

## **KOM Client Bus Notes**

*(Thank you to the Center for Victims of Torture (CVT) for providing this worksheet!)*

### **Before Introduction to Client**

- Get addresses for client's home and initial destination
- Research routes, frequency of buses, and total trip time, so that you can suggest times for first practice ride when you are introduced to the client.

### **Prep at Home**

- Keep track of your time doing prep at home.
- Locate client's home and destination using Google maps.  
Use Google Street to print pictures of destinations or landmarks just *before* the stops.
- Use metrotransit.org trip planner and Transit System Map.  
Web site's first option may not be simplest, so look at all options and use common sense.  
Depending on client's ability to walk, investigate optional routes.  
Be sure return trip plan uses the same bus routes, to avoid confusion.  
Consider printing detailed walking instructions, depending on client.  
Determine *exact* location of bus stop, before or after intersection.
- Print snips from the personal schedule tool so you have options in case a bus doesn't show up as expected, or you take longer than planned before starting the return trip.
- Use highlighter to mark route on schedule map.
- Use highlighter to mark closest on and off stops on map.
- Consider sketching small map showing street names just before destination.
- Personal schedules can be useful for a specific leg of a trip, but the entire schedule is a better overall resource.

For non-literate clients, prepare and print story board. Expect to take photos of landmarks to reflect client's comments, and edit story board for next trip.

- Note expected total time of round trip so you can tell client what to expect when you make the reminder call the day before.

### **Get Maps**

Get Transit System Map, Route Maps, and helpful literature at libraries, shopping center information desks, Metro Transit stores. If these aren't convenient, call Metro Transit and ask them to mail, allowing several days.

### **Bring for Client**

- Bring plenty of change, including dollar bills and quarters. Client may get a bus pass from the social worker, or may pay themselves if working, but may not have exact change.
- Be prepared for weather, and possibly bring gear for clients (scarf, hat, gloves, umbrella).
- Bring two copies of all transit system literature and your detailed notes.
- Be sure that at least one thing you leave with the client has your full name and phone number.
- Have a notepad and pen to communicate if speaking is difficult, or if you or the client want to make notes, including landmarks.

## **Catching and Riding the Bus**

- Point out bus stop signs. Note that stops may be at a corner, or partway down a block.
- Point out schedules on shelters.
- If you see Rider Alerts, discuss them. If you don't see any, talk about watching for them.
- As bus approaches, point out route information on the front of the bus. More than one route may use the bus stop. (The letter after the route number may be important in some cases.)
- Suggest waving arm at driver to indicate you want to get on, or shaking head if not your bus.
- Demonstrate letting people off before getting on.
- Ask question of driver if appropriate, to demonstrate that this is OK to do.
- Demonstrate paying with cash and asking for a transfer, as well as demonstrating using card. Note need for exact fare because driver does not give change.
- Talk about transfer or card letting you continue riding for 2 ½ hours without paying again.
- Point out route newsletters if you see them. They have notes about upcoming changes.
- Point out rear exit doors.
- Point out handicap-accessible seats and when to give them up.
- Talk about different fares during rush hour, and show the fare info on a schedule.
- Talk about possible need to pay additional fare if ride goes into Rush Hour rates.
- Talk about how streets are numbered or named, if appropriate. (Avenue vs Street are important!)
- Look for landmarks as you approach destination, and write them down on the notebook.
- Demonstrate pulling cord to request a stop.
- When you get off the bus, point out where you will stand to pick it up on return trip. On one-way streets, talk about why you go to a different street.
- On the return trip, suggest that the client lead in hailing a bus, paying fare, selecting seat, pulling cord for stop.

## **Additional Thoughts**

- Be prepared for small talk, such as what you see as you ride. Tell client that if they don't want to talk, that is OK also.
- In hot weather, it is nice to bring a couple bottles of water to have while waiting for a transfer or before turning around. Talk about not eating or drinking on the bus.
- In cold weather, offer a warm beverage before the return trip, if possible.
- Locate rest room at destination and use it, to allow client the opportunity without having to ask.
- Clients sometimes offer refreshments when you get back to their homes. It is nice to let them give you this in return. We can't accept cash.
- I have started making brief notes on my phone with client's name, phone number, address, and bus route numbers. Several clients have phoned when I am away from home, with an urgent question about a route.