

ATLANTA REGIONAL TRAVEL TRAINING MANUALS

Introduction

This collection of travel training documents is designed to help staff members of area non-profits, human service agencies, and transit agencies understand the benefits and purpose of travel training, identify and assess candidates with a range of skills and abilities, evaluate services provided, and lead travel training programs.

Travel training is specialized instruction designed to teach individuals how to travel safely and independently on public transportation. Travel training has multiple benefits for individuals:

- Promotes independence, self-reliance, and mobility for persons who may not have previously used public transit.
- Enables people with disabilities to use the same transit services as their non-disabled peers.
- Supports access to jobs, services, family visits, shopping, and entertainment.
- Can result in lower transportation fares to the individual compared with paratransit fares, taxis, or private automobile ownership.
- Decreases the need for family and caregivers to provide transportation.

Program Manuals

There are many types of travel training available in the Atlanta region that provide different levels of instruction. The four types of travel training that are addressed in the program manuals provided by ARC include:

- Individual Travel Orientation
- Group Travel Orientation
- Travel Coaching
- Bus Buddies

Organizations and agencies that are using the manuals will need to download several of the linked materials below.

1. The first resource is the Regional Travel Training Program Introduction, which provides an overview of the different programs and how they all fit together, and a more detailed guide to using the program manuals.
 - [Regional Travel Training Program \[link\]](#)
2. The second resource is the Candidate Identification, Assessment, and Evaluation document which provides a guide to identifying candidates for travel training, assessing them to determine which program is appropriate, and evaluating them after they have completed the program. There is a separate document for transit agencies and human service agencies.
 - [Candidate Identification, Assessment and Evaluation for Transit Agencies \[link\]](#)
 - [Candidate Identification, Assessment and Evaluation for Human Service Agencies \[link\]](#)
3. The third resource is the comprehensive program manual that contains guidelines for training participants both in the classroom and in the field (see below).

Individual Travel Orientation

Individual Travel Orientation provides a moderate amount of instruction to customers who require individual attention. This type of training is targeted to seniors or people with some level of physical disability. Individual Travel Orientation includes a classroom training session and a field trip. The field trip is set up in advance and focuses on at least one of the participant's most traveled trips. The program is led by a Travel Ambassador.

A Group Travel Orientation Program can be administered by either a transit agency or a human service agency. There are two types of manuals based on which type of agency is administering the program.

- Individual Travel Orientation for Transit Agencies [link]
- Individual Travel Orientation for Human Service Agencies [link]

Group Travel Orientation

Group Travel Orientation is designed for individuals who would benefit from training but do not need a high level of individual attention. This type of training is targeted to seniors and people with physical disabilities who are capable of using fixed route transit. Group Travel Orientation includes a classroom training session and a group field trip. The group field trip is set up in advance by the Travel Ambassador, who develops a trip relevant to most participants.

A Group Travel Orientation Program can be administered by either a transit agency or a human service agency. There are two types of manuals based on which type of agency is administering the program.

- Group Travel Orientation for Transit Agencies [link]
- Group Travel Orientation for Human Service Agencies [link]

Travel Coaching

Travel Coaching includes reviewing the process of trip discovery, trip planning, and reserving a trip, and assessing the person's comfort level and ability to take the trip. By talking through the steps of the trip, the coach can pinpoint areas of discomfort and answer questions. Travel Coaching occurs entirely in a classroom-type setting and does not include in-the-field instruction. The coach may also refer the consumer to more structured services that provide in-the-field instruction, such as Group Travel Orientation or Bus Buddies. The Travel Coaching Program Manual is the same for both transit agencies and human service agencies.

- Travel Coaching Program Manual [link]

Bus Buddies

Bus buddies programs focuses on assisting seniors who are unfamiliar or uncomfortable with using transit but are physically able to do so. A volunteer, not a staff member, works one-on-one with an older adult during the trip planning process and accompanies him or her on one or more bus and/or train trips until he or she is comfortable riding alone. Bus Buddies may be recommended to someone who has completed another kind of travel training but would benefit from additional training. The Bus Buddies Program Manual is the same for both transit agencies and human service agencies.

- Bus Buddies Program Manual [link]