



## NJTIP @ Rutgers – Travel Training

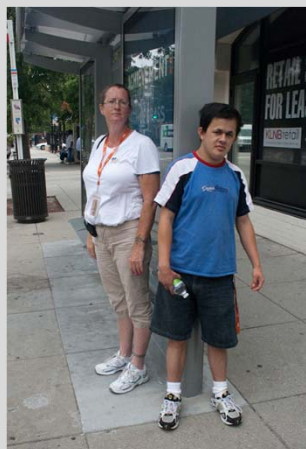
### How to Prepare Your Child for Independent Mobility

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### What is Travel Instruction/Training?

- ✓Who?
- ✓What?
- ✓Where?
- ✓Why?
- ✓When?



**What is Travel Instruction?**

Travel Instruction is a spectrum of services used to introduce and teach people with disabilities seniors and others the skills necessary to travel safely and efficiently within home, school, and/or community environments.

**What is Travel Instruction?**

- Began at AHRC in NY in 1963
- New York City Public Schools
- Allegheny Intermediate Unit
  
- Delivered and Funded By:
  - Public Transportation Agencies
  - Schools
  - Non – Profit/For Profit Orgs

### ***NJTIP's Travel Instruction Services***

- One-on-One Travel Instruction
- Small Group Travel Training
- In-School Travel Training Classes
- Connect to Transit Seminars

### The History of ***NJTIP***

- New Jersey Travel Independence Program
- Successful pilot program 2005 - 2007
- Separate non profit in 2007
- 9 years of travel instruction
- Only provider for NJ TRANSIT
- Successful graduate research
- 2013 merged with VTC



## **NJTIP @ Rutgers One on One Model**

1. Intro to **NJTIP @ Rutgers**
2. Intake Interview
3. Route Check/Environmental Analysis
4. On-Vehicle Instruction Sessions and mastery of 27 independent travel skills
5. Fading/Shadowing
6. Retraining as needed

## **An NJ TIP Graduate's Story: Diana Stolfo**



“No one can be truly independent without being able to use public transportation. Thank you to the travel trainers at NJ TIP for helping me read a schedule, guide me in using the train, and teaching me walk around my neighborhood” - Diana Stolfo

## On Board Training



## 27 Skills

Examples...

- Wayfinding
- Appropriate social skills
- Interacting with appropriate strangers
- Safe street crossing
- Handling fares
- Boarding, signaling and exiting



### Safe People Safe Places



Use of Multiple Choice, Pictures, Scripts, Role Playing and Realistic Scenarios



### NJ TIP Graduate Survey




February 2012

RUTGERS

## Findings

Metric (Annually)	Total
Total Additional Trips After Graduation	62,316
Return Per Dollar Spent Annually	\$1.17
Total Revenue from New Transit Trips	\$92,432
Total Savings from Diverted AccessLink Trips	\$141,449
Total Annual Funding Cost	\$200,000
Total Annual Realized Return After Graduation	\$233,881


**NJ TRANSIT**  
 The Way To Go.  
Research

RUTGERS

# What is the cost of not doing Travel Instruction?

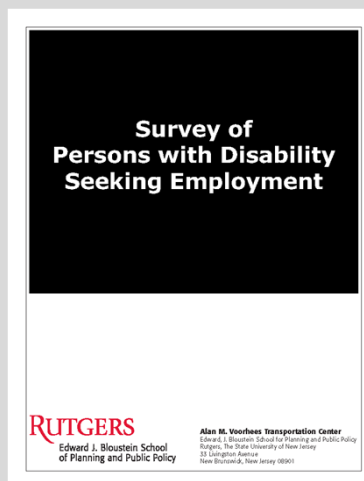
**Fact**

- Persons with disabilities have an employment rate of 33.5% compared to 76.3% of persons without disabilities; a gap of 42.8%\*
- Question: What percentage are unable to find/maintain a job because of unreliable transportation?

Erickson, W.A., Lee, C. G., 2014 "Disability Statistics in the United States." Ithaca, NY Cornell University Rehabilitation Research and Training Center, [www.disabilitystatistics.org](http://www.disabilitystatistics.org). Accessed 4-1-14

## Getting to Work VTC 2010/2011 Survey Findings

- 76% of respondents felt strongly that transportation was important for their job search
- 40% reported refusing a job offer due to travel difficulties
- 25% reported leaving a job due to travel difficulties





**Maryland Survey**

“ A survey conducted in Maryland reported that transportation issues created employment difficulties for **75** percent or more of the individuals needing vocational supports,”

Conley, 2003

**Benefits of Travel Instruction?**

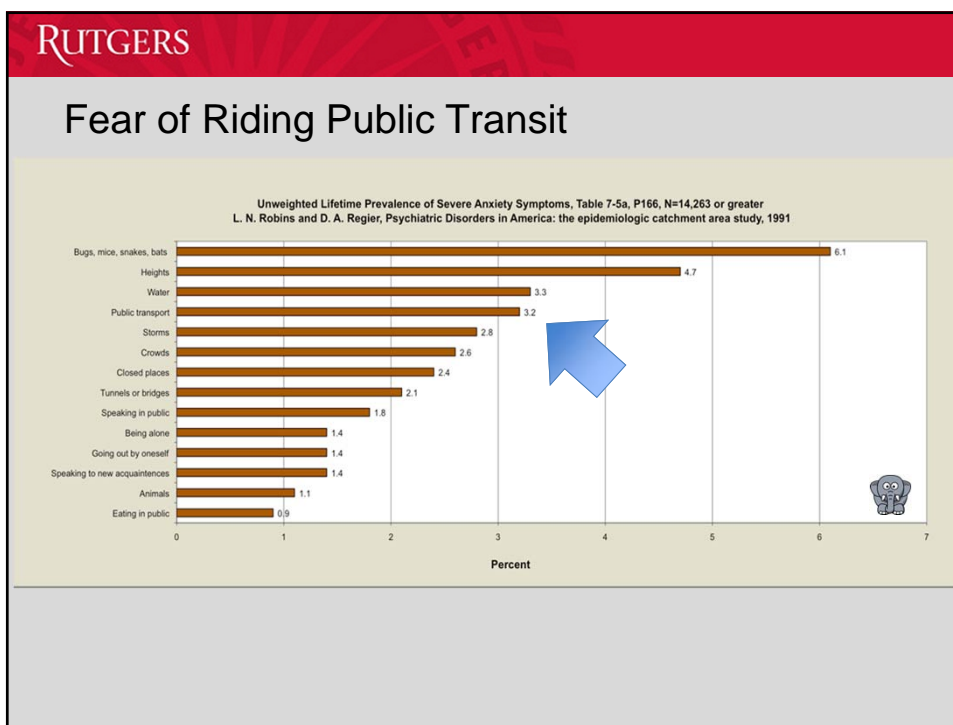
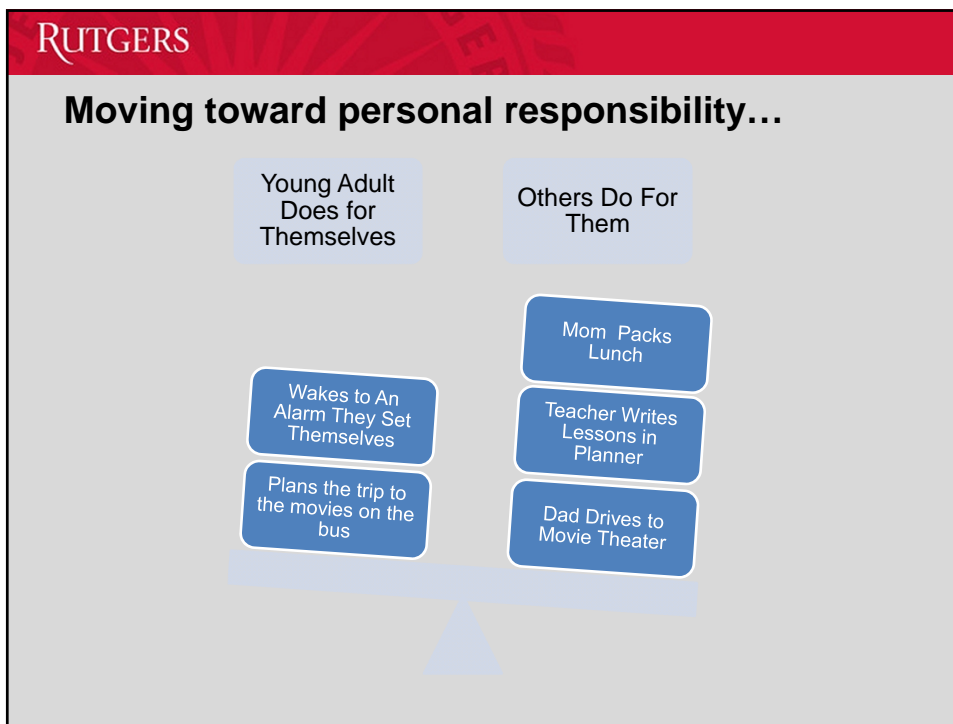
- Increased access to: education, employment, social & cultural activities, community engagement, recreation...
- Improved Quality of Life
- Empowerment and Independence
- Expanded sphere of mobility
- Cost savings – fixed route less expensive

### **Early Steps Lead to Success**

- Key reason people do not use public transportation is fear
- Experience can prevent fear
- Build awareness from an early age

### **Early Steps Lead to Success**

**Transition means  
the change from  
acting like a child to  
acting like an adult**



## Travel Training in Schools

**NJTIP teaches weekly classes or a curriculum of class sessions and field trips**

- Skills-focused classroom instruction
- Field trips on local buses to destinations like supermarkets and restaurants
- NJT Bus Demonstrations

## NJTIP Field Trip Instruction

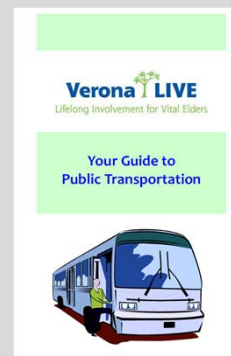
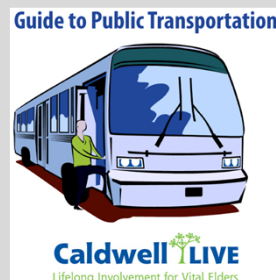


## Transitioning to Independence

- More support may be needed at first
- Some will continue to need support
- When people start long term jobs look to fixed route options where possible

## NJTIP's Small Group Training

- 8 – 15 people with disabilities or seniors
- Educational sessions & outings on the bus
- Customized materials for municipalities  
Caldwell,  
Verona,  
South Orange,  
West Orange,  
Union County &  
Montclair



## NJTIP's Connect to Transit Workshops

Workshops for professionals and volunteers from social service agencies, schools and senior residences how to become informed advocates for public transportation, so they can better assist their clients, students and residents with navigating the public transportation network.

- Customizable to sponsoring agency
- 1 – 4 hours in length
- Model further refined in collaboration with VTC

## Mobility Options In New Jersey

- Local Bus
- Interstate Bus
- Rail
- Light Rail
- Subway
- Shuttles
- Paratransit



Photo credit: NJ Transit

## NJ TRANSIT Accessible Bus Features

- Lifts
- Kneeling feature
- Priority seating
- Announcements-internal and external
- Securements & seatbelts (for people in devices)



## NJ TRANSIT Accessible Rail Features

- ◆ 78 of 165 stations are accessible
- ◆ **All accessible stations are shown on the system map with the international symbol of accessibility.** 
- Elevators/Ramps/Mini high level platforms/Portable lifts
- Detectable warning edge along platforms
- Bridge plates (bridge gap between the platform and the train)
- Priority seating
- On board station stop announcements



## NJ TRANSIT Accessible Light Rail Features

- ◆ **NJ TRANSIT operates 3 Light Rail Systems:**

- Hudson-Bergen Light Rail (100% accessible)
- Newark City Subway (11 of 17 stations are accessible)
- The River Line (100% accessible).



- ◆ **All accessible stations are shown on the system map with the international symbol of accessibility**



- Elevators
- Ramps
- Detectable warning edge along platforms
- Level boarding
- Priority seating
- Stop announcements (visual and audible)

## NJ TRANSIT Reduced Fare Program

- **What:** Opportunity to pay about half the regular fare
- **Who:** People With Disabilities & Seniors over age 62
- **When:** Any time
- **How:** Reduced Fare ID or Medicare Card
- **Why:** To save you money!

Note: If you need to travel with a guide, it must be included on the NJ TRANSIT Reduced Fare card in order for him/her to travel free.

**For information on the Reduced Fare Program call:  
(973) 491-7112 Mon.- Fri. 8:45am to 4:15pm**



## Mobility Options In New Jersey

### Public Transit: NJ TRANSIT Access Link

- ADA accessible service
- Mirrors local fixed bus routes
- Curb to curb
- Shared ride
- Eligibility process
- 20 minute service window



Photo credit: NJ Transit

## Mobility Options In New Jersey

### County Paratransit

- 21 systems, one in each county
- Service to people with disabilities, the elderly & other transportation disadvantaged



## Medicaid Transportation in New Jersey

- Medicaid HMO enrollees can have free, non-emergency medical transportation; currently provided through **LogistiCare** (but a new vendor may be chosen soon.)
- Call LogistiCare for transport of a Medicaid beneficiary to health care appointments - medical, dental & behavioral health.
- When calling, you will need to provide enrollee's Medicaid ID#, date of birth, date & time of the trip, or trip confirmation number.

Phone numbers:

- **1-866-527-9933** - to reserve LogistiCare transportation.
- **1-866-527-9934** - If the driver is late or does not arrive
- **1-866-333-1735** – to file a complaint

See this website, and download a flyer in English or Spanish

<http://www.state.nj.us/humanservices/dmahs/home/logisticare.html>

## ADA Rider Rights

- Use any public bus or rail system
- Request route and service information in usable format
- Stand on a lift if you cannot use the steps
- Expect that all lifts and other accessible equipment be kept in good working condition
- Have a securement device made available to you
- Travel with a guide dog or other service animal

### **ADA Rider Rights Cont'd**

- Oxygen tanks, respirators or other equipment will be transported
- Use a common wheelchair or other mobility aide to board
- Ample time to get on and off the bus
- Get on and off the bus at any regular stop
- Travel with or without a PCA
- Receive courteous, respectful assistance
- Ability to file complaints with the transportation provider, if necessary

### **What Can You Expect from Public Transit Personnel?**

- Personnel have received ADA training
- Know how to deploy the lift and kneel the bus
- Obtaining the train bridge plate and assistance boarding and de-boarding
- Help in asking passengers to move out of the seats reserved for persons with disabilities
- Calling out your stop (if you ask for this)
- Confirmation that this is the correct bus or train

## Cutting The Cord Can Be Scary

- Dignity of risk
- Take early steps
- Focus on strengths
- Allow for mistakes



## The Road to Independence...

- Does not happen in a vacuum
- Team effort
- Focus on best outcome for each individual



## NJ Public Transit Information Sources

### NJ TRANSIT

**Website:** njtransit.com

**NJ TRANSIT TIC:** (973) 275-5555 - *operator assistance 8:30am-5pm daily*  
(800) 772-2287 or TT (800) 772-2287 - *automated 24/7*

**Reduced Fare:** (973) 491-7112

**Access Link :** (800) 955-ADA1 (2321) or TT (800) 955-6765

### NJ County Paratransit Services

[www.njtransit.com/tm/tm\\_servlet.srv?hdnPageAction=ParaTransitTo](http://www.njtransit.com/tm/tm_servlet.srv?hdnPageAction=ParaTransitTo)

[www.njcost.com](http://www.njcost.com) (email address: njcost@aol.com)

### NJ Transportation Management Associations

[www.tmacouncilnj.org](http://www.tmacouncilnj.org)

### NJ Online Transportation Information

[www.njfindaride.org](http://www.njfindaride.org) **or** Dial 211

### Travel Training, NJTIP @ Rutgers

Website: [njtip.rutgers.edu](http://njtip.rutgers.edu)

(848) 932-4499