

ELIGIBILITY

Anyone can request and receive Travel Training Assistance. CDTA Travel Trainers assist individuals learning how to access public transit for work, social and medical needs. The service is for students, seniors and people with disabilities and can be done on an individual basis or a group basis.

For more information or to request assistance please contact the Travel Trainer assigned to your county.



Albany County & Saratoga County

Onicela Cedenro

Office (518) 437-5296

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Schenectady County & Rensselaer County

Barbara Artis

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GET STARTED!

To arrange for a Travel Training session, please call the CDTA Travel Trainer assigned to your county. Our expert will set up a meeting to discuss your travel goals. Training provides firsthand experience riding buses throughout the Capital Region. Each customer's needs and abilities are different, so training techniques and time will vary.



Travel Training Services

Customer Service Center:

(518) 482-8822

85 Watervliet Avenue
Albany, New York 12206

www.cdta.org



CAPITAL DISTRICT TRANSPORTATION AUTHORITY

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WHAT IS TRAVEL TRAINING?

Travel Training is a complimentary service for residents who want to learn how to travel using CDTA's public transit route network. Travel Trainers accompany customers on the bus for a trip assist.

Each individual rider needs to have the correct bus fare for each portion of their trip. The standard CDTA bus fare is \$1.50 per ride. Half Fare customers should have \$.75 for each trip they take while working with a travel trainer.

Trips assists are scheduled destination to destination trips and should be planned outside of routine scheduled activities (i.e. shopping and appointments).

Our Travel Trainer accompanies riders until they feel comfortable riding alone, which is generally after 3-4 trip assists. Some individuals may also qualify for CDTA's Half Fare Program designed for individuals with a verified disability or customers over the age of 65.

Please call the CDTA Customer Service Center at (518) 482-8822 or the travel trainer in your county for information how to qualify for Half Fare status.



THE TRAVEL TRAINING PROCESS

Your Travel Trainer will develop a plan to address your specific needs. The trainer will assess your skills and abilities, then take the necessary steps to help you become a successful bus rider. After attending the initial one-on-one session, instruction may involve a series of steps that will lead to the gradual fading of Trainer assistance. No matter how much help you need, our Travel Trainer will work with you to become an independent bus rider.

TYPES OF TRAVEL TRAINING

Destination Travel Training: Teaches an individual to travel to and from a specific destination.

General Travel Training: Provides the individual with greater riding instruction and how to use the CDTA route network.

Travel Training Program Includes:

- Route Training – Making connections, reading bus schedules, paying the fare
- Trip Planning
- Street Crossing – Understanding and using pedestrian infrastructure
- Emergency Skills
- Appropriate Social Behaviors
- Safety Skills

HOW WILL I BENEFIT?

Each training program is tailored to individual needs and will help you:

- Plan your trip
- Ride specific routes
- Read and understand route maps and schedules
- Get to and from your bus stop
- Recognize bus numbers, bus stops and landmarks
- Pay fares and purchase passes
- Assist in obtaining a Reduced Fare ID Card
- Get on and off the bus safely

TRAVEL CONFIDENTLY WITH CDTA!

