**TriMet Low-Income Fare Enrollment**

**Remote Procedures**

For use by WorkSource staff and Worksystems contractor staff who have been trained by TriMet to complete LIF enrollment and have an active TriMet LIF enrollment account. These procedures may differ slightly from those used by other TriMet LIF community partner agencies.

Customers have two options for getting their TriMet Hop Card after remote enrollment:

1. Pick up Hop Card in person at TriMet Ticket Office downtown
2. By mail

The instructions below outline the steps staff will need to complete for both options. The initial steps are the same for both options. There are additional steps for staff to complete with customers who choose the BY MAIL option.

Verifying Eligibility

1. Take calls from potential customers or make calls to potential customers using JITSI. Other platforms/tools allowed by TriMet as needed: WebEx, FaceTime & iMessage, WhatsApp, GoTo Meeting, Facebook Messenger, Google Duo ONLY.
2. Let customer know forms needed for LIF enrollment
	* Government-issued photo ID for proof of identity
	* Documents for proof of low-income status
		+ Public benefit receipt documents (SNAP is most common)
		+ Income-related documents (e.g. paystubs, tax forms)
3. If necessary, allow customer time to collect documents and set up time for later call
4. Ask customer to show you Government-issued Photo ID.
	* Be sure the photo matches the person that is on the call.
5. If using automatic qualification documents, ask customer to show you benefit documents.
	* Note: Document date must be within last 6 months for SNAP, TANF and WIC, last 12 months for other documents (e.g. OHP)
6. If using income screening, ask customer to show you paystub or tax forms. Review household size and calculate income using the income documents provided by customer.
	* Household income thresholds can be found at <https://trimet.org/lowincome/>
	* Use household income calculator spreadsheet provided during the TriMet training

Online Application

1. Once you have viewed and verified the documents, start online enrollment process.
2. Go to the Online application <https://app.trimet.org/app/login/lifenroll/>
3. Enter your password.
4. Search for individual by full name.
5. If not found, select New application tab to begin enrollment
6. Select the document type you will use for eligibility screening: public benefit OR income.
7. Verify information is accurate and correct on the Verification screen.
8. Verify individual’s consent to use of this program on Consent screen.
9. An approved application will print to the screen a Receipt for the customer.
10. Take a screenshot of the receipt or download receipt for emailing/mailing to the customer.
11. Consult with customer about how they want to get card:
	1. If customer wants to **PICK UP HOP CARD IN PERSON**, they should bring their eligibility receipt & government-issued photo ID to the TriMet Ticket Office, 701 SW 6th Ave. Portland, OR 97205. Open 8:30-5:30 Monday-Friday.
		* The TriMet Ticket Office will print the customer’s Photo ID Hop Card on the spot.
		* Let customer know that Ticket Office staff are behind glass, so there is little to no contact for them.
		* Remind customer they must load fares on their Card at the Ticket Office, online or at an authorized retailer.
	2. If customer wants to receive the Hop Card **BY MAIL**, follow the steps below.

Remote Photo Process

1. Explain that you will need to take their photo on the call and a photo of their Government-issued photo ID.
2. Ask explicitly for customer’s consent to take these 2 photos.
* You may explain that the screenshots are mailed to TriMet using a secure email.
1. Capture a screenshot picture of the government issued photo ID
* Photo ID must be clear and readable.
1. Capture a screenshot picture of the individual that is:
	* Clear and unobstructed
	* Customer facing forward
	* No face coverings or sunglasses
	* No Hats
	* Preferably from the shoulders up
2. Send email with photos as attachments to TriMet using TriMet Secure Filedrop. See step by step instructions for TriMet Secure Filedrop below.
3. Let customer know the card will arrive in mail in 5-10 days.
4. Delete photos from your computer.
5. You may want to track contact information for customers who choose MAIL option.

TriMet Secure Filedrop

1. Go to <https://filedrop.trimet.org/>
2. On your first use, select External User Registration.
3. Enter your name, work email, and create your password.
4. Check your email for your confirmation and click the activation link. You only need to create an account once.
5. Log in with the email and password you used to register.
6. Address the email to charleyw@trimet.org
7. Subject Line: Applicant First Name, Last Name, Date of Birth
8. Add the photos using the “Add Files” button
9. Change the expiration date for the email to at least 14 days in the future.
10. Ask customer for email and/or phone number to include in the body of the email to TriMet in case there is an issue with emailed photos.
11. Send email.
12. Look for an email from TriMet in your inbox that will come once they process the photos.