

TriMet Changes Starting March 1, 2019



HOP Pass



HOP Ticket

- TriMet is changing its use of paper tickets and passes
- Single RideTickets will no longer be in paper books of 5 or 10
- You will receive rides using
 - **Single Hop Card Paper Tickets**
 - **Or a plastic Hop *fastpass* Card**

Single Hop Card Paper Tickets:

- The HOP Ticket works the same as the old TriMet paper tickets
 - Each ticket is good for rides taken in a 2 ½ hour time period
 - All of your rides are separate, and your ride service DOES NOT change to an all-day ticket

Hop FastPass Card:

- You will receive a plastic purple **HOP *FastPass*** card
- This card has a unique number on the back. This number is assigned to you.
- You will **use the SAME card for every ride, every month.**
- Your **Transportation Coordinator will** use the TriMet website to **add rides to the card** you have every month.
- You cannot see the number of rides on your card
- If you do not know **how many rides** you have on your card
 - Call your Transportation Coordinator, or Information & Assistance service
 - Go to ***myhopcard.com/home/card-balance***; language selections are at the bottom of the page
 - Or call TRIMET at **1-844-694-6722**
- **Rides added to your HOP *fastpass*** are single rides or a monthly pass.
- You can **add rides** to your card at ***myhopcard.com/home/card-balance***.
- Do not throw your card away.
- Do not share your card with anyone.
- **Keep your card safe**; carry it in your wallet or purse. To use your HOP Card:
 - When you get on the bus, touch the back of your HOP Card to the face of the green machine with the words HOP fastpass; you will see the time your ride expires on the screen
- If you **lose your card**, call your Case Manager or Transportation Coordinator right away.
 - Your lost card will be cancelled so it cannot be used for rides
 - The rides you have left on the lost card will be transferred to a NEW HOP card

LIFT Rides: There is no change to Lift tickets or passes