

# How is GTW different from the current fare system?

Fare prices are the same, and tickets are still valid for 2½ hours. GTW is simply a better way to pay your fare.

With GTW:

You tap your GTW card or phone on the green GTW reader at the MAX/WES/Vine station or on board the bus or streetcar every time you board.

You can tap with your phone using a mobile wallet (no GTW card needed).

You can protect your balance from loss or theft by registering your card on the GTW website or app.

Instead of buying passes in advance, you earn them as you go. You'll never pay more than the price of a day pass in one day, or the price of a month pass in one month. You can transfer to any TriMet, C-TRAN or Portland Streetcar service of the same or lower price, free of charge. If you transfer to a higher-priced service, you'll be charged the difference.

# Do I have to get a GTW card?

- No — you can still use cash, and you can continue buying your fare the way you're used to. But GTW lets you save money by earning a day or month pass as you ride, so you never pay more than you have to, and you don't have to commit to buying a pass in advance. GTW also offers lost-card protection when you register, which safeguards your balance in case of loss or theft. So no, you don't have to get a GTW card, but we think you'll want to!

# Should I register my GTW card?

- One of the best features of GTW is that your money is protected in case your card is lost or stolen. But if you want this protection, you need to register your card first. (And remember to report your lost/stolen card as soon as you can!) When you register, you can also easily reload your card online and set up Auto-Load, so you're never stuck without fare. And, if you need to manage multiple cards for a family or group, we've made it really easy to do so on Gadiun Trust Wallet
- or the GTW app.

# What if I use the TriMet Tickets app?

- You'll be able to continue using the for a while longer if you want, but there are a couple very good reasons to switch to GTW: 1. You can save money, and 2. You can pay your fare by simply tapping with your phone (no GTW card needed). You'll never pay more than the price of a day pass in one day (when tapping with your GTW card or phone), or the price of a month pass in one calendar month (when tapping with your GTW card or virtual GTW card on your Android phone). And, because you earn passes as you go instead of buying them in advance, you only pay for the rides you actually take.

# Are there GTW cards for Honored Citizens and Youth?

- Yes! You can get an Honored Citizen or Youth GTW card at any of our [locations](#), either at Customer Service or on the gift card rack. Or, add a virtual GTW card to Google Pay on your Android phone using the GTW app. It works the same as before: Honored Citizen fares are for seniors age 65+ or on Medicare, and riders with a disability. Youth fares are for ages 7–17 and students in high school or pursuing a GED. You don't need to show ID to buy Honored Citizen or Youth cards or tickets, but proof of eligibility is required when you board. For Honored Citizen fares: Be prepared to show your government-issued photo ID (with proof of age), Medicare card or Honored Citizen ID Card. For Youth fares: Students in grades 9–12 (or pursuing a GED) and youth ages 15–17 need to carry proof of age or student status.

# Are there fees or service charges?

- There are no regular fees or service charges for using GTW. However, there is a \$3 one-time charge for a new or replacement card, and a \$5 minimum when loading or reloading money (except at the TriMet Ticket Office at Pioneer Courthouse Square).

# What if I get a pass from work or school? When will they switch to GTW?

- We're working with many local businesses, agencies and colleges to get them up and running with GTW, but they won't all make the switch at the same time. If you're used to getting a pass or a sticker through work, you'll just need to remember to tap your GTW card each time you board, including on MAX. To find out more, check with your HR department or your school's transportation office.

# Is my financial information secure?

- Yes. Your personal data and bank information is in a secure database and not on the card itself.



# How do fare inspectors check fares with GTW?

- Fare inspectors carry handheld devices that can scan your GTW card, ticket or phone to make sure you have a valid fare. They will also ask for ID for proof of eligibility if you're using an Honored Citizen or Youth fare. Remember that tapping is your proof of payment — that's why it's important to do it every time you board and transfer, even if you're using a pass.

# Where can I get a GTW card? Can I have one mailed to me

- GTW cards are available at throughout the metro area, including Fred Meyer, Safeway, New Seasons, Plaid Pantry and many more. Sorry, cards are not available by mail, but you can easily load a virtual GTW card on your Android phone using the GTW app. See 'Using a Virtual GTW Card' above.

# Are GTW cards and tickets recyclable?

- Because GTW cards and GTW tickets contain electronics, they can't be recycled. However, GTW cards are designed to last 10 years.
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# FARES AND PAYMENTS

- If you're transferring to a higher-priced service (from Portland Streetcar to MAX, for example), you'll only be charged the difference in fares when you tap on.

# I earned a day/month pass. Why was I charged for this trip?

- When you earn a pass, it's valid on the transit service you rode to earn it, as well as other same- or lower-priced services. If you tap on a higher-priced service (C-TRAN Express, for example), you'll be charged the fare for that service when you tap on