

# Riding Palm Tran is safe and easy!

Follow these simple steps to get where you want to go



## Plan your trip.

Review the bus schedule called the Palm Tran Rider's Guide or call (561) 841-4287 and a customer service representative will assist you in planning your route.



## Wait at a bus stop.

Many of our bus stops have a covered shelter and all bus stops say "Bus Stop" in braille. When the bus approaches, signal to the bus operator that you want the bus to stop.



## Check the route number and travel direction.

Our buses are also equipped with voice enunciators to aid the visually impaired.



## Board the bus using the steps or ramp.

All of our buses kneel to allow easy entrance. If you're unable to step onto the bus, ask the bus operator to lower the ramp.



## Present Your "New" ADA ID card with the green stripe & photo.

And ride the bus for FREE!



## Service animals are allowed to board.

But please, no pets.



## Sit in our dedicated area in the front of the bus for passengers using a mobility device.

You can ask the bus operator for assistance when securing your mobility device.



## Shopping bags and packages are allowed.

You can keep them on your lap or under the seat. Don't forget them when you get to your destination!

Palm Tran's fixed-route customer service department is open 6 days a week! Call us if you have any questions about routes, schedules and bus stop locations.

(561) 841-4BUS (4287) or (877) 930-4287 (toll-free)



## Pay attention and look for your stop.

Signal your stop request at least one block in advance by pressing the button or pulling the cord.



## Use our easy-to-reach stop request button.

Located in the wheelchair section, this button alerts the bus operator to stop at a location where the ramp can be safely lowered.



## Exit the bus.

Unless you are in a mobility device, we prefer that you exit the bus through the back doors. Don't forget your belongings!



## You've done it!

By following these simple tips you can take Palm Tran where you want to go in Palm Beach County.

Existing CONNECTION ADA customers will need to request an ADA ID card if they wish to use fixed route service for free. Note: This may require having your photo taken at the Connection office. Palm Tran will provide travel training. For information call (561) 649-9848 ext. 63632