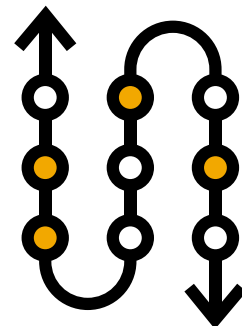
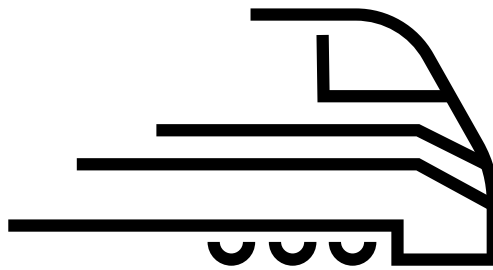
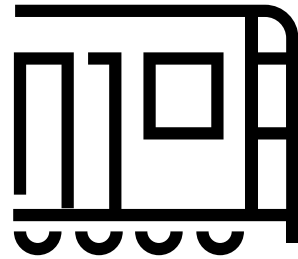
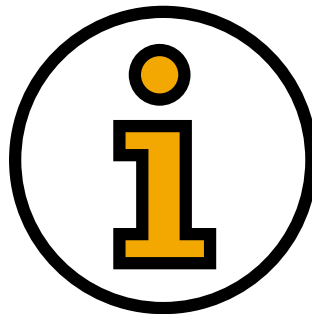
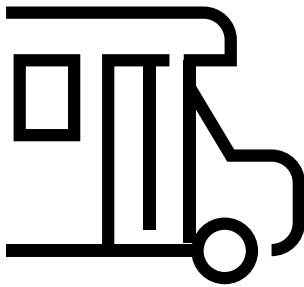
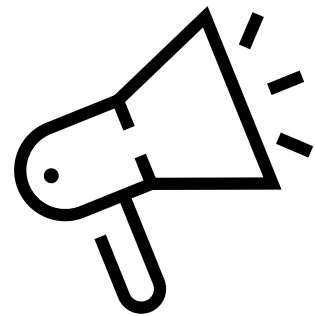
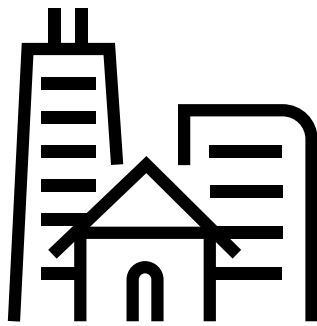


Your Guide to Community Safety

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Your Guide to Community Safety is designed to provide helpful safety tips for using buses and trains. Traveling by bus or train can be both convenient and affordable. This guide will help you begin developing a personalized community safety checklist for getting around your area. Before using public transportation, it's important to work with your support person to create a safety plan tailored to your individual needs.

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Rights and Responsibilities

Before using buses and trains, it's important to know what you can expect from transit employees and what is expected of you as a rider.

Rights of Transit Riders

The Americans with Disabilities Act (ADA) of 1990 is a civil rights law that prohibits discrimination based on disability in all areas of public life including public transportation.

You have the right to:

- Use any public bus or rail system
- Receive service information in an accessible format
- Use a wheelchair or mobility device to board a bus or train
- Access transit with lifts, ramps, and secure equipment in good working order
- Ride the bus or train seated in your wheelchair or mobility device
- Have stops and major intersections announced along the route
- Travel with a personal care attendant
- Travel with a service animal
- Travel with any necessary equipment and devices
- Receive courteous service, as well as enough time to get on/off the vehicle
- File a complaint with the transportation provider

Responsibilities of Transit Riders

The Americans with Disabilities Act (ADA) guarantees that individuals with disabilities have access to public transportation. As a transit rider, it is important for you to ensure that your trips on public transit are conducted responsibly.

You have the responsibility to:

- Use the bus or train when possible
- Know how to contact the transit systems to get travel information
- Know whether your mobility device is compatible with ADA requirements
 - » Keep in mind transit vehicles have a limit to the size of mobility device they can accommodate
- Comply with transit providers' policies of securing wheelchairs and mobility devices
- Arrive at the bus or train stop before the scheduled time
- Pay the proper fare for yourself and your personal care attendant
- Keep service animals under control
- Request seat belts and securement for your wheelchair or scooter if desired
- Request the driver to stop the bus before reaching your desired stop
- Treat the driver and other passengers with courtesy and respect

Trip Planning



Planning your trip is an important step in traveling safely within your community. There are several tools you can use to help you plan your trip including:

- The RTA Trip Planner: rtachicago.org/riders/how-to-ride
- Google Maps
- Ventra app
- Calling the RTA Travel Information Center (TIC) at **312-836-7000** to speak with a customer representative for step-by-step directions

What to Bring While Traveling

Before heading out, it's important to let someone know where you're going and when you expect to return. Keep the following tips in mind:

Things you should carry:

- Keys
- Ventra card
- Directions
- Identification card
- Fully charged phone
- Small amount of cash
- Emergency contact numbers
- Wallet or purse (carry in front of you and close to your body)

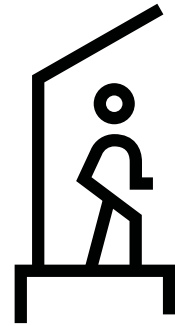


Things to avoid carrying:

- Large amount of cash (preload money onto your Ventra card)
- Expensive items like laptops or jewelry unless necessary—and if you do, make sure they are secure and kept with you at all times.

Waiting and Riding on Transit

When taking buses and trains, waiting in the correct place for your vehicle and staying aware of your surroundings are important steps in traveling on fixed route public transportation.



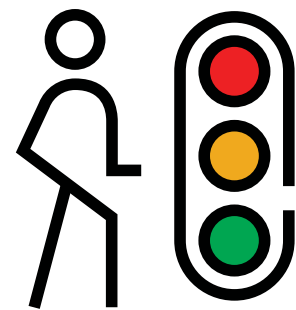
You may want to consider:

- Waiting at the bus stop sign or on the train platform where the driver or conductor can see you
- Paying attention to your surroundings
- Avoiding distractions such as headphones, reading, and using your cell phone
- Never give out personal information to people you don't know
- Traveling with a companion when possible
- Sitting close to the bus or train operator when possible – they are there to help!

Street Crossing Tips

Following the rules for street crossing is essential for your personal safety. Some rules to follow when crossing streets:

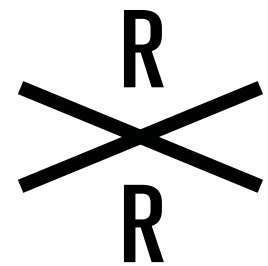
- Cross at stop signs or streetlights with a walk signal, and roads with the least amount of traffic possible
- Make sure the light facing you in the direction you're traveling is green, or that you have the walk signal



- Stop at the curb and look for traffic in all directions. Remember to look over your shoulder.
- Wait for cars to come to a complete stop and make eye contact with the driver so they know you are crossing
- Look for cars turning into driveways and parking lots
- Walk quickly and confidently

Railroad Crossing Tips

To stay safe at train crossings and stations, you should always obey the warning signals and look and listen for trains in all directions.



Always:

- Walk on the train station's crossing or platform
- Stand behind the tactile warning strip while waiting for a train to arrive
- **Do not cross** when red lights at a railroad crossing are flashing or when the crossing gate is moving or already down
- **Never try to beat the train!**

Getting Help While Traveling

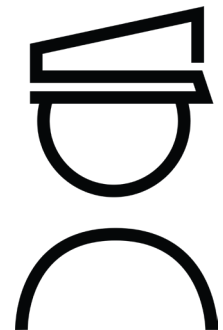
When you're traveling around your community or using public transportation like buses or trains, it's possible to get lost. That's why it's important to know what to do if you need help.

If you get lost or feel unsure:

- Go to a safe place. Look for a safe, public location where you can ask for help:
 - » **Fire or police station** (firefighter or police officer)
 - » **Business or community center** (cashier or clerk)
 - » **Restaurant** (wait staff)
 - » **Medical building** (receptionist or medical staff)
 - » **School or library** (teacher or librarian)

Contact Someone You Trust:

- Call your emergency contact; use your emergency contact list if needed.



Find Your Way Back:

- If you're able to continue your trip or get back on track, use your smartphone to plan a new route or call the RTA Travel Information Center (TIC) to get new step-by-step directions.

Remember, never hesitate to ask a safe person for help!

Additional Resources

For more safety tips, work with your personal support system to discuss and practice ways to be safe in your community.

Sign up for the RTA's free Travel Training Program by calling (312) 913-3120 or emailing: **TravelTraining@rtachicago.org**.

- The RTA's Travel Training Program is available to older adults and people with disabilities. You will work one-on-one with an experienced Travel Trainer to learn more safety tips and how to ride CTA, Metra, and Pace public transportation.

Check out RTA's Community Safety Video:

