

Background:

County Connection was awarded grant funding to provide a travel training program for seniors and people with disabilities located in Central County service area for a two-year span from FY 2022-2023 through FY 2023-2024. Additional funding has been made available for travel training for seniors residing in the Central Contra Costa Service area for a two-year span through 5310 federal grant funding. County Connection in partnership with the ILRSCC will provide travel training services to both people with disabilities and seniors living in Central County service area.

Scope of work:

The travel training program will include services such as:

- Conduct intake assessments of prospective travel trainees to gauge most suitable travel training plan for group or individual
- One on-one and group training sessions to teach seniors and/or people with disabilities to the following skills:
 - Trip planning- Identifying route(s) that serve the points of origin and destination as well as times that meet travel needs, and any required transfers
 - Stop identification-Locating the closest stops to the points of origin and destination, assessing stop accessibility as appropriate
 - Timing and waiting- Adjusting travel time to arrive at both the boarding stop and the destination on-time, developing comfort and patience while awaiting the appropriate route and trip, preparing a contingency plan in the event of a late/ missed trip
 - Route Identification-Recognizing the needed route and trip by number, color, symbol, and or through the use of annunciation technology
 - Boarding/Deboarding techniques-Familiarization with process of entering the vehicle/train and finding a seat or securement location including use of a ramp, stairs, or lift
 - Mobility Device Securement- Learning to work and communicate cooperatively with a driver to ensure that a wheelchair or scooter is properly secured. Learning what the securement rules are on transit agencies within the area
 - Fare payment-Understanding the correct full, reduced, free fare to be paid for the trip, identifying the proper procedure for handling, counting, and depositing cash, or producing appropriate identification for a free or reduced fare program (ex. RTC/Clipper card)
 - Driver/Operator Assistance- familiarity with assistance services provided by transit operators, as well as the appropriate time and way to ask for that assistance
 - Service Animals and other carry-along items- Becoming aware of and abiding by the limits on and policies for carry-along items set by each transit agency
 - Crosswalk Safety-Includes the ability to access transit stops or final destinations from the opposite side of the street without crossing into the path of traffic. Building competency in recognition and use of traffic signals.

- Transfer techniques- includes all elements involved with the above and obtaining, carrying, and presenting the proper identification used in the transfer process.
- Conduct presentations using most suitable form of communication medium (video, power points, brochures) to groups of seniors and/or people with disabilities on:
 - A general overview of existing fixed route systems in the area
 - Orientation to accessible features on common fixed route systems
 - Orientation to how to use available technologies to aid with trip planning, bus locating, fare purchasing, etc.
 - Orientation on how to access and navigate alternative transportation services including:
 - Transportation Network Company (TNC) operators that provide services to disabled and elderly
 - Enrollment of eligible applicants for city-based programs
 - Special services such as Alamo Creek Shuttle, St. Mary's Shuttle, and Go San Ramon
 - Non-Profit organizations that provide transportation services to seniors and disabled people
- Information and Referral: Answer questions in person or over the phone on the above related topics using available resource material including future video content accessed online, brochures, and other written documents.
- Schedule and conduct training sessions
- Prepare monthly reports with requested data due on the 10th of each month for the prior month.

Deliverables:

- 1 field trip every other month or every quarter
- 4-5 travel training sessions per month (group, individual- in person and virtual)
- 8-10 **senior** group training sessions per month
- 1 presentation per month
- Routine phone calls
- Scheduling Sessions
- Conducting Intakes: Include demographic data and satisfaction with available service along with trip purpose and mode of transportation
- Conducting Post-training surveys at 3rd month and 6th month: focus on trip purpose and modes of transportation
- Prepare monthly reports- containing requested reporting data

Monthly Reporting Data includes:

- Number of unique individuals served- include City of residence
- Hours of service provided
 - Number of total hours provided
 - Number of hours provided by City
- Count of number of referrals from LINK Paratransit
- Count of Number of Individual Travel training sessions completed
- Count of Number of Group trainings
- Count of number of presentations made
- Count of number of field trips conducted
- Number of occurrences of Outreach Information/ referrals