

Designing an Efficient and Cost Effective Travel Training Program

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2012 BUS & PARATRANSIT CONFERENCE

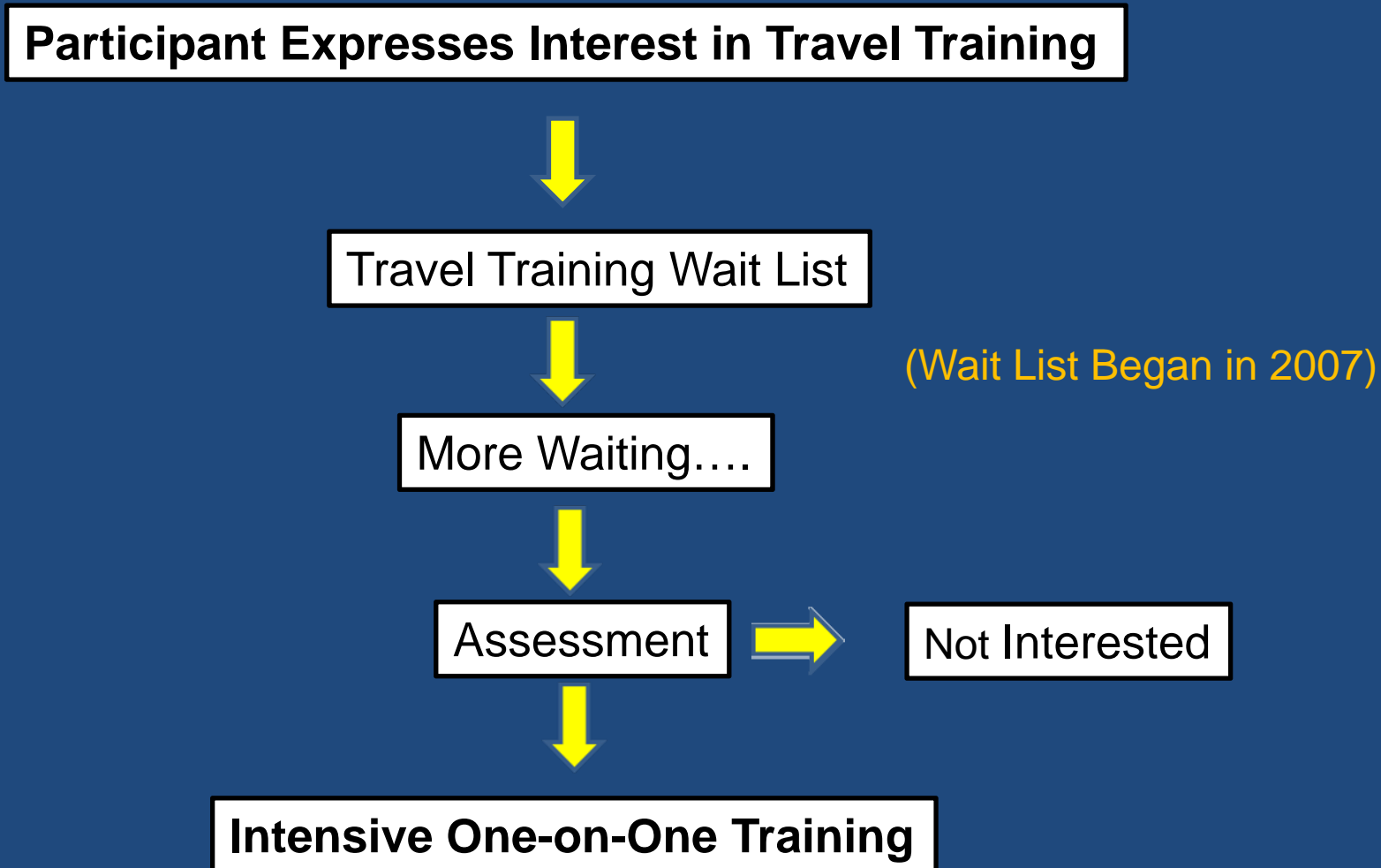


RTA Travel Training Program Structure 1994-2010

- 1994-2005: Contractual Travel Training
- 2005-2010:
 - Contract with Chicago Lighthouse for the Blind*
 - One-on-One Intensive Training
 - In-House Travel Training
 - One-on-One Intensive Training
 - RTA Staff Travel Trainers

*The Chicago Lighthouse program was independent of the problem

RTA Travel Training Program Structure 2005 to 2010



The Problem

- By 2010
 - 80+ Waiting List
 - 9-12 Month Wait
- **Resulted In:**
 - Complaints of Wait-Time
 - Higher Drop-Out Rate
 - Staff Burn-Out
 - Rushed Training
 - Unintentional Incentive to use Paratransit Rather Fixed Route



Brainstorm of Problems Leading to Backlogged Waiting List

Identified Issues

Screening Process Not Comprehensive Enough

Not All Participants Need Intensive Training

No Group Options Available

No Plan for Maximizing Capacity

The Solution

Identified Issue

Solution

Screening Not Comprehensive  Travel Training Coordinator

Not All Need Intensive Training  Individual Transit Orientation

No Group Options  Group Transit Orientation

No Plan for Maximizing Capacity   

RTA Travel Training Program Structure After Problem with Demand

Participant Expresses Interest in Travel Training

TT Coordinator
Does Assessment

Not Interested

Tier One
Intensive One-on-One Training

Tier Two
Transit Orientation

Individual

Group

Benefits

- No Waiting List
- More Tailored to Individual Needs
- Manages Capacity

Restructuring of Work Week

Intensive Tier & Transit Orientation Tier

Trainer 1:

Mon	Tues	Wed	Thurs	Fri
Intensive	Intensive	Orientation	Intensive	Intensive

Trainer 2:

Mon	Tues	Wed	Thurs	Fri
Orientation	Intensive	Intensive	Intensive	Intensive



Success



Began New Process in July of 2011
After 6-Months ~ No Waiting List!!!

Accomplished by:

1. Creating Only **ONE** New Full-Time Position and Adding a Contractor
2. Reorganizing Tasks by Day of Week

Results of Program Structure Changes

	2009	2010*	2011**	1st QTR 2012	Projected 2012
Referred for One-On-One	75	91	128	61	244
% Increase/Decrease in Referrals	35% Decrease	21% Increase	40% Increase	90% Increase	90% Increase
Participation Rate	35%	44%	45%	61%	61%
% Increase in Participation Rate	~	25% Increase	2% Increase	36% Increase	36% Increase
Total Group Participants	~	630	1260	470	1881

NOTE: 90% Increase in Referrals, 36% Increase in Rate of Participation and NO Waiting List

*Started using Contractor in 4th quarter 2010 to test Group Transit Orientation

**Travel Training Coordinator position began in 3rd quarter 2011



Thank You

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