

# OnOurWay

A Guide to Using Transit

## Traveller's Handbook

[Transit agency logo here]

[This handbook is a reference document for the traveller after they have completed travel training]

**This handbook belongs to:**



Name: \_\_\_\_\_



Address: \_\_\_\_\_



Phone Number: \_\_\_\_\_



**Emergency Contact**

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

# Welcome to On Our Way

[Insert name of program] tells you everything you need to know about riding [Insert name of transit agency]. This travel training program will teach you how to ride public transit with confidence.

Bring your **Traveller's Handbook** on your trips in case you have any questions when you are travelling on [Insert name of transit agency].

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# Section 1: Getting Started

## Planning Your Trip

### Before you call

Starting Address: \_\_\_\_\_

Destination: \_\_\_\_\_

### I need to be there at:



Time: \_\_\_\_\_



Date: \_\_\_\_\_

I use a **mobility device**:     Yes     No

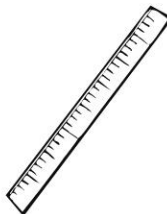


It is a: \_\_\_\_\_

The size of my **wheelchair** or **scooter**:



Weight \_\_\_\_\_ kg/lbs



Length \_\_\_\_\_ cm/inches

Width \_\_\_\_\_ cm/inches



## Call us!

We'd be happy to **help** you plan your trip!

[\[Insert transit agency\]](#) Customer Service Centre

Telephone: [\[Insert phone number\]](#)

Toll Free: [\[Insert phone number\]](#)

Press [\[Insert #\]](#) to speak with a Customer Service Representative

### **TTY is available for callers who are deaf or hard of hearing**

Telephone (TTY): [\[Insert phone number\]](#)

Toll Free (TTY): [\[Insert phone number\]](#)

### **[\[Insert Transit agency\]](#) Customer Service Centre Hours**

Monday to Friday: [\[Insert Hours\]](#)

Weekends and Holidays: [\[Insert Hours\]](#)

**Maps** and **schedules** are also available in these places:

[Insert locations e.g. on vehicles, at local ticket agent, at terminals]

[Insert images of route maps and schedules]

Online at [Insert website]



Transit services are more crowded during peak travel times.

If you can travel during the days and times below it will be **less crowded** and easier to get accessible seating:

Weekdays – 9:30am to 3:00 pm, and after 6:30 pm

Saturday, Sundays, and Holidays – all day

# Trip Plan Worksheet

Use this sheet when you are speaking with a [\[Insert agency\]](#) **Customer Service Representative**. You can also bring this worksheet with you on your trip so that you can look at it on your ride.

What **bus route** should I use to **get to** \_\_\_\_\_?



Is this **bus accessible**?  Yes  No

Where is my **bus stop**? \_\_\_\_\_

Is this **bus stop accessible**?  Yes  No



What **time** does the **bus arrive** at my **bus stop**? \_\_\_\_\_

Do I need to **transfer** to another bus?  Yes  No

If, "Yes", what is my **next bus route**? \_\_\_\_\_



Where is my **next bus stop**? \_\_\_\_\_

Is this **bus stop accessible**?  Yes  No





What time does my **second bus arrive**? \_\_\_\_\_



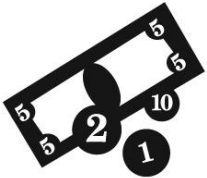
What time does the **bus arrive** at my destination? \_\_\_\_\_



Where do I **get off** the bus? \_\_\_\_\_



What are the **landmarks** near my **destination**? \_\_\_\_\_



What is the **total cost** of my trip? \_\_\_\_\_



Where is the closest place to **buy tickets or passes**?

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# Return Trip Worksheet

What **bus route** should I use to **get to** \_\_\_\_\_?



Is this **bus accessible**?  Yes  No

Where is my bus stop? \_\_\_\_\_

Is this **bus stop accessible**?  Yes  No



What time does the **bus arrive** at my bus stop \_\_\_\_\_

Do I need to **transfer** to another bus?  Yes  No

If, "**Yes**", what is my **next** bus route? \_\_\_\_\_



Where is my **next bus stop**? \_\_\_\_\_

Is this **bus stop accessible**?  Yes  No



What time does my **second bus arrive**? \_\_\_\_\_



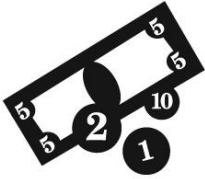
What time does the **bus arrive** at my destination? \_\_\_\_\_



Where do I **get off** the bus? \_\_\_\_\_

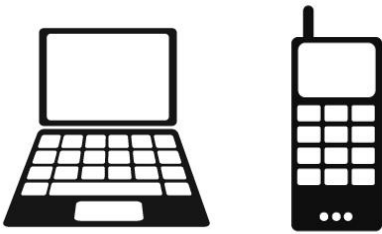


What are the **landmarks** near my **destination**? \_\_\_\_\_



What is the **total cost** of my trip? \_\_\_\_\_

## Plan your trip with [\[Insert name of trip planner\]](#)



Plan your trip using your computer or smart phone by going to our online **trip planner** at [\[Insert website\]](#).

From [\[Insert transit agency\]](#)'s home page, select [e.g. Trip planning] and **follow the instructions**.

## How to read a route map

Get familiar with your route map ahead of time, so you are comfortable with it by the time you are ready to travel.

If you have a **printed version** of the route map, it can be helpful to mark:

- Your location
- Your destination
- Landmarks
- Transfer points

**[Describe the way the routes are defined on the timetables]**

## How to plan your transfer

✓ The [\[Insert transit agency\]](#) **online trip planner will** tell you if you need to transfer.

✓ Circle the transfer point on your route map.

### If you aren't using the online trip planner:

- Look at the **route map**. Find the **route number** for where you will get on the bus and your destination
- Your **transfer point** is where the two route numbers are together.
- **Confirm** the transfer point with a [\[Insert transit agency\]](#) **Customer Service Representative** [\[Insert phone number\]](#)

[Image of route map with a transfer point circled](#)

# Section 2: Street Smarts

## Getting to the Bus

### Things to take with you:



Bring your Identification



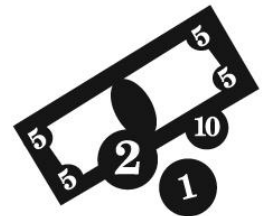
Bring your **Trip Plan Worksheet** to help you



Bring your bus schedule and route map



Have your **PRESTO card, pass, ticket** or **exact** cash ready



Take some extra **money** for phone calls



Keep your **keys** in a safe place



Bring your **cell phone** for emergencies or to use your trip planner



Bring a **snack** and **water** in case of delays

## When you are out:



Wait for the bus in a safe, well-lit area



**Don't open** your **wallet** or **purse** while getting on the bus. Have your **PRESTO card**, ticket, pass, transfer, or exact cash ready.



Be aware of people around you – Stay alert!



**Stand back** from the curb until the bus arrives.



**Sit close** to the driver. They are always available to help.



Stay seated while the bus is moving.



Make sure the **driver** has **secured** you properly if you have a mobility device.



Know:

- Your **home address**
- Your **phone number** and numbers of relatives, friends and neighbours if you become lost or need a ride home
- When to use **911** (for emergencies only)

# How to recognize stops, route numbers and names

Insert picture of transit agency bus stop

## Bus Stops and Shelters

All [Insert Transit Agency] **bus stops** are marked with a **sign** showing the [Insert Transit Agency] logo. The bus stop sign shows where you should wait for your bus.

Insert picture of transit agency shelters/benches

**Some** stops have **shelters** and **benches**. You can use the shelter while **waiting** for the bus. Move out of the shelter to the bus stop before the bus arrives. This will help let the bus driver know to stop for you.

## Route names and numbers

Insert picture of route name and number of transit agency bus

All [Insert Transit Agency] buses have the **route name** and **number** located [Insert]. **Ask the driver** to confirm the route before you board the bus.



## How to recognize [Insert transit agency] vehicles

[Insert the following information:

Vehicle type, colour

Vehicle logo

# and/or % of accessible vehicles

Accessibility features

Direction of securement areas]

Insert pictures of transit agency vehicles



**Accessible [Insert Transit Agency] buses** are marked with this accessibility logo [Insert location on vehicle].

## Other vehicles in the region

[Insert the following information:

Region they operate in

Vehicle type, colour

Vehicle logo

Designs]

Insert pictures of other transit agency vehicles

## How to buy and use tickets, passes and the PRESTO card

To ride [Insert transit system] you will need a [ticket, token, pass, transfer, PRESTO card, exact change]. [Tickets, tokens, passes] can be purchased from [collector booths, ticket agents, etc]. PRESTO cards can be purchased online at [prestocard.ca](http://prestocard.ca), or at a customer service outlet.

[Insert fare chart/rates]

If you have a:

**Ticket** – [Insert instructions e.g. Insert your ticket into the fare box as you board. Request a transfer if you know you will be taking another bus to get to your destination.]

**Pass** – [Insert instructions e.g. Show your driver [name of pass] as you board. You do not need a transfer if you will be taking another bus. You can just show your pass again.]

**Cash** – Insert the exact change into the fare box as you board. The driver cannot make change on the bus. Request a **transfer** if you know you will be taking another bus to get to your destination.

**PRESTO** – Tap the PRESTO card as you board. An electronic transfer is placed on your card.









### ***Keep your ticket or transfer!***

Customer service staff may ask to see your ticket or transfer as proof-of-payment. If you have a PRESTO card, they may use an electronic card reader to make sure you paid your fare.

## How to get on the bus

When the bus arrives at your stop:

-  Check the **bus name** and **number** before you get on
-  Let other passengers get off the bus first
-  Have **exact** fare, pass, ticket or PRESTO card ready. Drivers **cannot** make change!
-  **Ask** the driver for a **transfer** (unless you have a pass or PRESTO card)
-  **Tell** the driver your **destination** if you need help finding your stop
-  If you don't have a mobility device, take a **seat**

Insert Transit Agency  
Courtesy Seating  
Signage

## Courtesy Seating

Courtesy Seating is usually located at the front of the bus and is indicated with appropriate signage.

These seats are reserved for people with disabilities, seniors, and passengers with children in strollers.

Passengers are asked to leave these seats for priority passengers.



***What to do if courtesy seating is full***

*[Insert policy]*

## Low-floor/Kneeling buses

Insert picture of transit agency kneeling bus

The [Insert Transit Agency] fleet has [percentage] of low-floor, ramp equipped, kneeling buses.

The **bus driver** is able to **lower** the bus to bring it closer to the curb, or extend a ramp out onto the sidewalk. This allows for easier boarding.

The driver may provide instructions to help you on and off the lift, but they are unable to provide any physical assistance.

## How to get on the bus with your mobility device

### When waiting for the bus:

- Wait near the bus stop pole

### When the bus arrives:

- Let the passengers get off first
- The **driver** will then **lower the ramp** out onto the sidewalk

Insert pictures of getting on ramp

### Once the ramp is fully lowered:

- **Enter the bus** and move to one of the wheelchair seating areas. There are [Insert #] wheelchair seating areas on each bus.
- These spaces are [Insert size dimensions]. Very large wheelchairs or scooters will **not** safely fit within the area.

[If discussing a train, be sure to include which cars/doors are closest to accessible seating]

- **Tell the driver** where you want to get off the bus while you are boarding. The driver is able to give instructions, but is unable to give physical assistance.
- If you use a **scooter** and are **able to transfer, get off your scooter** and sit in a seat close by. The bus seats are safer than your scooter if the bus has to make quick stops or turns.

### How to secure your mobility device

Insert pictures of securement devices and/or process

[Insert Transit Agency] buses are equipped with securement straps to provide passengers with a safe ride.

[Insert securement details]

The driver will help to secure your wheelchair once you have driven it to the proper place on the bus.

## Getting off the bus

### Knowing when to get off

- **Listen** and **look** for audible and visual stop announcements
- **Ask the driver** if you aren't sure
- Look out the window for the **landmarks**



### ***Tips for Landmark Training***

- *Identify two or more landmarks*
- *Write down or draw them on your **Trip Planning Sheet***
- *Count the **number of stops** between the landmark and your final destination*

## Signalling for a Stop

Insert picture of stop  
cords

Each bus is equipped with [describe where stop signals are located and how they work].

When signalling for a stop do it far enough in advance to give the driver time to make the stop safely.

## When the bus arrives at your stop:



Stay seated until the bus has come to a complete stop



Check that you have all of your belongings



Get off from the rear of the bus if possible – you don't want to delay people getting on the bus



After you get off the bus, wait until the bus has pulled away before crossing the street



## Section 3: Extra Tips

### Drivers and Conductors

Insert picture of driver

**Ask your driver** for assistance when you need it! Don't wait until it's too late. Be sure to tell your driver where you are going. If you don't know the street address, describe a major landmark or cross-street.

It's a good idea to ask your driver if there are any changes or obstructions at your stop, or if the stop has moved, as they cannot assist you in crossing the street.

### Customer Service Staff

[Insert Transit Agency] Customer service staff:

- **Provide safety** and **customer service** aboard [Insert Transit Agency] vehicles and in stations
- **Announce** service updates and communicate trip and/or platform changes to customers
- Will **notify** customers of their stop personally upon request. When it is safe and possible, they will help.

## What to do if you miss your bus

- If you miss your bus, **call** the [\[Insert Transit Agency\] Information Line](#) at [\[Insert phone number\]](#) to find out when the **next** bus is coming
- If you know you will be travelling **after business hours** please make sure you **print a schedule** from the [\[Insert Transit Agency\]](#) website before leaving to keep for easy reference.

## What to do if the bus is full

If a bus is full or is already **carrying two wheelchair or scooter passengers**, you **may not be able to** board with a mobility aid. Your driver will advise you when the **next accessible bus** is scheduled to arrive. Because this may happen, make sure you do not plan a trip using the last [\[bus\]](#) of the day.

[Insert additional policy if applicable]

[Insert Customer Service number if applicable]

## Lost and Found

All items found on [\[Insert Transit Agency\]](#) property are held in a Lost and Found at [\[Insert location\]](#).

Visit the [\[FAQ section\]](#) of our website at [\[Insert website\]](#) or call [\[Insert phone number\]](#) for additional information.

## What to do in extreme weather



- Check the Service updates page at [\[Insert link\]](#)
- Contact [\[Insert service & phone number\]](#) to check that sidewalks and roads have been cleared or salted if there is snow or ice
- Give yourself extra time to get to your destination and take an earlier trip if possible
- Carry a raincoat and an umbrella in case you need to wait outside for longer than expected
- Bring a hat and some water for extreme heat
- Carry important contact information and necessities for your comfort
- Consider an alternate way to get to your destination

## How to use ‘Request a stop’ programs

If passengers ride [\[Insert Transit Agency\]](#) after [\[Insert time\]](#) they can **get off the bus between stops**, closer to their destination.

- **Tell the bus driver** at least **one stop ahead** of where you want to get off the bus.
- **Get off** the bus by the **front doors** to be safe
- Request Stop Programs are **only on buses**

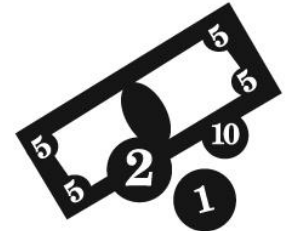
## In Case of an Emergency



Have your Trip Plan Worksheet



Bring **Emergency Cash**- it will be helpful if you lose your transit tickets, PRESTO card or cash fare



Have your contact information



Travel with your **cell phone** in case you need to call [\[Insert Transit Agency\]](#) or anyone else during your trip.



Put your emergency phone numbers and the number for [\[Insert Transit Agency\]](#) Customer Service Centre into you phone. You can get the numbers easily!