

Travel Training Program Update





Program Background

- National background
- UTA background
 - Worked within Special Services Department
 - Reorganized with Community Engagement Department in 2022
 - Received 5310 funds for one additional Travel Trainer to make a team of 3
 - Hired 3 new travel trainers in 2022
 - Hired a manager for Transit Connections Program, to include Travel Training
- Accessible Transportation, Education, Mobility Independence

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UTA's Travel Training Program

- Key Focus areas: state, city, community organizations and schools that serve people with disabilities, aging populations, students, English language learners, New Americans, and displaced groups.
- Menu of Services
- Training Pass Program

Program Criteria: open to any member of the public living within or visiting the UTA service area.

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2022-2023 Quick Stats

Individual: **202**

Education Trainings: **2,156**

Geographic Reach: **UTA Service Area (TT Support for Northern & Southern rural areas)**

Train-the Trainer: **15**

Training Pass Programs: **28**

Partner Trainings (ind. Trips): **95,000**

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2022-2023 Key Initiatives

Resource Library

- Rail safety video
- Using the bus with a mobility device

New Americans Monthly Classes

Language Support

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2022-2023 Feedback

Support Service Improvements

- On Demand
 - Accessibility
 - App (Option for Blind or Low Vision)
- Bus Stop/shelter TEAMS Chat
- Transit App Feedback
- Operator recognition/suggestions
- Paratransit rider communication



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Events & Key Partners

US Aging
Conference

ATI
Conference

Refugee
community

Disability
community

Local
Coordinating
Councils

Senior Centers

School
Districts

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Goals & Areas for Growth

- UTA Strategic Plan
- Training Resource Library
 - Website updates
 - Community stories
- Utah Travel Training Network

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Questions & Discussion

