

TRAVEL TRAINING PROGRAM COMPREHENSIVE REVIEW

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October 27, 2023 – WCCTAC Board Meeting

Today's Contents

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- Evolution of the WCCTAC Travel Training Program
- Review of the 2023 Season
- Accomplishments from past five years: 2019-2023
- Lessons Learned
- Next Steps

What is Travel Training ?

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Travel training can be defined as a short-term, intensive, individualized course of instruction designed to promote the independent travel of older adults and people with disabilities.

In West County, it is a seasonal program that includes a one-hour group workshop followed by a half-day outing used fixed route transit and local paratransit services



Characteristics of the WCCTAC Travel Training Program

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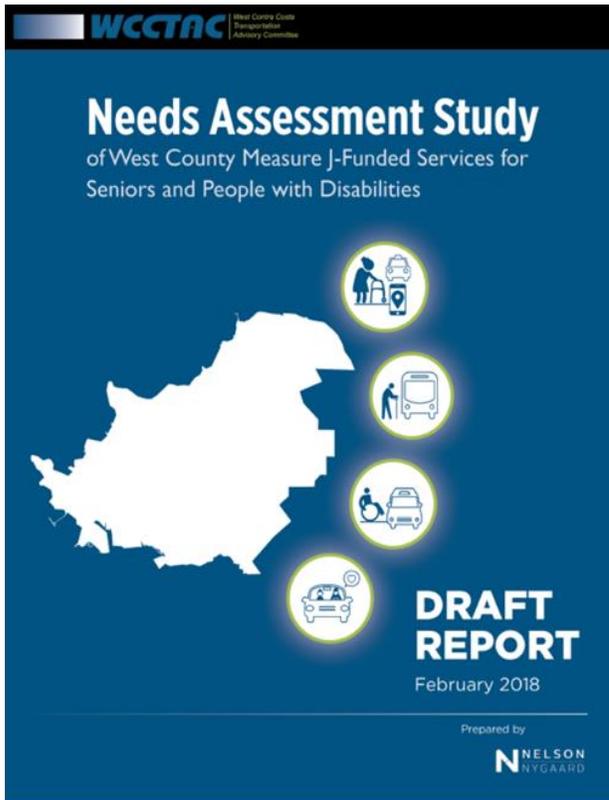
- ✓ Seasonal
- ✓ Dedicated part time *expert* staff
- ✓ Partnerships with local agencies
- ✓ Requires adequate number of volunteers
- ✓ Maximum of four-hour outings
- ✓ Exciting well-planned destinations
- ✓ Bathroom locations

It is all about the **PINK** vests



Background on Travel Training in West County

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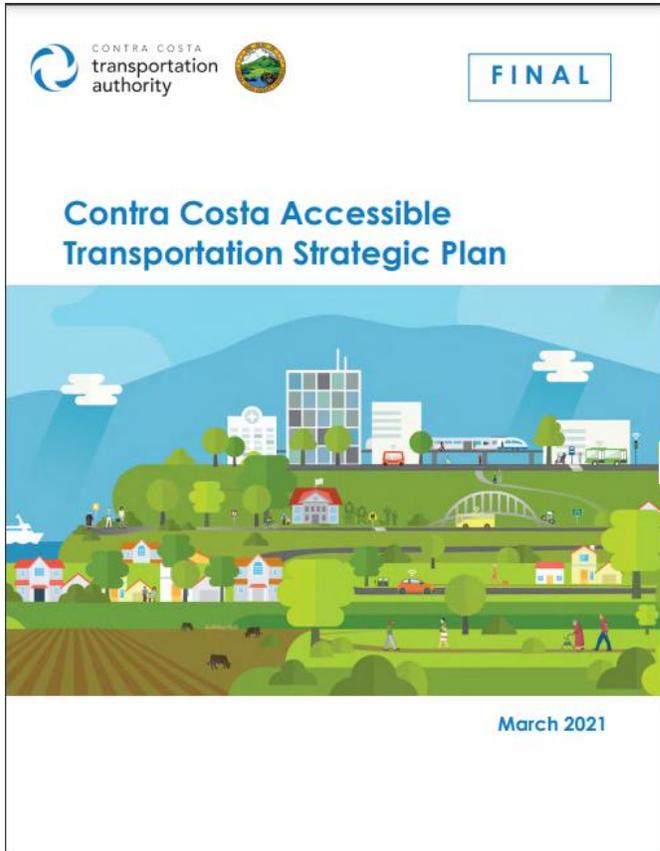
2016: MTC Workshop on Travel Training Regionwide

2017: Center for Independent Living 5310 grant: West County Train the Trainers

2018: Completed West County Accessible Transportation Study

March 2019: Travel Training Program rolled out

Background on Travel Training - Continued



Travel Training constrained by COVID-19;
ATSP Completed / Measure X passed

West Co Travel Training – Season Wrap Up

May 2022

Mar. 2020 – Apr. 2022

Oct. 2023

Travel Training resumed in West County;
Countywide ATSP programs began using Measure X funds

2023 Travel Training Season

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May 2023 - September 2023

□ Highlights:

- City of Hercules actively engaged
- Training TT peers – County and CCTA 511 staff
- Engaged MTC staff – regionwide efforts and future pilots
- Focus on creating the San Pablo Martinez Medical Trip Shuttle
- Limited participation from R-Transit program



2023 Travel Training Season

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- Travel Training Kick-Off May 2023
- Travel Training Workshops 3 (61 participants)
- Travel Training Outings 4 (55 participants)
- Volunteer Corps Development 1 (11 participants)



Five Year Performance Overview

Number of Workshops: 26

Number of Outings: 21

Number of participants: 535

Number of Volunteers: 11

Number of Senior Clipper cards issued: over 100

Key Lessons Learned

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Unmet demand for Travel Training throughout the county;

Partnerships with local city and transit programs are essential;

Volunteers are extremely helpful with outings;

Fixed route outings were the focus but ADA paratransit, TNC options and medical center shuttles can be explored;

Issuing Senior Clipper cards is a huge plus



Key Lessons Learned - *continued*

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This is a labor-intensive program, but low cost compared to some other transportation outreach efforts;



Our seniors do not use apps/smart phone as much as the general population or more affluent seniors;



Pre and post surveys participants feel safer, more confident and want to take additional trips;



Suburban users less transit savvy; San Pablo, Richmond and AC Transit/BART services more familiar

The Future of Travel Training

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Defined as low hanging fruit by:

The MTC Coordinated Plan

The CCTA/County ATSP

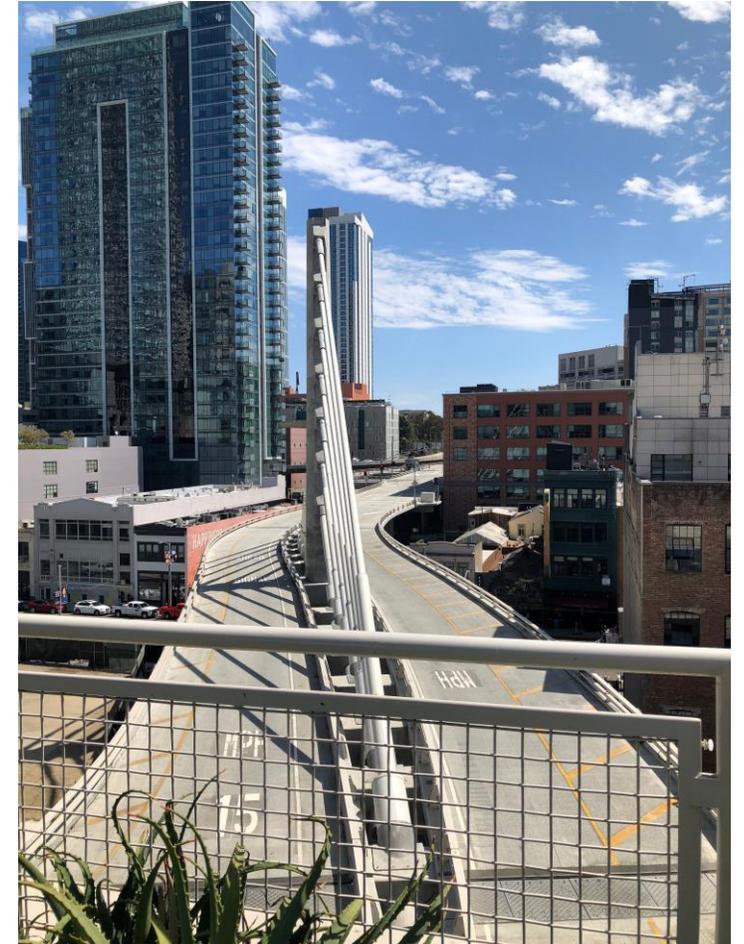
The 2018 WCCTAC Accessible Transportation Plan

Possible Funding Sources:

County's Measure X

Pilot Program funds from MTC

28b subregional funds



Next Steps

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CCTA and WCCTAC coordinate efforts to continue offering travel training



Possibly establish a countywide Travel Training program serving a greater number of senior and disabled residents



Identify Funding Sources – Measure X and Measure J



Possibly a year-round program

Questions?

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