



## What is RideWise?

RideWise is a collaborative effort between TriMet, Ride Connection and other organizations to assist older adults and people living with disabilities to travel independently.

## What types of service are available through RideWise?

RideWise offers many services that provide training and support for all customers to access the bus, light rail and other alternative transportation options.

- A **personalized trip planning** system that is easy to access, and addresses the individual travel needs of each customer. All calls for transportation assistance are channeled through one central number. Service Representatives guide individuals through the resources and options available in their community. This personalized service provides customers with information on all transportation options so they are able to choose the best option for each of their trips.
- **Consumer education** and outreach program to familiarize customers with their transportation options, including bus, light rail and all other community-based transportation options.
- **Fixed-route vehicle familiarization services** designed for individuals who need assistance and practical experience boarding TriMet buses and MAX cars. This training takes place when the vehicles are not in service.
- **Ride Ambassador Program** to connect customers needing a little extra assistance with a trained volunteer who is comfortable with TriMet buses and light rail.
- **Specialized one-on-one travel training**, a short-term, intensive and individualized course of instruction designed to teach older adults and people with disabilities to travel safely and independently using public transportation.
- **Ongoing support and training for professionals** that serve older adults and people living with disabilities. The commitment of community partners is essential to the success of the program. Working with community organizations, local jurisdictions and other regional partners will result in improved communication and coordination while providing

individual customers with access to services. [Link to web based information.](#)

- **Transportation Resource Specialists** are recruited at specific sites in the community to be the local contact for consumers seeking basic information about transportation options. This allows the program to maintain a high level of customer service using a very cost effective approach.

### **Can anyone receive training?**

If you are an older adult or person with a disability and live in Multnomah, Clackamas or Washington County, you can request training. Contact Ride Connection at **503-226-0700** to set up an initial interview. The initial interview is used to gather information about what you would like to learn and where you would like to go.

### **What are the benefits of learning to ride the bus or MAX?**

- More choices
- More spontaneity
- More independence and freedom
- Less expensive than driving your car or taking a taxi

These are just a few things that we hear from individuals that have received travel training assistance. See [success stories](#) for more details.

Why not find out about all of the options available in your community?

### **Who provides the training?**

The training is provided by a qualified representative of Ride Connection. All individuals providing training go through a strict screening process, receive training and will provide expert instruction.

### **How much does it cost?**

All training and related support is provided free of charge to older adults and people with disabilities living in Multnomah, Clackamas or Washington County.

### **Where is the training?**

You decide. Ride Connection's mobility trainers will provide training anywhere in Multnomah, Clackamas and Washington County. The mobility trainer will set up a time and location that is convenient for you.

### **Will I lose my TriMet LIFT eligibility if I start riding the bus?**

No. If a person is eligible for LIFT, they may find they prefer to use the fixed route, light rail or other transportation options for some trips. LIFT remains available for them, regardless.

