



LET'S GO!

A Directory of
Transportation Options
in [your Community]

Prepared by:

[YOUR LOGO]

PREFACE

[Include a brief introduction to your community transportation options directory. You may wish to include statements like

"This Directory is published as a service to current or potential users of transportation services available in [your community]. Transportation plays a crucial role in all our lives, and especially for persons with special travel needs. The information in this Directory has been supplied by each operator or agency referenced herein and is current as of the date submitted. Since schedules and fares are subject to change, please verify such information by contacting the organizations listed. Additional copies of this Directory are available from [list contact information for your organization]."

Or you could create an "Optional Directory Preface" using some or all of the suggested text [see file: 6 Optional Directory Preface.doc].

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THE RIGHT OPTION FOR ME

When looking for transportation, you may want to consider the following questions before deciding on an option. Once you have answered as many questions as possible, you can then use your answers and any remaining questions to gather more detailed information from the transportation provider you are considering.

1. Are there requirements to qualify for the service? If so, what are they?
2. Is there an evaluation that must take place prior to the first ride?
3. How much will the service cost? Is there a membership fee that must be paid before scheduling rides with the service?
4. Will insurance (medical/health, auto, Medicare, Medicaid, property) pay for rides provided by the service?
5. What service area does this provider cover?
6. What kinds of trips can I make using this service? Medical/Health? Shopping? Banking? Personal care? Employment? Visiting? Religious services? Others?
7. Can I get a ride from any point to any other point in this service area?
8. How far in advance must reservations be made? How soon after I call can I get a ride?
9. What is your cancellation policy?
10. Are rides provided in the evenings, on weekends or on holidays?
11. Are door-through-door, door-to-door, or curb-to-curb services provided?
12. Are rides provided to people who use wheelchairs?
13. Do riders stay in their wheelchair, or are they transferred to a seat during the ride?
14. Is there an escort or attendant in the vehicle with the driver?
15. Does someone stay with me/my family member during appointments?
16. Can a family member ride with me as an escort? If so, is there an extra cost associated?
17. How soon after I call can I be picked up for my return trip?
18. Will the driver come into my house to get me? Meet me at my front door? Meet me at the curb in front of my house? Help me get on the vehicle?
19. Will the driver or attendant come into the office/building for the return trip?
20. Will other passengers be riding? If so, what is the maximum length of time I will have to ride while others are being picked-up/dropped-off?

TRANSPORTATION RESOURCES

[Include information about resources for the transportation disadvantaged.]

➔ **United We Ride**

www.unitedweride.gov

United We Ride is an interagency Federal national initiative that supports States and their localities in developing coordinated human service delivery systems. In addition to State coordination grants, United We Ride provides State and local agencies a transportation-coordination and planning self-assessment tool, help along the way, technical assistance, and other resources to help their communities succeed.

➔ **Administration on Aging (AoA)**

Washington, DC 20201

TEL: 202-619-0724

www.aoa.gov

AoA is the Federal focal point and advocate agency for older persons and their concerns. In this role, AoA works to heighten awareness among other Federal agencies, organizations, groups, and the public about the valuable contributions that older Americans make to the Nation and alerts them to the needs of vulnerable older people. Through information and referral and outreach efforts at the community level, AoA seeks to educate older people and their caregivers about the benefits and services available to help them.

Resources for Older Drivers and Riders

[Key information of interest to the reader – literature offered for older drivers and riders.]

➔ **Beverly Foundation**

566 El Dorado Street, Suite 100

Pasadena, California 91101

TEL: 626-792-2292

www.beverlyfoundation.org

The Beverly Foundation is a non-profit operating foundation that uses its resources to support its research, demonstration and technical activities in senior mobility and transportation. Its annual STAR Search survey and STAR Awards program exemplify the Foundation's effort to study transportation options for seniors, communicate information about their activities, and recognize their contribution to seniors across America.

➔ **AAA Foundation for Traffic Safety**

TEL: 202-638-5944

www.aaafoundation.org

www.seniordrivers.org

➔ **National Highway Traffic Safety Administration (NHTSA)**
TEL: 1-888-327-4236
www.nhtsa.dot.gov

➔ **GrandDriver**
TEL: 1-888-472-6303
www.granddriver.info

➔ **AARP**
www.aarp.org/research/housing-mobility/transportation/

Resources for People with Disabilities

[Key information of interest to the reader – civil rights and types of specialized vehicles.]

➔ **ADAPT**
www.adapt.org

ADAPT focuses on promoting services in the community instead of warehousing people with disabilities in institutions and nursing homes.

➔ **American Association of People with Disabilities (AAPD)**
1629 K Street NW, Suite 503
Washington DC, 20006
TEL: 1-800-840-8844
TTY: 202-457-0046
FAX: 202-457-0473
www.aapd.com

AAPD is a non-profit, non-partisan, cross-disability organization whose goals are unity, leadership and impact. Can use site to become a member and find out about disabilities in the news.

➔ **American Council of the Blind (ACB)**
Washington, DC 20005
TEL: 202-467-5081 or 800-424-8666
www.acb.org

The Council strives to improve the well-being of all blind and visually impaired people by serving as a representative national organization of blind people and elevating the social, economic and cultural levels of blind people; improving educational and rehabilitation facilities and opportunities.

➔ **Americans with Disabilities Act**
Disability Rights Section – US Department of Justice
950 Pennsylvania Avenue, NW

Civil Rights Division – Disability Rights Section – NYAV
Washington, DC 20530
TEL: 800-514-0301
TTD: 800-514-0383
www.ada.gov

- **Association of Programs for Rural Independent Living (APRIL)**
Kent, OH 44240
TEL: 330-678-7648
FAX: 330-678-7658
<http://april.umt.edu>

APRIL is a national network of rural independent living centers, other programs, and individuals concerned with the unique aspects of rural independent living. APRIL is a non-profit organization that promotes the rights and benefits of persons with disabilities living in rural America.

- **Easter Seals Project ACTION**
700 13th Street, N.W Suite 200
Washington, DC 20005
TEL: 1-800-659-6428 or 202-347-3066
<http://projectaction.easterseals.com>

Easter Seals Project ACTION (Accessible Community Transportation in Our Nation) is a national technical assistance project funded through a cooperative agreement with the U.S. Department of Transportation, Federal Transit Administration. The mission of Easter Seals Project ACTION is to encourage and facilitate cooperation between the disability and transportation communities with the goal of achieving universal access through transportation for persons with disabilities nationwide.

Easter Seals Project ACTION offers various resources, including a toll-free hotline, Web site, publications clearinghouse, and quarterly newsletter, as well as training and technical assistance, in an effort to make the ADA work for everyone, everyday.

- **Disability Rights Education and Defense Fund (DREDF)**
Berkeley, CA 94703
TEL: 510-549-9339
Fax: 510-549-9449
www.dredf.org

- **National Council on Independent Living (NCIL)**
Arlington, VA 22201
TEL: 703-525-3406
www.ncil.org

The National Council on Independent Living is a membership organization that advances the independent living philosophy and advocates for the human rights of, and services for, people with disabilities to further their full integration and participation in society.

➤ **National Council on Disability (NCD)**

National Council on Disability
1331 F Street, NW, Suite 850
Washington, DC 20004
TEL: 202-272-2004
TTY: 202-272-2074
FAX: 202-272-2022
www.ncd.gov

NCD is an independent federal agency making recommendations to the President and Congress on issues affecting Americans with disabilities.

➤ **National Information Center for Children and Youth with Disabilities (NICHCY)**

P.O. Box 1492
Washington, DC 20013
TEL: 800-695-0285 (TTY)
FAX: 202-884-8441
www.nichcy.org

NICHCY is the national information and referral center that provides information on disabilities and disability-related issues for families, educators, and other professionals. Special focus is children and youth (birth to age 22).

➤ **National Organization on Disability (N.O.D.)**

910 Sixteenth Street, N.W., Suite 600
Washington, DC 20006
TEL: 202-293-5960
TTY: 202-293-5968
FAX: 202-293-7999
www.nod.org

N.O.D. was founded at the conclusion of the United Nations International Year of Disabled Persons. Funded entirely by private sector contributions, N.O.D. is the only national disability network organization concerned with all disabilities, all age groups and all disability issues.

➤ **Office of Disability Employment Policy (ODEP)**

U.S. Department of Labor
Frances Perkins Building
200 Constitution Avenue, NW
Washington, DC 20210
TEL: 1-866-633-7365

TTY: 1-877-889-5627
FAX: 1-202-693-7888
www.dol.gov/odep/

ODEP's mission is to provide leadership to increase employment opportunities for adults and youth with disabilities. ODEP is a federal agency in the Department of Labor.

➤ **Paralyzed Veterans of America (PVA)**

Washington, DC 20006
TEL: 202-416-7696
FAX: 202-416-7706
www.pva.org

The Paralyzed Veterans of America, a congressionally chartered veterans service organization, advocates on a wide variety of issues for and involving their members -- veterans of the armed forces who have experienced spinal cord injury or dysfunction.

Resources for People with Limited Incomes

[Key information of interest to the reader – financial assistance and discounts.]

➤ **Financial Services**

Address
City, State Zip Code
TEL: Phone Number
Web address

➤ **State Medicaid Office**

Address
City, State Zip Code
TEL: Phone Number
Web address

➤ **Community Action Agency**

Address
City, State Zip Code
TEL: Phone Number
Web address

PUBLIC TRANSPORTATION

[Helpful information to include would be transit routes, ticket prices, eligibility requirements for discounts, and vouchers.]

Public Transit

[Key information of interest to the reader – local transit systems.]

➤ **ABC Public Transit Authority**

Address

City, State Zip Code

TEL: Phone Number

Web address

Voucher/Discount Programs

[Key information of interest to the reader – discounts available, contact information, and hours of operation.]

➤ **ABC Discount/Voucher Program**

Address

City, State Zip Code

TEL: Phone Number

Web address

PARATRANSIT

[Inform the reader about the difference between public transit and paratransit. Similar to public transit, information to include would be bus routes, ticket prices, eligibility requirements for discount service and membership.]

ADA Paratransit

[Key information of interest to the reader – American’s with Disabilities Act (ADA) policy, and transportation programs for seniors with disabilities.]

➔ **ABC Public Transit Authority / ABC Paratransit**

Address

City, State Zip Code

TEL: Phone Number

Web address

Dial-A-Ride

[Key information of interest to the reader – service territory, reservations, types of vehicles, accessibility features, escorts, hours of operation, fares, etc.]

➔ **Dial-A-Ride**

Address

City, State Zip Code

TEL: Phone Number

Web address

PRIVATE TRANSIT

[Information that could be gathered includes driver training and hours of operation.]

Taxis

[Key information of interest to the reader – taxi rates and their service area.]

➤ **ABC Taxi Company**

Address

City, State Zip Code

TEL: Phone Number

Web address

Chauffeur Services

[Key information of interest to the reader – chauffeur rates and their service area.]

➤ **ABC Chauffeur Service**

Address

City, State Zip Code

TEL: Phone Number

Web address

Volunteer Programs

[Key information of interest to the reader – mission statement, cost per ride, eligibility and service area.]

➤ **ABC Volunteer Transportation Program**

Address

City, State Zip Code

TEL: Phone Number

Web address

SPECIALIZED TRANSIT

[Specialized transit is typically offered to agency clients, members, or business patrons.]

Hospital-Based Programs

[Key information of interest to the reader – doctors and hospitals the transit program serves.]

➤ **ABC Hospital Transit**

Address
City, State Zip Code
TEL: Phone Number
Web address

Business Shuttles

[Key information of interest to the reader –businesses that use shuttles (e.g. the library).]

➤ **ABC Shuttle**

Address
City, State Zip Code
TEL: Phone Number
Web address

Specialized Services for Seniors and Persons with Disabilities

[Key information of interest to the reader – transportation for agency clients only, programs that provide escorts, door-to-door programs.]

➤ **ABC Program for Seniors**

Address
City, State Zip Code
TEL: Phone Number
Web address

➤ **ABC Program for Persons with Disabilities**

Address
City, State Zip Code
TEL: Phone Number
Web address

➤ **ABC Program for Others**

Address
City, State Zip Code
TEL: Phone Number

INFORMATION & REFERRAL

[Groups and organizations in your community may provide awareness raising materials regarding special events on transportation, or breaking news in public policy and city laws.]

Community Outreach

[Key information of interest to the reader – a list of locations that provide information materials and resources may be helpful in providing additional guidance to your reader.]

➤ **Area Agency on Aging**

Address

City, State Zip Code

TEL: Phone Number

Web address

County/City Government

[Key information of interest to the reader –a list of locations that provide information on laws and public policy relevant to the senior community.]

➤ **City Hall**

Address

City, State Zip Code

TEL: Phone Number

Web address

TRANSPORTATION FACTS

Public Transit

- Two thirds of US public transportation agencies provide service designed to meet the needs of senior citizens and persons with disabilities.
- Only 5.5% of all public transportation trips are for medical appointments.
- Public transportation is one of the safest modes of travel in the United States. Riding a transit bus is 91 times safer than car travel. By train, passengers are 15 times safer.

Public Transit Costs

- In fiscal year 2002, the fifth year of funding under the Transportation Equity Act for the 21st Century (TEA-21), the federal government invested \$6.7 billion in public transportation.
- The American Society of Civil Engineers reports that improvement to transit bus and rail facilities are not keeping up with the strain placed on systems by increased ridership. ASCE says public transportation spending must increase by 41% just to maintain current conditions.

Specialized Transit

- Many transit systems provide specialized paratransit services and collectively provide more than 70 million trips per year. However, most specialized services are too limited to replace the mobility lost by seniors who stop driving, and area unable to provide the personalized service that many seniors require. On average, not more than 18% of those eligible for services are registered for specialized transportation in mid-sized cities; in large size cities, the corresponding figure is 22%. Moreover, data indicate that riders who use these services rarely make more than 40% of their trips on these systems.

Medicaid Transportation

- Nationally, an estimated 3.4 million recipients (roughly 10% of the covered population) depend on Medicaid transportation to get to medical appointments. These are people who are unable to drive or too poor to own/operate their own car and cannot access affordable public transportation. State-funded transportation assistance programs vary from mileage reimbursement and gas vouchers to support of elaborate networks of medical transportation providers.
- Slightly less than 1% of the entire Medicaid budget is devoted to nonemergency transportation. This amounts to 1.2 billion dollars.

Cost of Driving

- According to the American Automobile Association, the estimated cost of driving a single-occupant vehicle is between \$4,826 (for a small car) and \$9,685 (for a large car), depending upon mileage. By contrast, the annual average cost for public transportation for one adult ranges from \$200 to \$2000, depending upon mileage, time of day, type of vehicle or service.

Pedestrians

- According to the 1995 National Personal Transportation Survey, adults age 65 and older walk for 9% of their trips (three times more than using public transit for their trips). The average length of a walking trip is less than one-third of a mile.

LINKS

For more information about transportation services, visit United We Ride at the following website:

www.unitedweride.org

For information about Volunteer Driver Programs, Supplemental Transportation Programs for seniors (STPs) and resource products, please visit the Beverly Foundation online:

www.beverlyfoundation.org

The template for this booklet was developed by the Beverly Foundation and WESTAT under contract from the US Department of Health and Human Services, Administration on Aging. For resources on aging, eldercare and/or transportation, please visit these organizations online at:

Administration on Aging

www.aoa.gov

www.eldercare.gov

or

www.aoa.gov/prof/transportation/transportation.asp

Advice, suggestions, and information on transportation services, issues on aging and disabilities, and programs for people with limited income can be found at the following websites:

AARP – www.aarp.org

American Automobile Association Foundation for Traffic Safety – www.aaafoundation.org

Community Transportation Association of America – www.ctaa.org

Disability Info.gov – www.disabilityinfo.gov

Easter Seals Project Action – projectaction.easterseals.com

Federal Transit Administration – www.fta.dot.gov

Intelligent Transportation System Demonstration Program – www.its.washington.edu

National Association of Area Agencies on Aging – www.n4a.org

National Association of State Units on Aging – www.nasua.org

National Highway Traffic Safety Administration – www.nhtsa.dot.gov

National Rural Transit Assistance Program – www.nationalrtap.org

WESTAT – www.westat.com

LET's GO! Template was developed in a partnership effort by the following organizations:



United We Ride
www.unitedweride.gov



Administration on Aging
Administration on Aging
www.aoa.gov



Beverly Foundation
www.beverlyfoundation.org



WESTAT
www.westat.com