

FAQ – Transit2Go Related

What do I need to bring with me?

For Orientation: Please bring a support buddy (friend, legal guardian, or care giver) and something to write on as well as to write with. Make sure you have the ability to video chat if you chose a virtual session.

For Bus Training: Recommendations and requirement will be discussed during Orientation. For each bus training you are required to have your photo ID, your cell phone, and bus pass/fare money. Face masks are now optional.

Who will choose the route? How do I choose one route over the other?

The route and destinations will be discussed during Orientation. The route will be based around the client's transportation needs and the destination of their choosing. Part of the training that Abby provides will be how to build and choose the best route for the client.

How do I sign up for Orientation?

To attend Orientation, each client must apply via an In-Take Form online. The online In-Take Form will ask a variety of questions that will help Transit2Go decide if its service will suit

your needs. After filling out the In-Take Form, you will receive a response via email about your acceptance. If you are accepted, this email will provide a list of possible times and dates to schedule a virtual orientation session.

Where can I find the In-Take Form?

The In-Take Form is located at the bottom of the Orientation page as well as the FAQ page on the website.

transit2gonow.com/in-take-form

Where do we start?

After registering online and being accepted, you will be given further details about the orientation and payment information. During Orientation you will learn how to use Google Maps, pick the best route to your desired destination, and create a Travel Plan. Depending on your comfort level with public transportation during this time, Abby will gladly work with you to schedule your in-person bus training sessions to best suit your needs.

I'm having problems registering online...

If you are running into issues registering online, please contact Transit2Go via Email:

Transit2go@outlook.com

What happens when the weather doesn't cooperate?

Abby will still provide services in mild rain and snow conditions. Services will be canceled in the event of severe weather warnings and in icy road and sidewalk conditions. Abby has the right to make judgement calls regarding rescheduling appointments under these conditions. Clients will also have the option to reschedule should they feel that the conditions are not safe for them.

Can I bring someone with me?

We strongly recommend bringing a support person (parents, caregiver) with you to Orientation. Please only bring someone with to Bus Trainings if they are there to provide needed support.

FAQ – Bus Related

What if I forgot something on the bus?

If you forget something on the bus, your best option is to contact Metro (608-266-4904) about the situation at hand. It's important to remember that taking the bus is public transportation; if you happen to leave an item on the bus there is a chance of it being stolen. If you can, label any important item with your name and a possible phone number to reach you in the event someone was to find it.

It's time to depart from my bus, but it looks slick/icy where my bus driver stopped, what do I do?

If you are afraid you may fall upon trying to get off your bus, ask the bus driver for assistance. Never be afraid to ask the bus driver for help – that is part of their job.

It may take me longer than the average person to find a seat and I'm afraid I may fall...

When entering the bus, make sure to mention to the bus driver that you need extra time to find a seat before they go so you don't fall.

When I enter the bus, I notice all the seats are taken, but for me to safely ride I must be sitting. What do I do?

If all the seats are taken and the only way for you to ride safely is to be seated, you will need to appropriately and firmly explain to the bus driver that you are an individual with a disability that affects your stability.

On occasion, if a bus driver is not able to “see” your disability they may not assist you. Here are your options:

1. Hold onto a metal railing while standing.
2. Ask passengers yourself to give you their seat. Once again, you will need to appropriately and firmly explain that you are an individual with a disability that affects your stability.
3. You can always exit the bus and find alternative options (reroute your bus plan – wait for another bus, take a cab, etc.)