TriMet is accessible to everyone: all vehicles, services, facilities and information are readily used by all people, including those with special needs.

TriMet operates a comprehensive transit network that serves a broad spectrum of customers with a variety of needs. We offer a number of services aimed at making it easier for older customers and people with disabilities to get where they need to go, independently and safely.

**You have choices**

Most seniors and people with disabilities can use TriMet’s regular bus, MAX Light Rail, WES Commuter Rail and Portland Streetcar service comfortably and without difficulty. Our friendly operators are ready to help. Regular transit service has many advantages:

- **It’s inexpensive**—TriMet’s reduced fares for Honored Citizens cost less than half the price of a regular fare.

- **It’s flexible**—You have the freedom to change your plans because you don’t have to reserve your ride.

- **It’s convenient**—Bus, MAX, WES and the Portland Streetcar work together to connect customers with their destinations all over the metro area.
• **It’s accessible**—Passengers with special needs can safely board and ride all TriMet buses, MAX and WES trains and Streetcars. All vehicles have priority seating for seniors and individuals with disabilities.

• **It’s safe**—Bus operators can assist you with boarding and/or securing your mobility device. Bus operators will wait for you to be seated, and MAX and WES trains will remain at the station until all passengers are safely onboard.

Regular TriMet service provides the greatest amount of flexibility and freedom for your travels in and around the Portland area.

**Honored Citizen**

“Honored Citizen” is the way TriMet recognizes those people who are 65 years old or older, or a Medicare recipient, or who have a mental or physical disability. Honored Citizens receive a number of special benefits:

• Reduced fares—ride regular buses, MAX, WES or Streetcar for a reduced fare each way with a qualifying ID card (driver's license/state ID, Medicare Card or TriMet Honored Citizen Card)

• Priority seating near the front of the bus or near the doors of the MAX and WES train or Streetcar

• An identification card (if you qualify) that allows a personal attendant to accompany you on your trip for free

Here are some of the features that make it easy for Honored Citizens to use regular bus, MAX, WES and Streetcar service.

**If you use a wheelchair or scooter, or have limited mobility**

• All transit centers, MAX and WES stations and Streetcar stations are accessible.
• All buses have securement areas for two mobility devices.

• At least one car of every MAX and WES train and Streetcar has ramps that extend for easy boarding with mobility devices.

• All MAX and WES trains and Streetcars have designated priority spaces for passengers using mobility devices.

• All buses are accessible—low-floor buses have ramps and other buses have a lift.

• Many buses can “kneel,” lowering the first step for easier boarding.

• Ramps, lifts and kneeling are available to any passenger who has difficulty climbing steps—just ask the operator.

If you are blind or low-vision...

• Textured tiles along the length of MAX, WES and Streetcar platforms warn passengers that they are close to the platform edge. These tiles can be detected with a cane or foot.

• All ticket machines have instructions in audio, raised letter and Braille.

• An audio system onboard each MAX and WES train and Streetcar announces the name of the next station.

• An audio system on board each bus announces major stops and transfer points on all routes. You can also ask the driver to announce when your specific stop is coming.

• Service animals are permitted on all buses, MAX and WES trains and Streetcars.
“I used TriMet LIFT paratransit vehicles exclusively for over five years. Through RideWise I learned to ride TriMet buses and MAX trains. I now use regular mass transit for 95 percent of my trips.”

—Lynn, TriMet rider

If you are deaf or hard of hearing...

- Reader boards on each train show the name of the next station.
- A sign in the bus or Streetcar illuminates when a stop has been requested.

Getting around is easy

Getting around town is easy with TriMet—especially when you plan ahead. First, decide where you’re going and when you want to travel. Then, use one of the following convenient services to find out how to get there:

For personalized trip planning assistance, call TriMet at 503-238-RIDE (7433), TTY 7-1-1, from 7:30a.m.–5:30 p.m. weekdays. We’ll tell you exactly how to get where you’re going, where to find your stop, and what time to be there.

Use TriMet’s online Trip Planner at trimet.org to plan your next trip. It’s easy to use, and it only takes a few minutes.

TriMet schedules and maps are available at most Fred Meyer, Safeway and Albertsons stores in the Portland area, and at the TriMet Ticket Office at Pioneer Courthouse Square.
Travel aids
The following accessibility aids are available from TriMet upon request:

- **Securement straps**—these special yellow straps attach to the corners of your mobility device, making securement on buses easier and faster.

- **Bus line identifiers in large-print and Braille**—these booklets are designed to assist people with vision impairments or other disabilities. Just show the appropriate line number as the bus approaches to alert the driver that you need to board.

- **Bus, MAX, WES and Streetcar schedule information in large-print format and on audio cassette**

To request any of these travel aids or for more information, please contact TriMet’s Senior & Disabled Citizen Information Office at 503-962-2455, TTY 7-1-1.

**RideWise travel training**

*RideWise* is a new program, born out of a partnership between TriMet and Ride Connection, that helps older adults and people with disabilities travel safely and independently using public transportation. By providing information on transportation choices, personal trip planning and assistance learning to ride regular buses and MAX and WES trains, *RideWise* helps you build the confidence and skills to use all the transit options available to you.
“The trainer from the RideWise program is teaching me how to make the bus work for me. Without the training, I’d be missing out on a chance to learn a new job.”

—Michael, RideWise trainee

*RideWise* offers:

- Help developing your individual transportation plan
- Personal and group orientation in boarding actual TriMet buses and MAX and WES trains using vehicles not in service
- Personal and group travel training with a trained *RideWise* volunteer or staff member using in-service vehicles
- Follow-up support and training as needed

To schedule your free travel training, call 503-226-0700. TTY users, please call 7-1-1.

**Specialized services**

**Ride Connection**

Ride Connection is a non-profit community service organization that can link you to grocery shuttles, neighborhood shuttle service and escorted medical transportation. Call Ride Connection at 503-226-0700 (TTY users please call 7-1-1) for information on transportation services in your area.

**TriMet LIFT service**

TriMet LIFT service is available only to people whose disability prevents them from using regular bus, MAX and WES service for some or all of
their trips. LIFT services fully meet the requirements of the Americans with Disabilities Act (ADA). Service is limited to only those persons who have been determined as eligible according to criteria specified in the ADA law.

LIFT service is another form of TriMet public transportation, and it is not intended to serve all transportation needs of people with disabilities. All LIFT trips are by advance reservation, and service is from the door at the pick-up location to the door at the destination. Several passengers share the vehicle, and vehicles may make stops and travel in other directions during any passenger’s trip to accommodate other riders.

You may be eligible for LIFT service if:

• You have a disability, and
• The disability prevents you from independently using TriMet bus and/or MAX and WES services for some or all trips

LIFT eligibility is based on the individual's functional ability to use bus and/or MAX and WES service on his/her own. LIFT eligibility is not:

• A medical decision
• Based on age
• Related to the lack of bus/MAX/WES services in an area or at a certain time

Some people who are eligible for LIFT service may prefer regular bus or MAX service for some of their trips. This does not affect LIFT eligibility.

To find out more about LIFT eligibility and how to apply, call the LIFT office at 503-802-8200, TTY 7-1-1.
Rider info

Help planning your trip on buses, MAX Light Rail, WES Commuter Rail or the Portland Streetcar
Phone 503-238-RIDE (503-238-7433)
TTY 7-1-1

TriMet Senior & Disabled Citizen Information
Phone 503-962-2455
TTY 7-1-1
Fax 503-962-2370

RideWise Travel Training
Phone 503-226-0700
TTY 7-1-1
Fax 503-493-7431
Email ridewise@rideconnection.org

For large-print or other alternative formats of this brochure, please call 503-962-2455, TTY 7-1-1.

“Health and vision problems made us give up driving, so we took a class and learned how to use the bus.”
—Lynn & Polly, TriMet riders

TRI-MET
See where it takes you.