

## Do your clients know...?

If your clients know how to use available transportation options, they're more apt to get to appointments, job training, jobs, and other necessities of life.

But many people don't know what options are available—or how to use them.

Transportation 101 helps you help your clients get where they need to go.



**AIRPORT CORRIDOR  
TRANSPORTATION ASSOCIATION**

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The Airport Corridor Transportation Association (ACTA) is a non-profit organization working to increase travel options and foster responsible economic growth. ACTA members include area businesses, developers, building owners, stores, schools, hotels, local governments, and other organizations.

# transportation101

**MEMO**

To: **Human services providers**  
Re: Transportation solutions

Have you ever wished you had an easy way to help your clients use transportation options—

- ✓ independently
- ✓ confidently
- ✓ successfully?

Now you do!

## What is **transportation101**?

It's a half-day training course for human services professionals. Through a "train the trainer" model, Transportation 101 teaches participants how to let their clients know what transportation options are available—and how to use them. Transportation 101 was created in 2005 by the Airport Corridor Transportation Association (ACTA) for presentation to human services agencies and organizations across the region. The first-ever session—a successful launch for the course—was a joint project of ACTA and the Beaver County Transit Authority (BCTA).

## What's covered in **transportation101**?

The course has four parts: Transit, Paratransit, Ridesharing, and TMA (Transportation Management Association) options.

**Part 1: Transit** This part includes everything about how to use the bus system—how to read a bus schedule, how to pay, how to identify a bus stop, how to ride (for example, how to let the driver know you want to get off), and what type of fare options are

available. In fact, the session ends with attendees taking a quick bus ride so everyone will have a recent hands-on experience. The presentation is specific to the local bus system.

**Part 2: Paratransit** This part of the program gives details about the area's paratransit service—including door-to-door services that use vans and other accessible vehicles to provide transportation to people whose special needs make it difficult to use regular buses.

**Part 3: Ridesharing** CommuteInfo is a Southwestern Pennsylvania Commission program that helps people become part of vanpools, carpools, and bikepools throughout the region. You'll learn how your clients can easily use CommuteInfo to travel efficiently and save money.

**Part 4: TMA options** There are three Transportation Management Associations in the region—ACTA is one of them. The TMAs offer programs and services (including special shuttles) to help your clients get around, and we'll tell you all about them.

## Where is **transportation101** offered?

All around the region—to date, we've had sessions in Allegheny, Beaver, Butler, Indiana, Washington, and Westmoreland Counties.

## What does it cost to attend a **transportation101** course?

Not a penny—Transportation 101 is absolutely free, offered as a public service.

## Big question: is **transportation101** truly useful?

People who participate say it is! In one survey, 95% rated the course as "Excellent" or "Very good." They wrote comments like "one of the best courses I've attended" and "outstanding." Organizations from other parts of the state (and beyond) frequently request the syllabus so they can replicate the course.



*One of the best courses I've attended.*

## If you're interested

...in learning when and where Transportation 101 is being offered, for Allegheny and Beaver counties call the Airport Corridor Transportation Association (ACTA) at 412-809-3505. For all other counties contact CommuteInfo at 888-819-6110.

*Excellent presenters!*



*Very informative...*

*clear and concise*

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