

# On The Move Program Descriptions

An Initiative of Denver Regional Mobility and Access Council (DRMAC)  
and Via's (formerly Special Transit) Easy Rider Program

*On The Move provides assistance and training to organizations to instruct people to navigate the bus system in three ways: Group Instruction and Outings, Volunteer Bus Buddy Program, and Train the Trainer Workshops.*

*Our goal is to teach people the skills they need to become self-sufficient bus riders. Public transportation provides freedom to travel spontaneously and independently, and offers more transportation options at lower costs.*

## Group Instruction and Outing

**On the Move Group Instruction and Outing** provides organizations with the resources and expertise they need to either:

- start their own program, or
- arrange groups to be taught public transit-riding skills directly by DRMAC/Via.

The program consists of two segments, the first a 1 ½ hour class with a power point presentation which covers important basic information concerning the use of public transit:

- Bus stops / getting on and off the bus
- Fares (local / express / regional) / coupons / monthly passes / discount fares
- Light Rail (fares / zones)
- ADA and reasonable accommodations
- Transfers
- Mobility devices and the use of the lift
- Planning a trip (RTD Trip Planner / maps & schedules)
- Safety

The class is then followed by a two hour group outing on public transit (bus / light rail). This provides everyone with an opportunity to practice what they learned in class.

Participants receive a student notebook with all the important public transit information in the half-day orientation to refer to later.

## Volunteer Bus Buddy Program

**On The Move Volunteer Bus Buddy Program** provides organizations with the resources and expertise they need to start their own Volunteer Bus Buddy Program. The program provides volunteers from various organizations in the Denver area with information and the skills needed to assist older adults, people with disabilities and low income individuals in learning how to use the public transportation system in their community. Trained volunteers accompany riders, offering information and encouragement while participants build their confidence and bus riding skills.

Volunteer participants will receive their own copy of a reference notebook. The volunteer orientation can be done in one full-day or two half-days and addresses:

### Intake

- Safety Assessment / Release of Liability
- Identifying Barriers: Physical, Emotional, Financial
- Destination Identification

### Public Transit Basics

- Identification/ medical & emergency information
- Catching the correct bus
- Calculating / paying the fare: Local, Regional, Express
- Using the lift
- Recognizing stops / disembarking
- Overcoming Barriers
- Safety travel tips
- Tips for traveling at night

### Developing a Natural Support System

#### Disability Awareness

- Using Respectful Language

### Planning a Trip

- Choosing your route(s)
- RTD Map / RTD Trailblazer
- RTD's Services
  - Website
  - Route schedule / map
  - "Trip Planner"
  - Phone support
- Travel Options
  - Fixed Route
  - Light Rail

### Transportation Rights Under the ADA

- Travel Accommodations

### Group Outing on the Bus

- Volunteers will take a bus trip to apply skills discussed



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## Train the Trainer Travel Instruction Program

The *Train the Trainer Travel Instruction Program* is an intensive and comprehensive two-day workshop for those interested in establishing an ongoing travel instruction program to serve individuals with disabilities, older adults and others.

### DAY ONE

- 8:00 am Starting a Travel Instruction Program**  
*A comprehensive overview of the various elements to consider when designing a travel instruction program for your community*
- Public Transit Instruction Models**  
*Discussion of different program models to provide public transit instructional services and definitions of industry terminology*
- Break (15 minute)*
- 10:00 am Respectful / Person First Language**  
*The words we use are very powerful - learn about and practice "person first" language to improve your interactions*
- Disability Etiquette**  
*A review of disabilities, their symptoms and how they may impact the travel training experience*
- 11:45 am Lunch**
- 1:00 pm Important Details**  
*Program documentation / trainee assessment and intake / follow-up survey / outcome measures / data base management*
- Medications & Their Impact on Travel Training**  
*An overview of how medications affect the body and possible side effects of common types of medications and the impact on travel training*
- Break (15 minute)*
- 3:00 pm Emergency Procedures**  
*How to handle the unexpected during training and developing a plan after training is complete*
- ADA Rights and Responsibilities**  
*Learn about important rights guaranteed under the ADA to improve public transit for people with disabilities and older adults*
- Code of Ethics**  
*A review of important professional standards to keep in mind*
- Your Public Transit System**  
*What you need to know to be ready to start travel training*
- Professional Organizations and Resources**
- Association of Travel Instruction (ATI)
  - Easter Seals Project Action (Travel Training Competencies, Resource Shop, Introduction to Travel Training Seminar)

### DAY TWO

- 8:00 am Travel Training Preparation**  
*Overview of the travel trainer's responsibilities and best-practices to ensure a high level of professionalism and maximize the travel instruction process*
- Travel Training Process**  
*Discussion of the travel instruction sequence model and step-by-step objectives*
- Travel Training Strategies**  
*Presentation of important training strategies (i.e. modeling, verbal cueing, rephrasing, fading, etc.)*
- Break (15 minute)*
- 10:00 am Skill Identification**  
*A discussion of key skills that trainees need to master to travel safely and confidently on public transit (i.e. awareness of personal space, safe street crossing, self advocacy, etc.)*
- Safety**  
*Discussion of the importance of safety and various factors to consider (community / general / pedestrian / on the bus, etc.)*
- Field Training**  
*Presentation of keys to effective training practices in the field (prompting, monitor & fade, observe & shadow, etc.)*
- 11:45 am Lunch**
- 1:00 pm Planning the Trip**  
*How to figure out routes using the resources available in your community (reading maps and schedules), plan an actual trip*
- Environmental Analysis**  
*Overview of important factors to consider when conducting an environmental analysis of a route under consideration (path of travel, physical / social / environmental barriers, intersections)*
- Break (15 minute)*
- 3:00 pm Route and Scout Exercise**  
*In this hands-on session participants will go into the community to evaluate the path of travel and identify barriers and safety concerns for the route they have planned*
- Sharing**  
*Participants will have an opportunity to share about their experience / what they learned, plans for the future*

