THE COMMUTE
TOOLS AND STRATEGIES TO HELP CONSUMERS ACCESS TRANSPORTATION TO EMPLOYMENT

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Introductions – Rachel and Renee

MassMobility
- Statewide initiative to increase mobility for people with disabilities, older adults, and low-income commuters
- Raise awareness of existing services
- Foster, develop, and sustain efforts to increase mobility
- www.mass.gov/orgs/massmobility

PVTA
- Pioneer Valley Transit Authority
- Based out of Springfield, serves 24 communities
- Largest regional transit authority in MA
- Travel Training program provides training to senior citizens and individuals with disabilities over the age of 13.
Roadmap

- Transportation options
- Travel training
- State resources to support travel trainers
- Expanding options
- Discussion
What’s out there?
Community Transportation

All transportation resources in a community that are available to help meet community mobility needs.
Try Transit First

- Fixed-route
  - Transportation Access Pass
  - Travel training
- Paratransit
- Other
  - Medical shuttles

Other Transportation Options

- Municipal Services
- Councils on Aging
- Volunteer Driver Programs
- Taxis and On-Demand Services
- Find a carpool with Bay State Commute [baystatecommute.com](http://baystatecommute.com)
- Intercity bus

[www.mass.gov/im-looking-for-transportation](http://www.mass.gov/im-looking-for-transportation)
Tools to find options
Google Transit

transit.google.com

or

maps.google.com
Ride Match

A one-stop searchable directory of public, private and accessible transportation options in Massachusetts

www.massridematch.org
Options from Attleboro to Taunton

From: Attleboro, MA, USA  
To: Taunton, Massachusetts, USA

Public Transit Options

Take the The Greater Attleboro Taunton Regional Transit Authority Attleboro / Norton / Taunton (Bus 18) Bus towards Taunton Bloom Terminal.  
Depart: Attleboro Transit Center 1:10pm  
Arrive: Bloom Bus Terminal (Taunton) 1:45pm

Take the The Greater Attleboro Taunton Regional Transit Authority East Taunton/Raynham Wal-Mart (Bus 8) Bus towards Raynham Walmart.  
Depart: Bloom Bus Terminal (Taunton) 2:00pm  
Arrive: Silver City Galleria Main Entrance 2:41pm

View Map & Directions

Additional Public & Private Options

Greater Attleboro Taunton Regional Transit Authority (Fixed Route)  
508-823-8828

Med Wheels (GATRA/United Way)  
508-823-8828

American Cancer Society Road to Recovery Program  
800-227-2345

Customer Service

Trip Type

Who Can Ride

Business  
Education  
Employment  
Medical/Healthcare  
Other  
Recreation  
Shopping  
General Public  
People with Disabilities  
Seniors  
Students  
Veterans  
Boston hospital trips  
Medical/Healthcare  
Low Income  
People with Disabilities  
Seniors  
Veterans  
Boston hospital trips  
Medical/Healthcare  
Cancer Patients
More options...

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Services</th>
<th>General Public</th>
<th>Target Populations</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;A Metro Trans. - Bill’s Taxi Service</td>
<td>508-697-0017</td>
<td>Airport service, Boston hospital trips, Education, Employment, Medical/Healthcare, Other, Recreation, Shopping</td>
<td>General Public</td>
<td>MassHealth Recipients, People with Disabilities, Seniors, Veterans</td>
</tr>
<tr>
<td>Community Access</td>
<td>508-827-5738</td>
<td>Adult daycare, Airport service, Medical/Healthcare, Other, Recreation</td>
<td>General Public</td>
<td>MassHealth Recipients, School-age Children, Seniors, Veterans</td>
</tr>
<tr>
<td>First-Class Care Transit Solutions Inc.</td>
<td>781-803-0995</td>
<td>Medical/Healthcare</td>
<td>MassHealth Recipients</td>
<td>People with Disabilities, Seniors</td>
</tr>
<tr>
<td>Kiessling Transportation</td>
<td>800-698-7676</td>
<td>Adult daycare, Dialysis center, Education, Employment, Medical/Healthcare, Other, Recreation, Shopping</td>
<td>DDS-Day Hab</td>
<td>MassHealth Recipients, People with Disabilities, Seniors</td>
</tr>
<tr>
<td>Taunton Motorized Carriage/Checker Cabs/Cozy Cabs</td>
<td>508-824-5831</td>
<td>Adult daycare, Dialysis center, Education, Medical/Healthcare, Other, Recreation</td>
<td>General Public</td>
<td>MassHealth Recipients, People with Disabilities, Seniors, Veterans</td>
</tr>
</tbody>
</table>
# Let’s Get Going!

## Planning for Transportation Independence

This chart is a starting place to help ensure educators, students, and families know their accessible transportation options and can take full advantage of their communities. Transportation education creates a culture that engages students, families, educators, pupil transporters, and public transportation professionals to empower and support student learners. Transportation can begin in grade school and carries students through all their transitions, including to postsecondary education, employment and independent living. There are many options to utilize, below is a graph of different opportunities. Transportation education is especially important for students with disabilities who may have fewer transportation options than their peers without disabilities. Let’s get started!

### Safe Accessible Transportation May Include:

<table>
<thead>
<tr>
<th>Public Transit</th>
<th>Paratransit</th>
<th>Driver’s License</th>
<th>Uber/Lyft</th>
<th>Private Transit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Where do I find out about this service?</strong></td>
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<tr>
<td>To find out whether public transit is available in your town or region, find your transit authority on this website and then visit their website or contact them to learn what they offer in your area.</td>
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<td>Professionals help people with disabilities get the accommodations they need or learn at an appropriate pace.</td>
<td>Internet, smartphone application</td>
<td>Internet, phonebook</td>
</tr>
<tr>
<td><strong>Why is this safe?</strong></td>
<td><strong>Why is this safe?</strong></td>
<td><strong>Why is this safe?</strong></td>
<td><strong>Why is this safe?</strong></td>
<td><strong>Why is this safe?</strong></td>
</tr>
<tr>
<td>Drivers are certified and trained. Drivers have been CORI checked by employer.</td>
<td>Drivers are certified and trained and CORI checked. Door-to-door service with physical assistance if needed.</td>
<td>Professionals help people with disabilities get the accommodations they need or learn at an appropriate pace.</td>
<td>Drivers are certified and trained and CORI checked. Door-to-door service with physical assistance if needed.</td>
<td>Curb-to-curb service.</td>
</tr>
<tr>
<td><strong>How can I provide support?</strong></td>
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</tr>
<tr>
<td></td>
<td>School staff can assist the student in filling out the application for paratransit services</td>
<td>Encourage the student and family to be evaluated by a professional for the possibility of driving independently regardless of the students documented disability.</td>
<td>Staff can assist the student in downloading the preferred app on their phone and understanding how it works</td>
<td>Staff can assist the student in identifying a private company in their local community and encourage use</td>
</tr>
<tr>
<td><strong>Examples of IEP Goals</strong></td>
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</tr>
<tr>
<td>Student will explore travel options in their community. Student will learn how to obtain tickets for public transit. Student will learn to understand public transit schedules.</td>
<td>Student will learn to apply for paratransit. Student will learn the policies and rules regarding paratransit. Student will be responsible for scheduling a ride.</td>
<td>Student will begin the necessary steps to obtain their driver’s license. Student will download driver’s manual. Sign up for driver’s education classes offered by the school to obtain a learner’s permit. Secure accommodations for permit test</td>
<td>Student will download necessary app and learn to book a ride with assistance leading to independently booking a ride</td>
<td>Student will identify a taxi service, schedule their own ride and move toward independent travel.</td>
</tr>
</tbody>
</table>

www.easterseals.com/ma/explore-resources/transportation/transportation-guide.html
Travel Training
What is Travel Training?

- Travel training teaches people how to use public transportation.
- This frequently includes buses, trains, and subways.
- Travel training can be group lessons or one-to-one trainings. This presentation focuses on one-to-one training.
Benefits of Travel Training

- Less expensive than other transportation options
- No pre-scheduling needed
  - Services such as Paratransit require advanced notice
- Increased independence
- Increased self-confidence
- Provides possibilities to be active in the community
The Training Process

- Referral is submitted by agency, family, or individual
- An intake is set up
- Training is scheduled
  - Training starts and ends at trainees travel locations (home, school, work, etc)
- Trainer fades to allow trainee more independence
- Trainer may “shadow” (Follow along, but not on bus)
- Training concludes
- Training is typically limited to a handful of sessions
Skills covered

- How to find a bus stop and wait safely for the bus
- Identifying the correct bus
- Flagging the bus
- Transfers and passes
- Identifying landmarks and using them to request a stop
- Reading schedules, using GPS systems, and transit tracking
- Missing a bus, getting lost, or getting on the wrong bus
Everyday skills covered

- Being prepared before leaving
- Time Management
- Counting money
- Crossing different types of intersections
- Proper behavior and interactions in public
- Staying alert
- Soliciting assistance
- Plan for the unexpected
But what if...

Everyone has unique needs. These are some of the common concerns and issues that I have seen.
What if the client cannot express themselves verbally?

- Do they use a voice output device?
- Can they normally express themselves verbally but not in high-stress situations?
- Would they carry and use communication cards?
What if the client does not read?

- Do they know numbers and the alphabet?
- Can they match letters and numbers for identification?
- Can they ask if they are on the correct bus or train?
- Can they follow photos of their trip?
What information is available without reading?
What information is available without reading?

- 138 and 167 are either boarding or are due
- 67, 68, 85, 108 are coming after 138 and 167
What information is available without reading?

- It’s in some kind of station or shelter
- There are several buses that serve this area
- There is walking space before and after the sign, it might be a useful landmark
- The writing next to 138 and 167 is the same, it probably doesn’t have unique information about the bus.
What if the client doesn’t understand time?

- Can they read numbers to match a digital clock to a written set of numbers?
- Will they follow an alarm clock that tells them when to leave?
- Do they have a support network at home and work that can tell them when it’s time to leave?
What if the client has a visual impairment?

- This may vary between agencies.
- A visual impairment isn’t an issue in many cases.
- If the client is legally blind, they should be referred to an Orientation and Mobility Specialist. Contact the Massachusetts Commission for the Blind.
Some other accommodations

- Visual Processing Disorder:
  - We walked farther and used a quiet area for crossing to avoid needing to judge traffic

- Pre-Literate and does not speak English
  - I provided a step-by-step photo guide and did training multiple times to ensure understanding.
Some other accommodations

- Can read, can not understand schedules
  - I made personal schedules for the times they need. For some that wanted more flexibility, Google Maps was a better choice.

- High Anxiety
  - Some called family members to check-in
  - I suggested sitting near driver and waiting in “safer” areas
Some other accommodations

- Unable to count money
  - Have coins separated and pre-counted by support network
  - Use a pre-paid pass
A great referral...

- Would have a need for transportation:
  - They have a job, internship, or volunteer regularly
  - They have regular appointments
  - They do their own weekly grocery shopping
A great referral...

- Would be excited about trying something new
- Would have experience being independent and enjoy being independent
- Would follow instructions
- Would ask for help when needed
- Would understand how to stay safe in public
Signs someone may not be ready for training...

- Unable to avoid or manage obstacles and dangerous situations.
- Does not understand when help is needed
- Does not have the ability to communicate needs (verbally or otherwise)
- Cannot, or will not, be independent
State Resources for Travel Training
**Transit Authority** | **Contact Information**
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Berkshire Regional Transit Authority | [www.berkshirerta.com/traveltraining.php](http://www.berkshirerta.com/traveltraining.php)
Cape Cod Regional Transit Authority | (508) 775-8504 ext. 201
Greater Attleboro Taunton Regional Transit Authority | (508) 823-8828, ext. 225
Martha’s Vineyard Regional Transit Authority | (508) 693-9440
MBTA | [https://mbta.com/accessibility/travel-instruction-training](https://mbta.com/accessibility/travel-instruction-training)
Merrimack Valley Regional Transit Authority | (978) 469-6878
Montachusett Regional Transit Authority | [www.mrta.us/how_to_ride/travel-training](http://www.mrta.us/how_to_ride/travel-training)
Offer Travel Instruction

- Research & reports
  - www.mass.gov/info-details/offering-travel-instruction

- Professional development
  - Travel Instruction Network
  - Three-day introductory workshops

- Technical Assistance
Expanding Options
Advocacy

- www.mass.gov/info-details/get-involved-in-transportation-planning-processes
Partnering to improve mobility

- Needham van share
- Cape Cod Accessible Livery
- Quaboag Connector
Get more from what you have

- **Capacity/seats**
  - READYBUS

- **Funding**
  - North Shore Community College
Getting started

- Funding
  - [www.mass.gov/info-details/funding-for-community-transportation](http://www.mass.gov/info-details/funding-for-community-transportation)

- Promising Practices

- News
  - [www.mass.gov/massmobility-newsletter](http://www.mass.gov/massmobility-newsletter)

- Technical assistance
  - Partners
Regional Coordinating Councils

www.mass.gov/service-details/regional-coordinating-councils-for-community-transportation
Keep in Touch!

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www.mass.gov/orgs/massmobility
Twitter @MassMobility

Monthly Newsletter
www.mass.gov/massmobility-newsletter

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Discussion

Thank you!