



<b>LIFT Policy</b>	
<b>Title: LIFT Customer Name Change Policy</b>	<b>LIFT Policy 2.0</b>
<b>Date: March 2026</b>	<b>Page 1 of 1</b>

### **Purpose**

The purpose of this policy is to define the method in which a LIFT customer may permanently change their name on file with LIFT. This ensures equitable access for customers through all avenues of LIFT service.

### **Scope**

This policy applies to all eligible LIFT Customers at all points of their interactions with LIFT operations. All valid requests will be processed and honored by all LIFT staff.

### **Policy**

Customers who wish to change their name must mail, email or fax the ***LIFT Customer Name Change Form*** along with a copied image of one or more of the following official documents:

- Final court decree of name change
- Marriage certificate
- Divorce decree
- State driver license or identification card
- Passport

These document(s) should be delivered to the Transit Mobility Center (TMC) at the following addresses or fax number:

LIFT Eligibility  
710 NE Holladay  
Portland, OR 97232  
Fax: 503-962-8000  
Email: [lifteligibility@trimet.org](mailto:lifteligibility@trimet.org)