

# *Welcome Everyone*

**Tonight's Educational Forum will begin shortly**

***Thank you everyone for coming to tonight's virtual session on accessible public transportation in the Portland Metro area.***

***This is a continuation of Oregon Spinal Cord Injury Connection's ongoing sessions of Educational Forums. Tonight's forum will be recorded for our community members that couldn't attend. Please do not share any personal information that you aren't comfortable with being recorded. We'd like everyone to know this is a safe space to share and ask questions, so please respect others opinions and experiences. Please stay muted during all the presentations and you can put questions in the chat or save them till the end.***

***Thank you.***

# Portland Metro Accessible Public Transportation

Presented by:

Casey Moore, CHW  
&

Franklin Ouchida, Event Organizer



# *Have you ever wondered what the process is to ride public transportation in the Portland Metro area with a mobility device? Tonight's educational forum is intended to answer some of the following questions:*

- What services are accessible
- What do I need to do before riding
- Is there training available if needed
- What type of mobility devices are allowed
- Are service animals permitted to ride
- What is the cost
- What are the rules for PCA's or companions



# *Which services are accessible by wheelchair or other mobility device?*

**It is TriMet's core mission to connect people with valued mobility options that are safe, convenient, reliable, and welcoming for all. To meet this high standard, TriMet has taken steps to ensure:**

- **All buses, trains, transit centers and stations are fully accessible to people using mobility devices.**
- **You can board MAX directly from the station platform. MAX and streetcars have a ramp that extends for easier boarding if you need it.**
- **Buses are equipped with either a boarding ramp or a power lift. About half of the buses are low-floor buses that can “kneel,” lowering the first step closer to the curb for easier boarding. Just ask the operator.**
- **All buses and trains have priority seating areas inside by the door for older adults and riders with limited mobility, plus space for mobility devices.**

# TriMet LIFT Paratransit

TriMet LIFT Paratransit is a shared-ride service for people who are unable to use regular TriMet buses and MAX trains due to a disability or disabling health condition.

The TriMet Mobility Center is located on NW 5th and Davis. Before riding LIFT every applicant will first come to the Mobility Center for an in-person interview with a LIFT Eligibility Coordinator followed by a physical assessment. The physical assessment features a walk-through of the Transit Mobility Course which is meant to simulate some of the obstacles individuals with disabilities may face during the course of their daily lives. This two-phase approach to eligibility allows for TriMet staff to evaluate the individual needs of each applicant and give people the opportunity to ask questions about riding LIFT.

To apply for LIFT eligibility:

- Apply online at- <https://trimet.org/lift/application.htm>
- Apply by phone- 503-962-8200 weekdays 8am-5pm
- Email questions to- [LIFTeligibility@trimet.org](mailto:LIFTeligibility@trimet.org)



# TriMet Buses

**TriMet “Fixed Route” Buses are equipped with either a boarding ramp or a power lift. Half of the buses are low-floor buses that can “kneel” which lowers the bus towards the curb.**

*Here are some rider tips to remember when accessing the bus:*

- **Wait in view of the operator so they know to deploy ramp or lift saving time for yourself and others.**
- **If you need the ramp or lift ask if it isn’t deployed yet, also the operator can help guide you onto the ramp or lift**
- **Look for the priority seating area near the front of bus. Two securement areas are provided for mobility devices The operator will help secure your wheelchair, if requested**
- **Press down on the signal strip, or pull the cord along window to let the operator know you want the next stop**
- **Once bus stops the operator will remove securement straps from your wheelchair and deploy ramp or lift**



# TriMet MAX Train

**TriMet has 5 MAX Trains in their transit system, and all of them are accessible. MAX Trains offer 15-minute service throughout the day, every day. No schedule needed.**

- **MAX Trains have ramps that extend to sidewalks to make for easy boarding**
- **Priority seating spaces inside near door for riders using wheelchairs. No securement is necessary when riding the MAX Train**
- **Wait in view of MAX operator so they can deploy boarding ramp soon as train stops**
- **Boarding ramps are located at center of low floor cars, look for blue accessibility symbol**
- **You can deploy the ramp at any time yourself by pressing the blue button**
- **Wait behind white bumpy tiles as ramp deploys, doors will reopen when ready**
- **Inside each car with ramp are two large areas marked for riders with disabilities**
- **Before MAX arrives at your stop press the ramp request strip located near grab bar, or press blue ramp request button located near doors**





# TriMet Fares

The TriMet fare is the same across Buses, MAX Light Rail and WES Commuter Rail. They offer reduced fares for seniors, youth and individuals with disabilities that qualify

## Adult Fare

For ages 18-64

**\$2.50**

2½ Hours

Ride free after spending:

\$5

in a day

✓ Day Pass

\$100

in a calendar month

✓ Month Pass



Ways to pay

## Honored Citizen Fare

Reduced Fare — Save up to 72%

For seniors age 65+, people on Medicare, people with disabilities, and people who qualify based on income

**\$1.25**

2½ Hours

Ride free after spending:

\$2.50

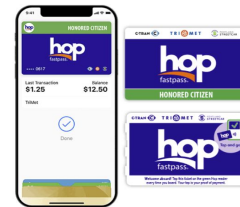
in a day

✓ Day Pass

\$28

in a calendar month

✓ Month Pass



Ways to pay

**ID REQUIRED** Proof of eligibility required when boarding

## Forms of payment accepted:

- Phone (Apple Pay, ect)
- Contactless Debit/Credit
- Hop Card
- Virtual Hop Card
- Paper Hop Ticket
- Cash

# TriMet LIFT Hop Fastpass

Hop Fastpass is one of the easiest ways to pay with LIFT! Once you are determined eligible for LIFT you will receive your own personalized LIFT Hop card which can be used onboard TriMet Buses, Trains, and LIFT vehicles.

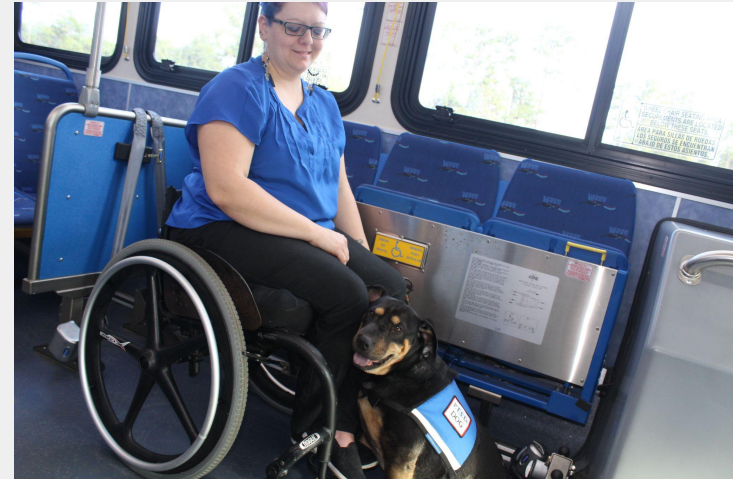
## Here are some benefits of having a Hop Fastpass

- Hop cards available for adults, honored citizens, youth, and LIFT
- Reduced fares for those that qualify
- Earn Day Passes and Month Passes. After paying for two rides in one day, rest of the day is free. After spending \$100 for adults or \$28 for youth & honored citizens in a calendar month, rest of the month is free
- Virtual app available for extra features and protections
- Able to add funds to your Hop card at anytime



# TriMet's PCAs, Companions, & Service Animal Rules

- **PCAs riding with an eligible LIFT customer do not pay a fare**
- **Customers may bring along one companion in addition to PCA. Companion pays regular lift fare of \$2.50. Additional companions may be scheduled if space is available, PCAs & companions must be picked up and dropped off at the same location as customer**
- **TriMet welcomes all service animals, no permit required. Service animals must be on leash and lay at your feet or sit on your lap (not on seats)**
- **Pets and companion animals are only allowed onboard if secured in an enclosed carrier**



***If any of tonight's participants would like to offer feedback or share an experience they've had while using TriMet's services we'd love to hear them so we can bring it to TriMet's attention and hopefully improve accessible rider's experiences in the future.***



***"Thank you very much, everyone, for participating in this educational forum. We hope it was useful to you and we are encouraged and grateful for your interest and time. We need to ask something of you... it would be extremely helpful to all of us who are involved in the ed forums to receive your candid and honest feedback on this particular event. Please do feel free to share openly, as any and all input will truly help us.***

***I am going to turn off the zoom recording now and then ask the feedback questions and note the responses. Thank you for staying online for a few minutes longer if you can."***