

RideWise Program Description for Seniors

RideWise is a collaborative effort between TriMet, Ride Connection and other organizations to assist older adults and people 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. Travel Navigators 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.
- **Group training** is available for seniors. These outings are designed to encourage the use of public transportation by choosing a familiar destination. The group travel-training trip provides a social, relaxed environment for customers to “learn the ropes”.
- **Rider’s Clubs** - The goal is to give customer more opportunities to become comfortable with the public bus by creating fun adventures that include riding fixed route to and from the destination. These are regularly scheduled trips that are advertised and coordinated through Activity Directors or residents at residential facilities and senior centers.
- **One-on-one travel training**, individualized bus training providing you with an opportunity to ride with a travel trainer until you are comfortable with the route, allowing you to build confidence while experiencing the convenience of public transportation in your neighborhood and beyond.

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 complete the referral process. This initial phone call 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 or using a taxi

These are just a few things that we hear from individuals that have received travel training assistance. 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 and receive training on travel 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 travel trainers will provide training anywhere in Multnomah, Clackamas and Washington County. The travel 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.