Travel Training/
Community Outreach Program
Travel Training/Community Outreach Program

- Mobility Training Center
  - Identify the transportation needs
  - Front desk staff 9:00 am – 3:00 pm or by appointment
    - 2156 visitors

- For those who do not qualify for Dial-A-Ride and need public transportation.
  - Travel Training

- Continue to work with more than 70 Community Organizations, agencies and support staff in developing local partnerships to enhance the travel experience.
Travel Training/Community Outreach Program

- 2016-2017 More than 790 individuals received Travel Training. 571 Community Outreach activities and 9771 contacts were made. We have over 71 referral agencies/support staff.

- All trainings have been unique to the individual. Some have required one contact training or as many as 12 contact trainings to assure the individual has the skills necessary to ride independently.
Overview of the system
1:1 Travel Training
  - Destination Training
Group Travel Training
Classroom
Train the Trainer
Travel Training

- Transitional Housing
  - Journey Home, Easthaven, Focus 12, IRT, Anna Maries, Re-entry programs, Dream Center, Passages
- SCSU/St Cloud Technical College
  - New Student Orientation
  - Foreign Exchange Students
  - Advising and Registration Days
- Local Group Homes
- Independent Lifestyles
- Head Start
- Blue Cross Blue Shield
Travel Training

- Local School Districts
  - Pre – School
    - Foley
  - Elementary Schools
    - All Saints Academy
  - Middle Schools
    - Benton Stearns, Junior High Schools
  - Ugo Free Program
  - High School Special Ed Departments
    - Sauk Rapids, St Cloud, Sartell, Foley
  - Transitional (18 – 21 yr olds) Programs
    - 4 week course
Community Outreach

- HRA Apartment – Travel Training information provided
- Sartell Senior Connection
- Stearns County Social Services
- Benton County Social Services
- MN Workforce Center – Somali, Sudanese, Cambodian, General Public
  - Developed learning materials for ESL students
- McKinley School ESL students
- Project Connect
- Unemployment Agencies
Community Outreach

- Whitney Senior Center
  - Home and Safety Fairs

- VA Medical Center
  - Program information/resources relating to Travel Training
  - Train the Trainer
  - Provide 1:1/group Travel Training to their clients
  - Participate in 45 day treatment program

- Catholic Charities
  - 1:1 Travel Training with consumers
  - Resources provided to support staff

- Lutheran Social Service
  - Immigrant/refugee Program
  - Low income/homeless

- Salvation Army / Place of Hope
Travel Training/Community Outreach

- CentraCare Rehabilitation and Behavioral Health Services
- Wacosa (workplace to teach skills to those with disabilities)
  - 1:1 Travel Training
  - Train the Trainer (Identified individuals with the skills necessary to navigate the fixed route system.)
  - Wacosa Express – now riding fixed route system
- Independent Lifestyles (center for independent living skills)
  - Train the Trainer
  - Work 1:1 with consumers
Metro Bus Travel Training

Metro Bus Travel Training is Free
Travel Training follows an easy step-by-step learning process. Travel training is as unique as you are. A Travel Guide will accompany you throughout your entire travel training experience. Best of all, the training is self-paced — take all the time you need and ask all the questions you want.

You’ll learn how to:
- read bus maps and schedules
- plan your trip and ride your necessary routes
- recognize bus stops, landmarks and route names
- pay fares and purchase passes
- safely cross the street and other important pedestrian skills
- prepare for the “what ifs” of bus riding, such as “what if I miss the bus?” “what if I get off at the wrong stop?”, etc.
- ride the bus with confidence.

What is Travel Training?
Travel Training will teach you how to use the fixed route bus system. The training is free and is customized to meet your needs.

Getting Started
A Travel Guide will meet you at your home, review how the fixed route bus system works, and travel to a destination of interest with you.

Mobility Training Center
320.529.4497
david.prater@metro.umd.edu

320.251.RIDE(7433)
ridemetrobus.com

Metro Bus
the people picker-uppers.
Tabobar Sida Baskaa
Magaalada Loo Raaco oo
Laacag La’aan ah.

Tabobarka sida baskaa loo raaco waa sida oogu fudud ee aad ku barankarto sida baskaa loo raaco. Waxaa ku hagi doono halkaasiga intaad berashada socdaalka loo jiirto. Qaad doqon waxa ayaa doonto, waxdiinta wixii u saal ee oo aad qaabto.

Waxaad baran doontaa:
- Sida loo acbhiryo jadwalka iyo meeshi u waa baskaa maro
- Sida loo diyaarsadda socodkaaga
- Barashada meeshi uu baskaa isaga
- Habka laacagta loo bixiya iyo sida loogato kaaraska lagu raaco
- Kalsooni baskaa ku raac

Sidee ku bilaabi kartaa
Tabobarka ayaa gurigaada kuugu imaanyo asagoo ku tusi doono beska aad raaci laheyd. Waa in uu kula raaci doonaas baskaa asagoo isaa maakraa ku barayn neelaha uu baskaa maro iyo saacadaha uu ugu horey. Tababarku waa lacag la’aan.

Soo wac Metro Bus
320.258.6895
Waxaana weeye ugu horeysaa iyo telefoonkaaga, tababar ka ayaa ku soo wixii doona uu baanka ku qaban doono gajortii lagu taboban lahaa.

ridemetrobus.com
Committees and Councils

- Area Committees
  - FHPAP
  - Homeless Concerns
  - Aging Network Association
  - TASK
  - St Cloud Human Service Council

- United Way
  - Access to Food
Rider Advisory Committee

- Rider Advisory Committee (8 members, open to public meet monthly)
  - Provide feedback and recommendations for improving operational or service issues affecting Metro Bus riders.
  - Provide input/participation into customer outreach activities.
  - Assist and advise Metro Bus staff and the Commission on updating the Moving Forward Long Range Transit Plan.
  - The RAC members will act as ambassadors for Metro Bus.
What is Travel Training?

- Travel Training is for those with physical/cognitive disabilities, seniors or the general public.
- Travel Training can be done 1:1 or in a group setting.
  - “Riding Metro Bus” video
  - Provide a simulated bus for groups, wheelchair users, those new to the system
- Travel Training follows an easy step-by-step process.
- Each training is unique to the individual.
- The Travel Trainer accompanies the rider throughout the experience, shadow or discretely follows.
# Travel Training Initial Contact Form

<table>
<thead>
<tr>
<th>Name:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>Phone:</td>
</tr>
<tr>
<td>Telephone</td>
<td>DOB:</td>
</tr>
</tbody>
</table>

| Referred Source: | Contact person/colleague & telephone number: |

| Mobility Devices (WC, walker, cane): |

What do you want to use the bus for? What are your destinations?

What is your familiarity with bus travel (schedule reading, routes, bus riding)? Method of payment?

Special Concerns (cognitive, physical, vision, hearing, anxiety, fears, etc.) that may require attention during bus travel:

What do you do if I'm late getting here? How do you handle unexpected circumstances?
Getting Started

- Initial Assessment
  - The Travel Trainer meets the individual at their home, community room or designated area for an initial interview.
- A cognitive/physical assessment is conducted (if needed).
- A trip on a fixed route bus.
  - Determines their level of functioning as it relates to riding a fixed route bus.
Travel Training Consent Form/Release of Information Authorization

I, __________________________, hereby agree to participate in Metro Bus’s Travel Training Program. I understand that information regarding my participation in the training will be recorded and shared with other agencies, professionals, care providers, and my parent or guardian as needed and appropriate in Metro Bus’s sole discretion. I also understand that I may review the information at any time.

- I hereby give permission for Metro Bus to provide travel training based on the individualized goal and plan established by the Trainer and Metro Bus.
- I understand that travel training involves walking within the community, crossing intersections, and riding buses in all types of weather.
- I also understand that Metro Bus and its employees make no promise that I will be able to use public transportation independently upon completion of the Metro Bus Travel Training Program.
- I have had the opportunity to discuss the Metro Bus Travel Training Program with the Trainer and to ask questions.

I understand and agree that the decision to use public transportation alone or without assistance after completion of the Metro Bus Travel Training Program rests with me or the Trainer, and with me as the parent or guardian of the Trainer.

I further acknowledge and agree that Metro Bus will not be financially responsible and I hereby waive and release Metro Bus, its employees or agents for any damages, injuries, or other liabilities I sustain while participating in the Metro Bus Travel Training Program or using public transportation after completion of the travel training program, except with respect to damages, injuries or other liabilities caused by the gross negligence or intentional misconduct of Metro Bus.

<table>
<thead>
<tr>
<th>Trainer</th>
<th>Date</th>
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<tbody>
<tr>
<td>Parent/Guardian</td>
<td>Date</td>
</tr>
<tr>
<td>Other Responsible Party (i.e., teacher, care giver)</td>
<td>Date</td>
</tr>
<tr>
<td>Scholar, district representative</td>
<td></td>
</tr>
<tr>
<td>Travel Trainer</td>
<td>Date</td>
</tr>
</tbody>
</table>
INITIAL COGNITIVE TRAVEL ASSESSMENT

NAME: __________________________

DATE: _______________________

ADDRESS: __________________________

PHONE: _______________________

DOB: _______________________

EMERGENCY CONTACT PERSON: __________________________

PHONE: _______________________

N/A: W/C: ELECTRIC: MANUAL: PCA: MOBILITY AID

GAIT CONCERN: N/A: __________________________

KEY: Y—YES  N—NO

COMMUNICATES:

Y  N

FULL NAME: __________________________

ADDRESS: __________________________

CITY: STATE: _______________________

CURRENT DATE: _______________________

DESCRIPTION LANDMARKS NEAR HOME: __________________________

ANSWERS CLEARLY UNDERSTANDABLE: _______________________

CARRIES I.D.: _______________________

EXPLAINS USE OF I.D.: _______________________

DEMONSTRATES THE FOLLOWING SKILLS: (Place individual's answer in parentheses)

☐ Recognizes single digit numbers: 1 2 3 4 5 6 7 8 9

☐ Recognizes double digit numbers: 10 11 12 13 14 15 16 17 18 19

☐ If no, recognizes digit numbers: 0 ___________ KNOWS VALUE 0 ______

☐ NAT'S QUARTER: Y N KNOWS VALUE: Y N

☐ NAT'S DIME: Y N KNOWS VALUE: Y N

☐ NAT'S NICKLE: Y N KNOWS VALUE: Y N

☐ NAT'S PENNY: Y N KNOWS VALUE: Y N

ABLE TO COMBINE COINS TO MAKE A PURCHASE:

POP 50 Y N PAY PHONE 35 Y N

COWS 50 Y N COBBER 1.15 Y N

CHIPS 45 Y N BUS FARE .90 Y N
Physical Functional Assessment

Name ___________________________ Date _________________

Mobility Aid being used ________________________________

Upper body strength (bending, walking on bus) ________________

Distance/Endurance 2 blocks 6 blocks 9 blocks

Time it takes them to travel distance 2 blocks 6 blocks 9 blocks

Navigating 6" Curb ______________________________

Navigating Surfaces/Slopes _____________________________

Sidewalk
Broken pavement
Uneven grassy surfaces
Gravel surfacess
Loose debris

Street Crossing Skills ____________________________

Number of lanes
Controlled intersection/Uncontrolled intersection
Signal lights

Standing at a Bus Stop ______________________________

Navigating Ramps/Lifts ______________________________

Paying Fare ________________________________________

Maneuvering to Seat/Passenger Area ____________________

Standing on a Moving Vehicle __________________________

Signaling for Destination ______________________________

Travel Trainer ______________________________________
Travel Training Plan

- Individual goals and objectives
- Appropriate 1:1 instruction determined based on ability
  - Pre-trip planning
  - Pedestrian skills
  - Navigation skills (Determined through assessment)
  - Bus/social skills
  - What to do when the unexpected happens
- Progress evaluation notes
- Written result/recommendations
- Follow-Up
Metro Bus Progress Note Documentation
Date: Population/ Activity Action: Frequency

Date: 1.26.16

Population Served:
- Senior, Disabled, Low-income, General Public, non-English speaking, Nationality.

Activity:
- TT with Sally today from her home to Walmart in Sartell.
- Community Outreach. Participated in the resource fair at the Whitney Senior today.

Action:
- TT - Walked to the bus stop on 15th St N. Discussed fare options, she will be using a 31 Day pass, how to identify the bus stop and which routes went by that stop. Took #4 to the Transit Center and #32 to Walmart. Explained how to read the schedule and determine what time the bus would be back. Highlighted the time point column on her schedule.
- CO - Provided with Metro Bus resources such as schedules, system maps, Metro Bus updates in services, Ugo/Free applications, LINK/MyStar information, etc.

Frequency of meeting:
- Individual understood how to get to and from Walmart. She will call when more training is needed to another destination.
- This committee meets once per month.
- Resources are provided upon request.
# Travel Guide Training Checklist

<table>
<thead>
<tr>
<th>Customer Name:</th>
<th>Time:</th>
<th></th>
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</table>

| Driver Prep | | |
| | | |
| | | |

| Discuss how to read schedule |
| Discuss fare and transfer |
| Discuss how to identify bus routes |
| Discuss “ Riders Guide” |
| Discuss other websites (e.g., Transit Center or bus stops) or call Transit Center at 351-RIDE |

| Dress appropriately |
| Explain customer service procedure and hand out new business card |

| Navigation Skills | |
| | |
| | |

| Tour of the Transit Center and discuss other transfer points (Carrolls Mill) |
| Leave home at appropriate time to catch the bus (3-10 min.) |
| When waiting for the bus, stand near the bus stop sign or out of the door |
| Ask drivers and other passengers for assistance when necessary |
| Be aware of Denali landmarks |

| Pedestrian Safety | |
| | |
| | |

| Encourage using signal crosswalks or sidewalks as a safety precaution |

| Use caution when walking through a parking lot |

| Bus Riding Skills | |
| | |
| | |

| Be prepared with payment method prior to bus arrival |
| Allow passengers to exit before entering |
| Determine seating (explain the importance of leaving the front seats open for individuals with disabilities) |
| Encourage riders to sit in right side of the bus for better viewing |
| Discuss when to pull the curb and to not exit the bus |
| Exit through front and side doors |
| Allow bus to leave stop before crossing street |

| Personal Safety | |
| | |
| | |

| Wear ID with you at all times |
| Do you have a cell phone |
| Where to find emergency phone numbers |
| Prepare for the unexpected/emergencies (one example) |

| Special Knowledge | |
| | |
| | |

| Explain all steps are accessible for individuals with mobility impairments (ramps or lifts) |
| Explain all buses have a staircase for individuals who have difficulty with the first step |
| Explain major intersections are announced for the visually impaired |
Contact Information

- Debbie Anderson, Community Outreach Mobility Manager, 320.529.4493

- Gil Williams, Community Outreach Travel Trainer
  320.258.6897

- Saynab Shire, Community Outreach Travel Trainer
  320.529.4497
Metro Bus Fixed Route System