- Enter homes or interior rooms
- Climb >5 stairs
- Operate powered mobility devices

- Provide personal care attendant level service
- Move obstacles or cross internal thresholds to buildings
- Assist on slopes >1:12
- Handle service animals, pets, children, or customer possessions – except a collapsible cart with parcels loaded and contained within the parameters of the cart.
- Unlock private doors
- Create informal H2H agreements

9.0 Safety & Risk Management

- Stop assistance immediately if unsafe
- Move passenger to safe location
- Contact Dispatch and request Supervisor support when needed
- Never compromise safety for schedule adherence
- Report all passenger falls immediately, regardless of whether an injury was claimed

10.0 Customer Notification Methods

Current LIFT ride notifications including the following methods:

- My Transit Manager text messages when vehicle is 5 minutes away, and also when the vehicle has arrived
- Additional notification methods via My Transit Manager, including automated voice calls and emails. These are available at different intervals other than the standard 5 minute and vehicle has arrived notifications.
- TriMet Web Booking and My Transit Manager live vehicle location tracking on a map.
- Alternative notifications via supplemental providers’ proprietary systems.

All notification methods are considered a courtesy. If a notification is inaccurate or not delivered it would not be considered a legitimate reason to excuse a customer ‘No Show’ when a vehicle has arrived within the agreed upon pick up window and waited the required 5 minutes.

11.0 Training & Compliance

Annual training includes:

- Origin-to-Destination (§ 37.129)
- Reasonable Modification (§ 37.169)
- [Appendix E scenarios](#) of [§§ 37.5\(i\)](#) and [37.169](#).
- Effective control & line-of-sight
- Securement safety

12.0 References

- 49 CFR Part 37 – ADA Paratransit Requirements
- FTA Circular C 4710.1 – Chapter 8
- DOT ADA Guidance (2005 & 2015)

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