

Frequently Asked Questions about bikes on MAX

Q: Where can I put my bike on MAX?

A: There are designated areas for standard bikes on both high- and low-floor cars. In the bike hook area on a low-floor car, bikes must be suspended from the hook (one bike per hook). You may also fold up the seats in an unoccupied priority seating area and lean your bike against the wall. More than one bike can be placed in the priority seating area, so long as no part of the bike blocks the aisle or doors. Non-disabled customers must yield priority seating to seniors and customers with disabilities. Be sure to maintain control of your bike: for safety and security, stand with your bike and do not lean it on a kickstand.

On high-floor cars there are designated spaces for bikes at both ends of the car, both at the top of the stairs and in front of the first row of seats (one bike only at the top of the stairs provided the stairs aren't at the front of the train).

Standard bikes are limited to these areas in order to ensure that passengers can get on, off and move about the train safely. A typical 2-car train has 4 to 8 hooks, but can accommodate up to 24 full-size bikes at times when trains have few passengers. We appreciate your cooperation to ensure that all passengers have a safe and comfortable trip on MAX.

Q: Are there alternatives that will allow me to bring my bike even when the designated spaces are full?

A: Folding bikes are a great option for both bus and MAX passengers, as they provide greater reliability for bike-on-transit trips. Instead of wondering if there is space for bikes at rush hour, you can board the first available bus or train. Folders are welcome on both MAX and buses at any time, provided that they are folded and reasonably clean. Several quality models are available from local retailers.

Q: Are there alternatives to taking my bike on the train?

A: Customers that can walk from MAX to their destination may consider biking to MAX and using a bike locker. Bike lockers can be reserved by contacting TriMet at (503) 962-2104 or by emailing bikelockers@trimet.org.

Q: Does TriMet have plans to ban bikes on MAX during rush hour?

A: No. TriMet's goal is to accommodate all riders at all times. While there are no plans to exclude bikes during peak periods, TriMet recognizes that crowded trains cannot accommodate all riders. At times, passengers with bikes may have to wait for the next train. Allowing passengers to stand in the aisle with bikes is potentially unsafe and results in less flexibility for handling rush hour crowds.

Q: Why can't TriMet remove seats and add more space for bikes on MAX trains?

A: TriMet has to balance the needs of passengers with bikes with the needs of other passengers, especially those with disabilities. Both bike hooks and the priority seating area are located adjacent to car doors to allow relatively easy entry and exit (transporting bikes requires not only space for storage, but also space to allow safe entry and exit). As a result, the bike hooks are adjacent to priority seating, which needs to

accommodate not only seniors and customers with mobility devices, but also passengers traveling with them.

Q: Why can't more bikes fit in the area where there is one bike hook?

A: Bike hook areas are designed to accommodate a wide range of bikes and handlebar widths. Many types of handlebars are as wide as the hook area. A second bike suspended in the hook area protrudes into the aisle, causing a safety hazard for passengers trying to move about the car.

Q: Why not add a 'bike car' to MAX trains?

A: The MAX system is designed to operate with 2-car trains. A two-car train is roughly the length of a city block and, if it were longer, it would block cross-traffic while stopped at a downtown platform.

Q: Can TriMet run a bike-only train during rush hour?

During rush hour, space for accommodating bikes has to be balanced with the need to accommodate the large and growing number of people that are leaving their cars and riding transit.

Q: Why not add trains to the schedule during rush hour?

A: Trains arrive at Pioneer Square every 5 minutes during rush hours. Service frequency is being improved by extending some Red Line trains to Hillsboro during rush hour. With the opening of the Green Line in September 2009, trains will arrive at Rose Quarter every 3.3 minutes.

Q: Strollers and luggage take up space on trains, too. Why aren't they restricted to designated areas?

A: TriMet requires that customers not block aisles or doors with personal items- including strollers or luggage. Unlike bikes, strollers that are not collapsed are only permitted on low-floor cars.

Q: Why not replace the high-floor cars that have stairs?

A: Although high-floor cars have stairs and lack hooks, they do have designated space for bikes – almost as many spaces as low-floor cars. High-floor cars have a service life in the range of 40 years and cost about \$3.5 million to replace.