

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?

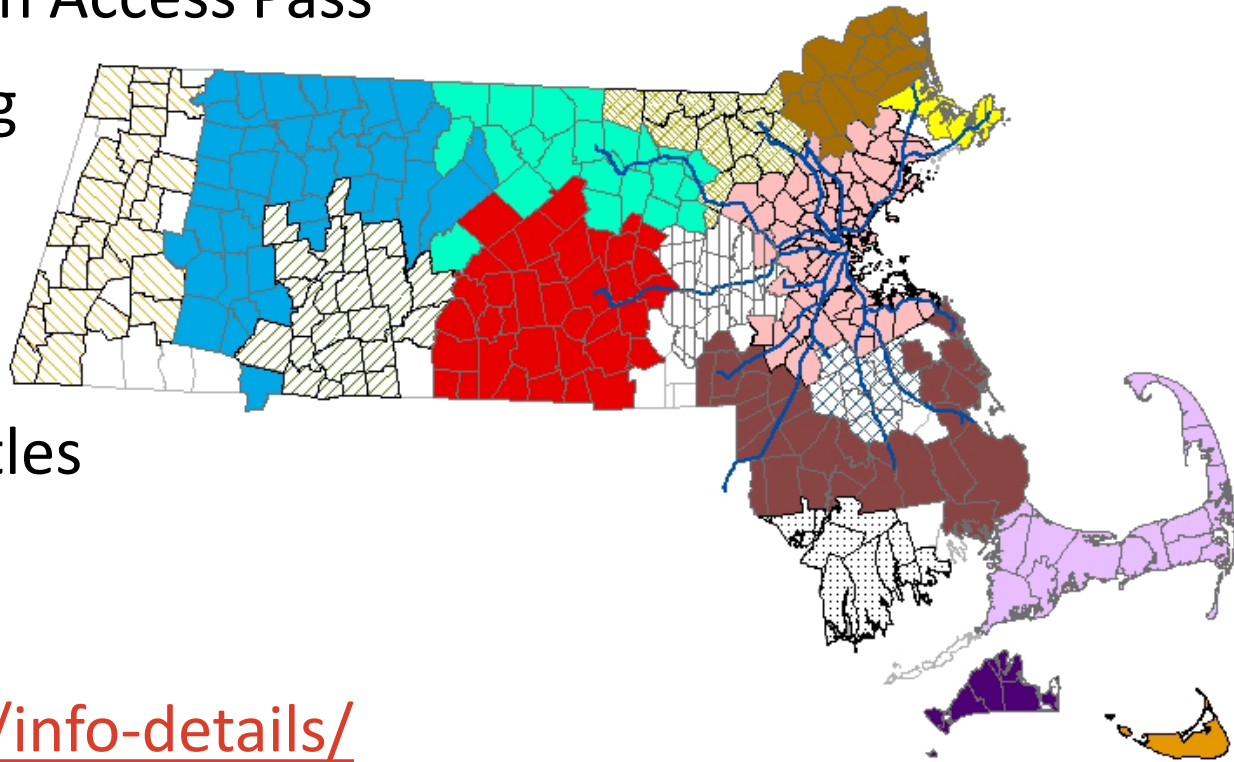
Community Transportation

All transportation resources in a community that are available to help meet community mobility needs



Try Transit First

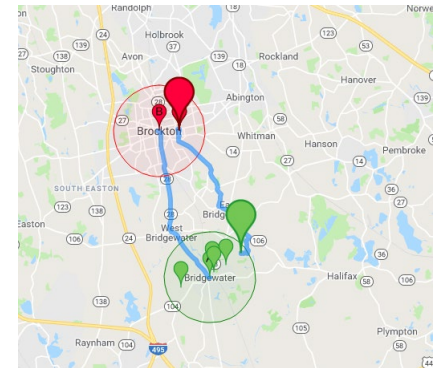
- ❑ Fixed-route
 - ❑ Transportation Access Pass
 - ❑ Travel training
- ❑ Paratransit
- ❑ Other
 - ❑ Medical shuttles



[www.mass.gov/info-details/
public-transportation-in-massachusetts](http://www.mass.gov/info-details/public-transportation-in-massachusetts)

Other Transportation Options

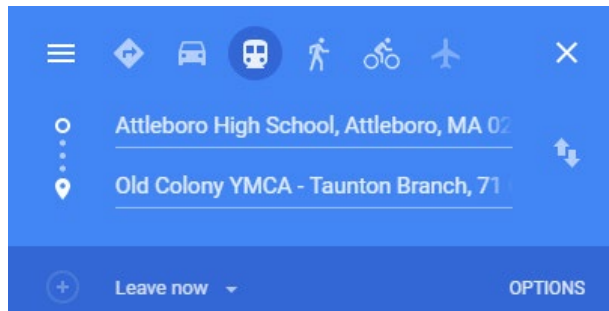
- ❑ Municipal Services
- ❑ Councils on Aging
- ❑ Volunteer Driver Programs
- ❑ Taxis and On-Demand Services
- ❑ Find a carpool with Bay State Commute baystatecommute.com
- ❑ Intercity bus



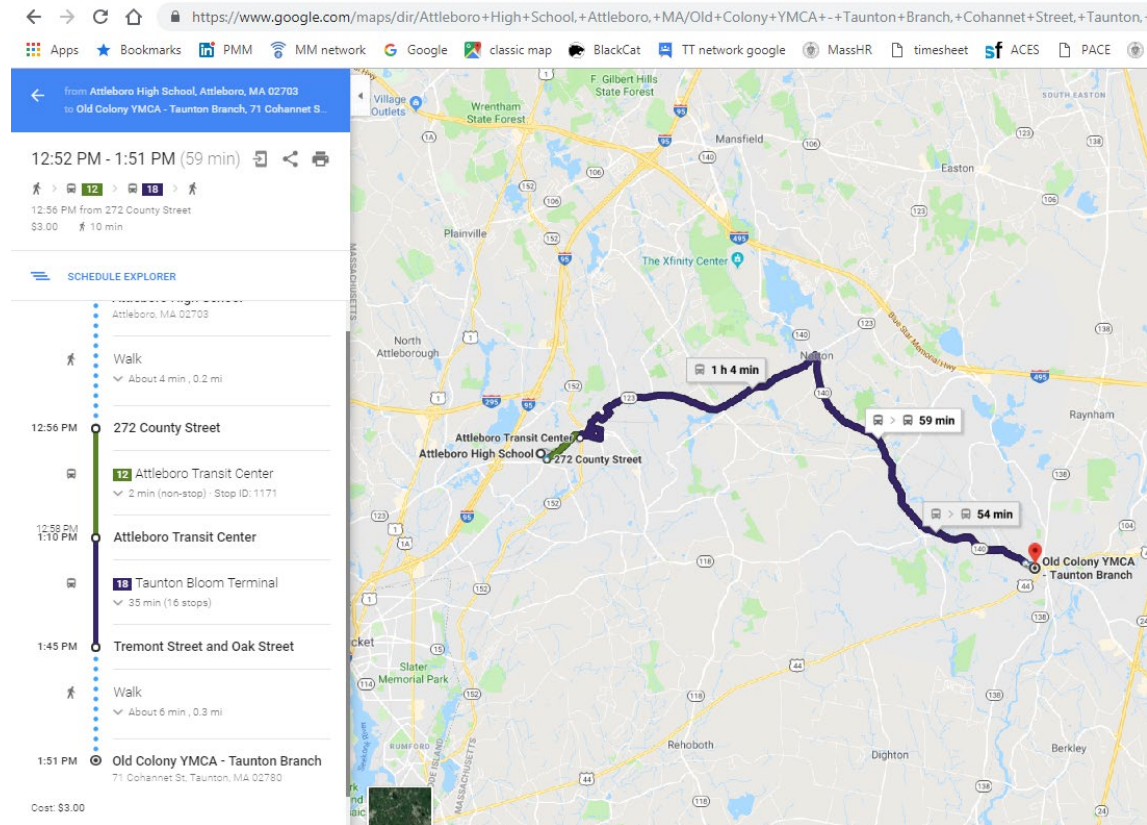
www.mass.gov/im-looking-for-transportation

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



Where are you going?

From:*

To:*

Day: Time:

Purpose:

Any special needs for this trip? Select all that apply.

- ☐ I'm a senior 60+
- ☐ I'm a student
- ☐ I'm a veteran
- ☐ I'm a person with a disability
- ☐ I need to travel with a wheelchair
- ☐ I need a lift to access the vehicle
- ☐ I need a personal care attendant

*required

go

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

Customer Service

Trip Type

Who Can Ride

Greater Attleboro Taunton Regional Transit
 Authority (Fixed Route)

508-823-8828

Business
 Education
 Employment
 Medical/Healthcare
 Other
 Recreation
 Shopping

General Public
 People with Disabilities
 Seniors
 Students
 Veterans

Med Wheels (GATRA/United Way)

508-823-8828

Boston hospital trips
 Medical/Healthcare

Low Income
 People with Disabilities
 Seniors
 Veterans

American Cancer Society Road to Recovery
 Program

800-227-2345

Boston hospital trips
 Medical/Healthcare

Cancer Patients

More options...

A&A Metro Trans. - Bill's Taxi Service	508-697-0017	Airport service Boston hospital trips Education Employment Medical/Healthcare Other Recreation Shopping	General Public MassHealth Recipients People with Disabilities Seniors Veterans
Community Access	508-837-5738	Adult daycare Airport service Medical/Healthcare Other Recreation	General Public MassHealth Recipients School-age Children Seniors Supportive Day Program Veterans
First Class Care Transit Solutions Inc.	781-803-0995	Medical/Healthcare	MassHealth Recipients People with Disabilities Seniors
Kiessling Transportation	800-698-7676	Adult daycare Dialysis center Education Employment Medical/Healthcare Other Recreation Shopping	DDS-Day Hab MassHealth Recipients People with Disabilities Seniors
Taunton Motorized Carriage/ Checker Cabs / Cozy Cabs	508-824-5831	Adult daycare Dialysis center Education Medical/Healthcare Other Recreation	General Public MassHealth Recipients People with Disabilities Seniors Veterans

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:

 Public Transit	Where do I find out about this service? 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 i.e. travel instruction. www.mass.gov/info-details/public-transportation-in-massachusetts	Why is this safe? Drivers are certified and trained. Drivers have been CORI checked by employer	How can I provide support? Drivers are certified and trained. Drivers have been CORI checked by employer	Examples of IEP goals 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.
 Paratransit	Where do I find out about this service? 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. www.mass.gov/topics/accessible-transportation	Why is this safe? Drivers are certified and trained and CORI checked. Door-to-door service with physical assistance if needed.	How can I provide support? School staff can assist the student in filling out the application for paratransit services	Examples of IEP goals Student will learn to apply for paratransit. Student will learn the policies and rules regarding paratransit. Student will be responsible for scheduling a ride. Student will ensure that sufficient funds are available to use service
 Driver's License	Where do I find out about this service? www.mass.gov/service-details/driving-resources-in-massachusetts	Why is this safe? Professionals help people with disabilities get the accommodations they need or learn at an appropriate pace.	How can I provide support? Encourage the student and family to be evaluated by a professional for the possibility of driving independently regardless of the students documented disability	Examples of IEP goals 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 learners permit. Secure accommodations for permit test
 Uber/Lyft	Where do I find out about this service? Internet, smartphone application	Why is this safe? Drivers are certified and trained and CORI checked. Door-to-door service with physical assistance if needed. There is also a feature where riders can 'share their ride' so that others may track the ride.	How can I provide support? Staff can assist the student in downloading the preferred app on their phone and understanding how it works	Examples of IEP goals Student will download necessary app and learn to book a ride with assistance leading to independently booking a ride
 Private Transit	Where do I find out about this service? Internet, phonebook	Why is this safe? Curb-to-curb service.	How can I provide support? Staff can assist the student in identifying a private company in their local community and encourage use	Examples of IEP goals Student will identify a taxi service, schedule their own ride and move toward independent travel.



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

Refer Consumers to Travel Instruction

www.mass.gov/service-details/learn-to-ride-transit-with-travel-instruction

Transit Authority

Contact Information

Berkshire Regional Transit Authority

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>

Merrimack Valley Regional Transit Authority

(978) 469-6878

MetroWest Regional Transit Authority

www.mwrta.com/programs/transitions-travel-training

Montachusett Regional Transit Authority

www.mrta.us/how_to_ride/travel-training

Pioneer Valley Transit Authority

pvta.com/travelTraining.php

Worcester Regional Transit Authority

www.wrtaparatransit.com/wrta-travel-training.htm

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



About the Cape Cod Regional Transit Authority

The Cape Cod Regional Transit Authority is one of 15 Regional Transit Authorities within the Commonwealth of Massachusetts and has been providing public transportation services since 1976 to residents and visitors as well as consumers of state agencies and human service organizations for all 15 Cape Cod communities. The CCRTA owns and operates the Hyannis Transportation Center in downtown Hyannis and the state of the art Operations and Maintenance Facility in South Dennis.



*We're going
your way!*

capecodrta.org
800-352-7155

Cape Cod Regional Transit Authority
Hyannis Transportation Center
215 Iyannough Road, PO Box 1988
Hyannis, MA 02601



Cape Cod Accessible Transportation



Reservations and Information
508-746-5715



IN PARTNERSHIP WITH
Cape Cod Regional
Transit Authority


Access Express
43 Long Pond Road
South Yarmouth, MA 02664
www.accessexpress1.com

Get more from what you have

- Capacity/seats
 - ▣ READYBUS





- Funding
 - ▣ North Shore Community College



North Shore Community College

A - Z | Find Courses | Find Faculty & Staff | Search Site

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NSCC-UBER RIDE

We take your success personally from start to finish.

[Campus Locations](#)
[Campus Tours](#)
[Academic Programs](#)

Innovation makes it easier for students to get to class!

North Shore Community College has partnered with Uber to help meet the transportation needs of students who have difficulty getting to the Danvers Campus.

NSCC-Uber Ride offers students safe and reliable reduced-fare rides to NSCC's suburban campus. This innovative one-year pilot program, one of a few offered nationally, helps to connect NSCC's Danvers Campus with North Shore transportation hubs. NSCC students will be able to ride to and from the Danvers Campus from the North Shore Mall or Beverly Depot with a \$10 discount on all rides.

Getting started

- Funding

- www.mass.gov/info-details/funding-for-community-transportation

- Promising Practices

- www.mass.gov/human-service-agencies-and-community-transportation

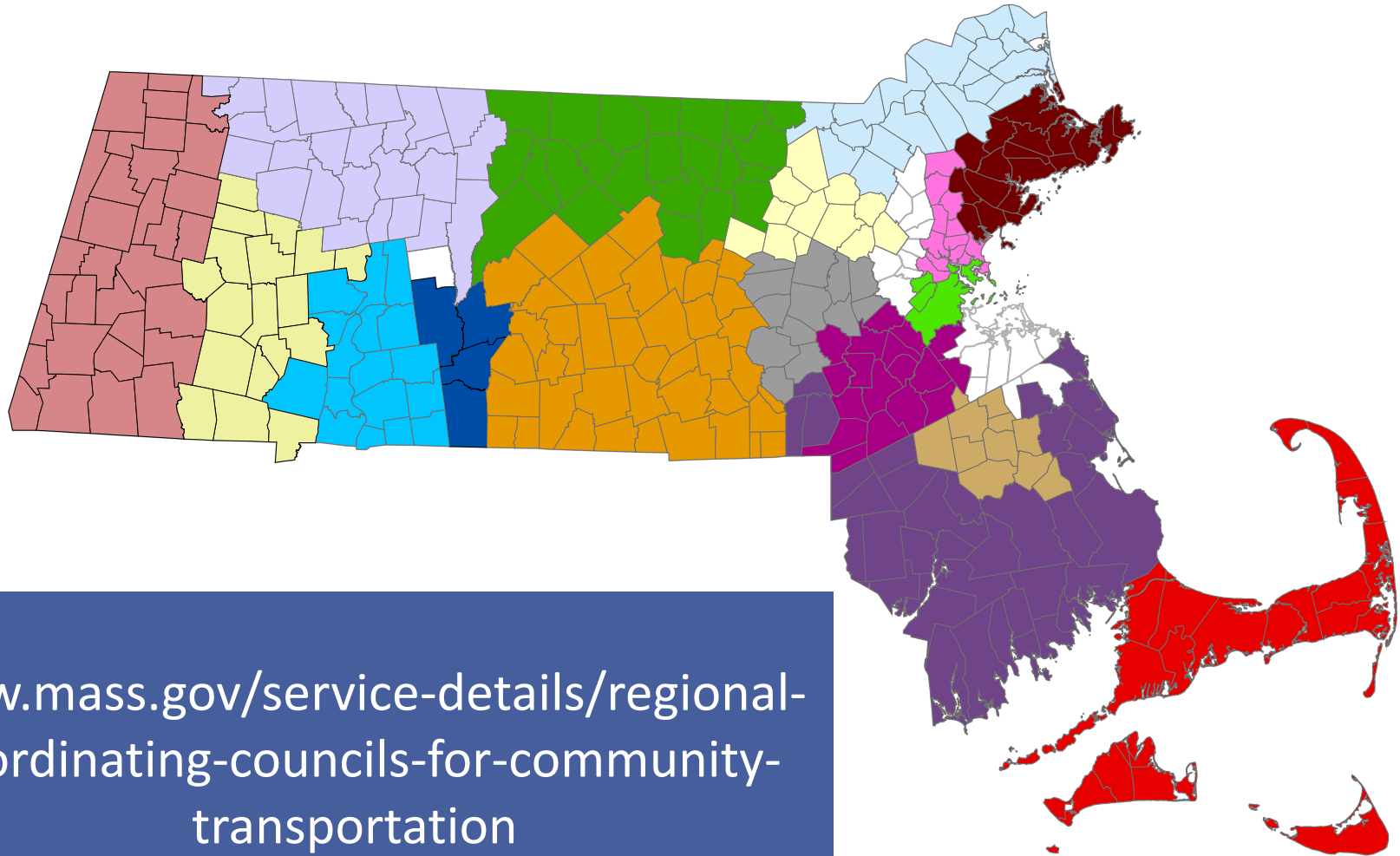
- News

- 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](https://twitter.com/MassMobility)

Monthly Newsletter
www.mass.gov/massmobility-newsletter



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Discussion

Thank you!