

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.

Travel Training

- ▶ Overview of the system
- ▶ 1:1 Travel Training
 - Destination Training
- ▶ Group Travel Training
- ▶ Classroom
- ▶ Train the Trainer

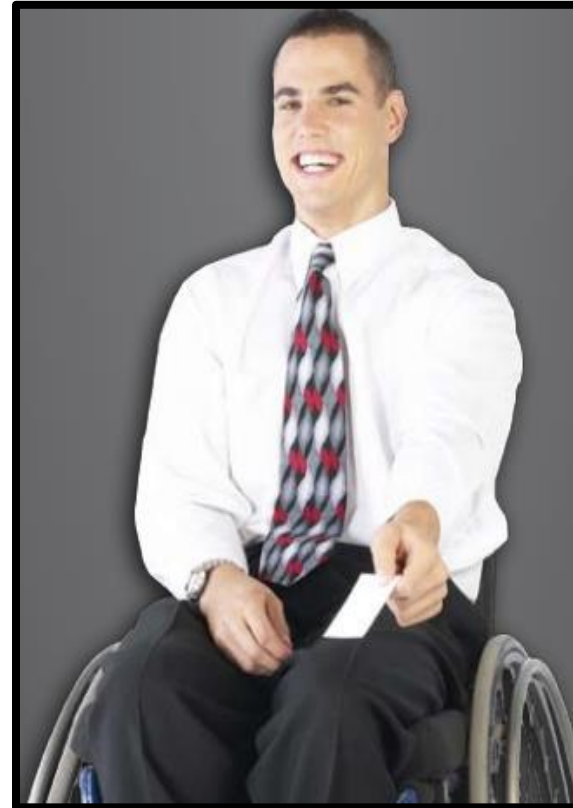


Travel Training

- ▶ Transitional Housing
 - Journey Home, Easthaven, Focus 12, IRT, Anna Maries, Re-entry programs, Dream Center, Passesages
- ▶ 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

danderson@stcloudmtc.com



320.251.RIDE(7433)
ridemetrobust.com

METRO BUS
the people picker-uppers.

10/15/14

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Tabobar Sida Baska Magaalada Loo Raaco oo Laacag La' aan ah.

Tabobarka sida baska loo raaco waa sida oogu fudud ee aad ku barankarto sida baska loo raaco. Waxaa ku hagi doono kalkaaliye intaad barashada socdaalka ku jirto. Qaado waqti intaad doonto, waydiina wixii su'aal eh oo aad qabto.

Waxaad baran doontaa:

- Sida loo akhriyo jadwalka iyo meesha uu baska maro
- Sida loo diyaarsado socodkaaga
- Barashada meesha uu baska istaaga
- Habka lacagta loo bixiyo iyo sida loogato kaaraka lagu raaco
- Kalsooni baska ku raac

Sidee ku bilaabi kartaa

Tabobaraha ayaa gurigaada kuugu imaanayo asagoo ku tusi doono baskii aad raaci lahayd. Wuxuuna kula raaci doonaa baska asagoo isla markaana ku baraayo meelaha uu baska maro iyo saacadaha uu baska maro. Tababarku waa lacag la'aan.



Soo wac Metro Bus

320.258.6895

Waxaana reebtaa magacaaga iyo taleefoonkaaga, tababaraha ayaa ku soo wici doona oo balan kuu qaban doona goortii lagu tababari lahaa.

ridemetrobus.com

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Bixi



Haldooler iyo 25 cent

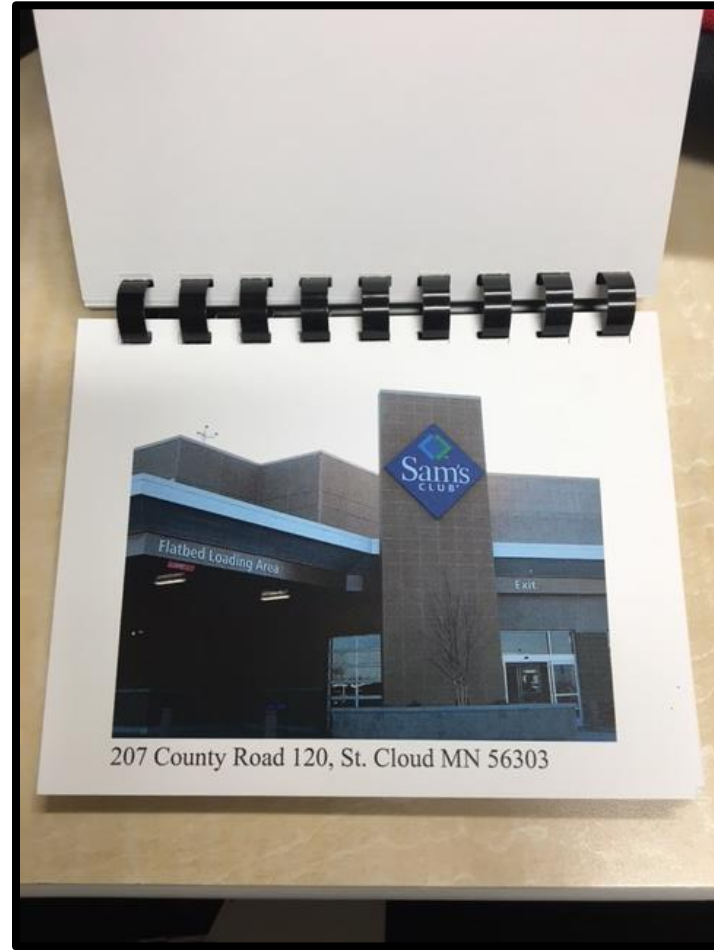


Bixi



Haldooler iyo 25 cent

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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

Name:	Date:
Address:	Phone time:
Telephone:	DOB:
Referral Source:	
Contact person/Caseworker & telephone number:	
Mobility Devices (W/C, 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 he/she gets lost? 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 myself and the training will be recorded upon observation and may be shared with other agencies, professionals, care providers and/or a parent or guardian as needed and appropriate in Metro Bus's sole discretion. I also understand that I may review that 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 Trainee 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 as the Trainee, and with me as the parent or guardian of the Trainee.

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.

Trainee Date

Parent/Guardian Date

Other Responsible Party (i.e. teacher, care giver
School, district representative) Date

Travel Trainer Date

INITIAL COGNITIVE TRAVEL ASSESSMENT

DATE: _____

NAME: _____

ADDRESS: _____ PHONE: _____ DOB: _____

EMERGENCY CONTACT PERSON: _____ PHONE: _____

N/A WC ELECTRIC MANUAL PCA MOBILITY AID TYPE _____

GAIT CONCERN N/A _____

KEY: Y--YES N--NO

COMMUNICATES:

- Y N
- FULL NAME _____
 - ADDRESS _____
 - CITY/STATE _____
 - CURRENT DATE _____
 - DESCRIBES LANDMARKS NEAR HOME _____
 - ANSWERS CLEARLY UNDERSTANDABLE _____
 - CARRIES I.D. _____
 - EXPLAINS USE OF I.D. _____

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

- RECOGNIZES SINGLE DIGIT NUMBERS ____ () ____ () ____ () ____ () ____ ()
- RECOGNIZES DOUBLE DIGIT NUMBERS ____ () ____ () ____ () ____ () ____ ()
- IF NO, RECOGNIZES DIGIT NUMBERS ____ () ____ () ____ () ____ () ____ ()

- | | | | | | |
|--------------|---|-------|-------------|---|-------|
| ID'S QUARTER | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ | KNOWS VALUE | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ |
| ID'S DIME | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ | KNOWS VALUE | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ |
| ID'S NICKLE | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ | KNOWS VALUE | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ |
| ID'S PENNY | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ | KNOWS VALUE | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ |

ABLE TO COMBINE COINS TO MAKE A PURCHASE:

- | | | | | | |
|-----------|---|-------|------------------|---|-------|
| POP .50 | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ | PAY PHONE .35 | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ |
| M&M .65 | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ | CHEESBURGER 1.15 | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ |
| CHIPS .45 | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ | BUS FARE .90 | Y <input type="checkbox"/> N <input type="checkbox"/> | _____ |

Physical Functional Assessment

Name _____ Date _____

Mobility Aid being used _____

Upper body strength (holding walker on bus) _____

Distance/Endurance 2 blocks 6 blocks 9 blocks

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

Navigating of Curbs/Curb-Cuts _____

Navigating 6" Curb _____

Navigating Surfaces/Slopes

Sidewalk _____

Broken pavement _____

Uneven/grassy surfaces _____

Gravel surfaces _____

Loose dirt/sand _____

Street Crossing Skills

Number of lanes _____

Controlled intersection/Uncontrolled intersections _____

Signal Lights _____

Standing at a Bus Stop _____

Navigating Ramps/Lifts _____

Paying Fare _____

Maneuvering to Securement 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, UgoFree applications, LINK/Northstar information, ect.

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.



Address: _____


Phone: _____

Special Considerations: _____

Travel Guide Training Checklist


Customer Name:	_____	In	_____	Out	_____
Date:	_____	Time:	_____	Routes taken:	_____
Pre-Trip Prep					
<input type="checkbox"/>	Explain how to read schedules				
<input type="checkbox"/>	Discuss fares and transfers				
<input type="checkbox"/>	Discuss how to identify bus/route name				
<input type="checkbox"/>	Discuss "Riders Guide"				
<input type="checkbox"/>	Detours (explain: check website, watch for signs at Transit Center or bus stops or call Transit Center at 251-RIDE)				
<input type="checkbox"/>	Dress appropriately				
<input type="checkbox"/>	Explain customer relations procedure and hand out Kim's business card				
Navigation Skills					
<input type="checkbox"/>	Tour of the Transit Center and discuss other transfer points (Crossroads Mall)				
<input type="checkbox"/>	Leave home at appropriate time to catch the bus (5-10 min.)				
<input type="checkbox"/>	When waiting for the bus, stand near the bus stop sign or out of shelter				
<input type="checkbox"/>	To ask drivers and other passengers for assistance with schedules/times				
<input type="checkbox"/>	To watch for familiar landmarks				
<input type="checkbox"/>	Discuss any environmental barriers one may have (i.e.: snow, curb cuts, uneven sidewalks)				
Pedestrian Safety					
<input type="checkbox"/>	Recommend using signal crossings or walkways as a safety precaution				
<input type="checkbox"/>	Use caution when walking through a parking lot				
Bus Riding Skills					
<input type="checkbox"/>	Be prepared with payment method prior to bus arriving				
<input type="checkbox"/>	Allow passengers to exit before entering				
<input type="checkbox"/>	Determine seating (explain the importance of leaving the front seats open for individuals with disabilities)				
<input type="checkbox"/>	Encourage rider to sit in right side of the bus for better viewing				
<input type="checkbox"/>	Discuss when to pull the cord to get off the bus				
<input type="checkbox"/>	Exit through front and side doors				
<input type="checkbox"/>	Allow bus to leave stop before crossing street				
Personal Safety					
<input type="checkbox"/>	Carry ID with you at all times				
<input type="checkbox"/>	Do you have a cell phone				
<input type="checkbox"/>	Where to find emergency phone numbers				
<input type="checkbox"/>	Preparing for the unforeseen/emergencies (give examples)				
System Knowledge					
<input type="checkbox"/>	Explain all buses are accessible to customers with mobility impairments (ramps or lifts)				
<input type="checkbox"/>	Explain all buses kneel for individuals who have difficult with the first step				
<input type="checkbox"/>	Explain major intersections are announced for the visually impaired				

Emergency Information Card
Name: _____
Address: _____
Phone: _____
2nd Contact: _____
Metro Bus 251-7433 / 251-1499




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Name: _____
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2nd Contact: _____
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Emergency Information Card
Name: _____
Address: _____
Phone: _____
2nd Contact: _____
Metro Bus 251-7433 / 251-1499



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Usual Routes Taken

Usual Routes Taken

Usual Routes Taken

Usual Routes Taken

Usual Routes Taken

Usual Routes Taken

Usual Routes Taken

Usual Routes Taken

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

