



EASTER SEALS
Project Action
CONSULTING®

The Value of Travel Training Services

Connecticut RTAP Training

April 25, 2016

Working together to build accessible communities for all!

espaconsulting@easterseals.com



www.projectaction.com



Easter Seals Transportation Group

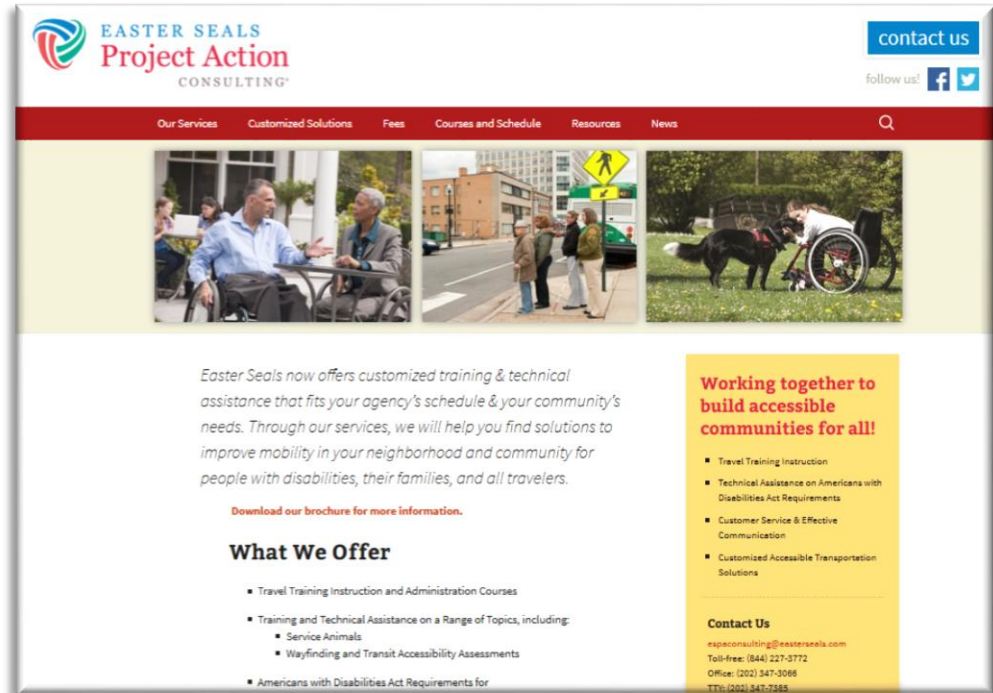
Multiple projects focusing on:

- Accessible transportation for people with disabilities
- Transportation for older adults
- Veterans transportation concerns
- School transition programs and travel skills for students
- Mobility management



ESPA Consulting

- Training
 - Webinars
 - Online Courses
 - In-person workshops
- Questions about events
 - Via phone – (844) 227-3772
 - Via e-mail – ESPAConsulting@easterseals.com
- Website – www.projectaction.com



Travel Training Definition

- One-to-one or small group short-term, comprehensive or specially designed instruction

Source: The Association of Travel Instruction

<http://www.travelinstruction.org/forms/ATIAugust2011DefinitionOfTravelTraining.pdf>



Travel Training Definitions

- Travel Training is the professional activity of teaching people to independently travel on public transportation.
- Most often provided for people who have disabilities other than blindness or low vision, or for older adults.
- Delivered by trained professionals using various approaches and on various transportation modes.

Common Approaches

- System Orientation
- Familiarization
- One-to-one
- Train-the-trainer



Travel Training



Travel Training



Travel Training



Travel Training



Travel Training



Who Benefits from Travel Training?

- Older adults
- Veterans
- Individuals with cognitive disabilities
- Individuals with psychiatric disabilities
- Individuals with physical disabilities
- Individuals with hearing or visual impairments
- Summer recreation program participants
- School-aged children
- LEP and refugee populations

Demand Response Travel Training Topics

- How to schedule a ride
- Trip details (length, fare information, etc.)
- What will the bus be like?
- Who is likely to be on the vehicle?
- Policies and procedures around bags and packages

Demand Response Travel Training Topics

- FAQ on local system or service
- Getting on and off the bus safely
- Requesting assistance from the driver
- Community safety and fears

Benefits of Travel Independence

- Individuals who receive travel training supports may gain the confidence and independence they need to travel safely and independently
- Increased socialization
- Sense of self-determination and freedom



Benefits of Travel Independence

- Access to the community with opportunities to live and lead fuller lives
- Increased opportunities for health and wellness
- Transportation cost savings
- Greater mobility equals greater independence!



Travel Training Cost Benefit Model

- Developed by Karen Wolf-Branigin and Michael Wolf-Branigin, Ph.D .
- Benefit to Transit Agency
- Benefit to the Individual
- Benefit to the Community



Cost-Benefit Model



Measures the **value** of travel training services

Data indicates that for every \$1.00 spent on travel training programs, the three agencies participating in the study saved anywhere from \$1.45 to \$3.98, which equates to net benefits of \$200,000 to \$440,000 annually.

Common Funding Approaches

- State or Federal Grant Funding
- Transit Agency Funding
- Community and Foundation Funding
- Micro Grant Funding



In-Kind Support

- Office Space
- Technology
- Transit Fare
- Printing Costs



Funding Tips

- Think outside of the box
- Dedicate thoughtful time to each application
- Use your stakeholders to provide support letters
- Partner with stakeholders on grants
- Diversify funding

Proven Paratransit Cost Savings Results

TABLE 1 Benefit–Cost Calculations for Three Transportation Agencies

Agency	Annual Benefit (\$)	Annual Cost (\$)	Benefit–Cost Ratio	Net Benefit (\$)
1	389,561	187,739	2.07	201,822
2	1,101,817	760,517	1.45	341,300
3	589,000	148,082	3.98	440,918

Source: Transportation Research Board TR News – January 2012

Volunteer Travel Training

- Cost effective concept and method growing in popularity
- Increases independent mobility options
- Facilitates opportunities for peer-to-peer learning and interaction
- Introduces potential long-term riders to a system that may be new to them

Types of Program Volunteers

- Current Riders and Advocates
- Service Clubs and Organizations
- Human Services Staff
- Transit staff



Best Practice Examples

- Star Transit Travel Ambassador Program – Texas
- AAA 1B Senior Buddy Program – Michigan
- We Get Around – California
- RTA Train-the-trainer – Illinois
- Church Vanpool Programs – Colorado

Travel Instructors Make a Difference!

“Your life and mine shall be valued not by what we take... but by what we give.”

-Edgar F. Allen,
Founder of Easter Seals





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Questions?

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Thank You!

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