

Quick Transportation Resource Guide

- **[Disability Information and Access Line \(DIAL\)/Eldercare Locator](#)**

Disability Information and Access Line (DIAL) that was launched in partnership with the CDC in May 2021 by leveraging the Eldercare Locator's Call Center infrastructure and decades of expertise. The DIAL was created to rapidly respond to the needs of people with disabilities during the COVID-19 pandemic and provides information about and connects people with disabilities to community-based supports and services that they may be eligible for to live independently, go to school and work, and fully participate in all of life's activities – including accessible transportation.

The Eldercare Locator and DIAL have also played a critical role in helping older adults and people with disabilities get vaccinated and access COVID-19 tests by connecting them to organizations in their communities to find a vaccination location, make a vaccination appointment, obtain transportation to an appointment, and to connect to available testing options (including help with ordering free at-home test kits and to assist callers with instructions for administering self-tests).

To learn more, visit <https://acl.gov/DIAL> and <https://eldercare.acl.gov/Public/Index.aspx>.

- **[Assistive Technology Solution to Increase Access to Transportation](#)**

[Assistive Technology Act Programs](#) and the [Assistive Technology Act Technical Assistance and Training Center \(AT3\)](#) work to increase access to, and acquisition of, assistive technology (AT). AT Act Programs in every state and territory offer device demonstrations and loans, financing, and device recycling/reuse.

AT is constantly evolving and supports opportunities for people to live independently at [home](#) and engage in their [communities](#), [employment](#), [education](#) and using [transportation](#) services. For example, individuals who use power chairs frequently require a lift-equipped vehicle since their mobility equipment cannot fold and fit in a trunk. AT can also make vehicles operable by persons with gross motor disabilities and simple AT gadgets can make getting in and out of automobiles easier. Transportation-related AT solutions include:

- lift-equipped vans,
- car seats with specialized supports,
- spinner knobs or foam grips for accessible steering,
- hand controls for driving without pedals,
- tie-down systems for wheelchairs to use lift-equipped school buses,
- gadgets to assist with entering and exiting an automobile (e.g., swivel seat, handy bar),
- portable transfer slings for airline travel, and
- lightweight transport wheelchairs.

To learn more, contact AT3 or your [state AT program](#).

- **[Transit Planning for All \(TP4A\) – Making transit planning more inclusive](#)**

[Transit Planning 4 All \(TP4A\)](#) is a technical assistance center managed by the Community Transportation Association of America (CTAA) and funded by ACL since 2013. TP4A believes people with disabilities and older adults should be active participants in the design and implementation of coordinated transportation systems. TP4A [funded community teams](#) that include people with disabilities, older adults, and transportation providers that demonstrate

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how to listen to and act on the ideas of people with disabilities and older adults in order to ensure that mobility services are truly responsive to the needs of these individuals.

A few examples of demonstrated strategies include:

- installing communication devices in buses to enable people who communicate non-verbally to communicate with bus drivers
- sensitivity training for drivers that transport people to and from dialysis appointments
- working collaboratively with people who are blind or have low vision on wayfinding in metro stations.

TP4A is currently supporting inclusive Mobility on Demand (MOD) projects in Seattle, Flagstaff, and Atlanta that can serve as models that other communities can replicate. Their website includes technical assistance resources to support additional community teams as they engage in inclusive transportation planning and seek to make their transportation systems and services more responsive to the people they serve. TP4A also develops and disseminates news, information and resources including best practices, case studies, research, and a Transportation Planning 4 All Guide.

- ***ADA PARC -Making ADA's Vision a Reality***

The [Americans with Disabilities Act \(ADA\) National Network](#) provides free technical assistance to the public on questions related to rights and responsibilities under the ADA, [including resources on transportation](#). The network includes [10 Regional ADA Centers](#) each of which focus on their region's unique needs.

In addition, the [ADA Participatory Action Research Consortium](#) (ADA PARC) provides transportation-related data on the experiences of people with and without disabilities. Community leaders have used ADA PARC-generated maps to make investments in improving sidewalks, installing wheelchair charging stations, and making other improvements to enable people with disabilities to more easily access and use public transportation systems.

- ***Coordinating Council on Access and Mobility (CCAM)***

The Coordinating Council on Access and Mobility (CCAM) is a Federal interagency council that works to coordinate funding and provide expertise on human service transportation for three targeted populations: people with disabilities, older adults, and individuals of low income. The CCAM works at the Federal level to improve Federal coordination of transportation resources and to address barriers faced by States and local communities when coordinating transportation. The CCAM's mission is to issue policy recommendations and implement activities that improve the availability, accessibility, and efficiency of transportation for CCAM's targeted populations, with the vision of equal access to coordinated transportation for all Americans. The CCAM is an interagency partnership that coordinates the efforts of the federal agencies that fund transportation services for older adults, people with disabilities, and individuals of low income through more than 130 federal programs.

<https://www.transit.dot.gov/coordinating-council-access-and-mobility>

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- **National Aging and Disability Transportation Center (NADTC)**
mission is to promote the availability and accessibility of transportation options for older adults, people with disabilities, and caregivers.

[Transportation Needs and Assessment of Diverse Older Adult, Younger Adults with Disabilities and Caregiver](#): the survey serves as the first steps in a comprehensive environmental scan. Activities are planned in 2021-2022 to explore more deeply the transportation needs and concerns identified by the 2,435 diverse individuals.

- **National Center for Mobility Management (NCMM)**
mission is to promote customer-centered mobility strategies that advance good health, economic vitality, self-sufficiency, and community.
<https://nationalcenterformobilitymanagement.org/>
- **FlexDanmark**
Driving all the transit choreography are the public company's five call centers that are integrated through a central nationwide dispatch system. That system assigns each trip request to a transportation provider that then sends an appropriate vehicle to the customer's door. Hospitals, medical offices, and human service agencies easily connect their clients using the FlexDanmark portal. Regular citizens can obtain transportation to a doctor's appointment or other destination at a more affordable price than a taxi, because FlexDanmark can quickly identify another customer to share a ride with. Trips may be booked with lead times ranging from up to two weeks to two hours before.
More than 550 unique private transportation providers are integrated into this single system, which serves both urban and rural customers through- out Denmark.
<https://www.aarpinternational.org/the-journal/current-edition/flexdanmark>
- **Rides to Wellness:**
https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Rides%20to%20Wellness_0.pdf
- **Veteran Directed Care Program (VDC)**
<https://nwd.acl.gov/vdc.html>