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

Easter Seals Project ACTION
1425 K Street NW, Suite 200
Washington, DC 20005
(800) 659-6428 • www.projectaction.org

The Daniel Jordan Fiddle Foundation
P.O. Box 1149
New Jersey 07451-1149
(877) 444-1149 • www.djfiddlefoundation.org

Feeley Consulting
576 Valley Road, Suite 166
Wayne, NJ 07470
(973) 356-1582 • www.feeleyconsulting.com

Easter Seals Project ACTION (ESPA) is funded through a cooperative agreement with the U.S. Department of Transportation-Federal Transit Administration, and is administered by Easter Seals, Inc. This information is disseminated by ESPA in the interest of information exchange. Easter Seals, the U.S. DOT, FTA, The Daniel Jordan Fiddle Foundation, and Feeley Consulting do not assume liability for its contents or use.

10/2012
Transit photos courtesy NJ Transit.

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.

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:

Emergency Phone Numbers
My Personal Contact: _______________________
Customer Service: _______________________
Transit Police: _______________________

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: _______________________

GET Going! Guiding Everyday Travel

My Destination: ____________________________
My Fare: __________________________________
Emergency Phone Numbers
My Personal Contact: _______________________
Customer Service: _______________________
Transit Police: _______________________

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

Easter Seals Project ACTION (ESPA) is funded through a cooperative agreement with the U.S. Department of Transportation-Federal Transit Administration, and is administered by Easter Seals, Inc. This information is disseminated by ESPA in the interest of information exchange. Easter Seals, the U.S. DOT, FTA, The Daniel Jordan Fiddle Foundation, and Feeley Consulting do not assume liability for its contents or use.
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.

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.

* 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.