



INFORMATION FOR BUS GREETERS - QUICK REFERENCE

BEFORE YOUR FIRST SHIFT:

- **If you don't speak Spanish (even if you do, some travelers speak other foreign languages): Download and familiarize yourself with the Google Translate app.**
- **Download and familiarize yourself with the Greyhound Bus Tracker App.**
- **Print out the GREETER SIGN.** If you don't speak Spanish, the **GREETER COMMUNICATION SHEET** may make it easier to connect with travelers.
- **If possible, familiarize yourself with the layout of the Port Authority:**
 - a. **Greyhound arrival gates** (two levels down from the street entrance; follow signs for Gates 60-85)
 - b. **Dunkin Donuts** (one level down from street level, across from the stairs leading down to the lower level)
 - c. **Greyhound ticket counter** (one level down, across from Dunkin Donuts)
 - d. **Greyhound Information booth** (near the gates);
 - e. **Restrooms** (near the stairs/escalator near Greyhound arrival gates)
 - f. **Duane Reade Drug Store** (corner of 42nd Street and 8th Avenue, near street entrance to Port Authority).

BEFORE EVERY SHIFT:

- **Check your email** for a message indicating whether there will be travelers to greet at the bus you have agreed to meet.
- **Prepare or obtain enough TLC BAGS** for the number of people you are expecting
- **Contact your co-greeter** if another person has signed up for the same shift, and arrange to meet up 30 minutes prior to the scheduled arrival time of your bus
- **Bring your VOLUNTEER badge** to wear at the bus station.

DURING YOUR SHIFT:

- **Show up at the bus station 30 minutes before the bus's scheduled arrival;** meet outside the entrance to Port Authority on 8th Avenue, b/w 41st and 42nd Streets.
- **Proceed to the Greyhound arrival gates** two levels down from street level (follow the signs for Gates 60-85). Greyhounds almost always arrive at gates 60-65.

- **Check with the workers at the Information booth** on ETA and expected arrival gate, and, if possible, get the number that is physically posted on the bus (different from the bus number in the schedule) for easy identification.
- **When the bus arrives, wear your badge and hold up your greeter sign** near the arrival gate. Try to make eye contact and say "Hola" when you see people who fit the description you have received of the people to expect.
- **Greet the migrants**, explain your role, and offer assistance (If you don't speak the language they speak (Spanish, French), hand them the GREETER COMMUNICATION SHEET. We currently have translations of this document into Spanish and French. Use Google Translate to communicate further.) Be friendly but respectful of personal space; the migrant's comfort level with your interaction comes first. Some may not need or want any help.
- **Ask if you can check their ticket** to determine if they are making a transfer, and if so, how much time they have, or if they need help getting to the subway or the place where they are being picked up by their sponsor or family member.
- **Offer them the TLC Bags.**
- **If you have additional supplies with you, offer them to the migrants.** If not, ask if they need anything (diapers, medicine, feminine hygiene, other hygiene products, etc.), and explain that you can purchase the items for them.
- **Direct them to the restroom, if needed**, and offer to watch their belongings while they use the facilities.
- **Offer to get them some hot food** or buy food/drink if you have time before their next connection - Dunkin Donuts sells affordable, hot sandwiches.
- **Direct them to the gate where they will board their connecting bus, and tell them when boarding will begin.** Some travelers will not want or need you to wait with them; others might. Ask what the traveler prefers and respect that preference.
- **If the traveler's final destination is New York, make sure they are being met by someone or can safely get to where they are going.** If they need to call their contact, offer to let them use your cell phone to make the call, if you are comfortable doing so.
- **If the traveler's final destination is New York, give them a copy of the Spanish-language list of immigrant resources.**

AFTER YOUR SHIFT: IMPORTANT! Go back to your shift slot on Signup Genius and answer the follow-up questions documenting what happened during your shift.