

# Riding Palm Tran is safe and easy!

Follow these simple steps to get where you want to go

## 1 Plan Your Trip



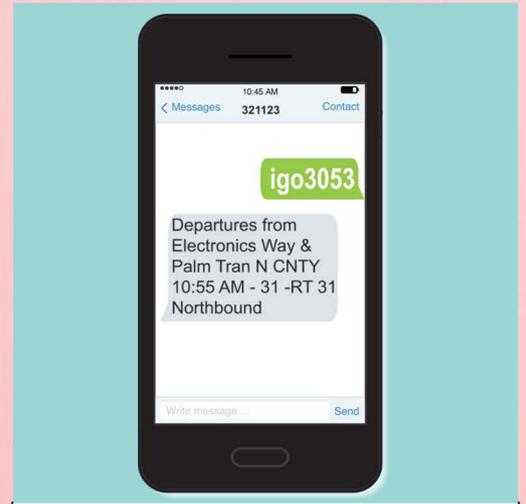
Review the bus schedule in the Palm Tran Rider's Guide or call customer service (561) 841-4287 or visit [www.palmtran.org/iGO](http://www.palmtran.org/iGO)

## 2 Wait at a bus stop



Many stops have shelters or seats. Check the route number and travel direction when the bus approaches. Signal the operator when you want the bus to stop.

## 3 Find your bus



Text the message "igo" and the bus stop number to 321123. Receive a text with the actual time the bus will depart from that stop.

## 4 For your safety



Buses are equipped with voice announcements and audio & visual surveillance equipment.

## 5 Have your fare ready



Use exact change, there is no cash refund.

## 6 Board the bus using the steps or ramp



All Palm Tran buses kneel for easy access. If you are unable to step onto the bus, ask the operator to lower the ramp.

## 7 Ride by the rules



You may play your personal media devices, but only with headphones and at a low volume.

## 8 Pay attention and look for your stop



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

## 9 Exit the bus



Unless you are in a mobility device, please exit the bus through the back doors. Don't forget your belongings or your bike!

Follow these simple tips and you can take Palm Tran anywhere you want to go in Palm Beach County. Palm Tran's fixed-route customer service department can answer your questions Monday through Saturday (561) 841-4BUS (4287) or visit [www.palmtran.org](http://www.palmtran.org)