Dear LIFT customer,

As you may know, in accordance with the Governor’s stay at home orders, LIFT is encouraging customers to travel only for essential trip purposes. To help ease this burden on customers, LIFT is offering grocery delivery to LIFT customers free of charge.

How it works:
• Go to your preferred grocery store’s website or call your local Food Bank and follow the directions to place an order for PICK UP. It is important to place an order for pick up because we will pick up the delivery for you, otherwise you will have to pay the grocery store’s delivery fee. The LIFT website includes links for many local participating grocers and food banks.

• When you place your order, make sure the name associated with your order is the same name on the LIFT customer record. Once you have placed your order, call TriMet LIFT reservations at 503-962-8000 option 1. Tell your reservationist you have placed an order for groceries. Provide the reservationist with: The address of the grocery store or food bank, AND the scheduled date and pick up time, AND the order number if available, along with your customer information.

• LIFT will pick up and deliver groceries to the front door your home. LIFT operators cannot step inside your residence. If your front door is not visible from the curb, please provide a phone number so that we can call you when the driver arrives.

Important Points:
• Please do not order frozen food. Deliveries will be similar to passenger transit, and orders may be on-board for over an hour.
• You must pay for your grocery items with a credit or debit card to complete your purchase. EBT benefit cards cannot be used for these transactions.
• LIFT cannot pick up prescriptions from pharmacies. Contact your pharmacy to see what delivery options they have.
• There is no current limit on the number of grocery bags that LIFT will deliver.
• LIFT is not responsible for the accuracy of your order. Operators will only pick up the order and deliver to your residence.

For more information on this program please visit our website at TriMet.org/lift