LRTA Travel Training Program for Refugee Customers

George Anastas / Dave Bradley
Lowell Regional Transit Authority
Get Connected with the LRTA!

The LRTA connects you to the region! Whether you are visiting the area, commuting out of the region, or going to local destinations, the LRTA strives to provide you reliable and safe bus service.

- **20 fixed bus routes** servicing the region
- **50 state-of-the-art buses**
- **Direct connections to the MBTA Commuter Rail and other transportation service providers**
- **Safe and secure parking for over 1,000 cars at the Gallagher Terminal in Lowell**
- **Money saving LRTA bus pass program**

FOR BUS INFO: 978-452-6161 • WWW.LRTA.COM
Key Goal
To facilitate access to public transportation which will empower individuals and families to rebuild their lives and integrate into our community.
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**Key Challenge**
Language barrier.

**Key Solution**
Utilization of our multilingual team of bus drivers who collectively speak over 25 languages.
Haitian-Creole Travel Training Flyer

LRTA Travel Training Program
Haitian Creole

The LRTA is offering a Travel Training Program geared to instruct new riders on how to navigate the LRTA service area.

This program will be presented in the Haitian Language by LRTA Bus Driver Jean Mentor.

For more information about our Travel Training Program contact LRTA General Manager George Anastas at 978-452-6161 ext. 203 or email customerservice@lerta.com

Lowell Regional Transit Authority
100 Hale Street • Lowell, MA 01851
Thank You Letter From International Institute of New England

The International Institute of New England in Lowell extends our deepest gratitude to the Lowell Regional Transit Authority for organizing the invaluable bus tours for our refugee clients. The bus tours not only offer practical assistance in navigating our city’s transportation system but also represent a meaningful gesture of welcome and inclusion to our new refugee residents in Lowell. By facilitating access to transportation, you are empowering individuals and families to rebuild their lives and integrate into our community.

On behalf of the IIINE community, I want to express our heartfelt appreciation for the LRTA’s support for our clients. Your efforts make a difference in the lives of those who have sought refuge in our city, and we are truly grateful for your partnership and leadership. Thank you once again for your generosity and kindness. We look forward to continuing our collaboration and building a more inclusive and welcoming community together.

Sincerely,

Nikita Ganji | Commonwealth Corps Intern | International Institute of New England
101 Jackson Street, Suite 2, Lowell, MA 01852 | Tel: 617-695-9990 Ext: 0197
“The bus tours not only offer practical assistance in navigating our city’s transportation system but also represent a meaningful gesture of welcome and inclusion to our new refugee residents in Lowell.

By facilitating access to transportation, you are empowering individuals and families to rebuild their lives and integrate into our community.”
LRTA representatives recently provided a Travel Training session which shows people how to “ride the bus” at the Kennedy Bus Center and Gallagher Terminal. Several Sudanese immigrants affiliated with the International Institute of New England, which has an office on Jackson Street in Lowell, were given instructions on how to navigate the local public transit system.

In the above photos, LRTA Dispatch/Supervisor Jennifer Howard explains how to read LRTA bus schedules; make connections to inbound/outbound routes; use bicycle racks prior to boarding the bus; and pay for transit services using the automated Charlie Card machine at the Gallagher Terminal. LRTA Bus Driver Jean Mentor assisted in the session.

The guests were also given instructions by the LRTA on how to access commuter rail service to Boston, via the Gallagher Terminal.
Soben Pin, Co-founder and Editor of the Khmer Post USA, a Cambodian-English newspaper serving the Lowell community, tours the Lowell Regional Transit Authority. Soben has published several articles promoting the benefits of public transportation to the Cambodian community.

Some articles include how to obtain and use a Charlie Card and how to access connecting routes to suburban communities that are serviced within the regional transit system.
A Conversation with LRTA Bus Driver

By Sihan Ung

Sokhosna Mouy is 35 years old, born in Phnom Penh, Cambodia. He started working for the LRTA as a bus driver in 2013. "I was a mechanic for the LRTA for four years before I became a bus driver," he said.

Mouy is responsible for maintaining the buses and ensuring that they are in good condition. He also helps new drivers to get started on the job. Mouy said that being a bus driver is not easy, but it is a good job because the LRTA provides good benefits to its employees.

Mouy lives in the city and travels to work by bus. He said that he enjoys his job because he gets to meet new people every day. "I love my job because I get to interact with people and help them get to where they need to go," he said.

Mouy's advice for new drivers is to be patient and to always follow the rules. "It's important to be patient and to follow the rules to keep everyone safe," he said.

Mouy said that he would recommend the LRTA to anyone looking for a job in the transportation industry. "It's a good job with good benefits," he said.