



TriMet LIFT STFAC Presentation

8/26/2022

Margo Moore & Eileen Collins

What is LIFT?

The Americans With Disabilities Act (ADA) requires all public transit operators to provide a service to eligible individuals whose disability prevents them from using lift-equipped public transit.

This service, called “paratransit service,” is required by the ADA to complement fixed-route public transit service.

What is LIFT? (continued)

LIFT provides service close to 24 hours per day, seven days a week, with all trip requests fulfilled (no service denials)

LIFT customers reserve trips 1-3 days in advance

Fare is \$2.50 per trip, but fare subsidies are not available to low income riders who also experience disability, or are veterans.

LIFT Rider Demographics

Disability: 100%

Age Groups: 43% - 55-74; 41% - 75+

Income: 68% at or below Federal Poverty Level;

Race: 78% White; 22% communities of color

Service District Representation:

- 59% Multnomah County residents
- 27% Washington County Residents
- 14% Clackamas County Residents

533 Square Mile Service District

LIFT Staffing & Resources

- 5 Operational employees
- 5 Eligibility employees
- 1 manager
- 1 director
- 400 Contractors
- 268 Buses
- Two Service Garages
- One Call Center



Technology – part 1

May include additional signage with BUS Stop ID numbers, Bus routes serving the stop, Bus stop Indicators, Customer information phone, text, contact number, QR Codes.

Including octagonal poles with tactile signs in consistent locations.



Technology – part 2

- Would create same day, on-demand trip booking,
- New software platform that would allow for the most efficient routing
- would include safety features like automatic vehicle location



On **Demand**
Transit

Technology – part 2

will also enable LIFT to bring additional wheelchair accessible vehicle providers into the service district to supplement capacity that is currently inadequate to equitably meet demand.



Vehicle Replacements

- 42 buses in FY24
- 50 Buses in FY25
- Price per bus has increased from \$105,000 per bus in 2016 to \$170,285 this year
- Increased amenities including on-board charging stations for mobility devices and smartphones



LIFT Operations

Cost for service has increased considerably through COVID, for all service elements: Call Center, Eligibility, Maintenance and Transportation Operations



LIFT Operations - Efficiencies

At the onset of COVID, we started a Grocery and Goods delivery program to ensure our riders could stay home and stay safe.

Finding new ways to meet customer needs while decreasing costs, will continue to be our focus.

