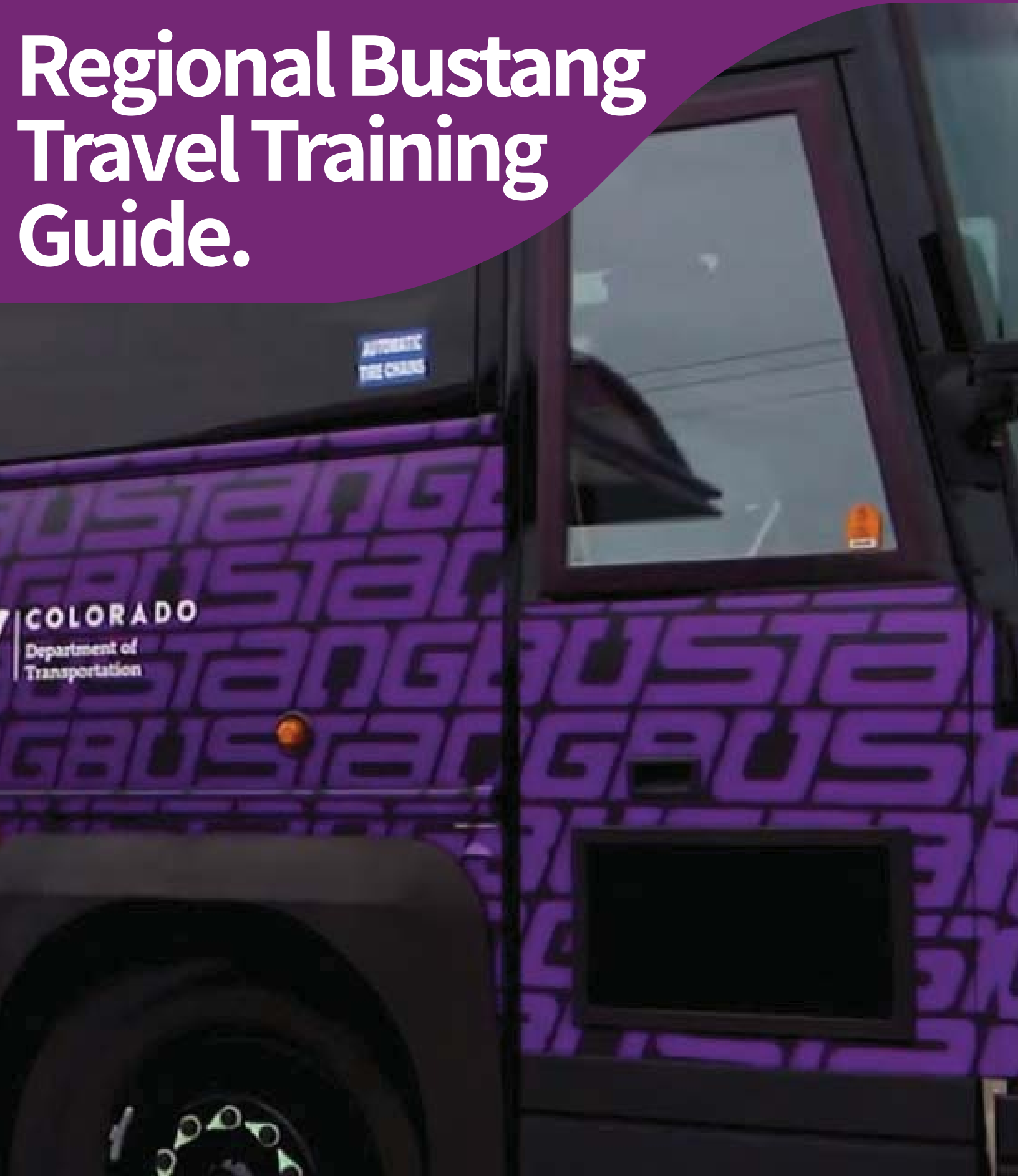


Regional Bustang Travel Training Guide.



Introduction

Many residents have seen Berthoud Area Transportation System (BATS), City of Loveland Transit (COLT), or Transfort buses traveling through their communities but may not have ridden them before. Reasons not to ride transit range from bus frequency to availability of a car to bus routes not traveling where people want or need to go. For some, though, the thought of riding transit is daunting – reading schedules, understanding routes, making transfers, loading mobility devices, among any number of other reasons. Luckily, transit agencies provide travel training to those who request it.

Travel training helps to promote independent travel of older adults, individuals with disabilities, and the general public by providing access to free information, training, and support. Travel Training should be available to all citizens needing assistance learning to ride public transportation.

In October 2018, BATS, COLT, and Transfort teamed up with the Colorado Department of Transportation (CDOT) Bustang, AARP, the North Front Range Metropolitan Planning Organization (NFRMPO), the Larimer County Office on Aging, the Partnership for Age-Friendly Communities in Larimer County, and Denver’s Regional Transportation District (RTD) to create a regional travel training pilot project. The pilot project was funded through an AARP National Community Challenge grant and included:

- Regional entities working together to plan and carry out a regional travel training;
- Participants signing up, filling a Bustang bus, and learning how to ride local and regional transit; and
- Videographers from Rocky Mountain Student Media recording the event and creating marketing and educational videos for use in the future.

This guide was created based on feedback from participants and is meant to be used as a long-term program to educate older adults, individuals with disabilities, students, and other targeted demographics on how to use local and regional transit. Travel raining excursions may be put together by any number of organizations (e.g., senior centers, churches, social organizations, schools). This guide is developed to assist any organization planning on carrying out regional travel training with Bustang.



A Bustang passenger gives two thumbs up.



The Bustang bus awaits passengers.

Regional Travel Training Program

This guide can be used by any transit provider in Larimer County who would like to partner to create regional travel trainings. The guide was prepared with input from transit providers, the Larimer County Office on Aging, and the Partnership for Age-Friendly Communities. In addition, the guide can be made available to any person interested in finding out more about what the program entails.

Who should participate?

The Regional Bustang Travel Training identified adults over the age of 50 as the target demographic. Regional Bustang Travel Trainings in the future will be made available to any resident in the region, with a primary focus on the following populations:

- Adults age 50 and over;
- Individuals with disabilities; and
- Children and students (and their parents).

Possible questions to screen participants is included as the Sample Questionnaire.

Who should host the travel training?

Travel training programs currently exist at BATS, COLT, and Transfort. Individuals interested in learning about local fixed-route or paratransit systems should reach out to individual agencies. At the same time, existing travel trainers will be key partners – each session of the Regional Bustang Travel Training program should have chaperone guides, or people who will be consistently with the group throughout the training. The host of the training should be familiar with all participating agencies, have patience, and be able to understand the needs of the participants.

How will we find participants?

Partnerships are a key to the success of the Regional Bustang Travel Training program. Referrals to the program will lead to its sustainability. Possible partnerships to help identify future participants include:

- Larimer County Mobility Committee (LCMC)
- Larimer County Senior Transportation Coalition (STC)
- Partnership for Age-Friendly Communities (PAFC)
- Transit Travel Training programs
- Human service agencies
- Local schools and universities

How big of a group should the training have?

Ideally, the travel training should be small and individualized. Riding the Bustang service does not guarantee a seat, so groups can call Bustang ahead of time to inquire which Bustang routes typically have available seats.

Ideally, the program will have about 10 people and one host. This should ensure the travel training does not bother any other riders on the bus, while also allowing for more conversation between the trainer and the participants. Navigating through transit centers can be hectic, so smaller groups will facilitate better interactions.

What does a sample Regional Bustang Travel Training schedule look like?

Although schedules may change, the following is a suggested schedule of a typical Regional Bustang Travel Training event. If using an existing Bustang trip, it is encouraged to use a lower ridership time, such as midday as peak trips fill up quickly.

7:45 a.m. – Board FLEX in Loveland toward Fort Collins

8:15 a.m. – Meet at Fort Collins’ South Transit Center

- Explain how to read COLT and Transfort schedules, how to purchase and pay fares including using a ticket vending machine (TVM), how to load a bicycle on a bus, and how to identify which platform to catch the bus at the South Transit Center.
- Allow time for questions and comments.

8:45 a.m. – Board Transfort Route 16 to the Harmony Transfer Center.

9:15 a.m. – Board Bustang to Denver

- Explain how to read Bustang schedules, how to pay fares, and how to board the bus.

11:00 a.m. – Arrive at Denver Union Station and meet with Denver Regional Transportation District (RTD) travel trainers. RTD travel trainers will help participants navigate Union Station, catch the 16th Street Mall Shuttle, pay fares including using ticket vending machines, and how to use the train to Denver International Airport.

From here, it is up to the needs of the participants. Formal trainings may have people continue onto lunch and catch a Bustang bus back to Larimer County together, while more informal trainings may allow participants to travel back to Larimer County on their own. This is entirely up to each training and the participants.

How do we gauge success of the program?

Before each training, hosts should distribute a Pre-Travel Survey, an example of which is included as Sample Pre-Travel Survey, asking participants their familiarity with riding transit, what they expect to learn from the training, and if any accommodations need to be made. After each training, hosts should distribute a Post-Travel Survey, an example of which is included as Sample Post-Travel Survey, asking general ratings, if there are any additional questions, and how to keep the training relevant. Hosts should collect this information into a central location and analyze the data periodically to ensure the program is successful. Updates should be made periodically.

Available Transit Services

As of November 2018, the following public transportation services exist in Larimer County and are partners in the Regional Bustang Travel Training:

BATS

Berthoud Area Transportation System (BATS) provides service to residents of Berthoud within town and to Loveland and Longmont. In 2017, BATS provided nearly 5,500 rides. To transfer between the BATS system and Bustang, take a BATS bus to the US34 Park-n-Ride at I-25.



Services

Demand-response

Fares

In-town trips: \$1.00

Out-of-town trips: \$4.00

Seniors (60+): Donations accepted

For more information, visit <https://www.berthoud.org/departments/berthoud-area-transportation-system-bats>.

COLT

The City of Loveland Transit (COLT) provides service within Loveland. In 2017, COLT provided more than 100,000 rides. To transfer between the COLT system and Bustang, take a bus to the US34 Park-n-Ride at I-25.



Services

Fixed-Route Service

Paratransit Service

Fares

Adults (19-59): \$1.25

Seniors (60+): \$0.60

Disabled and Medicare: \$0.60

Youth (17 and younger): \$0.50

Transfers: FREE

For more information, visit cityofloveland.org/transit.

Transfort

Transfort is the largest transit provider in Larimer County, with service predominantly within Fort Collins. In 2017, Transfort provided more than 4.3 Million rides. To transfer between the Transfort system and Bustang, take a bus to the Downtown Transit Center or the Harmony Transfer Center.



Services

Fixed-Route Service
Paratransit Service
MAX Bus Rapid Transit
FLEX Regional Transit

Fares

Adults (18-59): \$1.25
Seniors (60+): \$0.60
Disabled and Medicare: \$0.60
Youth (17 and younger): FREE
CSU Students, Faculty, and Staff: FREE
Transfers: FREE

For up-to-date schedules and fare information, please visit www.ridettransfort.com.

The following volunteer transportation services are available for use in accessing the Bustang service:

RAFT

Berthoud Rural Alternative for Transportation provides door-to-door service to seniors and adults with disabilities residing in the unincorporated County area of the Berthoud Fire Protection District for trips to and from Loveland. In 2017, RAFT provided more than 2,700 rides. RAFT will also connect out-of-town citizens to BATS. More information is available at berthoudraft.org.



Services: Demand-response. RAFT requests customers call a minimum of three days prior to Bustang trip to arrange transportation to and from US34 Park-n-Ride.

Fares: Donations are accepted for all RAFT users.

SAINT

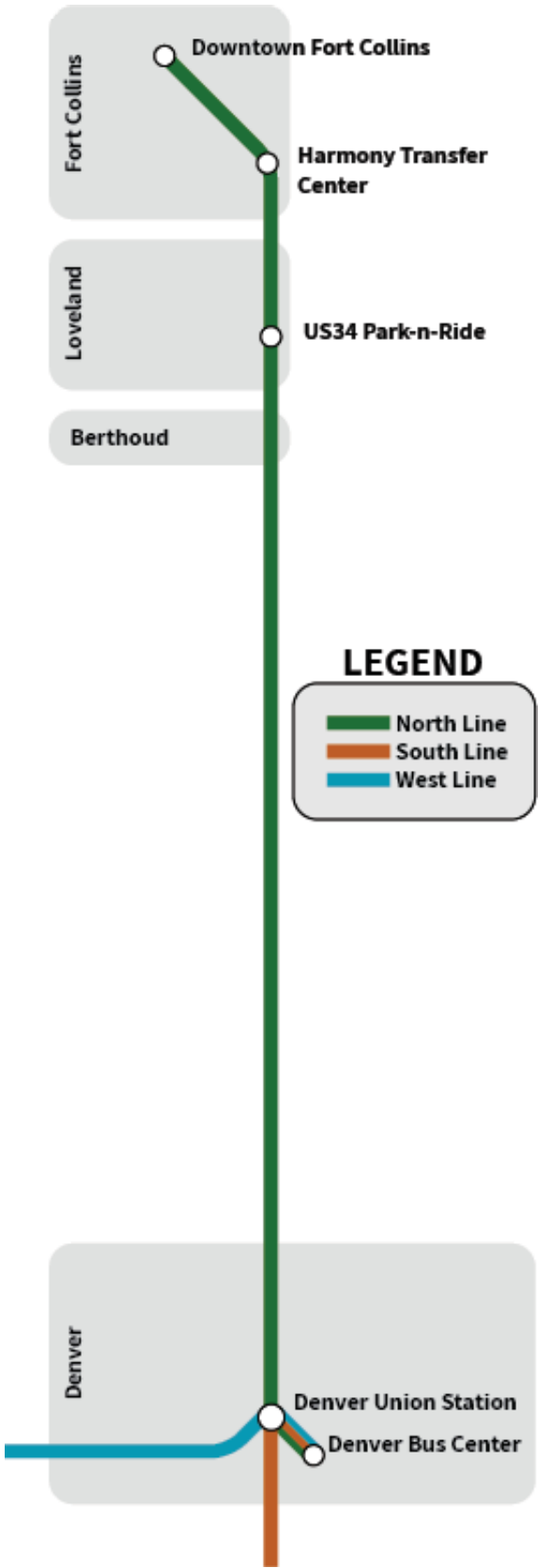
Senior Alternatives in Transportation (SAINT) provides door-to-door service to seniors and adults with disabilities residing in Fort Collins and Loveland. More information is available at saintvolunteertransportation.org.

Services: Demand-response. SAINT requests customers call a minimum of three days prior to Bustang trip to arrange transportation.

Fares: Donations are accepted for all SAINT users.



What is Bustang?



Bustang is an interregional bus service provided by CDOT and funded through the FASTER program. The North Line connects the Downtown Fort Collins Transit Center, Harmony Transfer Center, and US34 Park-n-Ride to Denver Union Station and the Denver Bus Center. In 2017, the North Line provided 75,000 rides.

At Union Station, travelers can transfer to the West Line, which travels the I-70 Mountain Corridor west to Glenwood Springs and Grand Junction, and the South Line, which makes stops along I-25 south to Colorado Springs and Monument. Additionally, travelers can transfer to the RTD system—Union Station is a major hub for commuter rail, light rail, the RTD bus system, and the 16th Street Mall Shuttle. RTD information is available at their website: rtd-denver.com. At the Denver Bus Center, travelers can transfer to Greyhound and other intercity bus services as well as destinations in downtown Denver.

Fares are shown in the table below based on origin/destination and are current as of November 2018. Adults over the age of 60 receive a 25 percent discount on rides, while children between the ages of two and 11 receive a 50 percent discount. Proof of age is required and an updated list is provided on the Bustang website.

Origin/Destination	Adult Ride	Child (2-11 years)	Senior/Disabled
Fort Collins	\$10.00	\$5.00	\$7.50
Loveland	\$9.00	\$4.50	\$7.75

Bustang buses are ADA-accessible—each bus is equipped to handle two wheelchairs. Storage underneath the bus is provided and may be used to carry other mobility devices. The Bustang driver will be able to assist with these requests.

More information is available at ridebustang.com.

Travel Training Goals and Performance

The Regional Bustang Travel Training teaches participants the following skills in a safe and supportive environment:

- Reading the bus schedules and identifying which to transfer to;
- How to be safe near and around buses;
- Identifying where and how to catch the bus;
- Identifying and practicing how to request a stop; and
- Paying the proper fare, including which IDs are needed to show age or disability status.

The **goals** of the Regional Bustang Travel Training program are:

- Increase participants' confidence and independence;
- Improve mobility and access to locations with Larimer County and the Denver Metro region; and
- Increase partnerships between transit providers in Larimer County and beyond.

To ensure the goals are being met, the following **performance measures** and targets will be tracked:

- **Participation** – how many individuals signed up for and completed the training? How many transit agencies participated?
- **Confidence** – maintain a rating of at least 75 percent of participants stating they feel more confident riding public transportation after participating.
- **Approval** – maintain a 9 out of 10 rating from participants.

In addition, the Regional Bustang Travel Training hosts will distribute Pre-Training Surveys to all participants. These Pre-Training Surveys should ask participants their familiarity with riding transit, what they expect to learn from the training, and if any accommodations need to be made. An example Pre-Training Survey and Post-Training Survey are provided. The hosts should ensure questions are identified and answered.



Bustang travel trainees navigate Denver Union Station.

Future

The following suggestions are made to ensure the sustainability of the Regional Bustang Travel Training program:

- Include participants from Weld County by partnering with agencies like Greeley-Evans Transit (GET) and Senior Resource Services (SRS).
- Schedule at least one training per year.
- Use the questionnaire and Pre- and Post-Surveys to garner participant data and make adjustments based on comments. This data should be shared with the Partnership for Age-Friendly Communities in Larimer County to create a centralized, regional repository.



A happy travel trainee thanks the RTD Travel Trainer.

Useful Contacts

<p style="text-align: center;">BATS</p> <p>Adam Laso – Transportation Manager (BATS) Email: alaso@berthoud.org Phone: (970) 344-5816 Website: https://www.berthoud.org/departments/berthoud-area-transportation-system-bats</p>	<p style="text-align: center;">CDOT (Bustang)</p> <p>Maria Johnson – Bus Operations Specialist Email: maria.johnson@state.co.us Phone: (303) 512-4609 Website: http://ridebustang.com/</p>
<p style="text-align: center;">COLT</p> <p>Bridie Whaley – Business Services Technician Email: bridie.whaley@cityofloveland.org Phone: (970) 962-2700 Website: http://cityofloveland.org/transit/</p>	<p style="text-align: center;">NFRMPO</p> <p>Alex Gordon, PTP – Mobility Coordinator Email: agordon@nfrmpo.org Phone: (970) 416-2023 Website: https://nfrmpo.org/</p>
<p style="text-align: center;">PAFC</p> <p>Jim Becker – Executive Director Email: becker.jk@gmail.com Phone: (970) 310-4900 Website: http://pafclarimer.org/</p>	<p style="text-align: center;">RAFT</p> <p>Ruth Fletcher-Carter – RAFT Director Email: manager@berthoudraft.org Phone: (970) 391-8898 Website: http://berthoudraft.org/</p>
<p style="text-align: center;">SAINT</p> <p>Connie Nelson-Cleverley – Executive Director Email: sainted@frii.com Phone: (970) 223-8604 Website: http://saintvolunteertransportation.org/</p>	<p style="text-align: center;">Transfort</p> <p>Anna Russo – Travel Training Coordinator Email: arusso@fcgov.com Phone: (970) 416-2642 Website: http://ridetransfort.com/</p>

Special thanks to [AARP](#) for its generous funding through the AARP National Community Challenge Grant and to [PAFC](#) for successfully applying for the grant.

Sample Participation Questionnaire

Thank you for your interest in participating in the Regional Bustang Travel Training. Please return the completed form to [host] by [date].

Name: _____

Day Phone: _____

Street: _____

City: _____ **Zip Code:** _____

Email: _____

Age (if training is for older adults): _____

First & Last Name of other individual participating with you

Each participant must fill out a separate questionnaire.

Please explain how you will benefit from this training.

Have you previously participated in a travel training with Transfort, COLT or BATS? 0 YES 0 NO

If “yes” explain.

Have you previously ridden BUSTANG? [] YES [] NO

If, yes, explain.

Do you need special accommodations to participate? [] YES [] NO

If, yes, explain.

Sample Pre-Travel Survey

Please take a moment to fill out this brief survey before the training. Thank you!

1. How frequently do you ride public transportation? (check all that apply)
 Daily Weekly Monthly This is my first time
 Rarely Sometimes As my primary mode of transportation
 On weekends and special events Never

2. What are the barriers that prevent you from riding public transportation (if any)? Check all that apply.
 I live out of town or too far from bus stops I prefer to drive
 I do not know how I have not needed to
 N/A I have other transportation options

3. I would ride public transportation more if... (check all that apply)
 I was more comfortable Bus stops were closer to my house
 I knew how Buses came more frequently
 Buses went where I need to go
 Other – Please explain:

4. Please list 2 things you hope to learn today.

Sample Post-Travel Survey

Thank you for participating in today's Travel Training. Please fill out this brief survey. We appreciate your feedback.

1. Overall on a scale of 1-10 (1 is poor, and 10 is excellent), how would you rate this Travel Training? (please circle one)

1 2 3 4 5 6 7 8 9 10

2. The content of this training was applicable and relevant to my situation. Please check one.

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

3. After training, I feel I am more comfortable riding public transportation. Please check one.

Yes No

4. What new information did you learn? Please select all that apply.

Everything was new to me. Routes and different destinations
 How to read the schedules How to make a transfer
 Transit centers and service hours How to pay a fare
 Other – Please explain:

5. What would you add to the training? Please explain.

6. After training, I hope to apply the new skills I learned: (please check one)

within a week within a month within a year never don't know

7. I would recommend this training to others: (please check one)

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

8. If you could improve one thing about this training, what would it be? Please explain.