

# TRANSPORTATION



**When a newcomer first arrives, it will be very challenging for them to get around. They will need a lot of help with transportation for at least the first month. Until they are able to obtain their driver's license and have their own car, they will primarily use public transit, walk, ride a bicycle, or rely on people in the community, including you**

## THINGS TO CONSIDER

From the beginning of helping newcomers with transportation, keep in mind the mindset of “doing with” rather than “doing for”. Your transportation assistance is ultimately to help them achieve the goal of being able to safely get around on their own when they want or need to, and according to their budget. This means taking advantage of teachable moments when you are with them.

## PROVIDING RIDES

The World Relief office may coordinate and request driving needs for newcomers in order to get them to their initial resettlement appointments. Your team will most likely be a part of this as well. There may be other times that the newcomers directly ask you for a ride, outside of the initial resettlement appointments and other transportation requests from World Relief. Your team can coordinate and decide if these are doable. As your team organizes vehicle transportation, be sure there is clear communication between you, the World Relief office, and the newcomers. If the newcomers have US family ties or are already connected to another group in the community, they may ask them for help as well.

## PUBLIC TRANSIT

Even before the newcomers arrive, it is best practice for your team to familiarize yourselves with your local transit system so that you all are prepared to help if needed. Some World Relief offices may have partnerships with the local transit to provide bus training for newcomers. In that case, your team could help them practice learning various routes they will need to use and going on a few rides with them. In areas where public transportation is less available or non-existent, it is important for your team to be aware that transportation may be a higher need for the newcomer, and to prepare accordingly.

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## GETTING THE CHILDREN TO SCHOOL

When families are registering their children for school, the school district will usually provide transportation information and options. This could be bus schedules and pick up locations, safe walking routes for children and parents, pick up and drop off procedures, etc. Whatever information is shared, discussed, and decided on, make sure the parents and children are involved and know what to do. Your team may need to practice getting to school with the family for the first couple of weeks until they are confident to do it on their own. A couple of examples are: going to the bus stop with the parents to drop off and pick up the children, or walking with the children and parents to school.

## OTHER OPTIONS

Other modes of transportation that newcomers might use are biking, ridesharing, walking, and taxi services, although taxis can be very expensive and most likely won't be sustainable for the family. Your team can help provide safety orientation for each mode of transportation that they are interested in using. Such as for biking, they should have helmets, bike lights, bike locks, know how to safely store their bikes, and know the rules and signals for biking, etc.

# BUS ORIENTATION- MONARCH PASS



## PRIOR TO BUS ORIENTATION

- Inform the family of when you will be coming to provide them the bus orientation and figure out which family members will be joining the orientation.
- If the family does not speak English, you may use a translation app on your phone to complete the orientation or have another family member translate. World Relief suggests the following mobile apps for translation: Tarjimly or Google Translate.

## BUS ORIENTATION - BEFORE BOARDING THE BUS

- Upon arrival at the family's house, provide everyone with a map of the bus route (Figure 5).
- Before boarding the bus, there are a few important things to explain to those participating in the orientation:
  - a. Ticket Prices: \$2 each way (to ride somewhere and back home would be \$4) OR \$5 for an all-day ticket (unlimited rides for the whole day)
  - b. Options to Buy Bus Tickets:
    - Purchase on bus (CASH ONLY, must pay exact fare) OR GoPass App (DEBIT/CREDIT CARD ONLY)
  - c. How to Find Bus Stops Near You:
    - <https://ridetrinitymetro.org/stops/> OR GoPass App
    - Google Maps: Search for destination and click the public transport option. It should tell you how much the fare is, when it is leaving, and how long it will take. Make sure clients know how to find things on Google Maps.
  - d. How to Find Bus Routes and Schedules:
    - <https://ridetrinitymetro.org/routes-schedules/> OR GoPass App
  - e. Briefly explain the map to the newcomers, including which buses go to important stops:
    - Bus 25: La Gran Plaza and Fiesta Grocery Store and is also a stop where they can board a few other buses.
    - Bus 1: Boarded at La Gran Plaza. Stops at PL\$ where they can cash checks, on to Walmart, and eventually to Downtown Fort Worth.
    - Bus 5: JPS Hospital.

# BUS ORIENTATION- MONARCH PASS



- Encourage the newcomers to ask the bus driver any questions if they are ever in doubt about where the bus can take them or where they need to get off.
- Once you have explained these things, you are ready to show the newcomers how to board the bus.

## BUS ORIENTATION - BOARDING THE BUS

- Upon exiting the Monarch Pass apartment complex, you will see the bus stop for Bus 5 across the street. Be sure to point this bus stop out to the newcomers and remind them that Bus 5 can take them to JPS Hospital.
- Walk to the bus stop for Bus 25 and wait for the bus. Show the newcomers how to find the bus stop sign with the appropriate bus number printed on it. The buses run on a 30-minute timetable, so remind the newcomers that they may have to wait for a little while before their bus stops (see Figure 3).
- Once the bus arrives, show the newcomer how to double check the bus number on the screen on the front and side of the bus. Then, help the newcomers to board the bus and place their tickets through the machine next to the bus driver. You can also show them the slot they can put their cash or coins in to purchase a ticket.
- While on the ride, point out the yellow line hanging along the length of the bus (see Figure 4). Note that they can pull this whenever they want to request a stop and allow one of them to practice when you get closer to your destination.
- When you arrive at the bus stop in front of La Gran Plaza, exit the bus and show the newcomers the other buses they can board from the stop (i.e. Bus 1). Then, board Bus 25 again and return to Monarch Pass Apartments.
- While on the bus, show the newcomer how to use a bike on the bus.

\*Combining the bus and grocery store orientations is very beneficial to the families. If you choose to do so, take Bus 25 to Fiesta Grocery Store and back to Monarch Pass Apartments.



# BUS ORIENTATION- MONARCH PASS



**Figure 1:** Back of Trinity Metro Bus Pass



**Figure 2:** Front of Trinity Metro Bus Pass



**Figure 3:** Bus Stop Sign



**Figure 4:** Yellow Line on Bus

# BUS ORIENTATION- MONARCH PASS



**Figure 5:** Monarch Pass Bus Route Map



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1001 Jones St  
Fort Worth, Texas 76102  
Customer Care: (817) 215-8600  
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