



Taking Public Transportation

Public Transportation



1. Have you ever taken a bus or a train with lots of other people?
2. What kind of public transportation have you used before?
3. How did you pay for your bus or train ride? Did you use a special card or give some money to the driver or conductor?
4. Have you ever looked at a timetable before? When was the last time you checked one? Do you have one on your phone?
5. Do you know what a ticket inspector does? They check if everyone has paid for their ride and have a valid ticket. Have you ever seen one on your trip?

Bus Stop

Meaning: A designated location where buses stop to pick up and drop off passengers.

1 How do you find the nearest bus stop in your city?

commute, work, school, leisure

2 What's the usual waiting time at a bus stop?

convenience, cost-effective, environmentally friendly

3 Can you share a story about an event that happened at a bus stop?

delays, crowded, interactions with passengers





Subway

Meaning: An underground railway system used for public transportation.

1 How does the subway system work in your city?

commute, rush hour, lines

2 Have you ever been on a subway during rush hour?

crowded, packed, discomfort

3 What's your favorite subway line and why?

convenience, destinations, speed



Platform

Meaning: A raised structure or area where people wait for or board a train, bus, or other form of transportation.

1 How do you know which platform to go to for your train?

Information boards, signs, announcements

2 Share an experience of waiting on a crowded platform.

Congestion, limited space, anticipation

3 What can you find on a typical train platform?

Benches, ticket machines, maps

Ticket (or Fare) Machine

Meaning: A machine used to purchase tickets or fares for public transportation.

1 How do you usually buy your tickets for public transportation?

Cash, card, mobile app

2 Have you ever faced any issues with a ticket machine?

Malfunction, out of order, confusion

3 What's the difference between a one-way ticket and a day pass?

Single trip, unlimited travel, cost





Transit Card (or Travel Card)

Meaning: A card used to pay for public transportation fares or trips.

1 Do you use a transit card for your daily commute?

Convenience, auto-reload, discounted fares

2 How does a transit card make your travel more convenient?

Tap and go, no need for cash, transfers

3 What's the process for reloading your transit card?

Online, at a machine, customer service center

Timetable

Meaning: A schedule that shows the departure and arrival times of buses or trains.

1 Where can you usually find a timetable for buses or trains?

Online, at the station, on the vehicle

2 How do you plan your trips around the timetable?

Departure time, transfer time, estimated arrival

3 Share a time when you missed your transportation due to a timetable issue.

Delayed, outdated schedule, miscommunication





Ticket Inspector (or Fare Inspector)

Meaning: A person responsible for checking tickets and ensuring valid payment on public transportation.

1 **What's the role of a ticket inspector on public transportation?**

Check tickets, enforce fares, ensure valid payment

2 **Have you ever had an encounter with a ticket inspector?**

Fare evasion, fine, proof of payment

3 **What should you do if you can't find your ticket when asked?**

Explain, provide personal information, pay the penalty



Transfer

Meaning: The process of changing from one transportation mode to another during a journey.

1 How do you know where and when to make a transfer?

Maps, signs, announcements

2 Share a positive experience when transferring was smooth.

Seamless, on-time, easy connections

3 What's the most challenging part of transferring between transportation modes?

Limited time, unfamiliar routes, heavy luggage



Rush Hour

The busiest time of day for public transportation, when many people are commuting to or from work or school.

1 **When is rush hour in your city, and how does it affect your commute?**

Peak times, congestion, delays

2 **Have you ever experienced a particularly crowded rush hour ride?**

Standing room only, discomfort, squeezing in

3 **What strategies do you use to cope with rush hour stress?**

Headphones, reading, deep breathing

The background of the entire page is a faded, light gray image of two airplane seats. The seats are positioned side-by-side, with a central console between them. The seats have a ribbed backrest and a control panel on the armrest. The overall aesthetic is clean and modern.

Seat Reservation

The act of reserving a specific seat in advance for a journey.

1 Do you usually make seat reservations for long journeys?

Comfort, preference,
peace of mind

2 Share a time when you had to request a seat reservation.

Crowded train, special
occasion, long trip

3 What's the advantage of having a seat reservation?

Guaranteed seat, assigned
space, relaxation

Transit Fare

The amount of money required to use public transportation.

1 What are some common types of transit fares?

Single ride, daily pass, monthly pass

3 How can transit fares be more convenient for passengers?

Mobile ticketing, fare integration, flexible payment options

2 Share an experience with purchasing a transit fare.

Long queues, ticket vending machines, contactless payment





Driver (or Conductor)

The person responsible for operating and managing a vehicle or transportation service.

1 What qualities make a good driver or conductor?

Reliable, attentive, friendly

2 How do you communicate with the driver when you need assistance?

Signal, speak, button for requests

3 Share a memorable interaction with a driver or conductor.

Helpfulness, humor, local knowledge

Accessibility

The state of being easily reached or entered, especially for people with disabilities.

1 **Is public transportation accessible to people with disabilities in your city?**

Ramps, elevators, braille signage

2 **How can public transportation be made more accessible?**

Improved infrastructure, training for staff, awareness campaigns

3 **Share a story about someone benefiting from improved accessibility.**

Independence, equal opportunities, inclusion





Emergency Exit

The route or exit to be used in case of an emergency, especially in public transportation.

1 **Importance of knowing the location of emergency exits**

Safety, evacuation, preparedness

2 **Experience using an emergency exit on public transportation**

Emergency situation, instructions, evacuation drills

3 **Staying informed about emergency procedures**

Signs, announcements, safety brochures



Announcement

The act of making a public statement or providing information, especially in a formal or official manner.

1 How do you use announcements to stay informed during your journey?

Delays, schedule changes, next stops

2 Share an experience when an announcement was particularly helpful.

Navigational guidance, emergency instructions, important updates

3 What languages are announcements typically made in on public transportation in your city?

Multilingual, translation, inclusivity