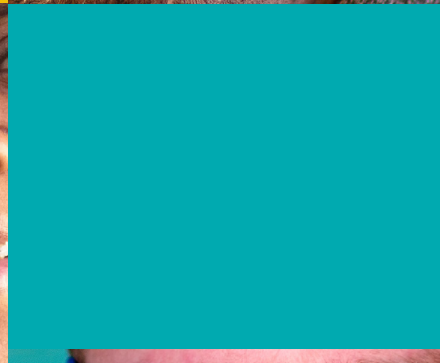
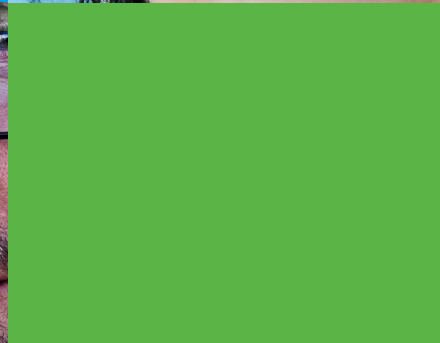
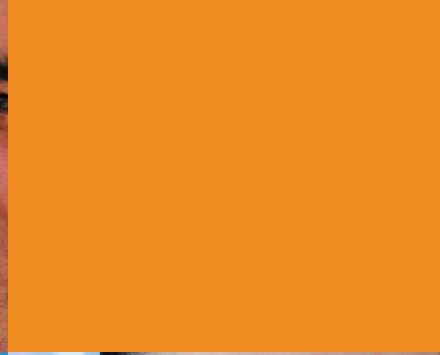


Mobility Training Success Stories



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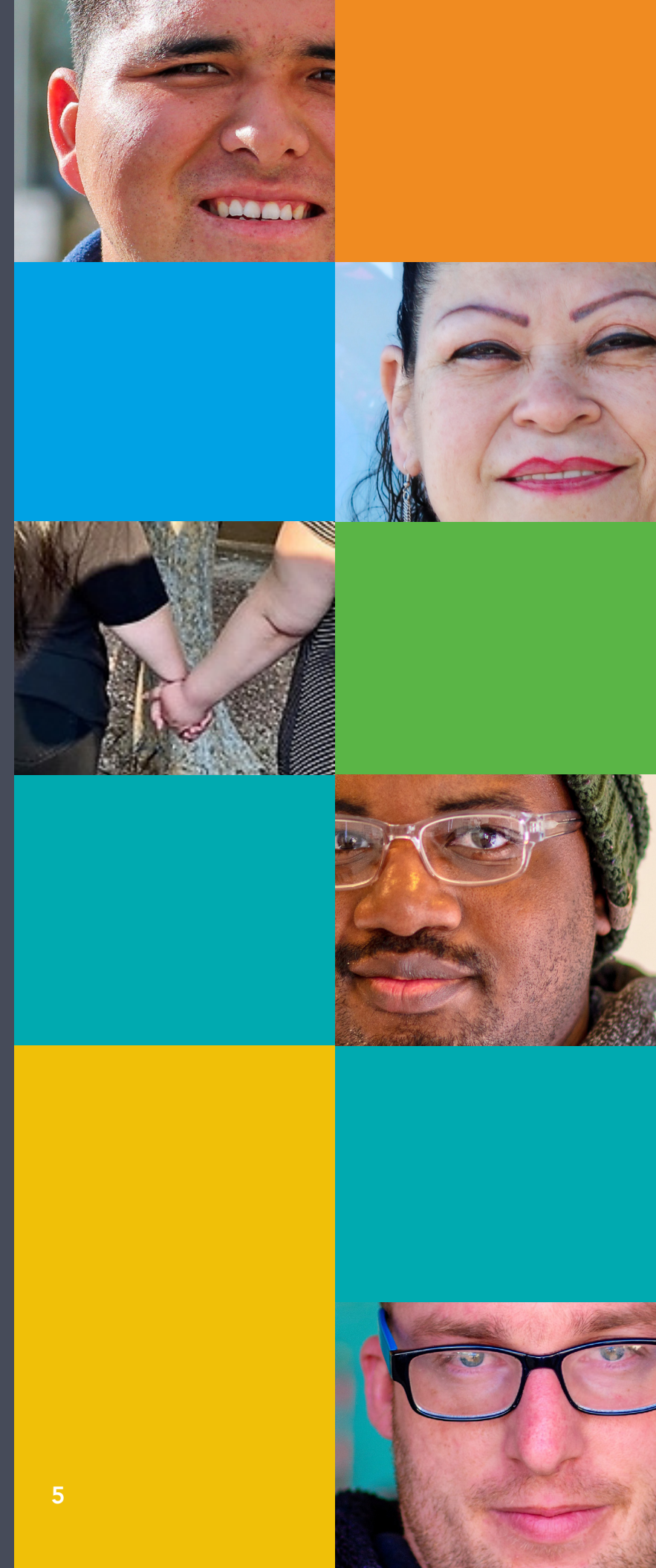
As mobility trainers, our goal is to help people with disabilities and seniors learn how to ride the city bus safely and independently throughout the community. Our clients are all different; therefore, each training is designed specifically based on their needs. We want our clients to feel comfortable when riding the bus and know that it is not as intimidating as they may think.

The individuals in this book have all participated in the RTC Mobility Training Program. They provide insight on what they learned and how it has helped them in their day-to-day life. We receive input from teachers who attended the group trainings with their students and how it has helped them during their Community Based Instruction (CBI's). We also get a glimpse of the trainers' perspective of the training program.

We thank all the individuals that shared their stories and we hope that their words inspire others to follow their path.



R i d e r s



JOSUE

I liked participating in the Mobility Training Program. The trainer showed me the nearest bus stop to my home. She explained which bus route I would need to take. I was able to learn the times the bus arrives at the bus stop. The trainer taught me how to pay for my bus fare and to show my bus ID to the driver. I enjoy riding the bus. I feel comfortable riding the bus. I am able to teach my brother how to use the bus, as he has never done it before. I really liked all the help the trainer provided me.



ANA

To be honest, I was so afraid to get on the city bus by myself. I wanted to do training so I could go to the store on my own without asking anyone else to give me a ride. I wanted to be more independent.

I had a really good teacher. She helped me understand the bus schedules, and download and learn how to use the transit app, rideRTC. The app makes my life easier. The trainer took me step-by-step through the training and was next to me the whole time. She waited until I was ready to ride the bus on my own. Now I am starting to learn other routes and able to use them.

The trainer helped me gain confidence, and I no longer need to depend on others to take me places. Now I am able to use the city bus when traveling close to home and only use paratransit services when I travel far. I am no longer afraid to ride the bus.

Other people who struggle as I have should take part in the training. They are going to feel more confident about themselves and will not need to depend on others to do things.



SAMANTHA & EMALY

SAMANTHA

I participated in the Mobility Training Program because I wanted to learn to travel on the city bus. As a result of the training, I felt comfortable riding the bus on my own. The trainer provided a lot of practice to learn my trip and even taught me how to use the mobile app, rideRTC. The mobile app alerts you when you need to get off of the bus for your stop. With the help of the training, and the mobile app, I am able to take the bus to my place of work, as well as my sister's work place.

EMALY

Much like my sister, I wanted to learn to use the city bus so I could travel on my own and not have to depend on others to take me places. I liked the mobility-training program because the trainer was very patient when teaching me how to ride the bus. I was able to get to work and also to my friend's house. After the training, I wasn't afraid to get on the bus and explore the town. I use the rideRTC mobile app to help guide me on my trips.



BASIL

I wanted to participate in the Mobility Training Program to be more independent, so I did not always have to wait for paratransit trips. The training gave me more freedom to go places. The nice RTC trainer was a good listener who taught me how to get to work. I have also taken the city bus to get haircuts, go shopping and to play sports.

I learned how to use the RTC mobile app, rideRTC, to help guide me on my trips. It is an easy app to use.

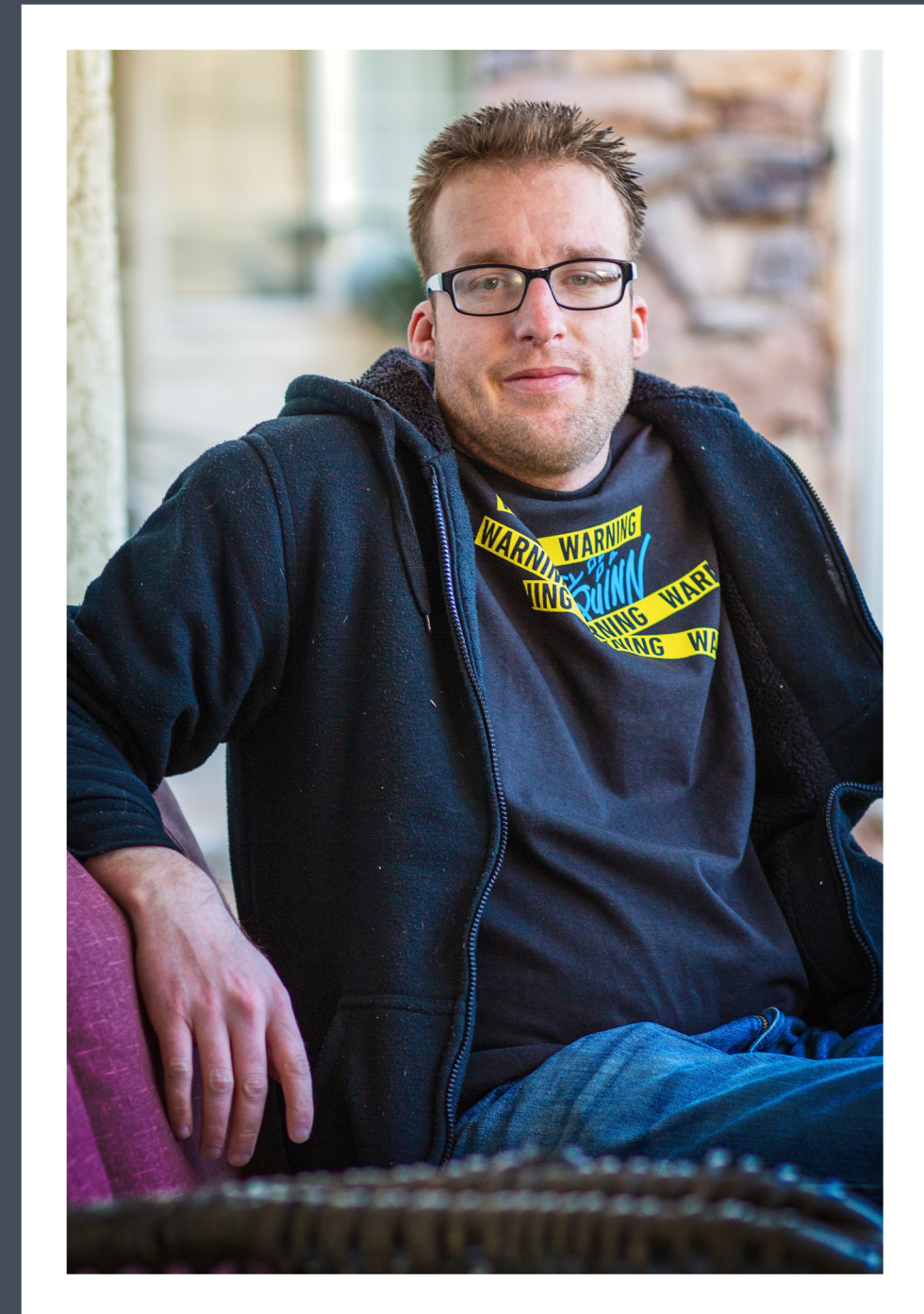


CHRIS

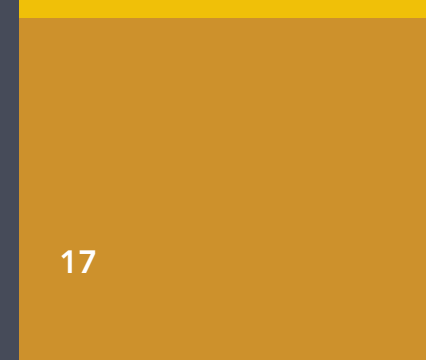
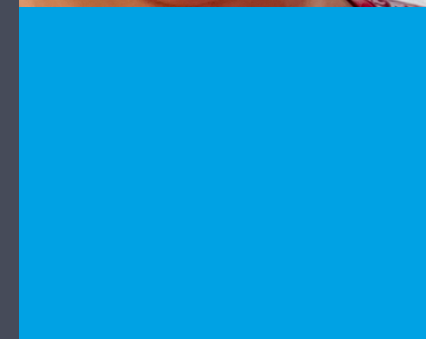
I am able to be more independent and go more places since I participated in the Mobility Training Program. Taking the city bus helps because when I go to my location, I don't have a time limit and I can be there as long as I want. If I have a weekend with nothing to do, I can just hop on a city bus and just go do activities.

Learning how to use the RTC mobile app, rideRTC, was very helpful. It indicated how long the bus would take to be at the bus stop and if it's running late or early. The app keeps track of how many stops are along the route, and notifies you when your stop is coming up. This helps because you are not on the bus panicking and wondering when you should get off.

I would recommend this training because it is helpful for anyone who wants to learn to be more independent. It also empowers paratransit riders to know that they are capable of more than just riding on the paratransit bus. How cool is it to tell your friends that you can take the city bus like everyone else!



E d u c a t o r s



MICAH

I am a middle school teacher who works with autistic students. I wanted my students to participate in the Mobility Training Program so they can become more independent by accessing public transportation. The RTC Mobility Training Center teaches the students how to read the schedules, cross the streets, board the bus, pay the fare, and where to sit on the bus in a safe, real-world environment. The mobility trainers have been extremely helpful and interact well with our students. The RTC has helped our class travel to locations that we would not be able to access by walking. My students have gained confidence boarding the bus and paying their fare.



ROBERT

As a teacher of children with special needs, I strive to teach my students independence and functionality. One thing is for sure: my students will not be able to attain a driver's license. That is what led me to the Mobility Training Program. When I first contacted one of the RTC Mobility Trainers, I thought she would come out, teach us how to safely enter and exit the bus and that was about it. This program is so much more. She gave my students training in my classroom and rode the bus with us to the Mobility Training Center, where my students received training on how to cross the street with background noises, how to board and exit the bus, where to sit, and how to hit the button to request a stop. The bus ride experience at the Mobility Training Center is our favorite and is now an annual trip for my class.



ADRIENNE

Participating in the RTC's Mobility Training Program was a very enjoyable experience for my students. I wanted them to participate in the training because I believed it would provide them with a memorable, hands-on experience that would equip them with skills to apply to their everyday lives. Although the entire training experience was amazing, I was particularly fond of how the RTC mobility trainer arranged an actual bus ride for us so students could practice boarding the bus. While riding the bus, my students were able to participate in hands-on activities that included pushing the stop button to get off at a stop and utilizing the area designated for people with disabilities. Because of the training, my students and I have been able to access many of our Community Based Instruction trips successfully. I am thoroughly grateful for the training provided by RTC mobility training team and I will continue to utilize their service for training my students.

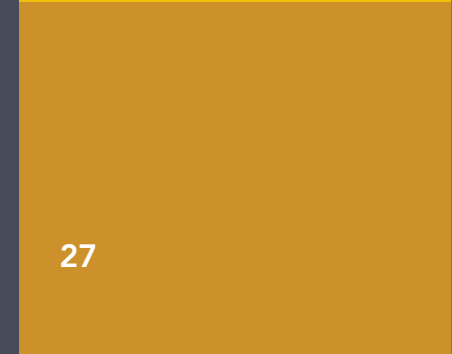


NINA

Students in the Program Approach to Career Education (PACE) have participated in the Mobility Training Program to gain independent skills as they transition into adulthood and the workforce. As part of our post-secondary curriculum, students are required to learn how to navigate and use the RTC bus system throughout the community. This training program also provided our students to use other valuable skills such as money and time management, creating and mapping out destinations and boarding the bus. Our class enjoyed having an RTC representative provide an interactive experience in and out of the classroom. In using the RTC, students are prepared for the workforce and can explore the community. Our class had a wonderful experience with working with the RTC mobility trainer. She provided a wealth of information and guided the students through step-by-step instructions to ensure they understood how to ride the bus.



M o b i l i t y T r a i n e r s



DAYANARA

My name is Dayanara Perez and I am a Mobility Trainer. Growing up, I was always in the disposition of helping others. I knew at a young age that this was my calling. I decided to follow my calling with a career in Education. My experience as a teacher has helped me with my current job in training mobility clients.

I have been working as a mobility trainer for more than 3 years. I truly love my job. One of the things I love most is that I still get the opportunity to teach in a classroom setting, but also in a field setting. In addition to me teaching my trainees the different tools they can use to help them when traveling on the city bus, I am also out with them riding the bus. During this time, you get to know your trainee a bit more, see their strengths and growth throughout the training process. They put their trust in you to help them accomplish their objective.

My biggest reward is assisting my clients gain the freedom and independence of riding the city bus. It is amazing to see how happy, comfortable and proud they feel once they have attained their goal. They realize that riding the city bus is not as difficult or scary as they thought.



DANIELLE

My name is Danielle Silva. I have worked as a Mobility Trainer for the RTC for several years. I chose this career path because I have always felt the need and passion to help others. With my educational background in Gerontology and Social Work, this job has allowed me to do what I love: helping others.

As a Mobility Trainer, the ultimate goal for each and every one of our trainees is to make sure they are able to ride the city buses safely and independently. I've had the pleasure of working with various trainees between the ages of 14 and 75 years old. One of the greatest things about having this job is that I get to create a special bond with each trainee. That bond comes with a mutual trust between the trainer and trainee, as well as with their caregivers, who are trusting you to keep their loved ones safe while teaching them how to ride the bus.

We understand that everyone's disability is different, so we make it a priority to get to know our trainees. We know the importance of recognizing one's limits and capabilities, and how it plays a crucial role in ensuring they are a safe rider and safe pedestrian. If I can help build enough self-confidence in my trainee to make them a safe and independent rider, then I know that I have done my job at the end of the day.



JIM

My name is Jim Shampoe and I am the Supervisor for the RTC Mobility Training Department. I was hired by the RTC in 2000 to develop the Mobility Training Program, which teaches people with disabilities and seniors how to use the RTC fixed route transportation system.

My background is in the mental health field, where I worked with customers who were transitioning out of a clinical setting, to living independently within the community. As part of my work, I taught my clients how to use fixed route transportation so they could get to clinic appointments and jobs. I saw firsthand how something as simple as riding a bus could impact a person's life and self-esteem in a positive way.

In 2016, the RTC opened the state-of-the-art RTC Mobility Training Center, also known as the MTC. It is 100% designed and dedicated to assisting people with disabilities to obtain transportation independence. The MTC houses the ADA Paratransit Certification Department, the Mobility Training Department and Blind Connect's Angela's House, the only blindness skills training center in Nevada.

It is an honor to work at the RTC and have the opportunity to make a difference in the lives of customers with disabilities and seniors within our community. I am also blessed to have amazing staff who truly care for the welfare of the people they train above all else.



C o n t a c t

MOBILITY TRAINING CENTER

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