**Information Keeper and Seekers**

**Type of Exercise:** Simulation

**Duration:** 30-45min game, 15-30 min debriefing

**Participants:** 6-15 people

**Materials:** Role Cards Keepers, Role Cards Seeker Itineraries, Later Memo Cards, Map Downtown, Map City Overview, Fares Overview, Treats, Pens, Flipchart for debriefing results

**Learning Goal:** The goal of this role play is to simulate the relation between people who have access and previous knowledge of a system (information keepers) and people who are completely new to the situation and rely on information keepers for help (these are called the information seekers). The purpose is to highlight the dependence of information seekers on the willingness of information keepers to go out of their way to help them. Further, the information keepers shall experience the power of their role towards information seekers, and be stimulated to reflect upon how easily they can make a big difference in the life of the seekers with the help of their knowledge and network. The information seekers on the other hand shall experience the benefits of extraordinary assistance by the information keepers and feedback these to the keepers in the end.

**Setting:** The simulation is set in the city of Communitown, a faraway metropolis with an extensive public transportation system. Participants are split into two groups: the information keepers and the information seekers. The seekers are visitors to the town and need to visit certain locations, as described on their personal itinerary (see itinerary role cards). They don’t have a working map of the transportation system and cannot look up anything on the Internet, because it is a luxury in Communitown. They rely on experts from the public transportation system to help them complete their itinerary in a timely manner. These experts are the information keepers. They however, are usually only responsible for a certain part of the public transportation system (bus, train, or a region such as downtown) and are not very well connected with experts concerning other parts. Yet some keepers have informal networks and access to other keepers and can thereby access information outside of their area of expertise, or at least refer the right person. The seekers have to go from expert to expert and write down which means of transportation they will use to travel.

**Credits and Treats:** The goal for the seekers is to get through their itinerary as fast as possible, to use the rest of the day to enjoy the city which is flourishing on a warm June day. The means of transportation they decide to use are attached to a credit point system. The slower the transportation, the higher the credit points. The goal is to collect as few credits as possible. The credit points are ascribed as follows: train 1 credit, bus 2 credits, walking 3 credits. The credits are assigned by the keepers after the seeker decided how to travel. The seeker with the fewest credit points wins. The keepers who
go out of their way to get seekers necessary information may obtain a treat from the respective seeker. Every seeker has 4 treats to give to seekers as he sees fit throughout the simulation. At the end of the game, he must have spent at least one of them.

**Elaborate Options:**
1) The number of seekers can be elaborated/cut back as needed with varying routes or even the same routes.
2) A keeper can receive a memo informing him of disruptions in the transportation system 15 min into the game.
3) The simulation can be stirred by announcing the temporary shutdown of train lines or areas.

**Role Cards:** Each role has several option in his/her behavior, which she can choose from as they please. The central question is: how far are you willing to go in order to help others?

<table>
<thead>
<tr>
<th>4 Information Keepers</th>
<th>6 Information Seekers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Downtown Expert</td>
<td>1 Itinerary I</td>
</tr>
<tr>
<td>1 Overview of Communitown Expert</td>
<td>1 Itinerary II</td>
</tr>
<tr>
<td>1 Downtown Street Map Expert</td>
<td>1 Itinerary III</td>
</tr>
<tr>
<td>1 Fares Expert-Nay Sayer (Optional)</td>
<td>1 Itinerary IV</td>
</tr>
<tr>
<td></td>
<td>2 Itinerary V</td>
</tr>
</tbody>
</table>

**Treats**
1 gift from home country
1 very heart-felt thank you
1 box of chocolate
1 blank

**Disclaimer:**
The map and fare information are modified material from the Chicago Transit Authority and can be found in their original version at [http://www.transitchicago.com/](http://www.transitchicago.com/). All right remain with the CTA.

S. Ehrhardt 2
Debriefing Goal and Questions

Goal: The goal of the debriefing is to share the experience of how an extra effort on the information keeper’s part costs this person very little but is a big help for the information seeker: it makes them get their tasks done faster so that they can get more out of their day. This learned experience shall then be transferred to the everyday work day situation and leave the participant thinking about the question “How far am I willing to go to accommodate international staff?”.

Core realizations that should be made in debriefing:
- Giving out additional information was easy for people who have information and a network and it made a big difference for people who needed information.
- Negative reactions and unfriendliness made me feel insecure and (even more) on my own.
- Positive interactions made me feel relaxed and encouraged me that I can accomplish the tasks at hand.
- How do I handle information and additional “nice to have” info, my network and resources in my everyday work life?
- Being a keeper of information does not mean you know it, but it is about the access to information.

Questions:

Nay Sayer
Did the ascribed characteristics (being grumpy) differ from the way you would want to behave in a situation like this?
Was it hard to perform this grumpy role?
What did you notice in the reaction of your conversation partner when you acted like this?
What made you give out additional information despite your “grumpy” role?
How would you react if you had to deal with a person like your role?

Information Keepers
How did you like being in the position to have the information that other people need to organize their day?
How did you feel when you didn’t know the answer to questions asked?
What made you give out additional information?
How did you feel when you received treats? Did it influence your behavior towards seekers afterwards?
What would you like to see in the seekers behavior?

Information Seekers
How did it feel to be in a position where you rely on the information that other people have to organize your day?
How did you feel when you didn’t get information you wanted right away?
How did you feel when you met the met the grumpy character?
How did you feel when keepers gave you information to ease your day?
What made you gave out treats?
What would you have liked to see in the keepers’ behavior?
Which information was most valuable? Which info did you appreciate most (and made you feel most welcome)?

More general questions:
How did you feel at the beginning, during, and at the end of the simulation?
What did you like/not like?
Did your role feel natural? What would you have done differently?
What might you do different in the future?
Do you see anything in real life that is similar to your experience here?

Evaluation of the simulation:
What was hard, what was easy to play?

What did you like, what didn’t you like?

<table>
<thead>
<tr>
<th>Dislike</th>
<th>Like</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Downtown Expert**

Your task:

You are the expert of the downtown public transportation system. You can tell your customers what train lines and buses they can take and inform them about walking distances.

Your knowledge:

1) You know that trains are much faster than buses on long distance. In the downtown area, buses offer faster transportation for short distances.
2) There is a bus going directly from blue line Montrose to the beach (78 Montrose Lakeshore) every 30min.
3) Millenium Park has free concerts at night.

Additional Information:
There is a wonderful coffee shop next to Willis Tower. Your friend Miranda works at 360 Chicago (a sky scraper with observation desk) and can give free tours to people you recommend. The fares expert is grumpy and only answers to explicit questions.

Notes:

_____________________________________________

_____________________________________________

**City Overview Expert**

Your task:

You are the expert of the larger city public transportation system. You can tell your customers where lines meet and where they can catch connecting trains, but you have no information about connecting trains in the downtown area.

Your knowledge:

1) You that the red line is much faster than the brown line between Belmont and State/Lake because it doesn't stop as often in between.
2) There is a bus going directly from blue line Montrose to the beach (78 Montrose Lakeshore) every 30min.

Additional Information:
Your colleague has more information on 360 Chicago. If you tell your train conductor where you need to change to another train, they will have that train wait for you so you don't have long connecting times.

Notes:

_____________________________________________

_____________________________________________
Downtown Walking and Bus Expert

Your knowledge:

You are the expert of the downtown bus system. You can tell your customers which bus lines to take and can advise them on short downtown walking distances.

Your network:

1) You know that in the downtown area, buses offer faster transportation for short distances and are best combined with walking between stops.
2) You know that the fares expert is usually grumpy and only answers to the specific question she is asked, nothing more.

Fares Expert

Your task:

You are the expert of the city public transportation system fares. You can tell your customers about the fares for single rides, connecting trains and discounts such as student or day pass.

Your knowledge:

1) You know that there is a bus from Fullerton stop to Lincoln Park Zoo (70 Fullerton).
2) Millennium Park has free concerts at night.

Your special character:

- You answer question with ‘yes’, ‘no’ or short phrases.
- You don’t smile or show politeness in your body language and facial expression.
- You don’t give out extra information unless asked.
### Downtown Expert

The overview expert knows about a shuttle bus from 95th Ryan (red line) station to Chicago State University.

### City Overview Expert

There is a bus from Roosevelt red line directly to Adler bus 146. Bus 151 Sheridan takes you to Lincoln Park Zoo directly. There is a shuttle bus from 95th Ryan (red line) station to Communitown State University which leaves every 10 min. Bus name: CSU Shuttle

### Downtown Walking and Bus Expert

There is a bus going directly from blue line Montrose to the beach (78 Montrose Lakeshore) every 30min.

### Fares Expert

If you change train or busses within 2 hours of your first ride, you pay 50 cents for the connection, the third transfer within 2 hours is free.
Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $10 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

Credits on travel time: In order to get around as fast as possible, you have to carefully consider which means of transportation you use. Buses are slower than trains, but sometimes walking is the fastest option for short distances. The fastest option will receive 1 credit, the next fastest 2 and the slowest 3. It is your goal to collect as few credits as possible.

Your goals: Take the fastest means on transportation to get through your itinerary, collect as few credits as possible and stay within your travel budget ($10).

Treats: You have gifts with you which you can give out to people who you feel deserve a special thank you for their help. You should give out at least one of them throughout the game, as you feel is appropriate.

1 gift from home country
1 very heart-felt thank you, big hug
1 box of chocolates
1 ____________________ (your choice)

Procedure: Go to the different experts to get the information you need. Not every expert has the all the information you need! You might have to try and ask different people. You don’t have to collect the travel information in order of the itinerary, as long as you have all blanks filled out in the end. The experts will give you the credits for each route you take. The fares are up to you, but of course you can ask for assistance.

Good luck!
Information Seeker Itinerary II

Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $10 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

Credits on travel time: In order to get around as fast as possible, you have to carefully consider which means of transportation you use. Buses are slower than trains, but sometimes walking is the fastest option for short distances. The fastest option will receive 1 credit, the next fastest 2 and the slowest 3. It is your goal to collect as few credits as possible.

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1 gift from home country
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Good luck!

Your Itinerary

Please write down how you will travel from A to B to C to D.

A  O'Hare International Airport

Credits: _____
Fare:     _____

B  State/Lake Stop

Credits: _____
Fare:     _____

C  Fullerton Stop

Credits: _____
Fare:     _____

D  Zoo

Total credits: ______
Total fare:  ______
Information Seeker Itinerary III

Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $10 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

Credits on travel time: In order to get around as fast as possible, you have to carefully consider which means of transportation you use. Buses are slower than trains, but sometimes walking is the fastest option for short distances. The fastest option will receive 1 credit, the next fastest 2 and the slowest 3. It is your goal to collect as few credits as possible.

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Good luck!

Your Itinerary

Please write down how you will travel from A to B to C to D.

A  Midway Airport
__________________________________________
__________________________________________
__________________________________________
Credits: _____
Fare: _____

B  University of Chicago
__________________________________________
__________________________________________
__________________________________________
Credits: _____
Fare: _____

C  Chicago State University
__________________________________________
__________________________________________
__________________________________________
Credits: _____
Fare: _____

D  360 Chicago
Traffic: ________
Total credits: ______
Total fare: ______
**Information Seeker Itinerary IV**

**Your task:** You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $10 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

**Credits on travel time:** In order to get around as fast as possible, you have to carefully consider which means of transportation you use. Buses are slower than trains, but sometimes walking is the fastest option for short distances. The fastest option will receive 1 credit, the next fastest 2 and the slowest 3. It is your goal to collect as few credits as possible.

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- 1 box of chocolates
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**Good luck!**

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**Your Itinerary**

Please write down how you will travel from A to B to C to D.

<table>
<thead>
<tr>
<th>Location</th>
<th>Travel Details</th>
<th>Credits</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>A  Chinatown Cermak Stop</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B  360 Chicago</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C  United Center</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D  Oak Park Stop</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total credits:** ______
**Total fare:** ______
Information Seeker Itinerary V

Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $10 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

Credits on travel time: In order to get around as fast as possible, you have to carefully consider which means of transportation you use. Buses are slower than trains, but sometimes walking is the fastest option for short distances. The fastest option will receive 1 credit, the next fastest 2 and the slowest 3. It is your goal to collect as few credits as possible.

Your goals: Take the fastest means on transportation to get through your itinerary, collect as few credits as possible and stay within your travel budget ($10).

Treats: You have gifts with you which you can give out to people who you feel deserve a special thank you for their help. You should give out at least one of them throughout the game, as you feel is appropriate.

1 gift from home country
1 very heartfelt thank you, big hug
1 box of chocolates
1 ____________________ (your choice)

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Good luck!
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Good luck!

Please write down how you will travel from A to B to C to D.

A Chinatown Cermak Stop
__________________________________________
__________________________________________
__________________________________________

Credits: _____
Fare: ______

B Willis Tower
__________________________________________
__________________________________________
__________________________________________

Credits: _____
Fare: ______

C United Center
__________________________________________
__________________________________________
__________________________________________

Credits: _____
Fare: ______

D Oak Park Stop

Total credits: ______
Total fare: ______
Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $10 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

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Good luck!
**Information Seeker Itinerary VII**

**Your task:** You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $10 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

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**Your goals:** Take the fastest means on transportation to get through your itinerary, collect as few credits as possible and stay within your travel budget ($10).

**Treats:** You have gifts with you which you can give out to people who you feel deserve a special thank you for their help. You should give out at least one of them throughout the game, as you feel is appropriate.

- 1 gift from home country
- 1 very heart-felt thank you, big hug
- 1 box of chocolates
- 1 ________________ (your choice)

**Procedure:** Go to the different experts to get the information you need. Not every expert has the all the information you need! You might have to try and ask different people. You don’t have to collect the travel information in order of the itinerary, as long as you have all blanks filled out in the end. The experts will give you the credits for each route you take. The fares are up to you, but of course you can ask for assistance.

**Good luck!**

| A | Chicago Stop | Credits: _____ | Fare: _____ |
|---------------------------------|----------------|-------------|
| B | Zoo | Credits: _____ | Fare: _____ |
| C | Bryn Mawr Stop | Credits: _____ | Fare: _____ |
| D | Skokie Stop | Credits: _____ | Fare: _____ |

**Total credits:** _____

**Total fare:** _____
Information Seeker Itinerary VIII

Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $10 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

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Good luck!

Your Itinerary

Please write down how you will travel from A to B to C to D.

A  State/Lake Stop

________________________________________
________________________________________
________________________________________

Credits: _____
Fare:     _____

B  Roosevelt Stop

________________________________________
________________________________________
________________________________________

Credits: _____
Fare:     _____

C  Adler Planetarium

________________________________________
________________________________________
________________________________________

Credits: _____
Fare:     _____

D  Fullerton Stop

________________________________________
________________________________________
________________________________________

Total credits: _____
Total fare:      _____
Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $10 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

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Good luck!

<table>
<thead>
<tr>
<th>Your Itinerary</th>
<th>Please write down how you will travel from A to B to C to D.</th>
</tr>
</thead>
</table>
| A Fullerton Stop | Credits: _____  
| | Fare: _____ |
| B State/Lake Stop  | Credits: _____  
| | Fare: _____ |
| C Roosevelt Stop | Credits: _____  
| | Fare: _____ |
| D Adler Planetarium | | |

Total credits: _____  
Total fare: _____
Information Seeker Itinerary I

Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $15 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

Credits on travel time: In order to get around as fast as possible, you have to carefully consider which means of transportation you use. Buses are slower than trains, but sometimes walking is the fastest option for short distances. The fastest option will receive 1 credit, the next fastest 2 and the slowest 3. It is your goal to collect as few credits as possible.

Your goals: Take the fastest means on transportation to get through your itinerary, collect as few credits as possible and stay within your travel budget ($15).

Treats: You have gifts with you which you can give out to people who you feel deserve a special thank you for their help. You should give out at least one of them throughout the game, as you feel is appropriate.

1 gift from home country
1 very heart-felt thank you, big hug
1 box of chocolates
1 ________________ (your choice)

Procedure: Go to the different experts to get the information you need. Not every expert has the all the information you need! You might have to try and ask different people. You don’t have to collect the travel information in order of the itinerary, as long as you have all blanks filled out in the end. The experts will give you the credits for each route you take. The fares are up to you, but of course you can ask for assistance.

Your Itinerary

Please write down how you will travel from A to B to C to D.

A Millenium Park


Credits: _____
Fare: _____

B Willis Tower
Walk to Chicago Ave and State Str, ______________________
Take Bus 66 to Chicago Blue Line___________________
Ride blue line to Montrose _________________________

Credits: _____
Fare: _____

C Blue Line Montrose stop
Bus 78 to Montrose _______________________
__________________________
_____________________________________

Credits: _____
Fare: _____

D Montrose Beach

Credits: _____
Fare: _____

Total credits: _____
Total fare: _____

Good luck!
Information Seeker Itinerary II

Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $15 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

Credits on travel time: In order to get around as fast as possible, you have to carefully consider which means of transportation you use. Buses are slower than trains, but sometimes walking is the fastest option for short distances. The fastest option will receive 1 credit, the next fastest 2 and the slowest 3. It is your goal to collect as few credits as possible.

Your goals: Take the fastest means on transportation to get through your itinerary, collect as few credits as possible and stay within your travel budget ($15).

Treats: You have gifts with you which you can give out to people who you feel deserve a special thank you for their help. You should give out at least one of them throughout the game, as you feel is appropriate.

1 gift from home country
1 very heart-felt thank you, big hug
1 box of chocolates
1 ____________________ (your choice)

Procedure: Go to the different experts to get the information you need. Not every expert has the all the information you need! You might have to try and ask different people. You don’t have to collect the travel information in order of the itinerary, as long as you have all blanks filled out in the end. The experts will give you the credits for each route you take. The fares are up to you, but of course you can ask for assistance.

Good luck!
Information Seeker Itinerary III

Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $15 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

Credits on travel time: In order to get around as fast as possible, you have to carefully consider which means of transportation you use. Buses are slower than trains, but sometimes walking is the fastest option for short distances. The fastest option will receive 1 credit, the next fastest 2 and the slowest 3. It is your goal to collect as few credits as possible.

Your goals: Take the fastest means on transportation to get through your itinerary, collect as few credits as possible and stay within your travel budget ($15).

Treats: You have gifts with you which you can give out to people who you feel deserve a special thank you for their help. You should give out at least one of them throughout the game, as you feel is appropriate.

1 gift from home country
1 very heart-felt thank you, big hug
1 box of chocolates
1 ____________________ (your choice)

Procedure: Go to the different experts to get the information you need. Not every expert has the all the information you need! You might have to try and ask different people. You don’t have to collect the travel information in order of the itinerary, as long as you have all blanks filled out in the end. The experts will give you the credits for each route you take. The fares are up to you, but of course you can ask for assistance.

Good luck!

Your Itinerary

Please write down how you will travel from A to B to C to D.

A Midway Airport
Bus 59th to U of C ______________________
______________________________________
______________________________________
Credits: _____
Fare: _____

B University of Communitown
Bus 4 Cottage Groove _________________
______________________________________
______________________________________
Credits: _____
Fare: _____

C Communitown State University
Bus 95th, 95th E, or 111 to Dan Ryan/95th Redline, then red line to Chicago, walk_________________________________
______________________________________
______________________________________
Credits: _____
Fare: _____

D 360 Communitown

Total credits: ______
Total fare: ______
Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $15 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

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Your goals: Take the fastest means on transportation to get through your itinerary, collect as few credits as possible and stay within your travel budget ($15).

Treats: You have gifts with you which you can give out to people who you feel deserve a special thank you for their help. You should give out at least one of them throughout the game, as you feel is appropriate.

1 gift from home country
1 very heart-felt thank you, big hug
1 box of chocolates
1 ____________________ (your choice)

Procedure: Go to the different experts to get the information you need. Not every expert has all the information you need! You might have to try and ask different people. You don’t have to collect the travel information in order of the itinerary, as long as you have all blanks filled out in the end. The experts will give you the credits for each route you take. The fares are up to you, but of course you can ask for assistance.

Good luck!
Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $15 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

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Treats: You have gifts with you which you can give out to people who you feel deserve a special thank you for their help. You should give out at least one of them throughout the game, as you feel is appropriate.

1 gift from home country
1 very heart-felt thank you, big hug
1 box of chocolates
1 ____________________ (your choice)

Procedure: Go to the different experts to get the information you need. Not every expert has the all the information you need! You might have to try and ask different people. You don’t have to collect the travel information in order of the itinerary, as long as you have all blanks filled out in the end. The experts will give you the credits for each route you take. The fares are up to you, but of course you can ask for assistance.

Good luck!

Your Itinerary

Please write down how you will travel from A to B to C to D.

A Chinatown Cermak
________________________________________
________________________________________
________________________________________
Credits: _____
Fare: _____

B 360 Communitown
________________________________________
________________________________________
________________________________________
Credits: _____
Fare: _____

C United Center
________________________________________
________________________________________
________________________________________
Credits: _____
Fare: _____

D Oak Park
________________________________________
________________________________________
________________________________________
Credits: _____
Fare: _____

Total credits: ______
Total fare: ______
Information Seeker Itinerary VI

Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $15 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

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1 gift from home country
1 very heart-felt thank you, big hug
1 box of chocolates
1 ____________________ (your choice)

Procedure: Go to the different experts to get the information you need. Not every expert has the all the information you need! You might have to try and ask different people. You don’t have to collect the travel information in order of the itinerary, as long as you have all blanks filled out in the end. The experts will give you the credits for each route you take. The fares are up to you, but of course you can ask for assistance.

Good luck!

Your Itinerary

Please write down how you will travel from A to B to C to D.

A  Fullerton
Walk from Fullerton or take red line to Belmont and take bus 22 from there

Credits: _____  
Fare: _____

B  Lincoln Park Zoo
Bus 151 Sheridan or train

Credits: _____  
Fare: _____

C  Millenium Park
Walk to Randolph/Wabash, take green line to Oak Park

Credits: _____  
Fare: _____

D  Oak Park

Total credits: _____
Total fare: _____
Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $15 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

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Treats: You have gifts with you which you can give out to people who you feel deserve a special thank you for their help. You should give out at least one of them throughout the game, as you feel is appropriate.

1 gift from home country
1 very heart-felt thank you, big hug
1 box of chocolates
1 ____________________ (your choice)

Procedure: Go to the different experts to get the information you need. Not every expert has all the information you need! You might have to try and ask different people. You don’t have to collect the travel information in order of the itinerary, as long as you have all blanks filled out in the end. The experts will give you the credits for each route you take. The fares are up to you, but of course you can ask for assistance.

Good luck!

Your Itinerary

Please write down how you will travel from A to B to C to D.

A  Chicago Stop
   Bus 66 to Michigan Ave, Switch to Bus 151 Sheridan
   Credits: _____
   Fare: _____

B  Lincoln Park Zoo
   Bus 156 to Belmont or Bus 151 North to Sheridan, then red line
   Credits: _____
   Fare: _____

C  Bryn Mawr Stop
   Red line to Howard, witch to yellow line
   Credits: _____
   Fare: _____

D  Skokie Stop

Total credits: _____
Total fare: _____
Information Seeker Itinerary VIII

Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $15 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

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1 gift from home country
1 very heart-felt thank you, big hug
1 box of chocolates
1 ________________ (your choice)

Procedure: Go to the different experts to get the information you need. Not every expert has the all the information you need! You might have to try and ask different people. You don’t have to collect the travel information in order of the itinerary, as long as you have all blanks filled out in the end. The experts will give you the credits for each route you take. The fares are up to you, but of course you can ask for assistance.

Good luck!

Your Itinerary

Please write down how you will travel from A to B to C to D.

A State/Lake Stop

__________________________________________
__________________________________________
__________________________________________

Credits: _____
Fare:     _____

B Roosevelt
Bus 146 to Adler
__________________________________________
__________________________________________

Credits: _____
Fare:     _____

C Adler Planetarium
Bus 146 back to Roosevelt, red line
__________________________________________
__________________________________________

Credits: _____
Fare:     _____

D Fullerton

Total credits: ______
Total fare:  ______
Information Seeker Itinerary IX

Your task: You are on a business trip in the city of Communitown for a day and have several errands to run in different parts of town. Your employer gave you a travel budget of $15 for the day and you want to stay within the budget, otherwise you have to pay out of your own pocket. It is a wonderful city which has lots to offer, especially on a warm June day like today. Thus, you want to get your tasks done quickly, so you have the rest of the day off to explore the city.

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Treats: You have gifts with you which you can give out to people who you feel deserve a special thank you for their help. You should give out at least one of them throughout the game, as you feel is appropriate.

1 gift from home country
1 very heart-felt thank you, big hug
1 box of chocolates
1 ____________________ (your choice)

Procedure: Go to the different experts to get the information you need. Not every expert has the all the information you need! You might have to try and ask different people. You don’t have to collect the travel information in order of the itinerary, as long as you have all blanks filled out in the end. The experts will give you the credits for each route you take. The fares are up to you, but of course you can ask for assistance.

Good luck!

Your Itinerary

Please write down how you will travel from A to B to C to D.

A  Fullerton Stop
   __________________________________________
   __________________________________________
   __________________________________________
   Credits: _____
   Fare:     _____

B  State/Lake Stop
   __________________________________________
   __________________________________________
   __________________________________________
   Credits: _____
   Fare:     _____

C  Roosevelt
Bus 146 to Adler
   __________________________________________
   __________________________________________
   Credits: _____
   Fare:     _____

D  Adler Planetarium
   __________________________________________
   __________________________________________
   Total credits: ______
   Total fare:  ______
**Detailed Fare Information**

### Base/Regular Fares

<table>
<thead>
<tr>
<th>Description</th>
<th>Full</th>
<th>Reduced</th>
<th>Student</th>
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</thead>
<tbody>
<tr>
<td>'L' train fare</td>
<td>$2.25*</td>
<td>$1.10</td>
<td>75c</td>
</tr>
<tr>
<td>Bus fare†</td>
<td>$2</td>
<td>$1</td>
<td>75c</td>
</tr>
<tr>
<td>Transfer (up to two additional 'L' train or bus rides within two hours)</td>
<td>25c</td>
<td>15c</td>
<td>15c</td>
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### Passes

<table>
<thead>
<tr>
<th>Description</th>
<th>Full</th>
<th>Reduced</th>
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</thead>
<tbody>
<tr>
<td>1-Day Pass</td>
<td>$10</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>3-Day Pass</td>
<td>$20</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>7-Day Pass</td>
<td>$28</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>7-Day Pace Pass</td>
<td>$33**</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>30-Day Pace Pass</td>
<td>$100</td>
<td>$50***</td>
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### Other Fares

<table>
<thead>
<tr>
<th>Description</th>
<th>Full</th>
<th>Reduced</th>
<th>Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>† CASH BUS FARE: Fare applies if using cash/coins directly at farebox when boarding. Exact fare required. No transfer privileges.</td>
<td>$2.25</td>
<td>$1.10</td>
<td>75c</td>
</tr>
<tr>
<td>PAY-AS-YOU-GO (PAYG) FARE: Any personal, contactless bankcard with the symbo can be used to pay directly at turnstiles or bus farebox. If your bankcard does not have a Ventra Transit Account or has insufficient funds in a Ventra Transit Account, the system will bill you a “Pay-As-You-Go” (PAYG) fare. PAYG fares are the same on 'L' train or bus, and have no transfer privileges.</td>
<td>$2.25</td>
<td>$1.10</td>
<td>—</td>
</tr>
<tr>
<td>O’HARE ‘L’ TRAIN FARE: Deducted on entry at O’Hare station only, when using Ventra Transit Account pay-per-use value or bankcard PAYG.</td>
<td>$5</td>
<td>$1.10</td>
<td>75c</td>
</tr>
<tr>
<td><strong>METRA LINK-UP PASS:</strong> Valid week days on CTA (6am-9:30am, and 3:30pm-7pm) and on Pace (any time). Sold by Metra; use with Metra monthly ticket.</td>
<td>$55</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td><strong>128 SOLDIER FIELD EXPRESS</strong> (round-trip fare)</td>
<td>$5 (Cash or Ventra cards only)</td>
<td>$2.50 (Cash or Ventra cards only)</td>
<td>—</td>
</tr>
</tbody>
</table>

### New Ventra Cards and Disposable Ventra Tickets

<table>
<thead>
<tr>
<th>Description</th>
<th>Full</th>
<th>Reduced</th>
<th>Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEW VENTRA CARD: A new Ventra Card can be purchased from a Ventra farecard vending machine in any CTA train station, online at ventrachicago.com, by calling 1-877-NOW-VENTRA, or at hundreds of retailers around Chicago and the suburbs. The purchase fee is refunded onto the card's Transit Value Account upon registration of the card.</td>
<td>$5</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>VENTRA TICKET: A disposable Ventra Ticket can be purchased from a Ventra farecard vending machine in any CTA train station. Ticket cannot be reloaded. <strong>SINGLE-RIDE:</strong> Ticket good for entry onto 'L' train or bus and two transfers, and includes Limited Use Media Fee for cost of the ticket.</td>
<td>$3 (all stations except O’Hare); $5 (at O’Hare)</td>
<td>—</td>
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</tr>
<tr>
<td>1-DAY PASS: Ticket good for 24 hours of riding from first use. Limited Use Media Fee waived.</td>
<td>$10</td>
<td>—</td>
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</tbody>
</table>

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**Reduced Fare Program**

The following groups are eligible to pay a reduced fare on CTA:

- **Children 7 through 11**
  - Each child pays a reduced fare.
  - Children under 7 ride free with a fare-paying customer.
- **Seniors 65+ and customers with disabilities with RTA Reduced Fare Permit**
  - For application information, call 312-913-3110.
  - Qualifying riders can pay a reduced fare with RTA- or CTA-issued permits or Ventra (notify rail station staff or driver before paying with full fare Ventra Card or bankcard).

**Student Fare Program**

The Student Reduced Fare is for children ages 7-20 with valid CTA Student Riding Permit.

Valid on school days only between 5:30am and 8:30pm. Obtain Permit through school; otherwise fill out an application on the CTA website.

**Free Ride Programs**

The following groups are eligible to ride free on CTA:

- **Qualifying Seniors and Customers with Disabilities**
  - Qualifying seniors ages 65+ and customers with disabilities who are enrolled in the Illinois Department on Aging Circuit Breaker Program and have a valid Regional Transportation Authority (RTA) Circuit Ride Free Permit are eligible to ride free.
  - Call RTA at 312-913-3110 or visit rtachicago.org for info regarding the Circuit Ride Free Program.

- **Military Personnel**
  - Any active duty military personnel in full uniform with US Armed Forces ID, and active duty military personnel and qualifying disabled veterans with a CTA Military Service Pass ride free on CTA buses and trains.
<table>
<thead>
<tr>
<th>Gift from home country</th>
<th>Very heart-felt thank you</th>
<th>Box of chocolates</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>*** Treat ***</td>
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