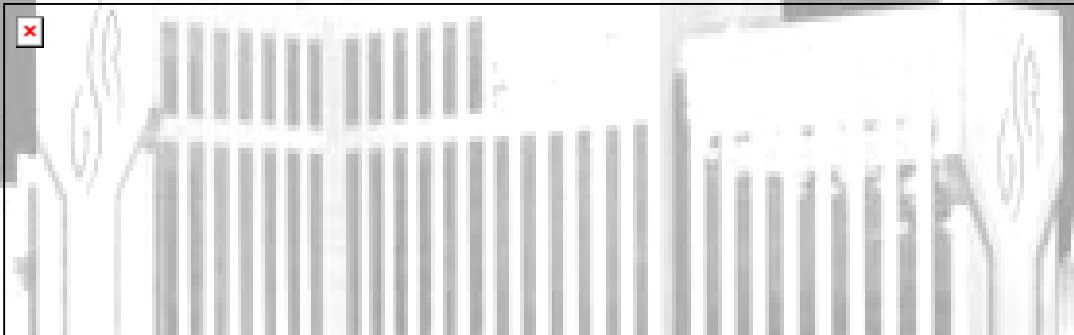




THE ROAD AHEAD

Quarterly Newsletter of



THE ASSOCIATION OF TRAVEL INSTRUCTION

“Our mission is to support providers of Travel Instruction for the purpose of teaching people with disabilities and seniors to travel safely and independently.”



*See you August 17—19, 2007
At The Seventh
Annual Conference
In Reno, Nevada*

Issue 12 Volume 2—July 2007



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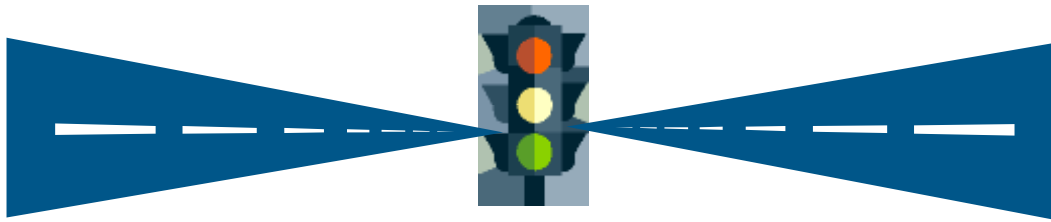
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The Road Ahead is a quarterly publication that deals with the emerging profession of Travel Instruction/Travel Training and is the exclusive property of the Association of Travel Instruction (ATI), a 501 (C) (3) non-profit agency. Publication in The Road Ahead does not imply endorsement by ATI. All questions on article content should be directed to the author(s).

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WEB PUBLICATIONS
WE HAVE OPENINGS ON THE ROAD AHEAD STAFF



ATI Membership Form—2007



The Association of Travel Instruction (ATI) is a professional organization, founded in 1998. Travel Instruction is short-term, intensive instruction in teaching persons with disabilities other than people who are blind or visually impaired how to travel safely and independently within the community. ATI goals include: providing current information on Travel Instruction, allowing opportunities for professional development through our newsletters and conferences, educating the public on this emerging field, promoting the essential competencies for those engaged in the practice of travel instruction, and developing and maintaining a Code of Ethics for travel instructors and trainers.

- Yes, Please enroll/renew me today for 1 year until June 30, 2008 membership to ATI as an:
 - Individual Member - \$40
 - Organizational member - \$100
 - Associate Member - \$20 [no voting rights]

Return with your check to:
ATI Membership
Box 2042
Madison Square Station
New York, NY 10159

Please make check to ATI

Name: _____

Home Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____

Employer/Organization: _____

Employer/Org. Address: _____

Job Duties: _____ Years in Field (if any) _____

Work Phone: _____ Fax: _____

Email: _____

Primary interest in ATI: _____

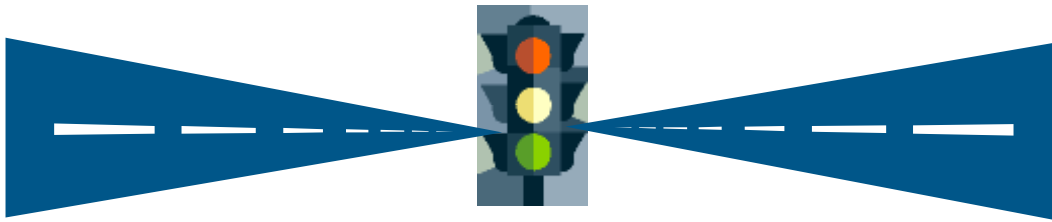
Referred by: _____

Membership inquiries:
MMGroceTT@aol.com OR
tmoakley@unitedspinal.org

Please email any change of address info to above email address



Your Membership Card will be mailed to you after the processing of your application.



FROM THE PRESIDENT OF ATI ... Terry Moakley



Dear ATI Members,

In my February 2007 column in *The Road Ahead*, I left off writing about resignations from, and appointments to, the Board of Directors. Well, the beat goes on. I must inform all of you that after the November 18, 2006 ATI Board of Directors meeting, Jay Furlong also resigned as a Board member. Although it took me awhile to accomplish, I want to inform you that I have appointed members Mark Sheppard and Marlene Lawler to the Board, with the Board's full approval.

Mark is a travel trainer with the Hillsborough Area Transit Authority in Tampa, Florida. I met Mark at our 2004 conference in Cleveland during which we enjoyed lunch together, and I realized right away that he appreciated the importance of ATI's mission. Welcome to the Board of Directors, Mark.

Marlene Lawler is the Mobility Services Manager at The Kennedy Center, Inc. in Trumbull, Connecticut. Welcome to the Board also, Marlene, and let me just say that Marlene has already "stepped up to the plate" for ATI in a big way, by volunteering along with Treasurer Steven Dickerson to develop and mail to each of you an ATI "Call For Nominations" postcard. Thank you both.

As our August 17 to 19 annual educational conference is quickly approaching, I want to tell all ATI members that the elections to be held there for directors and officers will unequivocally represent the single biggest change in ATI's short history. We will be electing up to six (6) Board of Director members at our August 17th annual membership meeting. This is exactly one-half of the entire Board! And the next morning, the duly elected directors will choose a president-elect and a treasurer. All of those elected will serve three year terms.

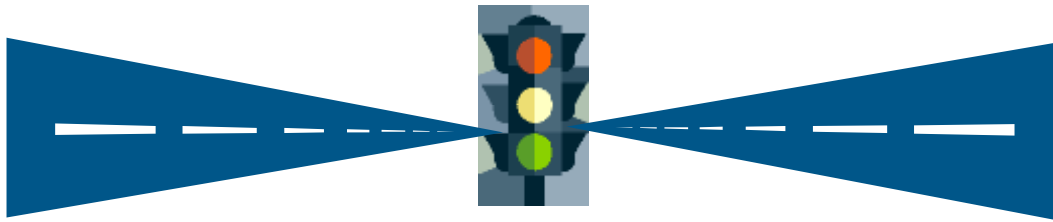
Why six new directors? Four current directors resigned before or at the end of 2006, and two other current directors—Lydia Peterson and Millie Santiago-Liebmann—have their terms expire at this conference. So, let me issue this CALL TO ACTION: almost all of ATI's founding members will be gone from your organization's Board after the Reno conference. If ATI is to flourish in the future, other members need to step forward to declare their interest in, and their candidacy for, a Board of Directors slot.

You do not need to attend the Reno conference to be elected as a director, but you must have current ATI membership status, i.e., your dues must be paid for our current fiscal year, July 1, 2007 through June 30, 2008. You can also self-nominate, in two different ways: in writing to reach us by August 10, 2007 to ATI, P.O. Box 2042, Madison Square Station, New York, NY 10159; or via email to me by August 14th at tmoakley@unitedspinal.org. Nominations will also be taken from the floor at the August 17th membership meeting, but you are encouraged to let us know beforehand in order for the election to run smoothly.

I encourage all ATI members to consider upgrading your commitment to this organization by running for a director's position.

Please join me in thanking Lydia Peterson and Millie Santiago-Liebmann for their years of hard work on our Board of Directors. These two exceptional women will be very difficult to replace. Thanks, Millie and Lydia, for all you have done, and continue to do, for the betterment of ATI.

Continued on next page



President's Message Continued

Another subject I wish to broach here is our committees. There are eight of them: Registration, Research, Membership, Conference, Publications, Ethics, Fund-Raising, and Nomination/Awards. It is my intention to turn four of the eight into either work centers or Board responsibilities instead of committees.

In the area of Membership and Publications, I believe that we need three or four members who will communicate by email to accomplish the tasks in each of these work centers, and then simply report to the Board Liaison for each area. And, Ethics and Nominations/Awards should become Board responsibilities because we seldom have issues in either area.

The Registration, Research, Conference, and Fund-Raising committees should remain as committees. The Conference committee is really half "local arrangements" and half administrative details, but this process seems to work for ATI, so let's let it be. Fund-Raising is new to us, and unless a member or two with such experience comes forward, I think we need to get help outside ATI. The Registration and Research committees are critical to fulfilling our mission, and I believe that they both need to move forward with urgency. I further believe that both committees need a small budget in order to hold tele-conference calls periodically to make progress.

This is how I hope to re-structure the work of ATI in my second year as president, and I'll close this column by encouraging any and all of you to let me know what you think of the above in Reno, or at any other time.

Sincerely,

Terry Moakley

Just look at the view you will have from the 2007 Conference Hotel in Reno Nevada....Hope to see all of you there!





SIGHTSEEING AROUND RENO, NEVADA “THE BIGGEST LITTLE CITY IN THE WORLD”

The Association of Travel Instruction **ATI**
Presents Its
Seventh Annual Travel Instruction Conference

Training Competencies for the Effective Practice of
Travel Instruction

Dates: Friday, August 17, 2007 Through Sunday, August 19, 2007

Location: Grand Sierra Resort and Casino
2500 E. Second Street
Reno, Nevada 89593
(775) 789-2000
<http://www.grandsierraresort.com/>

ACCOMMODATIONS

At the Grand Sierra Resort and Casino, each of the more than one thousand guest rooms is at least 425 square feet, which qualifies as some of the largest rooms in the industry. And, nearly every room has connectors, so family gatherings, parties, or any other functions are easily arranged. Each room features amenities to include:

- * Free parking
- * Free airport shuttle to and from the Reno-Tahoe International Airport from 5:00 a.m. to 11:30 p.m., every 30 minutes, 7 days a week.
(If you use a mobility device call the Grand Sierra Resort in advance of your arrival (2-3 Days), and they will provide you with instructions for free accessible transportation options to and from the airport.
- * Dry cleaning available with a 24-hour turnaround
- * 24-Hour room service
- * Internet access (with charge)
- * Iron with ironing board
- * Hair dryer



DINING

With nine restaurants under one roof, the Grand Sierra Resort offers superb dining to fit every taste. Whether you're looking for the elegant tableside service of a truly gourmet steak house, all you can eat sushi or outstanding Italian food, you'll find just what you're looking for at the Grand Sierra Resort.

* Fine Dining, Casual Dining, Bars & Lounges

ACTIVITIES

A world-class casino and resort just wouldn't be complete without world-class activities, featuring something for everyone in the family.

From golf packages (including mini golf), to go-kart, motorcycle or bicycle rentals, the Grand Sierra Resort and Casino has a great selection of activities for the great outdoors.

Inside, you'll find a 50-lane bowling alley, cinema multiplex and a 40,000-square foot video game/parlor game/simulator rides/laser tag arcade that every kid (and the kid in you) can enjoy.

There's also plenty of shopping, including some of Nevada's most unique boutiques, sprinkled throughout the resort.

ENTERTAINMENT

Finally, if there's something you always wanted to do – anything at all really, but don't know where to start, you can always ask the hotel's Adventure Concierge™, who will do their best to make it happen.

The only thing hotter than Nevada days is the nightlife at the Grand Sierra. Voted "Best Place to listen to live music" by the Reno Gazette-Journal's "Best of Reno 2005," The Garage nightclub features live R&B, Motown, Blues and Cover Bands, and is also known for its hip retro décor and generous nightly drink specials. The Aspen Lounge, located adjacent to "restaurant row," also features nightly entertainment.

In addition, headline entertainers like Jerry Seinfeld, Dolly Parton, Brooks & Dunn and ZZ Top regularly visit the 1,800-seat indoor Grand Theatre. Check the entertainment calendar for a list of upcoming shows and acts <http://www.grandsierraresort.com/>



CASINO ACTION

With more than 100,000 square feet, the casino at the Grand Sierra Resort is easily the largest in northern Nevada. Here you'll find your favorite games of chance, from blackjack, craps, roulette, Pai Gow Poker, Let It Ride stud poker to the latest video poker and slot machines. And don't miss our Keno lounge and Race & Sports

Book - with 27 giant, crystal-clear televisions, it's Reno's biggest and brightest spot to catch a big game. The Grand Sierra Resort is also home to one of the Stops on the World Poker Tour. You can really test your Poker skills in a world class Poker Room featuring all of the standard poker games as well as popular flop poker games like Texas Hold'em and Omaha.

AMENITIES AND SERVICES

The Grand Sierra Resort is teeming with features to keep you busy. From a health club that keeps you fit to a heated pool to help you relax, the hotel's amenities and staff can meet almost any need.

Executive Business Center, Pool, Crystal Class, Health Club
Wedding Chapel, Other Services

TRAVEL TO THE GRAND SIERRA RESORT AND CASINO

AIRPORT

You will fly into **Reno Tahoe International Airport**

(www.renoairport.com) 2001 E Plumb Ln, Reno, NV 89502 (775) 328-6789

The airlines that serve the Reno Tahoe International Airport include:

AIRLINE	RESERVATIONS	WEBSITE
Alaska Air	800-426-0333	www.alaska-air.com
Aloha Airlines	800-367-5250	www.alohaairlines.com
American Airlines	800-433-7300	www.aa.com
Continental	800-525-0280	www.continental.com
Delta	800-221-1212	www.delta.com
Frontier	800-432-1359	www.flyfrontier.com
Horizon Air	800-547-9308	www.horizonair.com
Skywest	800-453-9417	www.skywest.com
Southwest	800-435-9792	www.southwest.com
United	800-241-6522	www.united.com
US Airways/ America West	800-428-4322	



SHUTTLES, TAXIS AND LIMOS

The Grand Sierra Resort and Casino offers **FREE SHUTTLE SERVICE** between the hotel and the Reno-Tahoe International Airport. Shuttle service is available from 5:00 a.m. to 11:30 p.m., every 30 minutes, 7 days per week.

OTHER SCHEDULED SERVICE SHUTTLES

North Lake Tahoe Express (866) 216-5222 www.northlaketahoeexpress.com

South Tahoe Express (866) 898-2463 or (866) 89-TAHOE www.southtahoeexpress.com

Airport Mini Bus (775) 786-3700

Taxi Service

Reno-Sparks Cab (775) 333-3333 / Whittlesea Checker Taxi (775) 322-2222

Yellow/Deluxe Cab (775) 355-5555

On-Demand Limousine Service Sierra West Limousine (775) 329-4310

Bell Luxury Limousine (775) 786-3700

TRAVEL ABOUT TOWN: CITY BUS SERVICES

RTC RIDE (www.rtc.washoe.com) is the public transit service for the greater Reno/Sparks community provided by the Regional Transportation Commission (RTC) of Washoe County, Nevada. You can find more information about your public transportation needs at RTC's web site.

PARATRANSIT SERVICE IN RENO: RTC ACCESS is the paratransit service that provides door-to-door, prescheduled transportation for people who meet the eligibility criteria of the Americans with Disabilities Act (ADA). RTC ACCESS passengers have disabilities which prevent them from riding RTC RIDE independently some or all of the time. RTC ACCESS is a service of the Regional Transportation Commission (RTC) of Washoe County, Nevada. Administrative offices and operations are located at 600 Sutro Street in Reno.

Website: www.rtcwashoe.com/transportation/citilift/

Rental Car Agencies

Agency Reservations Website

Advantage

Rent-a-Car 800-777-5500 www.arac.com

Alamo 800-GOALAMO www.goalamo.com

Avis 800-984-8840 www.avis.com

Budget 800-527-0700 www.budget.com

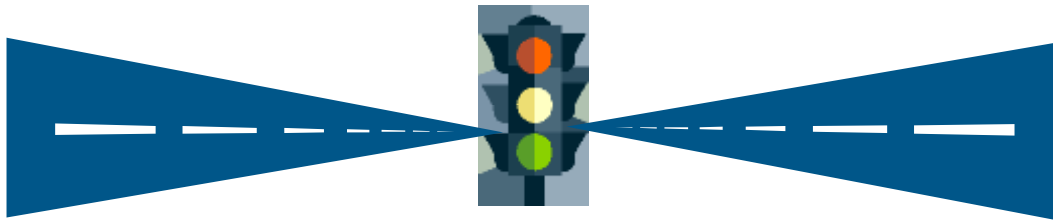
Dollar 800-800-4000 www.dollarcar.com

Enterprise 800-736-8222 www.enterprise.com

Hertz 800-654-3131 www.hertz.com

National 800-CAR-RENT www.nationalcar.com

Thrifty 800-FOR-CARS www.thrifty.com



MARLENE LAWLER ONE OF OUR NEWLY APPOINTED ATI BOARD MEMBERS

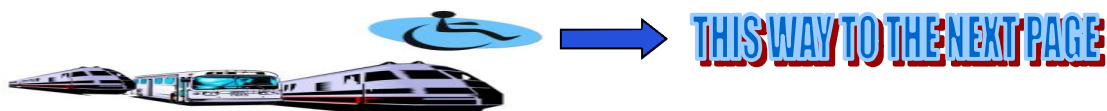


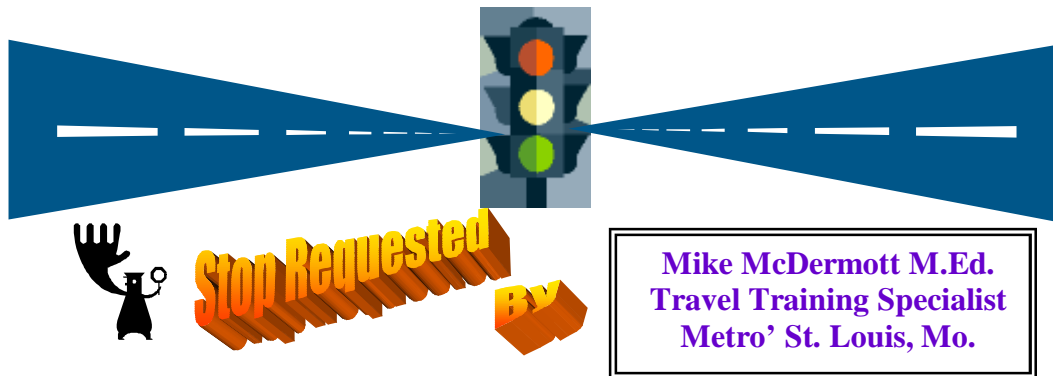
Marlene Lawler joined The Kennedy Center in January 2000 coordinating their Welfare- to-Work case management program. In July of 2002, Marlene was promoted to Mobility Services Manager supervising travel training programs in New York, Boston, and Connecticut. In addition, Marlene is responsible for the supervision of the ADA paratransit eligibility program, which teaches transit agency staff to implement a face-to-face functional assessment when certifying applicants for ADA paratransit services. With contracts from NYC TRANSIT, the MBTA and CTTRANSIT Marlene oversaw programs in three states with seven individual offices and program staff. In addition, Marlene has been called upon to consult with organizations starting travel training programs, or

adding travel training services to existing transit management programs including NJTransit, Wooster Regional Transit, and the Massachusetts Rehabilitation Commission. Marlene has presented various topics related to travel training and advocating for better transportation for people with disabilities at conferences and venues sponsored by CTAA, APTA, ATI and other local, state, regional and national entities. In 2005, in recognition of their travel training program and transportation advocacy for people with disabilities, The Kennedy Center received the Martin Luther King Humanitarian Award from the State of CT.

Marlene and the entire mobility team continuously strive to educate and empower people with disabilities and seniors about the benefits of using public transportation for their transportation needs. The most recent addition to the staff, Transit Education Specialist, seeks to educate, inform, teach and empower those individuals whose lives could benefit from travel training and information about public transportation particularly students enrolled in high school transition programs and seniors age 60+.

Previously, Marlene worked as a counselor and supervisor at a domestic violence program, as a director at a refugee resettlement agency, resettling refugees from Iraq, Bosnia, Somalia, the Ivory Coast and Kosovo, to name a few. Marlene cut her teeth in the human services field as a counselor and supported employment/vocational facilitator for a mental health agency. She holds a master's degree in Psychology and enjoys her role as trainer and advocate.





“TRAINING IN “REAL TIME” VERSUS TRAINING TO AND FROM DESTINATIONS “BACK TO BACK”

Until recently, I have been a big believer in travel training our customers on their bus routes in ‘actual time’. The big advantage of training in ‘real time’ is giving our customer the most complete picture of what they have to learn. For instance, our customer might have to adjust their former daily schedule to accommodate going to this new destination and this adjustment needs to be addressed through ‘real time’ training. A person with a lower level of cognition usually requires ‘real time’ training too so that the individual does not have to generalize too many details.

A few months back my program started receiving a lot of referrals for people going to therapists. These appointments are usually at least a few weeks apart. Serving customers for situations such as this made training more challenging for our customers to maintain what they learned due to the trials being spread out. Keeping staff available for people needing just an occasional trail made serving customers who needed daily training a challenge too. In some instances, it appeared that our travel trainers were becoming ongoing customer escorts to these appointments with no end in sight.

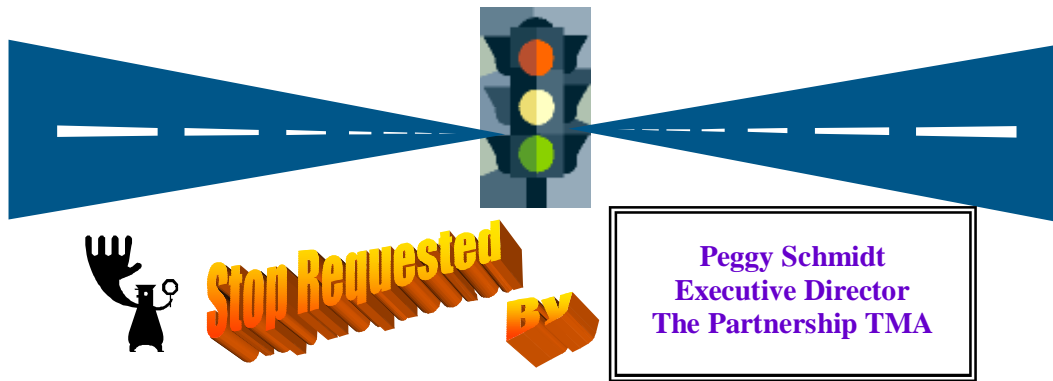
We have also received requests lately for training customers to employment opportunities that won’t become official until the customer has an established way to get to and from their job.

With situations like these occurring, we employed a new training model for these situations: ‘back to back training’. This model only works in situations where the routes to and from the destination remain uniform throughout the day and the customer has to be at the level of cognition where they can ‘generalize’ to a certain extent.

With this model, our travel trainers meet the customer at their ‘point of origin’ and take their route with them to their destination and immediately back again on the next available schedule. This methodology speeds up the training process considerably! For people with an appointment where they might have to go just once per week, we ask them to train 3 or 4 days that week so they can complete our program and still maintain the knowledge they need to take the trip the next time. Customers who agree to this model are definitely committed to learning their route and not simply using travel trainers as escorts.

My travel trainers like to work using this model as it eliminates “split shifts”. They save fuel for their car. They save time. The program’s labor costs have actually decreased as well as a result of this change. Staff cannot get so ‘creative’ when completing their time sheets. Also, our program is graduating more people in a timely manner.

Good luck in travel training!



TMA's Can Provide Needed Assistance for Travel Training Programs

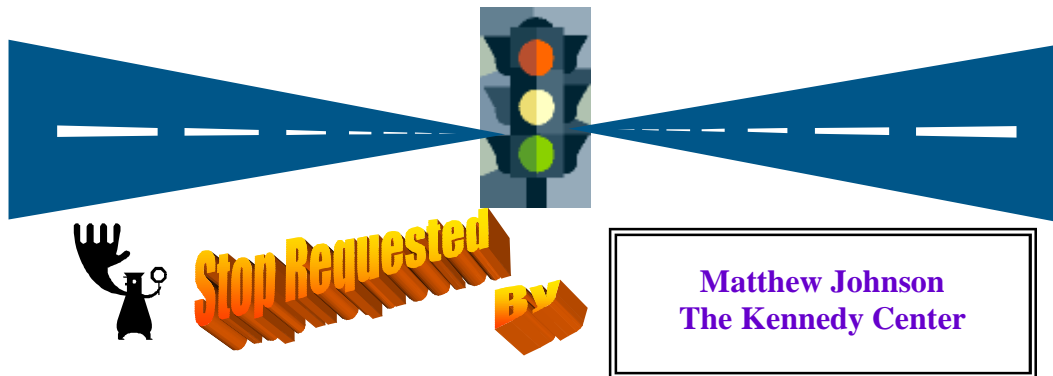
Transportation Management Associations or TMA's can be a vital part of your travel training program, especially for small transit agencies or for a non-profit organization that wants to test the travel training waters.

The ultimate mission of a TMA is to improve mobility for all individuals whether it is the employee going to work or the senior going to the supermarket or a disabled student going to class. TMA's are non-profit organizations that exist primarily in air quality non-attainment areas. Their skills include coalition and partnership building as well as the knowledge of transportation and mobility alternatives. They also have the knack of securing private and public funding sources for program implementation.

Over the past several years, with the assistance of the Job Access Reverse Commute Grant Program, many TMA's began operation of their own small transit systems. These small systems were developed to service those individuals without any other transportation options. But in order to create a ridership base, local residents had to be "trained" to take the bus.

For example, in order to increase ridership on their small residential shuttle bus system, The Partnership Transportation Management Association of Montgomery County (PTMA) began operating their own travel training program. The two day training program provides information on how to read the schedule, how to board and exit the bus, how to prepare for the trip and how to stay safe, culminates with a ride on the system to a favorite local destination. To complement the program and reinforce the learning that takes place the PTMA has developed a worksheet, workbook and a Bus Bingo program. Ridership increases have been as much as 60% from a stop location after a training program.

Over the past year, the PTMA has brought their travel training programs to transit systems in Pennsylvania and Northern Virginia. Their program illustrates how a TMA can work together with another agency to improve mobility and increase transit ridership. For more information on the PTMA Travel Training Programs, please call 215.699.2733.

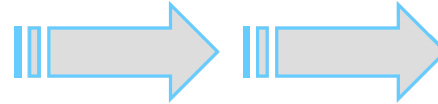


TEACHING AND LEARNING FROM TRAVEL TRAINING

Travel Training is valuable to many people. As a travel trainer, I have the opportunity to teach individuals indispensable life-long skills. Just recently, I had the opportunity to travel train someone who embodied the value of travel training. Josh B. is a 20-year-old male with a hearing disorder. Joshua also has a learning disability. Joshua is a recent graduate of high school who has acquired full-time employment just eight miles from his home. As the Kennedy Center's Transit Education Specialist, it is my privilege to work with transitioning high school students addressing their mobility needs and helping them gain independence by teaching them how to access public transportation. His teacher referred Joshua to The Kennedy Center's Mobility Services program so that he could learn how to use the public bus to get to work. Upon meeting Joshua for the first time, I could sense his eagerness to learn how to use the bus. Joshua expressed to me that he had been on the bus before as part of a group trip provided by the school. After conducting a route check from Joshua's house to the nearest bus stop, I realized that we faced a challenge: Joshua lives in a rural area with limited public bus service that is a mile and a half from the nearest bus stop. When I informed Joshua about this, he calmly smiled. Joshua was not daunted by walking long distances. In fact, in high school Joshua was a member of both the football team and the track team. Joshua said that not only would the walk be beneficial to him, but also he knew the best way to get to the bus stop that required him to cross the least amount of streets. Safety and "shortcuts," as he put it, were a big deal to Joshua. We began travel training on a scorching hot day. Halfway into the walk, I glanced over at Joshua and his expression was one of determination. He talked during the entire walk which was no easy task considering the heat, which caused the air to be thick and the walk seemed to extend longer than I originally thought. After walking for half an hour, we finally reached our destination of an intersection on Main Street. The only bus service in the rural area where Josh lives is an express bus that uses Main Street and connects to a larger city. After riding the bus for five and a half miles, we exited and then proceeded to walk another mile to Joshua's place of employment. The stretch of road that led to his job was not necessarily made for walking; there are no sidewalks, shrubs and various plant life extend nearly to the edge of the street, making even the neighbors lawns difficult to walk on and hindering visibility. As walking was approximately half of the trip, I wondered if Joshua would become discouraged. Yet, Joshua still remained very content and eager to be learning how to take the bus. Once we arrived at his job, Joshua just smiled. He expressed to me he was very excited at the possibility of traveling to work independently. Joshua personifies the importance of travel training. As someone who is new to the profession of travel training, Joshua also taught me something. The feeling of empowering someone and helping them find independence through mobility training is amazing. There is a great sense of personal accomplishment when you feel that something you did has made a positive impact in the life of another. After working with Josh, I could see that he was ready to not only travel independently but the experience could inspire him to want to become more independent in other areas of his life. Upon completing travel training and graduating from our program, Joshua thanked me a great deal, but I am thanking him as well since he has taught me about the avenues that can be opened through travel training.



Transit News You Can Use



The National Center on Senior Transportation is pleased to announce the launch of its new Web site at www.seniortransportation.net. Six months in development, the site offers extensive resources toward the advancement of transportation options for older adults who wish to live more independently within their communities. The Web site is the NCST's most important way of extending its information and resources to the public, including announcements, facts and tips, publications, special events, opportunities of others, and technical assistance for the aging and human service community, transit providers, and older adults and caregivers. The NCST is a partnership of Easter Seals Inc. and the National Association of Area Agencies on Aging, and it is funded through a cooperative agreement with the Federal Transit Administration.

From the National Disability Rights Network in Washington, DC, comes the following announcement. This summer, GSN (The Network for Games) will air *Without Prejudice?*, a groundbreaking new television series that features frank discussions about race, gender, religion, disabilities and a variety of hot button issues. To complement the premiere of the show, GSN is launching the Without Prejudice Project, an initiative designed to help Americans address and combat prejudice in all its forms. The network is working with a coalition of social justice organizations to encourage a national conversation about prejudice in America. To join the conversation, please visit www.gsn.com/withoutprejudice and catch *Without Prejudice?* every Tuesday at 9PM Eastern/8PM Central.

The Vehicle Production Group LLC, designers of the wheelchair-accessible Standard Taxi sedan prototype, have announced on their website (<http://www.standardtaxi.com>) that they are accepting reservations for sales of their initial production run scheduled to begin sometime next year. A \$250 deposit is required for each vehicle ordered, and the reservation form lists an amount of \$25,000 as the anticipated selling price of each vehicle. The Standard Taxi website is chock full of information about this so-called "taxi of the future," including a video; a sign-up for their monthly e-newsletter; a reservation newsletter and downloadable reservation form; and, press coverage of expositions where they have displayed their prototype vehicle. Of note is the company's plan to also manufacture an ADA paratransit version of their vehicle.

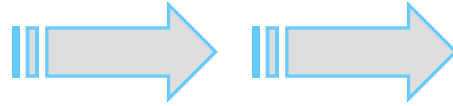
The Federal Transit Administration issued circulars effective May 1, 2007 concerning guidance and application instructions for the New Freedom Program, the Job Access and Reverse Commute (JARC) Program, and the Elderly Individuals and Individuals with Disabilities Program. These circulars can be found on a list of recent circulars at http://www.fta.dot.gov/laws/leg_reg_circulars_guidance.html. Each is available in PDF and Word format.

On two occasions during 2006-2007, the Association of Travel Instruction commented on the above-mentioned New Freedom Program proposed circular. On the first occasion, we requested that travel instruction and travel training services be added to the list of activities which could be funded by New Freedom dollars. Lo and behold, when the proposed New Freedom circular was released for a second round of public comments, the provision of TI/TT services was in it, so we simply commented to the effect that such services should remain in the final circular. In the final New Freedom circular, you will find the following language on pg. III-9:

"(4) Travel training. New training programs for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities. This includes travel instruction and travel training services."



More Transit News You Can Use



The Transit Cooperative Research Program (TCRP) of the Transportation Research Board (TRB) has issued its FY 2007 synthesis topics that seek consultants/researchers and panel members in eight different transportation subjects. For additional information, log on to <http://www.trb.org/Studies/Synthesis/SynthesesTCRPNew.asp>

ATI

**WOULD LIKE TO EXTEND A
SPECIAL THANKS TO THE**

REGIONAL TRANSPORTATION COMMISSION



**FOR THE MONETARY DONATION...AGAIN
THANK YOU!**

ATI



THE ROAD AHEAD

**The Association of Travel Instruction
P.O. Box 2042 Madison Square Station New York, NY 10159**