



## Background

### What is the Columbia Gorge Express?

The Columbia Gorge Express is a bus service connecting Gateway Transit Center in Portland with Rooster Rock State Park and Multnomah Falls. It operated Friday through Sunday and federal holidays from May 27 through Sept. 25, 2016. Service is expected to resume in May 2017.

### What is a “pilot service?” Could the service expand to other Gorge destinations?

The Columbia Gorge Express will operate as a pilot service in summer 2016 and 2017. ODOT and project partners will evaluate the service on an ongoing basis and will consider options for expansion beyond 2017. Near-term service expansion could include increasing the frequency of the existing intercity transit service between Gateway Transit Center and Hood River traveling along I-84 with stops at key destinations. Public transportation service is currently provided two days a week by Columbia Area Transit.

### Who is paying for this bus service?

The Columbia Gorge Express pilot service is paid for through federal public transportation funds that ODOT has allocated to this project.

Partners involved in the Columbia Gorge Express include:

- U.S. Forest Service Columbia River Gorge National Scenic Area
- TriMet
- Columbia Area Transit
- Mid-Columbia Economic Development District
- Travel Oregon
- Travel Portland
- Friends of the Columbia Gorge
- Oregon Department of Parks and Recreation

### Will the bus operate in 2017?

Columbia Gorge Express service is expected to resume in May 2017 and operate throughout the summer months. To receive the latest updates about 2017 service, sign up for our mailing list: [bit.ly/2dbeD0v](http://bit.ly/2dbeD0v)

## Riding the bus (information from 2016 service)

### When does the Columbia Gorge Express operate?

The bus operated Friday, Saturday and Sunday (and federal holidays) from May 27 to Sept. 25, 2016. The first bus departs Gateway Transit Center at 8:45 a.m. and the last bus to Gateway Transit Center departs Multnomah Falls at 6:40 p.m.

### What stops does the bus serve?

The Columbia Gorge Express serves Gateway Transit Center in Portland, Rooster Rock State Park and Multnomah Falls.

### How frequently does the Gorge Express depart Rooster Rock for Multnomah Falls?

The Gorge Express departs Rooster Rock for Multnomah Falls every 15-45 minutes. A large tour bus is available between these stops. Smaller, 20-seat buses travel to and from Gateway

Transit Center in Portland. If there is room on the Multnomah Falls-bound buses from Portland, you are welcome to catch a ride. Please note, full buses originating from Gateway Transit Center may not stop at Rooster Rock.

**Do I have to pay to park at Gateway Transit Center or Rooster Rock State Park? Can I park overnight?**

No. You can park free of charge up to 24 hours at Gateway Transit Center. Columbia Gorge Express riders may park for free at Rooster Rock State Park. Overnight parking at Rooster Rock State Park is not permitted.

**How much does it cost to ride? Is there a discount for seniors, students or children?**

Round trip tickets from Gateway Transit Center to Rooster Rock and Multnomah Falls are \$5 per person. Riders boarding at Rooster Rock State Park can ride the Columbia Gorge Express to Multnomah Falls for free.

At this time, we are not able to offer any discounts for seniors, students or children. Small children seated on an adult's lap ride for free.

**How do I buy tickets? Can I buy them on the bus?**

We encourage riders to purchase tickets online in advance to avoid boarding delays. Riders can print their tickets or show electronic confirmation to the driver. Tickets are also available for purchase on the bus, but cash fares are not accepted.

**How can I ride the bus if I only use cash?**

Prepaid debit cards, purchased with cash, can be used for this purpose. Grocery stores near the Columbia Gorge Express bus stop at Gateway Transit Center sell pre-paid debit cards.

**Can I buy monthly passes or multi-day tickets?**

At this time, only day tickets are available.

**Can I reserve a seat on the bus?**

Purchasing a ticket online does not reserve a seat on any bus. Buses will be filled on a first-come, first-served basis.

**I bought a ticket to ride the Gorge Express, but my schedule changed. Now what?** Tickets purchased to ride the Gorge Express are dated, but not restricted to that specific date. As long as you have not used the ticket, you may show your ticket to the driver on another date. If you desire to request a refund, please contact our transit vendor, MTR Western, at 877-247-0053 (toll free) or 503-247-0054 (local).

**With no reserved seats, how can I avoid missing the last bus from Multnomah Falls to Rooster Rock or Gateway Transit Center?**

We encourage riders to plan ahead and not wait until the last bus departs. The peak travel period to Multnomah Falls is mid-day. Visitation often tapers off in late afternoon. We will be monitoring ridership closely and will be prepared to make adjustments as needed, such as adding a final (unscheduled) bus to return overflow riders to Rooster Rock and Portland.

**What if the bus is full?**

The buses fit 20 passengers each or 16 passengers plus two passengers in wheelchairs. Tickets are not purchased for specific buses, and buses will be filled on a first-come, first-served basis. Standing is not permitted on the bus.

**Can I bring an infant car seat or stroller on the bus?**

Your baby is welcome to ride with you, and car seats may be secured with a lap belt. Please note a \$5 ticket is required for an infant car seat secured in its own seat. Only fully collapsible strollers are allowed as a carry-on as space allows.

**Are the buses wheelchair accessible?**

Yes, all Columbia Gorge Express buses are wheelchair accessible.

**Can I bring my bike with me on the bus?**

Each bus can accommodate three bikes on a bike rack. Limited additional space may be available inside the bus if not already taken by persons with disabilities or other passengers.

**Can I bring my pet?**

Only service animals are allowed on the bus.

**Does the bus have seat belts?**

Yes, every seat on the bus is equipped with a lap belt.

**Is there a restroom on the bus?**

No, the buses are not equipped with restroom facilities. Public restrooms are available at Rooster Rock State Park and Multnomah Falls.

**Is the bus air conditioned?**

Yes, all buses are air conditioned.

**Can I eat or drink on the bus?**

Other than water, open food and drink is not allowed on the Columbia Gorge Express.

**Does the bus have WiFi or electrical outlets?**

WiFi and electrical sockets are not available on the Columbia Gorge Express.