



FROM ACCESSIBILITY TO MOBILITY:
SOLUTIONS FOR THE NEW MILLENNIUM
1999 PROJECT ACTION
TECHNICAL ASSISTANCE CONFERENCE

Transit Host: Dallas Area Rapid Transit (DART)
DALLAS, TEXAS JUNE 27 THRU 29, 1999

Project ACTION

Breaking down the barriers to accessible transportation.





LIFT-U

A DIVISION OF HOGAN MFG., INC.
Escalon, CA 95320

LIFT-U congratulates Project ACTION in its continuing effort to assist transit providers in implementing the ADA, improving access to transportation services for people with disabilities and promoting cooperation between the transit industry and the disability community. Keep up the good work!

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CONFERENCE-AT-A-GLANCE

PRE-CONFERENCE DAY June 26

Noon 6:00 p.m. Registration

Noon 6:00 p.m. Exhibit set-up

DAY ONE June 27

7:30 a.m. 5:30 p.m. Registration

8:00 a.m. 9:00 a.m. Continental Breakfast/Exhibits

9:00 a.m. 10:45 a.m. Opening General Session

10:45 a.m. 11:00 a.m. Break/Exhibits

11:00 a.m. 12:30 p.m. Concurrent Breakout Sessions

12:45 p.m. 2:00 p.m. Lunch

**Keynote Speaker: The Honorable
Rodney E. Slater
Secretary, U.S. Department
of Transportation
(Invited)**

2:00 p.m. 3:30 p.m. Concurrent Breakout Sessions

2:00 p.m. 5:00 p.m. Concurrent Mini-Training Sessions

3:30 p.m. 3:45 p.m. Break/Exhibits

3:45 p.m. 5:15 p.m. Concurrent Breakout Sessions

6:30 p.m. 10:00 p.m. Special Event at the Quarter J
Ranch (see page 6 for details)

DAY TWO June 28

7:00 a.m. 5:00 p.m. Registration

7:00 a.m. 8:00 a.m. Continental Breakfast/Exhibits

8:00 a.m. Noon Concurrent In-depth
Training Sessions

10:00 a.m. 10:15 a.m. Break/Exhibits

12:15 p.m. 1:45 p.m. Lunch

Keynote Speaker: Lloyd Bachrach

1:45 p.m. 3:15 p.m. Ask the Experts

3:15 p.m. 3:30 p.m. Break/Exhibits

3:30 p.m. 5:00 p.m. Concurrent Breakout Sessions

5:30 p.m. 7:00 p.m. Exhibitor/Sponsor Reception

7:00 p.m. Informal Networking Dinners

DAY THREE June 29

7:00 a.m. 8:30 a.m. Continental Breakfast/Exhibits

8:00 a.m. Noon Concurrent In-depth
Training Sessions

10:00 a.m. 10:15 a.m. Break/Exhibits

12:15 p.m. 1:30 p.m. Lunch/Drawing/Evaluation

1:30 p.m. 4:30 p.m. Concurrent Mini-Training Sessions

1:30 p.m. 5:30 p.m. Concurrent In-depth
Training Sessions

2:30 p.m. 2:45 p.m. Break/Exhibits

DAY ONE JUNE 27, 1999

7:30 a.m. – 5:30 p.m. **Registration**

8:00 a.m. – 9:00 a.m. **Continental Breakfast/Exhibits** (Crystal Foyer)

9:00 a.m. – 10:45 a.m. **Opening General Session** (Crystal IV)

Moderator: Nancy Smith, Director, Project ACTION,
Washington, DC

Introducer: Joseph D. Romer, Executive Vice President, Easter Seals,
Office of Public Affairs, Washington, DC

Welcome: Jeffrey M. Bower, Esq., Member, Easter Seals National Board of
Directors; Chairman, Easter Seals Public Affairs Committee, State
College, PA

Victor H. Burke, Vice Chair, Bus and Paratransit Operations,
American Public Transit Association, Washington, DC; Executive Vice
President/General Manager, Operations, Dallas Area Rapid Transit,
Dallas, TX

Speakers: J. Barry Barker, Executive Director,
Transit Authority of River City, Louisville, KY;
Chair, National Steering Committee, Project ACTION

Nuria Fernandez, Deputy Administrator,
Federal Transit Administration, Washington, DC

Shirley A. DeLibero, Chair,
American Public Transit Association, Washington, DC; President &
Chief Executive Officer, Metropolitan Transit Authority of Harris
County, Houston, TX (Invited)

Dale Marsico, Executive Director,
Community Transportation Association of America,
Washington, DC

Christopher Tiernan, Assistant Vice President for
Government Affairs, Easter Seals, Office of Public Affairs,
Washington, DC

10:45 a.m. – 11:00 a.m. **Break/Exhibits** (Crystal Foyer)

11:00 a.m. – 12:30 p.m. Concurrent Breakout Sessions

BREAKOUT SESSIONS 90 MINS., 100 TO 107, DESCRIPTIONS PAGES 11 THRU 13

Each of these sessions runs for 90 minutes. A detailed description of these sessions is listed on pages 11-13. They are classified as the 100 series, with session numbers from 100 to 107.

- 100 - Successful Marketing: Maximizing the Use of Accessible Fixed Route Service** (Crystal I)
- 101 - Solving Rural Transportation Issues** (Waterford)
- 102 - Water Vessel Accessibility: Technical Assistance for Ferry Operators** (Baccarat)
- 103 - Coordination: Working Together to Maximize Transportation Resources** (Crystal II)
- 104 - Education and Transition for Seniors** (Colonnade)
- 105 - Serving Passengers Using Mobility Aids: An Open Forum** (Crystal III)
- 106 - Transit Personnel Training: Serving Passengers with Service Animals** (Spectrum)
- 107 - Creating Lifetime Transit Users: Transit Training for High School Students** (Crystal V)

12:45 p.m. – 2:00 p.m. Lunch (Crystal VI-VII)

Keynote Speaker:

The Honorable Rodney E. Slater, Secretary, U.S.
Department of Transportation, Washington, DC (Invited)

2:00 p.m. – 5:00 p.m. Concurrent Mini-Training Session

You may choose from one of the following Mini-Training Sessions or choose two of the Breakout Sessions.

MINI-TRAINING SESSIONS 3 HOURS, 300 TO 303, DESCRIPTIONS PAGES 14 THRU 15

Each of these sessions runs for 3 hours. A detailed description of these sessions is listed on pages 14-15. They are classified as the 300 series, with session numbers from 300 to 303.

- 300 - Consumer Training and Travel Training** (Crystal I)
- 301 - Dispute Resolution** (Crystal II)
- 302 - Bus Operator Training: How to Effectively Serve Customers with Disabilities** (Spectrum)
- 303 - Providing Travel Information for Transit Users Who Have Visual Impairments** (Waterford)

2:00 p.m. – 3:30 p.m. Concurrent Breakout Sessions

BREAKOUT SESSIONS 90 MINS., 100 TO 107, DESCRIPTIONS PAGES 12 THRU 13

Each of these sessions runs for 90 minutes. A detailed description of these sessions is listed on pages 12-13. They are classified as the 100 series, with session numbers from 100 to 107.

- 104 - Education and Transition for Seniors** (Colonnade)
- 105 - Serving Passengers Using Mobility Aids: An Open Forum** (Crystal III)
- 107 - Creating Lifetime Transit Users: Transit Training for High School Students** (Crystal V)

3:30 p.m. – 3:45 p.m. Break/Exhibits (Crystal Foyer I-VII)

3:45 p.m. – 5:15 p.m. Concurrent Breakout Sessions

BREAKOUT SESSIONS 90 MINS., 100 TO 107, DESCRIPTIONS PAGES 11 THRU 13

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- 101 - Solving Rural Transportation Issues** (Crystal I)
- 106 - Transit Personnel Training: Serving Passengers with Service Animals** (Crystal III)

6:30 p.m. – 10:00 p.m. Reception and Dinner at the Quarter J Ranch

Your visit to Texas will not be complete without this evening with a distinctly southwestern theme! After dinner, a DJ will be on hand to provide music and dance instruction. If you prefer, try your hand at horseshoes, the steer horn toss or other activities. Whatever your pleasure, it's a great way to spend an evening and meet new friends from the conference. This special event is sponsored in part by Lift-U/Division of HOGAN Manufacturing, Inc.

DAY TWO JUNE 28, 1999

7:00 a.m. – 5:00 p.m. Registration

7:00 a.m. – 8:00 a.m. Continental Breakfast/Exhibits (Crystal Foyer)

8:00 a.m. – Noon In-depth Training Sessions

IN-DEPTH TRAINING SESSIONS 4 HOURS, 400 TO 407, DESCRIPTIONS PAGES 16 THRU 19

Each of these sessions runs for 4 hours. A detailed description of these sessions is listed on pages 16-19. They are classified as the 400 series, with session numbers from 400 to 407.

- 400 - What is Mobility Management: Why is it Important?** (Spectrum)
- 401 - Access to Jobs: Moving from Welfare to Work** (Crystal I)
- 402 - What is a Travel Trainer?** (Colonnade)
- 403 - Paratransit Eligibility: Functional Assessment Tools** (Waterford)
- 404 - Encouraging and Supporting Local Compliance** (Crystal II)
- 405 - Transit Personnel Training: Assisting Riders with Cognitive Impairments and Alzheimer's Disease** (Baccarat)
- 406 - Making Transit Personnel and Customers with Disabilities Allies and Partners** (Crystal V)
- 407 - AMTRAK: Customer Service Training for Rail Systems Personnel** (Crystal III)

10:00 a.m. – 10:15 a.m. Break/Exhibits (Crystal Foyer)

Introducer: Dr. Lewis Clopton, Director, Office of Research Management, Federal Transit Administration, Washington, DC

Keynote Speaker: Lloyd Bachrach



Lloyd Bachrach was born with a congenital bone deficiency that left his legs unusually short. Despite this substantial physical challenge, Lloyd has excelled both athletically and professionally.

Having developed his physical skills at an early age through his interest in swimming, baseball and bowling, Lloyd has become an accomplished gymnast, competing against able-bodied athletes. Lloyd competed for the United States National Sit-Volleyball Team at the Paralympic Games in Atlanta. Currently he is training for the 2000 Sydney Games.

Lloyd's accomplishments extend well beyond the athletic arena. For several years he worked at the Chicago Mercantile Exchange, reaching the level of Currency Speculator. Lloyd pursued a successful modeling career, with clients such as Sears and Montgomery Ward.

He has also proven himself as an actor, in both on-screen and technical advisory roles.

Now Lloyd devotes most of his time to "Yes, You Can!" a disability awareness and motivational program he created. He has delivered the "Yes, You Can!" message to over 100,000 people of all ages and abilities.

1:45 p.m. - 3:15 p.m. Ask the Experts: A Question and Answer Session (Crystal IV)

Ask us anything about transit accessibility and the ADA! Join our panel made up of representatives from the Federal Transit Administration, the Access Board, Easter Seals, and selected Project ACTION grantees for a lively session. Your questions will determine the topics we'll discuss.

Facilitator: Robert Carlson, Program Manager, Project ACTION, Washington, DC

3:15 p.m. - 3:30 p.m. Break/Exhibits (Crystal Foyer)

3:30 p.m. - 5:15 p.m. Breakout Sessions

BREAKOUT SESSIONS 90 MINS., 100 TO 107, DESCRIPTIONS PAGES 11 THRU 13

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- 105 - Serving Passengers Using Mobility Aids: An Open Forum (Crystal III)**
- 106 - Transit Personnel Training: Serving Passengers with Service Animals (Spectrum)**
- 107 - Creating Lifetime Transit Users: Transit Training for High School Students (Crystal V)**

5:30 p.m.-7:00 pm

Exhibitor/Sponsor Reception (Crystal Foyer)

Be sure to take advantage of this dedicated opportunity to interact with trainers, colleagues, fellow conference participants and staff while gathering practical information to make your system accessible and implement the transportation provisions of the ADA. The exhibit area features resources and practical tools relating to the training sessions offered during the conference. This event is sponsored in part by Multisystems/TMSI



7:00 p.m. - until

Informal Networking Dinners

Don't miss this! Informal dinners at local restaurants provide an opportunity to meet and talk with peers who have similar interests in an intimate setting. The networking dinners will be filled on a first-come, first-served basis. Groups will meet at 7:00 p.m. in the Crystal Foyer. To find your group, look for a placard displaying the topic you chose.

NETWORKING DINNER TOPICS

1. COORDINATION

- How to get started
- Working effectively with social service agencies
- Creating agreements

2. ACCESSIBILITY TECHNOLOGY

- New products available to transit systems
- Talking kiosks
- ITS
- Making use of databases
- Tapping into Project ACTION resources on the Internet
- Paratransit software
- Talking buses

3. TRANSIT PERSONNEL AND CONSUMERS AS ALLIES AND PARTNERS

- Increasing local public participation
- Developing a positive means of communicating with current riders and future riders
- Building effective relationships
- Creating advisory committees that work for and with the system

4. TARGETED MARKETING

- Identifying markets
- Effectively reaching the disability community
- Reaching children and teens with disabilities
- How to reach older adults
- Community outreach

5. RURAL AND SMALL TRANSIT SYSTEMS

- Creative solutions to challenging venues
- Coordination efforts in rural communities
- The advantages of small systems and communities

6. CONSUMER TRAINING AND TRAVEL TRAINING

- Defining consumer vs. travel training
- Benefits of consumer training
- Effective approaches for riders with cognitive impairments
- Effective approaches for riders with vision impairments
- Can anyone do travel training?
- Establishing national standards



7. PARATRANSIT EFFICIENCY IDEAS

- Demand management
- Minimizing no-shows
- Paratransit software
- Transitioning

8. PERSONNEL ISSUES

- Driver training
- Customer Service Training
- Stop announcements
- Driver retention
- Driver incentives
- Are industry standards adequate?

9. TRIP-BY-TRIP ELIGIBILITY

- Pros and cons
- Dealing with customer concerns/marketing
- Functional assessments
- New software

10. ACCESS TO JOBS

- Where are people with disabilities in the Welfare-to-Work equation?
- Reverse commuting
- Working hand-in-hand with employers
- Federal resources available

11. CUSTOMER SERVICE ISSUES

- Treating riders as customers
- Providing travel information to customers
- Alternative formats
- Using the Internet to convey information

12. MOBILITY MANAGEMENT

- What is mobility management?
- Who's doing it?
- Why would we want to do it?

MATTIO'S
BELTLINE

DAY THREE JUNE 29, 1999

7:00 a.m. - 8:00 a.m. Continental Breakfast/Exhibits (Crystal Foyer)

8:00 a.m. - Noon In-depth Training Sessions

IN-DEPTH TRAINING SESSIONS 4 HOURS, 400 TO 407, DESCRIPTIONS PAGES 16 THRU 19

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- 406 - Making Transit Personnel and Customers with Disabilities Allies and Partners** (Crystal V)
- 407 - AMTRAK: Customer Service Training for Rail Systems Personnel** (Crystal III)

10:00 a.m.- 10:15 a.m. Break/Exhibits (Crystal Foyer)

12:15 p.m. - 1:30 p.m. Lunch/Drawing/Evaluation (Crystal VI-VIII)

Group Evaluation of the Conference

Facilitator: Nancy Smith, Director, Project ACTION, Washington, D.C.

Drawing for great prizes - You must be present to win!

1:30 p.m. - 4:30 p.m. Mini Training Sessions

MINI-TRAINING SESSIONS 3 HOURS, 300 TO 305, DESCRIPTIONS PAGES 14 THRU 15

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- 302 - Bus Operator Training: How to Effectively Serve Customers with Disabilities** (Crystal V)
- 303 - Providing Travel Information for Transit Users Who Have Visual Impairments** (Crystal III)

Or

1:30 p.m. - 5:30 p.m. In-depth Training Sessions

IN-DEPTH TRAINING SESSIONS 4 HOURS, 400 TO 407, DESCRIPTIONS PAGES 16 THRU 19

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- 400** - What is Mobility Management: Why is it Important? (Spectrum)
- 402** - What is a Travel Trainer? (Colonnade)
- 403** - Paratransit Eligibility: Functional Assessment Tools (Waterford)

2:30 p.m. - 2:45 p.m. Break/Exhibits (Crystal Foyer)

Airport Shuttle Service

Airport shuttle service from Dallas/Fort Worth Airport and Love Field is available through Super Shuttle. Conferees may make advanced reservations by calling (800) 258-3826. Those needing accessible shuttle service must specify their needs when making a reservation.

Gain without Pain: Ship Your Conference Materials Home

Conferees wishing to ship conference materials to their offices are welcome to stop by the exhibit area during the second and third days of the conference. An on-site shipping company will package conference material for shipment at reasonable prices.

Detailed Descriptions of the Breakout, Mini and In-Depth Training Sessions

BREAKOUT SESSIONS

Each of these sessions listed below runs for 90 minutes. They are classified as the 100 series, with session numbers from 100 to 107.

- 100 - Successful Marketing: Maximizing the Use of Accessible Fixed Route Service**, see below
- 101 - Solving Rural Transportation Issues**, see below
- 102 - Water Vessel Accessibility: Technical Assistance for Ferry Operators**, page 12
- 103 - Coordination: Working Together to Maximize Transportation Resources**, page 12
- 104 - Education and Transition for Seniors**, page 12
- 105 - Serving Passengers Using Mobility Aids: An Open Forum**, page 13
- 106 - Transit Personnel Training: Serving Passengers with Service Animals**, page 13
- 107 - Creating Lifetime Transit Users: Transit Training for High School Students**, page 13

100 SUCCESSFUL MARKETING: MAXIMIZING THE USE OF ACCESSIBLE FIXED ROUTE SERVICE

Is your system interested in increasing fixed route ridership among customers with disabilities? Does your transit system's marketing campaign target the disability community? Has your transit system effectively increased ridership among riders with disabilities and senior citizens? Learn how to use marketing strategies to target the disability community, transition some customers off paratransit and tap into a growing source of ridership.

Moderator: J. Barry Barker, Executive Director, Transit Authority of River City, Louisville, KY;
Chair, National Steering Committee, Project ACTION

Speakers: Rosemary Sheridan, Vice President, Communications and Marketing,
American Public Transit Association, Washington, DC
Nancy Flinn, Director of Public Relations, United Cerebral Palsy Association, Washington, DC
Victoria Wagman, Policy Associate, the National Council on the Aging,
Washington, DC; Member, National Steering Committee, Project ACTION

101 SOLVING RURAL TRANSPORTATION ISSUES

The challenges that rural transit properties face differ from those of larger transit properties. Learn how the innovative models highlighted in this session have employed collaboration, coordination, marketing and travel training to create effective rural transportation systems. Compare their strategies and results to your needs and problems.

Moderator: Charles R. Carr, Manager, Public Transit Division,
Mississippi Department of Transportation, Jackson, MS;
Former Member, National Steering Committee, Project ACTION

Speakers: Thomas Ashby, Managing Director,
South Central Illinois Mass Transit District, Centralia, IL
David Pellegrini, Executive Director,
Maine Adaptive Sports and Recreation, Bangor, ME

102 WATER VESSEL ACCESSIBILITY: TECHNICAL ASSISTANCE FOR FERRY OPERATORS

Are your ferry service facilities accessible to riders with mobility impairments? This session showcases accessibility solutions implemented at various properties across the country. Find out how your colleagues comply with the ADA and how your system can implement the same tools. Participate in this innovative workshop to learn about the status of accessibility among ferry operations in the U.S. This session will include specific discussions of several categories of operation: gangways, boarding devices, elevators and lift on-board vessels, heads, seating, moving around the vessel, signage, concessions and staff training. Examples of exemplary access elements will be showcased from a Project ACTION 1997 study of over 17 vessels at 11 separate sites.

Moderator: Representative, U.S. Architectural and Transportation Barriers Compliance Board, Washington, DC

Speakers: Katherine McGuinness, Katherine McGuinness and Associates, a Division of TAMS Consultants, Inc., Boston, MA
 Bob Herman, Senior Advocacy Attorney, Paralyzed Veterans of America, Washington, DC
 Peter Lauridsen, Regulatory Affairs Consultant, Passenger Vessel Association, Virginia Beach, VA

103 COORDINATION: WORKING TOGETHER TO MAXIMIZE TRANSPORTATION RESOURCES

Are you interested in improving the operational capacity and increasing the service level within your system? How well has your transit property coordinated its services with those of private or other providers throughout your service area? This session highlights successful models of coordination by rural and urban transit systems, including a Project ACTION grant project that built a referral network for service providers, accessed travel training programs for transitioning to fixed-route service and improved trip reservation capability.

Speakers: Charles Nelson, Principal and Project Director, Lifespan Associates, Akron, OH
 Dianne McSwain, Assistant to the Director, Office of Intergovernmental Affairs, U.S. Department of Health and Human Services, Washington, DC (Invited)
 Kathryn Shane McCarty, Co-President of ADR Vantage, Inc.;
 Liaison, Coalition for ADA Paratransit Solutions, Washington, DC

104 EDUCATION AND TRANSITION FOR SENIORS

Trying to increase fixed route ridership among older adults? This session shares the preliminary findings of a national public education campaign, funded by Project ACTION, to encourage seniors to use fixed route transit. The project, piloted in Dallas, includes the development of radio, TV and poster public service announcements.

Moderator: Doug Douglas, Vice President, Paratransit Services, Dallas Area Rapid Transit, Dallas, TX; Member, National Steering Committee, Project ACTION

Speakers: Deborah Dubin-Rosenberg, Principal, Dubin-Rosenberg & Associates,
Woodland Hills, CA
Judy Scott, Director, Southwest Office, American Foundation for the Blind, Dallas, TX

105 SERVING PASSENGERS USING MOBILITY AIDS: AN OPEN FORUM

Will there ever be universal securement devices that your system can use on any of its fixed route and paratransit vehicles? Come and be heard as we discuss important customer service and safety issues.

Introducer: Robert Carlson, Program Manager, Project ACTION, Washington, DC

Speakers: Katherine Hunter-Zaworski, Ph.D., P.E, Assistant Professor,
Oregon State University, Corvallis, OR

Steven Reger, Ph.D., Director of Rehabilitation Technology,
Cleveland Clinic Foundation, Cleveland, OH

Alan R. Smith, Director of SCAT, METRO Regional Transit Authority,
Akron, OH; Member, National Steering Committee, Project ACTION

Tom Adams, ME Representative, SOWHAT ANSI/RESNA
Subcommittee on Wheelchairs and Transportation, Arlington, VA

106 TRANSIT PERSONNEL TRAINING: SERVING PASSENGERS WITH SERVICE ANIMALS

Raise your hand if you think a service animal needs to have a certificate to board public transit vehicles according to the ADA. Do you think only of Seeing Eye dogs when you think of service animals? Are your bus, paratransit and rail operators well informed and comfortable interacting with customers accompanied by service animals? This session highlights a training program funded by Project ACTION that teaches the skills necessary to provide excellent customer service to riders with service animals.

Introducer: Peter D. Worthington, Director of Sales, DATTCO, New Britain, CT;
Member, National Steering Committee, Project ACTION

Speakers: Rosemary Mathias, Senior Associate, Multisystems, Cambridge, MA
Susan Duncan, RN, Manager, Delta Society National Service Dog Center, Renton, WA

107 CREATING LIFETIME TRANSIT USERS: TRANSIT TRAINING FOR HIGH SCHOOL STUDENTS

Do the schools in your community routinely teach students with disabilities how to travel using the public transit system? Are schools a major source of marketing and education for your transit system? A large group of potential customers for public transit currently attend public schools. Hear about Project ACTION's model training programs, as well as others, to teach students to use public transportation as they transition to independent living, higher education and work.

Moderator: Courtland Townes, III, Director of Services, Boston Center for Independent Living, Inc.; Member, National Steering Committee, Project ACTION

Speakers: Cynthia Brown, Executive Director, New York Coalition for Transportation Safety, Great Neck, NY

Margaret Groce, Supervisor of Travel Training, New York City Board of Education, New York, NY

Patricia Voorhees, Travel Training Specialist, Delaware County Intermediate Unit, Newtown Square, PA

MINI-TRAINING SESSIONS

Each of these sessions runs for 3 hours. They are classified as the 300 series, with session numbers from 300 to 303.

300 - Consumer Training and Travel Training, see below

301 - Dispute Resolution, see below

302 - Bus Operator Training: How to Effectively Serve Customers with Disabilities, page 15

303 - Providing Travel Information for Transit Users Who Have Visual Impairments, page 15

300 CONSUMER TRAINING AND TRAVEL TRAINING

What is the difference between consumer training and travel training? Does your transit system do one or both? Should it? This interactive training session presents Project ACTION initiatives including our National Consumer Training Campaign. This public education project informs passengers with disabilities of their rights and responsibilities under the ADA, as well as provides a concrete opportunity for them to experience a bus ride. The campaign also offers operators training on disability awareness and customer assistance.

Introducer: Sharon Ransome Smith, Project Manager, Project ACTION, Washington, DC

Trainers: R. Eddie Espinosa, President, REELife Solutions, Corpus Christi, TX

Kathleen Casagrande, Mobility Trainer, Therapeutic Education, Kennedy Center, Inc., Bridgeport, CT

301 DISPUTE RESOLUTION

Is there another way to resolve disputes between riders from the disability community and transit system personnel? This session will present a model process and talk about the implementation of the model that has resulted in systematic improvements in the complaint and eligibility appeals processes. In addition, the use of this model will produce a more customer-friendly paratransit service, and overall enhanced customer services while incorporating elements of conflict resolution and public participation. Two training models, one for paratransit personnel and the other for local mediators on the ADA paratransit requirements will be presented.

IN-DEPTH TRAINING SESSIONS

Each of these sessions runs for 4 hours. They are classified as the 400 series, with session numbers from 400 to 407.

- 400 - What is Mobility Management: Why is it Important?, see below
- 401 - Access to Jobs: Moving from Welfare to Work, see below
- 402 - What is a Travel Trainer?, page 17
- 403 - Paratransit Eligibility: Functional Assessment Tools, page 17
- 404 - Encouraging and Supporting Local Compliance, page 18
- 405 - Transit Personnel Training: Assisting Riders with Cognitive Impairments and Alzheimer's Disease, page 18
- 406 - Making Transit Personnel and Customers with Disabilities Allies and Partners, page 19
- 407 - AMTRAK: Customer Service Training for Rail Systems Personnel, page 19

400 WHAT IS MOBILITY MANAGEMENT: WHY IS IT IMPORTANT?

Mobility management is an institutional state of mind that emphasizes moving people instead of the mode of transportation. Learn how transit systems currently use this concept to meet the needs of customers and better coordinate transportation resources. Find out how your system can make it work. This session highlights Project ACTION's innovative Mobility Planning Services (formerly known as the One Stop Shopping Initiative).

Moderator: Hal Morgan, Director, Membership Services, International Taxicab and Livery Association, Kensington, MD; Member, National Steering Committee, Project ACTION

Speakers: Rob Gregg, Assistant Executive Director,
LYNX-Central Florida Regional Transportation Authority, Orlando, FL

Loreen Loonie, Director of Advocacy,
Eastern Paralyzed Veterans Association, Jackson Heights, NY

Carol Zwick, Senior Director of Policy Management,
MTA New York City Transit, New York, NY

Lee Carter, Community Transit Manager,
Easter Seals Colorado, Lakewood, CO

401 ACCESS TO JOBS: MOVING FROM WELFARE TO WORK

The recent Clinton Administration initiative called Welfare to Work may have maximum impact on those receiving public assistance. A recent Harris poll indicates that unemployment among persons with disabilities is estimated at approximately 71 percent. Find out how this initiative directly affects the lives of persons with disabilities. A companion program through the Department of Transportation, Federal Transit Administration, Access To Jobs, works to connect public transit to potential employees and employers. This session provides information on Welfare to Work and Access To Jobs initiatives and progress, as well as highlights two Project ACTION projects designed to meet the transportation needs of persons with disabilities and enable them to find and maintain meaningful employment.

Moderator: Douglas Birnie, Program Analyst Officer,
Federal Transit Administration, Washington, DC

Speakers: Scott Bogren, Communications Director, Community Transportation Association of
America, Washington, DC

Corinne Goodrich, Senior Associate,
Crain & Associates, Inc., Menlo Park, CA

Hal Colston, Project Director, Lutheran Social Services of New England,
South Burlington, VT

402 WHAT IS A TRAVEL TRAINER?

What credentials are necessary for travel trainers? This session focuses on a Project ACTION curriculum development project to ascertain the qualifications that travel trainers should possess to effectively train riders with various disabilities. This innovative model emphasizes the importance of learning to travel independently.

Trainers: William R. Wiener, Department of Blind Rehabilitation,
Western Michigan University, Kalamazoo, MI

Patricia Voorhees, Travel Training Specialist,
Delaware County Intermediate Unit, Newtown Square, PA

Margaret Groce, Supervisor of Travel Training,
New York City Board of Education, New York, NY

Denise McQuade, Outreach & Public Information Coordinator,
Division of Paratransit and ADA Compliance, Division of Buses,
MTA New York City Transit, New York, NY

403 PARATRANSIT ELIGIBILITY: FUNCTIONAL ASSESSMENT TOOLS

Functional assessments take a win-win approach to deciding of what a rider is capable. Is your system interested in implementing functional assessments as part of the eligibility process? This interactive session focuses on national models and tools for determining eligibility developed with Project ACTION funds.

Trainers: Karen Hoesch, Associate Director, Access Transportation Systems, Pittsburgh, PA
Representative, Ability Resources, Tulsa, OK

404 ENCOURAGING AND SUPPORTING LOCAL COMPLIANCE

Find out how communities across the country have dealt with difficult ADA compliance issues and how cooperation can be built on genuine recognition of the challenges facing both transit and the disability community. Learn how to implement creative approaches to measuring ADA compliance with regard to difficult issues such as determining the accessibility of transit facilities and using customers to measure the reliability and quality of service.

Introducer: Cheryl Hershey, Equal Opportunity Specialist, Office of Civil Rights, Federal Transit Administration, Washington, DC

Trainers: George Earnhart, President, KRW, Alexandria, VA
 Leslie Young, Director of Design Assistance, Center for Universal Design, North Carolina State University, Raleigh, NC
 Vicki Connely, Director of Program Development, Easter Seals Southern California, Santa Ana, CA
 Steve Jaffe, President, Transit Access, Valley Glen, CA

405 TRANSIT PERSONNEL TRAINING: ASSISTING RIDERS WITH COGNITIVE IMPAIRMENTS AND ALZHEIMER'S DISEASE

Transit personnel are asked to serve many different kinds of customers with disabilities. This session provides transit professionals with hands-on training and tools to effectively assist and communicate with customers who have a variety of cognitive impairments such as learning disabilities, mental retardation and Alzheimer's disease.

Introducer: Rick Berkobien, Assistant Director Research and Program Services, The Arc of the United States, Arlington, TX; Member, National Steering Committee, Project ACTION

Trainers: Nancy Bolding, Project Director, The Arc of the United States, Arlington, TX
 Pamela Wilson, Director, Planning and Program Support, Seneca Cayuga ARC (formerly The Comprehensive Technology Center), Auburn, NY
 Tina Morris, Ed.D., Director of Training, ADA Compliance Officer, Ombudsman, Transit Authority of River City, Louisville, KY

406 MAKING TRANSIT PERSONNEL AND CUSTOMERS WITH DISABILITIES ALLIES AND PARTNERS

Creating a working and workable relationship between the transit staff and the disability community is critical to the success of steps taken to achieve transit system accessibility. Find out how to build a strong and effective advisory committee. Hear how transit systems have successfully involved the public in decision making and utilized their advisory boards to obtain active participation from members of the disability community. Begin to understand the importance of auxiliary program activities such as mentoring, transit hosts and joint advocacy.

Introducer: Michael S. Townes, Executive Director, Peninsula Transportation District Commission, Hampton, VA; Former Member, National Steering Committee, Project ACTION

Trainers: Linda Aeschliman, Senior Associate, Crain & Associates, Inc., Menlo Park, CA
Gail Murray, Principal, Gail Murray Consulting, Walnut Creek, CA
Jeffrey D. Pulis, PhD., Vice President of Consulting Services, McDonald Transit Associates, Inc., Fort Worth, TX

407 AMTRAK: CUSTOMER SERVICE TRAINING FOR RAIL SYSTEMS PERSONNEL

Train-based crews serve as ambassadors in marketing this form of public transportation. This Project ACTION-funded program includes the necessary tools that train-based crews and supervisors need to understand their duties about the Americans with Disabilities Act. The training curriculum will emphasize both classroom-style learning as well as computer-based modules.

Introducer: Philip A. Pagano, Executive Director, Metra, Chicago, IL,
Member, National Steering Committee, Project ACTION

Speakers: Rosalyn Simon, Ph.D., Senior Director Customer Advocacy, AMTRAK, Washington, DC
Maureen McCloskey, National Advocacy Director, Paralyzed Veterans of America, Washington, D.C.; Vice Chair, National Steering Committee, Project ACTION

WHAT IS PROJECT ACTION?

Project ACTION was originally created in 1988 as a research and demonstration program designed to improve access to public transportation for persons with disabilities. With the passage of the ADA in 1990, our goals were expanded to assist transit operators in implementing the law's transportation provisions.

Today, we're a resource that's keeping pace with change, providing cutting-edge solutions to help solve accessibility problems. For example, we can provide interactive personnel training systems, a virtual-reality travel training program and eligibility software. And as transportation continues to evolve, you can count on us to grow along with it to ensure accessibility.

Project ACTION is also an invaluable networking resource, helping you find the precise assistance you need — whether you're a member of the transit industry or the disability community. Like to learn more? Just call Project ACTION at 1-800-659-6428. Or visit our Web site at www.projectaction.org to download free publications.

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