

January 2016

## Suggested Performance Measures for Travel Instruction Program Grantees

This toolkit contains a set of performance measures for travel instruction programs developed with input from the Massachusetts Travel Instruction Network (MATIN), a voluntary group of travel trainers working at transit authorities, schools, and human service agencies in the Commonwealth. Grantees receiving funding for travel instruction are encouraged to join the Massachusetts Travel Instruction Network (MATIN).

### Performance Measures

This document is intended to assist organizations that receive grant funding from MassDOT for travel instruction purposes in their understanding and choice of performance measures for reporting. Please note that performance measures evolve over time and will be tailored to your program's main characteristics. Therefore, organizations are encouraged to collect additional data for reporting purposes. MassDOT requires grantees to track progress monthly, and monthly data reported quarterly as described in the tables later in this document.

### Definitions

Travel instruction, as defined by the Association for Travel Instruction, is “the professional activity of teaching individuals with disabilities and seniors how to access their environment and community and use public transportation independently” and consists of three distinct activities. For a detailed definition, visit <http://travelinstruction.org/definition-of-travel-training>.

- **Transit orientation** explains transportation systems by sharing information about trip planning, schedules, maps, fare systems, mobility devices, and benefits and services. It may be conducted in a group or one-on-one.
- **Familiarization** teaches people who are experienced with traveling about a new route or mode of transportation. It may be conducted in a group or one-on-one.
- **Travel training** is an intensive, one-on-one process to help someone gain the knowledge and skills needed to make trips independently. Travel training is individualized to meet each student's unique needs.

### Expectations for New Programs

In the early stages of a new travel instruction program, staff should be setting up the program, shadowing experienced travel trainers, pursuing learning opportunities, conducting outreach and marketing to raise awareness of the program, and building partnerships with human service agencies and other organizations that can refer

consumers to the program. This process may take several months. Many new programs will train few, if any, trainees in the first 3-6 months as they ramp up operations.

**Ongoing Professional Development Opportunities**

New or experienced travel instructors can take advantage of regular training opportunities free of charge in Massachusetts. In addition to education sessions offered through MATIN, MassDOT sponsors travel instruction workshops conducted by the Kennedy Center Inc. periodically.

**REPORTING PROGRAM INFORMATION**

1. *What type(s) of travel instruction do you offer?* Please base your response on the definition provided in the introduction.

2. *How long has your program been in existence?*

**REPORTING PERFORMANCE MEASURES FOR GROUP ORIENTATIONS**

If your program offers group orientations, please report on the types of groups served and the total number of people affected this quarter. Please report data for each month separately.

1. *Describe the type of group orientation your organization offers*

For example, did the orientation take place in a classroom, on an out-of-service bus, on an in-service bus, or did it have both a classroom and a bus component?

2. *How many groups were served each month?*

If a group returned for a second orientation, please do not count them twice.

	<b>Month 1</b>	<b>Month 2</b>	<b>Month 3</b>
Total number of unduplicated groups served			

3. *How many individuals from each of the following demographic groups were served through group orientations?*

	<b>Month 1</b>	<b>Month 2</b>	<b>Month 3</b>
Students (age 23 and below)			

Adults with disabilities			
Seniors (age 60 and above)			
Other/unknown			
Total number of unduplicated individuals served through group orientations			
(Optional) Total number of program staff, teachers, parents, and others attending group sessions along with participants			

**REPORTING PERFORMANCE MEASURES FOR ONE-ON-ONE TRAVEL TRAINING**

*1. Definition of Successful Completion of Training*

Clearly explain how your program defines whether an individual has successfully completed training (for example, participant has learned to travel to 1 destination, 2 destinations, etc.) Explain here.

*2. Number of Individuals Served*

	<b>Month 1</b>	<b>Month 2</b>	<b>Month 3</b>
Unduplicated individuals who enroll in training			
Unduplicated individuals who complete training			
Unduplicated individuals who withdraw or are discontinued			
Retrainees who reenroll in training			
Retrainees who complete a second round of training			
Retrainees who withdraw			

or are discontinued			
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**3. Characteristics of Trainees**

Please report how many trainees enrolled, completed training, and withdrew or were discontinued by month, broken down by demographic group as illustrated in the table below. Please do not reenter data for retrainees. Subtotals can add up to more than the total number of riders served, as individuals may have more than one disability.

	Enrolled			Completed			Discontinued/ Withdrawn		
	Month 1	Month 2	Month 3	Month 1	Month 2	Month 3	Month 1	Month 2	Month 3
<b>Demographics</b>									
Students (age 23 and below)									
Adults with disabilities									
Seniors (age 60 and above)									
Other									
<b>Disabilities</b>									
Physical									
Sensory									
Psychiatric									
Cognitive									
Autism									
Other									
<b>Paratransit</b>									
Currently enrolled in ADA paratransit*									

(\*) If these numbers include any ridership other than ADA, please specify. Programs in areas that have conditional ADA eligibility may wish to track each type of ADA eligibility.

**4. Types of Destinations**

For each month, please report the types of destination participants successfully learned to travel to independently (destination completed). If a trainee is allowed multiple destinations, please count each destination in the appropriate box. The total number of destinations may exceed the total number of individuals served.

Destination Type	Destination completed		
	Month 1	Month 2	Month 3
Travel to work or education			
Travel to medical appointments			
Travel to grocery or other shopping			
Travel to social engagements or family			
Travel to recreation, entertainment, or restaurants			
Other - explain			

**5. Discontinuations/Withdrawals**

For each month, please report the number of trainees who withdraw or who are discontinued from travel training. If an individual is discontinued for more than one reason, please count them in each category. The total number of reasons may exceed the total number of individuals discontinued.

Reason for Discontinuation/Withdrawal	Month 1	Month 2	Month 3
Discontinued by travel trainer because trainee lacks necessary pedestrian skills			
Discontinued by travel trainer due to excessive last-minute cancellations or no-shows			

Discontinued by travel trainer because trainee needs additional social skills			
Discontinued by travel trainer due to behavior issues			
Physical/environmental barriers (please list)			
Left program because their preferred destination is not served by transit			
Discontinued by family or referring agency			
Other (please list)			

*6. Follow-Up with Trainees who Completed Training*

	<b>1 month after completion</b>	<b>6 months after completion</b>	<b>12 months after completion</b>
<b>Number contacted (attempt made)</b>			
<b>Number reached</b>			
<b>Number who report riding transit</b>			

*7. Success Story*

With permission from the participant, please describe one recent trainee, their goal, the route(s) you worked with them on, and how travel training has benefited them.

*8. Other Information*

If there is other key context or information you would like to provide about your program, please do so here.

## USEFUL CONTACT INFORMATION

Please contact [rachel.fichtenbaum@state.ma.us](mailto:rachel.fichtenbaum@state.ma.us) for additional information about how to join the Massachusetts Travel Instruction Network (MATIN) and if you would like to learn more about upcoming travel training workshop opportunities in Massachusetts. For additional resources, please visit <http://www.massdot.state.ma.us/transit/MobilityManagementCenter/Resources/TravelInstruction.aspx>.

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Reference: Rachel Fichtenbaum. (2016) *Suggested Performance Measures for Travel Instruction Program Grantees*. Executive Office of Health and Human Services, Human Service Transportation Office, Quincy, MA