

Guidelines for Volunteer Drivers: Bus Stations

- Please remember that some of our guests have never traveled in the U.S. before and are nervous about getting lost.
- Please do not take pictures of the guests in order to respect their privacy and dignity.
- You will receive a white travel slip for each family you will be transporting. The card will have the family member's names, number of people, Bus Company, and confirmation number. Please keep this travel slip safe you will need it once you arrive at the bus station.
- Park in the bus station parking lot. (Greyhound, El Tornado, Los Paisanos, Limousines)
- Wait in line with the guests. Once you get to the ticket counter, hand the employee the white travel slip with the confirmation number.
- The guest will need to show their immigration paperwork and sign for the tickets; if they cannot sign, they can mark an "X"
- Ask the ticket counter employee to please explain the connections to the guest. Afterwards, explain the connections to the guest again and try and check for comprehension
 - You do NOT need to stay with the guests until their bus arrives.
- Take the guest into the bus station waiting room and point out the bathrooms and the water fountains. Explain that tap water is safe to drink in all of the United States.
- Point out the electrical outlets and explain that the guests can use that electricity to charge their ankle bracelets without having to pay; they can also use the outlets for free at any other bus stations. Most Greyhound busses do not have outlets on the bus (Tornado busses do have outlets).
- Explain that the Border Patrol is going to board the bus after about an hour-and-a-half and that they should not be scared. All they have to do is show them their immigration paperwork.
- Explain that there are generally more good people in the world than bad people and that the guests should ask for help if they do not know what bus to take—it is better to feel embarrassed than to miss your bus.
- Additional Greyhound Tips
 - Explain that their bus will likely board 10-20 minutes before the time listed on their ticket. Point out the clock in the cafeteria and the clock by the ticket counter in case they do not have a watch.
 - Point out the loudspeaker in the ceiling and explain that the guest must listen for their bus to be called—if they cannot understand what was said over the loudspeaker, they should go and ask at the ticket counter.
 - Explain that Greyhound busses do not have assigned seats—they are allowed to sit anywhere on the bus once they board. People get to choose their seats based on where they were in line waiting to get on the bus. If they are parents, they are allowed to go to the front of the line to board the bus first.
- Problems
 - Sometimes there are problems with the tickets. Do your best to solve these problems depending on your availability—for example, you might need to call the sponsor to get the correct confirmation code because it was written down wrong.
 - Sometimes, however, the problems are not easily solvable—such as when the sponsor accidentally buys the ticket from the wrong city. In these cases, help as much as possible and then feel free to bring the guest back to the shelter and let the volunteer on shift know what happened.