

Public Transportation for People with Disabilities



Public transportation provides a safe, low cost way to access services and stay active in your community. There are a variety of public transportation options available for people who do not own, or cannot drive cars. Busses, rail lines, and paratransit options are widely available in urban areas. Many counties throughout the nation also organize low cost government programs to provide accessible transportation in rural areas. Public transportation that is specifically for people with disabilities is often referred to in the U.S. as “paratransit.” Please refer to the Reeve Foundation’s state fact sheets for information on local paratransit in your municipality. Transportation associations in most states provide a directory of public transit systems and providers. These organizations are listed at the bottom of the fact sheet and also provide training to transportation providers. Reeve Information Specialists are available to help wheelchair users learn more about eligibility for and application to paratransit programs.

Note: this fact sheet is about public transportation; see our Cars and Driving fact sheet for info on driving one's self or purchasing an adapted vehicle. For info related to airline travel for people with disabilities, please see our Travel fact sheet.

Transportation Services and Programs

AARP: Choices for Mobility Independence: Transportation Options for Older Adults

<https://www.aarp.org/content/dam/aarp/livable-communities/old-learn/transportation/choices-for-mobility-independence-transportation-options-for-older-adults-aarp.pdf>

<https://www.aarp.org/livable-communities/learn/transportation-mobility/info-12-2012/choices-for-mobility-independence-transportation-options-for-older-adults.html>

Describes the transportation options available for older adults as well as key points to consider when selecting a transportation provider.

Access Travel Center: Wheelchair Accessible Taxis, Vans, etc.

<http://www.accesstravelcenter.com/wctaxi.html>

Listed by state

Administration for Community Living (ACL): Older Americans Act

<https://www.acl.gov/about-acl/authorizing-statutes/older-americans-act>

Click on Transportation tab

American Public Transportation Association: U.S. Local and State Transit Links

<https://www.apta.com/research-technical-resources/public-transportation-links/>

Lists public transportation services by state, then by county and city agencies

Easter Seals: Project Action

<http://www.projectaction.org/>

1425 K Street, NW, Suite 200

Washington, DC 20005

Phone: 866-983-3222

Promotes universal access to transportation for people with disabilities under federal law and beyond by partnering with transportation providers, the disability community and others through the provision of training, technical assistance, applied research, outreach and communication.

Easter Seals: Transportation Escorts for Seniors

http://es.easterseals.com/site/DocServer/Complete_Manual_Final_PDF.pdf?docID=44143

Eldercare Locator

<https://eldercare.acl.gov/home>

Phone: 800-677-1116

Provides transportation information to the elderly, people with disabilities, and caregivers.

Federal Transit Administration: Americans with Disabilities Act

<https://www.transit.dot.gov/ADA>

Independent Transportation Network (ITN) America

<https://www.itnamerica.org/>

479 Main St.

Westbrook, ME 04092

Phone: 207-857-9001

ITN America offers programs that allow older people to trade their own cars to pay for rides and enables volunteer drivers to store transportation credits for their own future transportation needs. ITN's Road Scholarship Program converts volunteer credits into a fund for low-income riders, and the gift certificate program helps adult children support their parents' transportation needs from across the street or across the nation.

My Ride North Texas

<http://myridenorthtexas.org/en/home/>

The goal at My Ride North Texas is to provide a one-stop transportation resource, where anyone can find a ride in the 16 county North Central Texas region, and transportation providers can support their communities. This website was created to meet the transportation needs our military veteran's face every day and has been extended to serve the needs of everyone in the North Texas region.

North Central Texas Council of Governments (NCTCOG) Regional Transportation Provider Inventory

<https://resources.nctcog.org/trans/transit/ops/tpi/map.asp>

Provides a list of transportation options in North Central Texas.

National Aging and Disability Transportation Center (NADTC)

<https://www.nadtc.org>

Phone: 866-983-3222

NADTC is a program of the Federal Transit Administration (FTA) administered by Easter Seals and the National Association of Area Agencies on Aging (n4a) with guidance from the Administration for Community Living (ACL).

National Aging and Disability Transportation Center: ADA & Paratransit

<https://www.nadtc.org/about/transportation-aging-disability/ada-and-paratransit/>

NADTC: Paratransit Customer Rights & Responsibilities Bookmarks

<http://www.nadtc.org/wp-content/uploads/NADTC-Paratransit-Customer-Rights-Responsibilities-Bookmark.pdf>

National Center for Mobility Management

<http://nationalcenterformobilitymanagement.org/>

Phone: 866-846-6400 (Toll-free)

Email: info@ccam-tac.org

The National Center for Mobility Management strives to facilitate communities to adopt transportation strategies and mobility options that empower people to live independently, and advance health, economic vitality, self-sufficiency, and community.

Rural Health Information Hub: Transportation to Support Rural Healthcare

<https://www.ruralhealthinfo.org/topics/transportation>

Phone: 1-800-270-1898

E-mail: info@ruralhealthinfo.org

Provides information on how communities can provide transportation services to support access to rural healthcare, highlighting transportation as a community-based service that allows the elderly and people with disabilities to live successfully in a community.

U.S. Department of Transportation: Accessibility

<https://www.transportation.gov/accessibility>

U.S. Department of Transportation/Federal Transit Administration: Public Transportation ADA Toll-free Assistance Line

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/ada-regulations>

Phone: 1-888-446-4511 ADA Assistance Line

E-mail: FTA.ADAAssistance@dot.gov

If you have any questions or concerns regarding public transportation for people with disabilities, contact the Federal Transit Administration (FTA) Office of Civil Rights Americans with Disabilities Act (ADA) Assistance Hotline.

Tools for Self-Advocacy and Independence

ARCH National Respite Network: Transportation Access and Respite Care

<https://archrespite.org/library/transportation-access-and-respite-care/>

Discusses the challenges that poor access to transportation creates for caregivers, care recipients and respite providers and ways to overcome these barriers.

Federal Transit Administration

<https://www.transit.dot.gov/>

1200 New Jersey Avenue, SE

Washington, DC 20590

Phone: 202-366-4043

Toll-free: 800-877-8339

Email: unitedweride@fta.dot.gov

Oversees activities to simplify customer access to transportation, reduce duplication of transportation services, stream-line federal rules and regulations that may impede the coordinated delivery of services, and improve the efficiency of services using existing resources.

Transportation Associations and Statewide Public Transit Directories

American Public Transportation Association

<https://www.apta.com/>

1300 I Street NW

Suite 1200 East

Washington, DC 20005

Phone: 202-496-4800

Provides links to transit agencies for every state, with details on resources by county and city. Includes transit specific links for bus, rail, ferry, and paratransit.

National Rural Transit Assistance Program (NRTAP)

<https://www.nationalrtap.org/>

Phone: 888-589-6821

Email: info@nationalrtap.org

National Rural Transit Assistance Program is a program of the Federal Transit Administration dedicated to creating public and rural transit solutions in America through technical assistance, partner collaboration, free training and other transit industry products. They provide information materials on public transit and ADA as well as resources for tribal transit providers.

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