Travel Training: Overview, Outcomes, Challenges
Introductions

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Via Mobility Services
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- Para-transit Services
- Mobility Options Counseling
- Contracted public transit services
- Travel Training Program
Organizational Rationale

Philosophical Reasons
• Organizational Mission Statement
  – Provide people with more options
  – Empower, support, encourage

Practical Reasons
• Increase availability of finite / limited service
  – Via’s paratransit service
  – RTD’s ADA service
  – Divert resources / mitigate growth projections
Benefits to the Individual

• Freedom to travel spontaneously

• Ability to travel independently

• More transportation options

• Greater community involvement

• Increased confidence in travel abilities

• Lower transportation costs
Travel Training Program (est. 2003)

- One-on-One Travel Training
  - Boulder County / Denver (RTD partnership / 5310 funding)

- Basic Transportation Orientation Class / Group Outing
  - Seniors on the Move

- Volunteer Transit Ambassador Program (peer-to-peer)
Our programing serves...

- Older Adults
- People with Disabilities
SOM / Overview Class

• Routes / Schedule & Map Reading
• Planning a Trip / Safety
• Fares / Transfers / Passes
• Bus Riding Basics
• ADA Rights and Responsibilities
SOM / Group Outing

• “Hands on” experience
• Activity / fun destination
• “Stealth” travel training
• Information packets
  – Outreach brochures
  – Bus schedules
  – Additional resources
Volunteer Transit Ambassador Program

Ambassadors provide information about:

- public transportation / replenish transit supplies
- refer people to travel training / SOM classes
- other resources in their communities.
Individual Travel Training
Getting Started

The In-Home Mobility Skills Assessment

Physical
- hearing
- vision
- mobility

Cognitive
- memory
- comprehension
- judgment
Pre-Trip Planning

To insure the safest route of travel, trainers first check the environment for:

- Bus stop and sidewalk accessibility
- Pedestrian crossings
- Memorable landmarks
Practicing Together

• Getting to the bus stop
• Boarding / Paying the fare
• Transfers
• Where to sit / Securements
• Identifying landmarks
• Getting off / to the destination
• ADA Rights / Accommodations
Outcome Measures

• Quantitative information (data base):

  – Individual TT – personal information, # trainees, # training sessions, hours, disability, destination(s), progress notes, closing status

  – Groups – sponsoring group, # attendees, type of event
Outcome Measures

• Qualitative – independent contractor conducts phone interviews (1x year)

  – Customer satisfaction with program / instructor
  – # trips taken on public transit
  – Subjective experience / how they feel (i.e. more confidence, more independence)
  – Barriers that limit their use of public transit
Seniors on the Move

• Quantitative
  – 2013 = 11 classes / 92 participants
  – 2014 = 8 classes / 75 participants
Individual Travel Training

• Quantitative
  – 2013 served 55 individuals
    • 26 successful / 2 unsuccessful
  – 2014 served 111 individuals
    • 70 successful / 1 unsuccessful
Individual Travel Training

• Qualitative
  – How often they use public transit since training.
  – Factors that limit use of public transit.
  – What would have to change to increase use of public transit?
  – Are they less dependent on others?
  – Do they feel more independent, confident?
  – Has the quality of their life been improved?
  – Would they recommend the training?
Volunteer Ambassadors

- Quantitative
  - 2013 – 6 volunteers (Boulder County)
  - 2014 – 12 volunteers (expanded into Denver)

- Qualitative – no information is collected
Challenges

• Identifying the organizational “gate keepers”

• Reaching your potential consumers / continual outreach efforts (innovative)

• Getting “buy in” from parents (new book)
• Maintaining funding sources / finding new ones

• Overcoming “stigma” / “giving up the keys”

• Overcoming resistance to using public transit / participating in the training because of issues that we don’t have any control over
QUESTIONS...?
For more information

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