

Get on Board

How to Get a Ride in Your Area

Call or go online to locate the public transportation services in your area.

Plan your trip. Find the closest stop to you and where you want to go to plan your route. Realize that you may have to take more than one bus to get there. Call the customer service line if you are having trouble locating the best route.

Make sure all busses on the route can accommodate for your needs.

Call or go online to schedule your trip – you may need to order your bus pass before you go

Personal Information

NAME: _____

Transit Provider phone number:

Name of Bus or Route Number:

Final Destination:

During Your Ride

What you need to be aware of while on the bus

- Hold on to your receipt throughout the duration of your ride until you have returned home.
- Pay attention to where you are and what stop is next.
- Know when you want to get off and be sure to alert the operator at least one stop ahead if necessary
- Gather your personal items and be ready to exit the bus before you stop.
- If you have taken anything out during the ride be sure to put it away before your stop.
- Tell your operator where you are stopping only once- preferably when you get on the bus.



Before You Go

What you need to know before you get on the bus

- Know how much the fare is
- Have the exact amount ready before the bus gets there
- Keep extra fare or passes with you in case you lose yours
- Have your ID with you
- Check to see how long it will take you to get to the bus stop and be there 10 minutes early
- Have the transit provider's phone number with you in case you encounter a problem along the way.
- If you are unsure of the route or it's your first time be sure to write all important information down including the name of transfer points or stops.
- Know the size and weight of your mobility device, you and personal belongings or equipment you have with you. Some lifts have weight limits that you need to be aware of.

LAKE SHORE



*A guide to help you navigate
your own transportation needs*

Get on Board

Local Transportation Numbers

BJCTA Max: 205-521-0101

ClasTran: 205-325-8787

KidOne: 205-978-1000

Fresh Air Acc. Transport 205-744-3829



How to Advocate for Your Own Transportation Needs.

*If you are having trouble with accessible
transportation in your area here are some
helpful tips.*

- Treat all staff with the same respect you expect regardless of their words or actions.
- Be a proponent of change. Become a member of the committee or attend town hall meetings of the organization.
- Contact the supervisor or director of the agency you are having trouble with. Be prepared with what you want to say and the points you would like to make.
- Be sure to inform them of the specific problem you are having and have some probable solutions ready if they ask you for them.
- Be polite and professional.
- If the issue is not resolved your next step is to file a complaint with the Federal Transit Administration Office of Civil Rights or to file an ADA compliance complaint.

Know Before You Go

What the ADA ensures

- You may use any public bus or rail system
- You may have a personal care attendant with you or a service animal.
- You may use your mobility device to board the bus
- You have a right to receive information in an accessible format

Para-transit

- Must be provided
- Fares may not exceed twice the fare that would be charged for the same length trip on fixed transit
- Number of trips allowed may not be limited or priorities/ restrictions placed based on trip purpose.

Resources

Getting in Touch With the Right People

To file an ADA complaint:

<http://www.ada.gov/complaint/>

Federal Transit Administration (FTA) Office of Civil Rights

http://www.fta.dot.gov/civil_rights.html

Project Action

<http://www.projectaction.org/AboutESPA.aspx>

Transit Planning 4 ALL

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=3381&z=122>

United We Ride

<https://www2.fta.dot.gov/ccam/>