MBTA Travel Training

Presented by: Linda Shepard Salzer

ARC of MA Transition Conference

November 4, 2017
MBTA System Map
Background

- Originally a collaboration among: the MBTA, Cambridge Commission for Persons with Disabilities, SCM Transportation, and the Massachusetts Rehabilitation Commission
- As of September 2016 funded by MBTA, Operated by Innovative Paradigms
Opportunity for seniors and customers with disabilities to learn about:

- Accessible services offered by the MBTA
- Improved accessibility of the MBTA within the last decade
- Skills and information to encourage independent travel on the MBTA
System Orientation Training

Familiarizes participants with:

- The T’s accessible services
- Operator & customer responsibilities
- The customer experience
- Safety
Classroom Section

- Safety
- How to plan a trip
- MBTA reduced fares
- Benefits of using the T
- How to read schedules and maps
- MBTA Accessibility features
- Contacting Customer Service
Hands-on Section of Training

- Locating bus stops and subway stations
- Priority seating & securement areas
- Boarding and exiting procedures
- Access features on buses, trains, in stations
- Paying the fare
- Requesting a stop
Agenda for System Orientation

- Classroom Portion
- Explore Blue Line, Green Line
- Break
- Bus Stop
- Bus to Andrew Station
- Fare Vending Machine
- Red Line back to Broadway
Frequency & Types

- Several times each month
- General trainings
- Trainings geared toward persons with visual disabilities
Options

- Group: MBTA Emergency Training Center, South Boston
- Group: School or Program
- Individualized: Origin, Destination, or Home
What is Travel Training?

Travel training is short-term, one-to-one, intensive instruction designed to teach individuals with disabilities and seniors how to travel safely and independently using public transportation in their community.

(Association of Travel Instruction website: www.travелиnstruction.org)
Program Questions

❖ What if the individual doesn’t read?
❖ What if the individual doesn’t speak?
❖ Is taking public transportation safe?
❖ Is taking public transportation difficult?
Referral Process

- MBTA Travel Training serves seniors and persons with disabilities throughout the MBTA bus and subway service area
- Call 617-945-6176 or 617-583-3276
- Complete referral form and send to:
- E-mail: lindasa@innovativeparadigms.com or kelleyyc@innovativeparadigms.com
Reduced Fares

- Seniors (65+), persons with disabilities including visual disabilities may be eligible for reduced fares for MBTA services.

- Seniors show proof of age, others ID.

- Individuals with disabilities complete a Reduced Fare Application. Medicare Card holders and some others are automatically eligible.

- Customers with visual disabilities present a Massachusetts Commission for the Blind ID card.
General Accessibility Facts

- MBTA staff: Honor all reasonable requests for assistance,
- Should never ask you about the nature of your disability,
- May never force a customer to vacate a priority seat
- Service animals welcome on MBTA vehicles and property
- Any customer has the right to use accessibility equipment
- Information available in alternative format
MBTA Customer Communications Info

Call 617-222-3200 or 617-222-5146 (for TTY users).

- Monday – Friday: 6:30 am - 8:00 pm
- Saturday & Sunday 8 am - 4 pm
Success Stories

Chris’ parents limit their driving due to their own health issues. He and they wanted him to be able to get to and from social and recreation activities in addition to work.
Success Stories

Laura learned the route to and from South Station so that she can visit family.

She also learned the route to a new job.
Find us on Social Media: MBTA Travel Training @MBTATravelTrn