

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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ROUTES BY SERVICE TYPE

Cap Metro Bus

Routes 1-499 and 600-699: Frequent-stop service with routes all over town and service to the University of Texas.

Single Ride \$1.25 | Daypass \$2.50

CapMetro Rapid

Routes 801 and 803: High-frequency service with a limited number of stops, 15-minute until your next bus, 7 days a week

Single Ride \$1.25 | Daypass \$2.50

CapMetro Rail

Route 550: Commuter rail service to and from downtown, designed to bring outlying residents into Central Austin

Single Ride \$3.50 | Daypass \$7.00

No Charge

Kids 18 and younger - and emergency and active military personnel with IS - ride free on all CapMetro services:

- K - 12 students, with valid IS
- Travis County and City of Austin employees with valid ID
- 10 and younger must be accompanied by someone 12 or older

CAPMETRO BUS APP

The [CapMetro App](#) is a great resource for bus riders. You can view tickets on the go, keep updated on your bus and map out your entire itinerary from start to finish. Consider downloading this with your newcomer friend and go through the app together.

CAPMETRO RESOURCES

if you are not sure where to start with a bus orientation check out the following resources.

[How to Ride CapMetro Videos](#)

[What to do at the Stop or Station](#)

[How to Buy Bus Passes](#)

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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.

REMEMBER TO

- Log your volunteer hours
- Log case notes for any bus training

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BUS ORIENTATION CHECKLIST

- Download the BusMetro App
- How to find your route
- Show where to deposit money/swipe their pass
- How to signal you are getting off the bus
- Who the bus driver is
- Review bus fare prices
- Walk through using a bike on a bus
- Go to two or three different spots (grocery store, thrift store, place of employment, library, etc.)

ROUTE PLAN TO WALMART

Starting Location: Bridge at Cameron Apartments (9201 Cameron Road)

Traveling to: Walmart (1030 Norwood Park Blvd)

1. Start at Bridges at Cameron Apartments
2. Walk 0.2 miles (about 3 minutes) to Rundberg/Cameron Bus 325 - 325 Norwood Transit Center SB - Depart from Rundberg/Cameron
3. Arrive at 1112 Rutherford/Furness
 - Your stop is next after 1476 Rutherford/Cameron
 - If you've reached Norwood Transit Center - C, you've gone too far
4. Walk from 112 Rutherford/Furness to Walmart Supercenter

ROUTE PLAN TO CAMERON APARTMENTS

1. Start at Walmart Supercenter
2. Walk 479 feet (about 2 minutes) to 1113 Rutherford/Furness, Bus 325 - Tech Ridge Park & Ride NB
3. Arrive at Cameron/Ferguson
 - Your stop is next after Cameron/Clear Creek
 - If you've reached Rundberg/Marlborough, you've gone too far
4. Walk from Cameron/Ferguson to Bridges at Cameron Apartments

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BUS ORIENTATION CHECKLIST

- Download the BusMetro App
- How to find your route
- Show where to deposit money/swipe their pass
- How to signal you are getting off the bus
- Who the bus driver is
- Review bus fare prices
- Walk through using a bike on a bus
- Go to two or three different spots (grocery store, thrift store, place of employment, library, etc.)

ROUTE PLAN TO WALMART

Starting Location: Paddock at Norwood Apartments (1044 Norwood Park Blvd Austin TX 78753)

Traveling to: Walmart (1030 Norwood Park Blvd)

1. Start at Paddock at Norwood Apartments
2. Walk 0.4 miles (about 7 minutes) to Bus: 10 - 10 Southpark Meadows
3. Arrive at 1113 Rutherford/Furness
 - If you've reached 8100 Cameron Road, you've gone too far
4. Walk from 1113 Rutherford/Furness to Walmart Supercenter

ROUTE PLAN TO PADDOCK AT NORWOOD APARTMENTS

1. Start at Walmart Supercenter
2. Walk 479 feet (about 2 minutes) to 1112 Rutherford/Furness, Bus 10
3. Arrive at Norwood Transit Center - A
4. Walk from Norwood Transit Center - A to Paddock at Norwood Apartments