

GET Going! was developed in partnership by Easter Seals Project ACTION, The Daniel Jordan Fiddle Foundation and Feeley Consulting.

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If You Get Lost

- If you are on the bus or train or in a station, ask the operator for help.
- Ask a uniformed person, such as a police officer or security guard, for help.
- Call the Customer Service Number or call your Personal Contact Number on this guide.

Emergency Phone Numbers

My Personal Contact: _____

Customer Service: _____

Transit Police: _____

If You Feel Unsafe

- Sit near the operator.
- In case of a problem, tell the operator.
- If someone bothers you or tries to take something from you, tell the operator.



In an Emergency

- Follow instructions from the operator or emergency personnel.
- Call your Personal Contact Number: _____

GET Going!

Guiding Everyday Travel

My Destination: _____

My Fare: _____

Emergency Phone Numbers

My Personal Contact: _____

Customer Service: _____

Transit Police: _____



Before Your Trip

- Know the fare.
- Have exact fare if possible. If not, you may need to pay a higher fare.
- Make sure you have your I.D. and reduced fare card if you have one.
- Purchase your ticket or pass in advance.
- Arrive 10 minutes before the scheduled departure time.
- Wait at designated stop. Sometimes your transportation will be early or late.



On Your Trip

- Keep your belongings with you at all times.
- Avoid talking or making eye contact with strangers.
- When boarding tell the operator or conductor where you need to get off. Only remind them one time about your stop.
- Know landmarks and pay attention.
- Be prepared to exit before your stop and move toward exit door of the bus or train.
- Keep your receipt until your bus trip is complete.
- Keep your roundtrip train ticket.

If You Lose Your Fare

- Always carry extra ticket and extra cash in a separate place or pocket.
- Call your Personal Contact Number if you do not have any additional fare.

If You Miss Your Stop

- If you miss your stop, tell the operator. Ask for suggestions on what to do.
- If you miss your stop, you may have to pay another fare.

*** Use a ball point pen to fill in your destination, fare to get you there and the emergency phone numbers. You can erase and change them as needed.**

If You Miss Your Bus or Train

- Check schedule for next pick-up time.
- Identify a safe place to wait, such as a fast food restaurant, public building or nearby bus or train station.
- Call Customer Service Number and ask for an alternate bus or train to get you to your destination.
- Call your Personal Contact Number to let them know where you are and when you will be arriving at destination.

