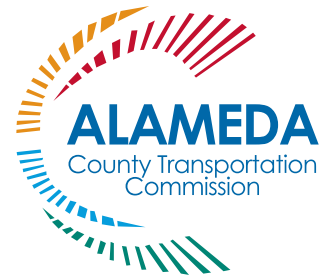




**PROVIDER RESOURCE
TOOLKIT FOR SERVING**
Seniors and
People with Disabilities



Alameda County Transportation Commission
1111 Broadway, Suite 800
Oakland, CA 94607
www.AlamedaCTC.org

Special Transportation Program for Seniors and People with Disabilities / January 2015

**Alameda County Transportation Commission
Special Transportation Program for Seniors and People with Disabilities**

PROVIDER RESOURCE TOOLKIT

Updated January 2015

Overview

The Alameda County Transportation Commission (Alameda CTC) “Provider Resource Toolkit” consists of web-based and downloadable resources for providers of transportation services for seniors and people with disabilities.

The intent of this resource list is to provide education and information on the transportation needs of seniors and people with disabilities, best practices in providing services, how-to guides, performance measures, case studies and other resources that can help providers optimize their provision of services.

This document can also be found online at <http://accessalameda.com/downloads/>.

The resources are organized into several topic areas for easy reference. Navigate directly to a section using the menu on the following page.

Please note that while some resources are relevant to multiple topic areas, they have been placed in the topic area that is the best match. Information about local or regional funding sources for accessible transportation projects and program is included in the “Funding” section.

This listing of resources is a work in progress, and will be updated and expanded over time.

Please direct any comments, corrections, or suggestions related to new resources, websites, and other information to:

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(510) 208-7469



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GENERAL RESOURCES ON TRANSPORTATION FOR SENIORS

Online Resources

National Center on Senior Transportation (NCST): A broad range of resources and training opportunities related to transportation options for older adults, with focused resources for aging/human services professionals, transportation providers, and older adults and their families.

<http://seniortransportation.easterseals.com>

The Beverly Foundation Legacy: On September 30, 2013, the Beverly Foundation completed its program activities and dissolved its operations. The Foundation has arranged to maintain its website, renamed Beverly Foundation Legacy. This online resource contains reports and technical assistance products related to enhancing mobility and transportation for older adults; website includes a Senior Transportation Resource Library and information on Volunteer Driver Programs.

<http://beverlyfoundationlegacy.org/>

National RTAP Website Builder. Website Builder is an online tool that allows providers to create and design transportation websites that are hosted on the National RTAP server free of charge.

<http://webbuilder.nationalrtap.org/supportcenter/BuilderApps/WebsiteBuilder.aspx>

Publications

National Center on Senior Transportation (2010), *Transportation: The Silent Need. Results of a National Survey of Area Agencies on Aging*
http://www.tccordinatedplan.org/uploads/3/1/4/7/3147084/transportation_thesilentneed_4web.pdf

American Public Transportation Association (2010), *Funding the Public Transportation Needs of an Aging Population*.
http://www.apta.com/resources/reportsandpublications/Documents/TCRP_J11_Funding_Transit_Needs_of_Aging_Population.pdf

Federal Transit Administration (2010), *Attracting Senior Drivers to Public Transportation: Issues and Concerns*.

http://www.fta.dot.gov/documents/TRANSP0_Attracting_Seniors_Public_Transportation_Final_Report.pdf

Harris Interactive (2005), *Older American Attitudes Toward Mobility and Transportation*.

http://www.apta.com/mediacenter/pressreleases/2005/Documents/051206harris_interactive.pdf

Beverly Foundation and APTA (2007), *Public Transportation Programs for Seniors*.

http://www.apta.com/resources/reportsandpublications/Documents/report_public_transportation_programs_seniors_dec_2007.pdf

NCST (2009), *Senior Transportation Today* (white paper and annotated bibliography)

http://www.seniortransportation.net/Portals/0/Cache/Pages/Resources/Senior_Transportation_Today.pdf

Transit Cooperative Research Program Report 82 (2002), *Improving Public Transit for Older Persons*

http://onlinepubs.trb.org/Onlinepubs/tcrp/tcrp_rpt_82v1a.pdf
http://www.trb.org/news/blurb_detail.asp?id=1162

Surface Transportation Policy Project (2004), *Aging Americans: Stranded Without Options*

http://www.apta.com/resources/reportsandpublications/Documents/aging_stranded.pdf

USDOT (2003), *Safe Mobility for a Maturing Society: Challenges and Opportunities*

<http://ntl.bts.gov/lib/24000/24700/24703/SafeMobility.pdf>

National Center on Senior Transportation, *Hanging Up the Keys? Options When Driving Retirement Becomes a Crisis*

http://www.seniortransportation.net/Portals/0/Cache/Pages/Resources/Hanging_Up_the_Keys_Guide.pdf

GENERAL RESOURCES ON TRANSPORTATION FOR PEOPLE WITH DISABILITIES

Easter Seals Project ACTION (ESPA): Clearinghouse for a broad range of technical resources and training opportunities related to increasing public transportation access for people with disabilities. Resources cover topics as varied as travel training, taxi-based services and inclusive pedestrian environments. Project ACTION and its website are funded through December 2014. It is unknown how the website and resources will be maintained past this date.

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

ESPA “Strengthening Transportation for Veterans and Returning Service Members”: ESPA is part of the technical assistance team for the Veterans Transportation and Community Living Initiative (VTCLI), a federal initiative sponsored by the Department of Transportation in partnership with the U.S. Departments of Veterans Affairs, Labor, Defense, and Health and Human Services. Their efforts focus on using the web and open-government tools to facilitate wider involvement and gain greater awareness of the needs of veterans, military families, and service-members. In May 2012, ESPA launched an online dialogue called “Strengthening Transportation Choices So We Can Serve Those Who Have Served Their Country” to share ideas and solutions.

<http://www.projectaction.org/Initiatives/Veterans.aspx> and

http://www.fta.dot.gov/documents/Veterans_Dialogue_Final_Report_7_30_12.pdf

National Rural Transit Assistance Program (RTAP). National RTAP is a great resource for small urban transit and paratransit providers. Since many rural providers operate demand-response service, resources from National RTAP often focus on that rather than fixed-route service. National RTAP offers a wide range of training materials, online toolkits, web-based applications, and assistance from a resource specialist with questions and research. www.nationalrtap.org

Clipper Card: The Regional Transit Connection (RTC) Clipper Card is a version of Clipper created for passengers with qualifying disabilities. For more information about the RTC Discount card program, eligibility guidelines and where to apply, visit 511.org. Learn more about the card’s features with the Your RTC Clipper Card Guide:

https://www.clippercard.com/ClipperWeb/downloads/Clipper_RTCBooklet.pdf

California Association for Coordinated Transportation (CalACT).

CalACT is the largest state transit association in the U.S. CalACT operates the California RTAP program. This website includes links to resources and announcements for upcoming trainings.

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

Publications

Transit Cooperative Research Program (TCRP): A listing of TCRP reports related to transportation for people with disabilities can be found here:

<http://www.tcrponline.org/SitePages/PersonsWithDisabilities.aspx>

ESPA (2012), *Effective Transportation Advisory Committees: Creating a Group that Reflects all Community Voices.*

<http://www.projectaction.org/ResourcesPublications/PlanningandPublicParticipation.aspx>

ESPA (2012), *Including People with Disabilities: Communication and Meeting Etiquette.*

<https://docs.google.com/file/d/0B9Z3JWh9fZfcU096OTZhY2Y0bVE/edit>

ACCESSIBLE TRANSPORTATION PROVIDERS AND SERVICES IN ALAMEDA COUNTY

Access Alameda: Updated and redesigned in 2014. Brochure and website providing information on Alameda CTC-funded city-based accessible transportation services, ADA paratransit services, Alameda CTC's Emergency Wheelchair Breakdown Service, as well as links to Alameda County's fixed route transit operators. The brochure is available for download in English, Spanish, Chinese, Vietnamese, Farsi, and Tagalog at the Access Alameda website.

<http://www.accessalameda.org>

Alameda County Transportation Resource Finder: Eden I&R and AC Transit partnered to create this online, searchable database of transportation resources available throughout Alameda County. The database is refreshed annually.

<http://transportation.211alamedacounty.org>

AGING-FRIENDLY COMMUNITIES, COMPLETE STREETS, ACCESS TO TRANSIT

Online Resources

Partners for Livable Communities: A non-profit organization providing technical assistance, training, and publications related to improving the livability of communities. With the National Association of Area Agencies on Aging, Partners for Livable Communities sponsors an Aging in Place Initiative intended to help communities prepare for the aging of their population.

Main website: <http://livable.org/>

Aging in Place Initiative: <http://www.livable.org/program-areas/livable-communities-for-all-ages-a-aging-in-place/the-aging-in-place-initiative>

Aging in Place, Stuck without Options: An analysis by the Center for Neighborhood Technology that ranks metro areas by the percentage of seniors with poor access to public transportation, now and in the coming years, and presents other data on aging and transportation.

<http://t4america.org/docs/SeniorsMobilityCrisis.pdf>

U.S. Access Board: An independent Federal agency devoted to accessibility for people with disabilities. The Board develops and maintains design criteria for the built environment, transit vehicles, telecommunications equipment, and for electronic and information technology, and provides technical assistance and training on these requirements.

<http://www.access-board.gov>

U.S. Access Board Accessible Sidewalk Videos: A four-part video series illustrating issues and considerations related to sidewalk access for pedestrians with mobility impairments, including those who use wheelchairs, and pedestrians who are blind or have low vision.
<http://www.access-board.gov/guidelines-and-standards/streets-sidewalks/public-rights-of-way/guidance-and-research/accessible-sidewalks-video-series>

Environmental and Policy Change (EPC) for Healthy Aging Initiative: The EPC Healthy Aging online resource provides online presentations, webinars, and resources to build capacity for change.
<http://www.agingfriendly.org/>

Proceedings of the March 2008 Creating Aging-Friendly Communities Conference: <http://www.agingfriendly.org/conference2008.htm>

World Health Organization 2nd International Conference on Age-Friendly Cities: <http://www.afc2013.ca/en/>

CDC Healthy Aging Research Network & Creating Aging-Friendly Communities:
The CDC Healthy Aging Research Network (CDC-HAN) works to develop and implement a national research and dissemination agenda related to the public health aspects of healthy aging. This website provides access to webinars, action briefs and publications.
<http://www.prc-han.org/>

Tri-City Elder Coalition Pathways to Positive Aging: Multi-faceted community planning effort in Fremont, Newark and Union City promoting improved quality of life for older adults.
<http://www.tceconline.org/>

National Complete Streets Coalition: A coalition of groups working to promote development of road networks that provide safe access for all users, including pedestrians, bicyclists, motorists, and transit users of all ages and abilities. The Coalition has a factsheet covering complete streets issues related to people with disabilities.
<http://www.smartgrowthamerica.org/complete-streets/complete-streets-fundamentals/factsheets/disabilities>

Pedestrian and Bicycle Information Center: PBIC offers comprehensive websites providing information and training on a range of topics related to bicycling and walking and bicycle and pedestrian facilities. PBIC has several resources available relevant to seniors and people with disabilities.

www.pedbikeinfo.org

http://www.pedbikeinfo.org/programs/education_bike_senior.cfm

<http://www.pedbikeinfo.org/data/library/details.cfm?id=2089>

Great Communities Collaborative/Great Communities Toolkit:

Includes policy fact sheets and handouts on Complete Streets and Senior Mobility.

<http://www.greatcommunities.org/resources/tool-kits/>

Transportation Alternatives: New York City advocacy organization implementing an innovative "Safe Routes for Seniors Program".

<http://transalt.org/issues/pedestrian/safeseniors>

Streetfilm on Transportation Alternatives's Safe Routes for Seniors

Program: <http://www.streetfilms.org/nycseniors/>

Publications

Easter Seals Project ACTION (2013), *Checklist for Assessing the Accessibility of Transportation and Mobility*

<http://www.projectaction.org/ResourcesPublications/AssessmentToolsandResources.aspx>

Easter Seals Project ACTION (2012), *Neighborhood Wayfinding Assessment Pocket Guide*

<http://www.projectaction.org/ResourcesPublications/BrowseOurResourceLibrary/ResourceSearchResults.aspx?org=a2GSpnDbrul=&query=neighborhood>

TCRP Report 153 (2012), *Guidelines for Providing Access to Public Transportation Stations*

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_153.pdf

Transit Access Project, *Riders' Guide to Public Transit for People with Disabilities*

<http://www.omnitrans.org/services/access/pdf/ADA-Paratransit-Riders-Guide.pdf>

Easter Seals Project ACTION (2006), *Toolkit for the Assessment of Bus Stop Accessibility and Safety*

<http://www.oregon.gov/ODOT/PT/docs/ada/ada-bus-stop-toolkit-aug2011.pdf>

Easter Seals Project ACTION (2009), *Universal Design and Access to Transit Systems fact sheet*

<http://www.projectaction.org/ResourcesPublications/BrowseOurResourceLibrary/ResourceSearchResults.aspx?org=a2GSpnDbrul=&query=universal%20design>

NCHRP (2012), *Local Policies and Practices That Support Safe Pedestrian Environments: A Synthesis of Highway Practice.*

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_syn_436.pdf

Easter Seals Project ACTION (2011), *Accessible Pathways & Livable Communities Pocket Guide*

<http://www.projectaction.org/ResourcesPublications/BrowseOurResourceLibrary/ResourceSearchResults.aspx?org=a2GSpnDbrul=&query=Accessible%20Pathways%20&%20Livable%20Communities%20Pocket%20Guide>

Transportation for America (2011), *Dangerous by Design: Solving the Epidemic of Preventable Pedestrian Deaths.*

<http://www.smartgrowthamerica.org/documents/dangerous-by-design-2011.pdf>

AARP (2009), *Planning Complete Streets for an Aging America*

<http://assets.aarp.org/rgcenter/ppi/liv-com/2009-12-streets.pdf>

U.S. EPA (2009), *Growing Smarter, Living Healthier: A Guide to Smart Growth and Active Aging*

<http://www.epa.gov/aging/bhc/guide.htm>

Partners for Livable Communities et al, *The Maturing of America – Getting Communities on Track for an Aging Population*

http://www.livable.org/storage/documents/reports/AIP/maturing_of_america.pdf

Federal Highway Administration (2008), *A Resident's Guide for Creating Safe and Walkable Communities*

http://safety.fhwa.dot.gov/ped_bike/ped_cmnty/ped_walkguide/index.cfm

Partners for Livable Communities and the National Association of Area Agencies on Aging (2007), *A Blueprint for Action: Developing a Livable Community for All Ages*

<http://livable.org/storage/documents/reports/AIP/blueprint4actionsinglepages.pdf>

AARP (2005), *Beyond 50.05 A Report to the Nation on Livable Communities: Creating Environments for Successful Aging*

http://assets.aarp.org/rgcenter/il/beyond_50_communities.pdf

AARP Policy Institute (2005), *Livable Communities: An Evaluation Guide*

http://assets.aarp.org/rgcenter/il/d18311_communities.pdf

ALAMEDA COUNTY/BAY AREA PLANS, REPORTS, PRESENTATIONS, AND INITIATIVES

Plans

Metropolitan Transportation Commission (2013), *Coordinated Public Transit—Human Services Transportation Plan Update for the San Francisco Bay Area*

<http://www.mtc.ca.gov/planning/pths/>

Metropolitan Transportation Commission, Community-Based Transportation Plans completed in Alameda County communities (Central Alameda, South and West Berkeley, West Oakland, Central and East Oakland)

<http://www.mtc.ca.gov/planning/cbtp/>

Presentations

"Service Coordination: Playing Nicely in the Sandbox." See Richard Weiner's presentation on paratransit services in Alameda County starting at 53:00. (Presentation to TRB Paratransit Conference in

Monterey, CA, November 2014) <http://vimeopro.com/vcubeusa/trb-2014/page/1>

2014 Mobility Workshop Presentations from the 11th Annual Mobility Workshop (October 17, 2014)

<http://www.alamedactc.org/events/view/14721>

- State of the System and Hot Topics
- Access to Healthcare
- Transportation Network Companies and Accessibility

"The Next Generation of On-Demand Senior Transportation." See Paul Supawanich's presentation starting at 29:15. (Presentation to TRB Paratransit Conference in Monterey, CA, November 2014).

<http://vimeopro.com/vcubeusa/trb-2014/page/1>

"TNCs and Paratransit." See David Koffman's presentation "Using Entrepreneurial Service Providers to Achieve Public Objectives" starting at 42:58. (Presentation to TRB Paratransit Conference in Monterey, CA, November 2014) <http://vimeopro.com/vcubeusa/trb-2014/page/2>

"Mobility Management in the Bay Area and Beyond" (Presentation to Coordination Summit in Alameda County, November 19, 2009)

http://www.alamedactc.org/files/managed/Document/6879/Mobility_Management_in_BayArea_and_Beyond_Nov2009.pdf

Reports and Publications

Alameda CTC (2009), *Toolkit for Improving Walkability in Alameda County*

http://www.alamedactc.org/files/managed/Document/6180/ped_toolkit_print.pdf

Initiatives

Tri-City Elder Coalition Pathways to Positive Aging: Multi-disciplinary planning project culminating in the development of a Community Strategic Plan focused on quality of life for older adults in Fremont, Newark, and Union City. The plan identifies specific actions and initiatives and engages government, the medical community, the faith community, cultural communities, the private and non-profit sectors, and families and caregivers.

<http://tceconline.org/>

Peninsula Fleet Share: Designed to allow cities, agencies, and other organizations in San Mateo County to borrow passenger vehicles when they need them and lend their vehicles to other organizations when they're not being used. Online resources include: Peninsula Fleet Share Member Guide; Contract Agreement between Peninsula Fleet Share members and the San Mateo County Transit District.

<http://www.seniormobility.org/pfs.html>

THE AMERICANS WITH DISABILITIES ACT (ADA)

Legislation and Regulations

The Americans with Disabilities Act of 1990 (full text)

<http://www.ada.gov/pubs/adastatute08.htm>

- Preamble--Transportation for Individuals with Disabilities:
http://www.fta.dot.gov/12876_4058.html
- Part 27--Nondiscrimination on the Basis of Disability in Programs and Activities Receiving or Benefitting From Federal Financial Assistance
http://www.fta.dot.gov/printer_friendly/12876_3907.html
- Part 37--Transportation Services for Individuals with Disabilities
http://www.fta.dot.gov/12876_3906.html
- Part 38--Accessibility Specifications for Transportation Vehicles
http://www.fta.dot.gov/12876_3905.html

Online Resources

U.S. Department of Justice Americans with Disabilities Act Home Page

<http://www.ada.gov>

Federal Transit Administration ADA Webpage

<http://www.fta.dot.gov/civilrights/12325.html>

Department of Justice ADA webpage:

<http://www.justice.gov/crt/about/drs/Publications>

ADA National Network (2012), Service Animals and Emotional Support Animals: Where are they allowed and under what conditions?

<http://www.mdlclaw.org/wp-content/uploads/2012/03/service+animal+booklet+english.pdf>

EMERGENCY PREPAREDNESS

Online Resources

Collaborating Agencies Responding to Disasters (CARD)

<http://cardcanhelp.org>

California Office of Emergency Services Office for Access and Functional Needs

<http://develop.oes.ca.gov/WebPage/oeswebsite.nsf/Content/7CC19449AF7EEC028825748E0059F8BE?OpenDocument>

Publications

Boyd, A., Lazaro, R., Pankratz, D., Lazaro, V., Gleason, G., Moy, A., Chesnutt, J., and June Isaacson Kailes (2013), *Paratransit Emergency Preparedness and Operations Handbook*.

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_160.pdf

Kaisar, E, Hess, L, and Alicia Benazir Portal Palomo (2012), *An Emergency Evacuation Planning Model for Special Needs Populations Using Public Transit Systems*.

<http://www.nctr.usf.edu/wp-content/uploads/2012/07/JPT15.2Kaisar.pdf>

National RTAP (2011), *Emergency Procedures for Rural Transit Drivers*.

demopro.nationalrtap.org/emailResource.aspx?design=1&fileid=382

Alameda CTC/CARD Paratransit Emergency Planning Final Report (If you are interested in any of the materials referenced in this report, please contact Naomi Armenta at (510) 208-7469 or narmenta@alamedactc.org).

http://www.alamedactc.org/files/managed/Document/9710/Final_Report_ACTIA-CARD_FY2007-08_6-30-08.pdf

ETHNICALLY AND CULTURALLY DIVERSE COMMUNITIES

Publications

Community Transportation Association of America (2008), *Senior Transportation Toolkit and Best Practices: Transportation for Persons with Limited English Proficiency*

http://web1.ctaa.org/webmodules/webarticles/articlefiles/LEP_doc_w ith_Cover_Sheet.pdf

National Center for Senior Transportation (2009), *Everyone Rides: Transportation Access for Culturally and Ethnically Diverse Elders*

<http://www.aarp.org/livable-communities/learn/transportation-mobility/info-2013/everyone-rides-transportation-access.html>

FLEXIBLE TRANSIT AND SERVICE INTEGRATION

Publications

Transit Cooperative Research Program Synthesis Report 53 (2004), *Operational Experiences with Flexible Transit Services*

http://onlinepubs.trb.org/Onlinepubs/tcrp/tcrp_syn_53.pdf

Transit Cooperative Research Program Synthesis Report 76 (2008), *Integration of Paratransit and Fixed-Route Transit Services*

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_syn_76.pdf

“Integration of Paratransit and Fixed-Route Transit Services”
(Presentation by Richard Weiner to PAPCO/TAC Joint Meeting,
February 23, 2009)

http://www.alamedactc.org/files/managed/Document/9711/Integration_of_Paratransit_Fixed_Route_Transit.pdf

FUNDING

Online Resources

Federal Transit Administration 5310 Enhanced Mobility of Seniors and Individuals with Disabilities: Information about federal funding for transportation programs for seniors and people with disabilities. 5310 and 5317 are now combined in a new 5310 program called “Enhanced Mobility Of Seniors And Individuals With Disabilities.” The 5316 Job Access and Reverse Commute (JARC) program no longer exists as it has been subsumed into the urban (5307) and rural (5311) formula funding programs.

Overview of Map-21 program:

<http://www.fta.dot.gov/map21/>

Fact Sheet on 5310 Program:

http://www.fta.dot.gov/documents/MAP-21_Fact_Sheet_-_Enhanced_Mobility_of_Seniors_and_Individuals_with_Disabilities.pdf

Metropolitan Transportation Commission (MTC) FTA funding programs webpage: MTC administers FTA funding programs in the Bay Area.

<http://www.mtc.ca.gov/funding/FTA/>

Alameda CTC Gap Grant Program: Funds projects that reduce differences in services based on geographic residence or meet priority established by PAPCO. Public agencies and certain non-profits are eligible to apply for funds.

http://www.alamedactc.org/news_items/view/9716

MTC Lifeline Transportation Program: Funds community-based transportation projects that result in improved mobility for low-income Bay Area residents. Public agencies, transit operators, non-profits, and private operators of public transportation services can apply. Projects may focus on transportation needs of low-income older adults and people with disabilities. Administered by the Alameda County Transportation Commission.

<http://www.mtc.ca.gov/planning/lifeline/index.htm>

Beverly Foundation Legacy STAR Awards: Awards supporting innovative transportation programs for older adults.

<http://beverlyfoundationlegacy.org/star-search-and-star-awards/>

Publications

Alameda CTC Overview of Funding Opportunities for Accessible Transportation Services, Programs, and Research

http://www.alamedactc.org/files/managed/Document/9713/Overview_of_Funding_Opportunities_for_Accessible_Transportation_Services_Programs_and_Research.pdf

Easter Seals Project ACTION (2007), *Building Mobility Partnerships for People with Disabilities: Opportunities for Federal Funding*

<http://www.cuuats.org/hstp/library/my-trip/summaries-guides/2007/eastersealsprojectactionreport.pdf/view>

HEALTH AND TRANSPORTATION

Online Resources

Healthy Eating Active Living Convergence Partnership: Resources related to changing policies and environments to promote healthy people living in healthy places.

Transportation & Health 101 Toolkit:

http://www.kintera.org/site/c.fhLOK6PELmF/b.4919325/k.4D65/Transportation_Health_101_Toolkit.htm

American Public Health Associate Transportation and Health Toolkit:

The health and transportation toolkit includes talking points, outreach materials and resources. All are available for download.

<https://www.apha.org/topics-and-issues/transportation-issues-from-the-public-health-perspective/transportation-and-health-toolkit>

Publications

Easter Seals Project ACTION and the National Center on Senior Transportation (2012) *Assessing the Intersection between Health and Transportation: Literature Review*

<http://www.projectaction.org/ResourcesPublications/BrowseOurResourceLibrary/ResourceSearchResults.aspx?org=a2GSpnDbrul=&query=literature%20review>

Community Transportation Association of America (2011), *The Dialysis Report: Transportation Demand Outstrips Supply*
http://web1.ctaa.org/webmodules/webarticles/articlefiles/Fall_Winter_11_The_Dialysis_Report.pdf

PolicyLink (2009), *Healthy, Equitable Transportation Policy: Recommendations and Research*
http://www.convergencepartnership.org/atf/cf/%7B245a9b44-6ded-4abd-a392-ae583809e350%7D/HEALTHTRANS_FULLBOOK_FINAL.PDF

American Public Health Association (2010), *The Hidden Health Costs of Transportation*
http://www.apha.org/~media/files/pdf/topics/transport/hidden_health_costs_of_transportation_background.ashx

American Public Health Association, *At the Intersection of Public Health and Transportation*
http://www.apha.org/~media/files/pdf/fact%20sheets/at_the_intersection_public_health_and_transportation.ashx

MOBILITY DEVICES

Online Resources

Knowledge Transition: Information about WC-19 Standard for wheelchairs used as seats in motor vehicles
http://www.ercwts.org/RERC_WTS2_KT/RERC_WTS2_KT_Stand/Intro_WC19.html

Easter Seals Project ACTION (2009), *Status Report on the Use of Wheelchairs and Other Mobility Devices on Public and Private Transportation*
http://www.nasvad.org/sites/nasvad/files/hcbs/files/147/7329/public_transport_mobility.pdf

2012 Errata - Status Report on the Use of Wheelchairs and Other Mobility Devices on Public and Private Transportation

<http://www.projectaction.org/ResourcesPublications/BrowseOurResourceLibrary/ResourceSearchResults.aspx?org=a2GSpnDbrul=&query=2012%20Errata%20-%20Status%20Report%20on%20the%20Use%20of%20Wheelchairs%20and%20Other%20Mobility%20Devices%20on%20Public%20and%20Priva>

“Status Report on the Use of Wheelchairs and Other Mobility Devices on Public and Private Transportation” (Presentation by Richard Weiner to TAC, September 2007)

http://www.alamedactc.org/files/managed/Document/10121/ESPA_Status_Report_Current_Use_of_Wheelchairs_and_Other_Mobility_Devices.pdf

ADA National Network (2012), *Service Animals and Emotional Support Animals: Where are they allowed and under what conditions?*

<http://www.mdlclaw.org/wp-content/uploads/2012/03/service+animal+booklet+english.pdf>

MOBILITY MANAGEMENT AND COORDINATION

Online Resources

National Center for Mobility Management: The National Center for Mobility Management (NCMM) is an initiative of the United We Ride program, and is supported through a cooperative agreement with the Federal Transit Administration. NCMM provides assistance to communities through regional liaisons, delivers in-person and virtual trainings, and disseminates research materials and information.

<http://nationalcenterformobilitymanagement.org/>

National Resource Center for Human Service Transportation

Coordination: Operated by the Community Transportation Association of America through an agreement with the Federal Transit Administration, this website provides a range of resources in support of mobility management and transportation coordination.

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=8&z=62>

Partnership for Mobility Management page:

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=1790&z=78>

United We Ride: Federal government website supporting development of coordinated transportation strategies.

<http://www.unitedweride.gov>

Mobility Management page:

http://www.unitedweride.gov/1_8_ENG_HTML.htm

One Call-One Click Toolkit: A toolkit with information for communities interested in working together to develop a one-call or one-click service for transportation.

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=2428&z=101>

Aging and Disability Resource Center Technical Assistance Exchange.

The exchange shares ideas, knowledge, and best practices related to person-centered, self-directed long term services. <http://www.adrc-tae.acl.gov/tiki-index.php?page=HomePage>

Publications

Metropolitan Transportation Commission (2013), *Coordinated Public Transit/Human Services Transportation Plan Update for the San Francisco Bay Area*

This federally-required plan details gaps in services for seniors, people with disabilities, and low-income individuals in the nine-county Bay Area, as well as strategies for addressing these gaps. The Plan Update includes new information on existing transportation resources serving transportation-disadvantaged populations in the region, as well as updated transportation gaps faced by these populations.

<http://www.mtc.ca.gov/planning/pths/>

American Public Transportation Association (2008), *Mobility Management: A New Role for Public Transportation*

This brochure provides an introduction to the concept of mobility management by highlighting case studies and answering common questions about service coordination.

http://www.apta.com/resources/reportsandpublications/Documents/mobility_management.pdf

Texas Transportation Institute (2011), *Performance Measures for Public Transit Mobility Management*

<http://d2dtl5nnlpfr0r.cloudfront.net/tti.tamu.edu/documents/0-6633-1.pdf>

Easter Seals Project ACTION Newsletter (2012), *Building Relationships between Mobility Managers & Centers for Independent Living*

<http://www.projectaction.org/ResourcesPublications/BrowseOurResourceLibrary/ResourceSearchResults.aspx?org=a2GSpnDbrul=&query=Building%20Relationships>

Easter Seals Project ACTION Newsletter (2010), *Success in Mobility Management*

http://www.projectaction.org/Portals/3/UpdateNewsletters/UpdateVolume22_2_EasterSealsUPDATEApr2010.pdf

AARP Public Policy Institute (2009), *Mobility Management*

http://assets.aarp.org/rgcenter/ppi/liv-com/roundtable_091013_mobility.pdf

California Department of Transportation (2009), *Mobility Management Planning Study*

<http://www.outreach1.org/public/OutreachMobilityManagementPlanningStudy.pdf>

National Resource Center for Human Service Transportation Coordination, *United We Ride Mobility Management Brochure* (2007)

http://www.unitedweride.gov/Mobility_Management_Brochure.pdf

Presentations

“Mobility Management in the Bay Area and Beyond” (Presentation to Coordination Summit in Alameda County, November 19, 2009)

http://www.alamedactc.org/files/managed/Document/6879/Mobility_Management_in_BayArea_and_Beyond_Nov2009.pdf

“Overview of Mobility Management” Presentation from National Resource Center for Human Service Transportation Coordination for CalACT Conference (September, 2010)

<http://www.calact.org/assets/events/2010%20Conference/OVERVIEW%20OF%20MOBILITY%20MGT%20Cyra.pdf>

SENIOR DRIVER SAFETY

Online Resources

MIT Age Lab: The MIT Age Lab comprises over 30 researchers, many of whom focus on the following issues related to driving and mobility: decisions about driving, older drivers and new in-vehicle technologies, health concerns and the older driver, politics and policy around licensing and retesting of older drivers, and transportation alternatives for older drivers. Other research includes topics such as independent living and caregiving and business strategy innovations for the elderly. Little data and information are available on the website itself, however the publications page lists over 45 relevant reports - some are available through links, but most must be obtained through journals.

<http://agelab.mit.edu/>

American Automobile Association (AAA) Foundation for Traffic Safety (FTS): Focused mainly on safe driving for older adults. Also provides information related to transitioning older adults into use of other modes of transportation. Understanding elderly driving behavior is essential for crafting a marketing strategy to attract these drivers to public transit.

<http://seniordriving.aaa.com/>

California Department of Motor Vehicles Senior Driver webpage:

http://dmv.ca.gov/about/senior/senior_top.htm

The American Society on Aging (ASA) and the National Highway Traffic Safety Administration (NHTSA) Drive Well Toolkit: Promoting Older Driver Safety and Mobility in Your Community:

<http://www.nhtsa.gov/Driving+Safety/Older+Drivers/Drive+Well+Toolkit:+Promoting+Older+Driver+Safety+and+Mobility+in+Your+Community>

AARP Driver Safety Program:

http://www.aarp.org/home-garden/transportation/driver_safety/

National Center on Senior Transportation – Older Driver Safety and Transition:

http://www.safeandmobileseniors.org/pdfs/Older_Driver_Safety_Aging_Network.pdf

Car Insurance Tips: Senior Driver Safety

<http://www.carinsurancequotes.net/resources/car-insurance-tips-senior-driver-safety/>

Senior Driving – Safety Tips, Warning Signs, and Knowing When to Stop:

http://helpguide.org/elder/senior_citizen_driving.htm

Publications

Urban Institute (2013), *Roadblocks Ahead for Seniors Who Don't Drive*

<http://www.urban.org/publications/412825.html>

Easter Seals Project ACTION (2013), *Driver & Pedestrian Guide to Sharing the Road Safely Pocket Guide*

<http://www.projectaction.org/ResourcesPublications/BrowseOurResourceLibrary/ResourceSearchResults.aspx?org=a2GSpnDbrul=&query=Driver%20&%20Pedestrian%20Guide%20to%20Sharing%20the%20Road%20Safely>

California Department of Motor Vehicles (2013), *Senior Guide for Safe Driving*

<http://www.dmv.ca.gov/portal/wcm/connect/8a431ac8-535b-4783-b006-a6c6cf58ef18/dl625senior.pdf?MOD=AJPERES>

TAXI-BASED ACCESSIBLE SERVICES

Online Resources

Easter Seals Project ACTION resources on accessible taxi services:

<http://www.projectaction.org/ResourcesPublications/TaxiServices.aspx>

New On-Demand Accessible Transportation Services

Transportation Network Companies, which provide transportation services using people's personal vehicles organized through web- or mobile-based applications, have begun to address accessible transportation. The following companies should be contacted directly to find out more about their efforts.

Lift Hero: Lift Hero matches drivers with seniors in need of same-day transportation. Lift Hero currently operates in the San Francisco Bay Area only. <https://www.lifthero.com>

Lyft Access: Transportation Network Company Lyft has an ongoing initiative called Lyft Access to increase the availability of wheelchair accessible vehicles within its driver community. You can sign up to be a part of their program here: <http://get.lyft.com/rideaccess/>

UberWAV: Transportation Network Company Uber now offers vehicles with wheelchair ramps or lifts through UberWAV. As of late 2014, the service was available in San Francisco.

Sidecar. Sidecar's policy is to comply with the Americans with Disabilities Act and in some cities pays into a fund to ensure availability of wheelchair accessible vehicles. <http://www.side.cr/>

Publications

Alameda CTC *Countywide Taxi Study* (2005)
http://www.alamedactc.org/files/managed/Document/10119/ACTIA_Countywide_Taxi_Study_2005.pdf

National Center on Senior Transportation (NCST) (2011), *Taxis for Senior Transportation*
<http://www.aarp.org/content/dam/aarp/livable-communities/learn/transportation/taxis-for-senior-transportation-aarp.pdf>

Easter Seals Project ACTION *Taxi Toolkit* (2010).
Compilation of training resources to provide taxi drivers and operators with tools for providing good customer service to passengers with disabilities
<http://www.projectaction.org/ResourcesPublications/BrowseOurResourceLibrary/ResourceSearchResults.aspx?org=a2GSpnDbrul=&query=taxi%20toolkit>

Easter Seals Project ACTION, *Taxicab Pocket Guide* (2010).
For taxi operators serving people with disabilities (also available in Spanish and Farsi)
<http://www.projectaction.org/ResourcesPublications/BrowseOurResourceLibrary/ResourceSearchResults.aspx?org=a2GSpnDbrul=&query=Taxi%20Operator%27s%20Pocket%20Guide>

Easter Seals Project ACTION, *The Americans with Disabilities Act and You: Frequently Asked Questions on Taxicab Service* (2005). For consumers; also available in a text version.

<http://www.tlpa.org/news/adanotice.pdf>

Easter Seals Project ACTION, *Incentives for Accessible Taxicabs: Update Summer 2014*

<http://www.projectaction.org/ResourcesPublications/BrowseOurResourceLibrary/ResourceSearchResults.aspx?org=a2GSpnDbrul=&query=Update%20Volume%2026%20Number%201>

Easter Seals Project ACTION, "A Survey on the Use of Taxis in Paratransit Programs" (2008)

http://www.tmacog.org/TransportationMeetings/Passenger_Rail/August_2011/Accessible_taxis.pdf

<http://www.transitaccessproject.org/InternalDocs/Research/Taxis%20and%20paratransit.pdf>

Transportation Research Board, Research Results Digest 366, "Local and State Partnerships with Taxicab Companies," (2012) Chapters 4, 5, and 6 (Contracting for Senior and Disabled Demand Responsive Service, Subsidized Taxi Rides, Wheelchair Accessible Taxicabs).

http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_rrd_366.pdf

TRAINING OPPORTUNITIES

Easter Seals Project ACTION courses, trainings and distance learning opportunities

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

Easter Seals Project ACTION audio conferences and "webinars" (and transcripts of past sessions)

<http://www.projectaction.org/Training/Webinars.aspx>

Easter Seals Project ACTION Introduction to Travel Training Course

<http://www.projectaction.org/Training/TravelTraining/IntroductiontoTravelTraining.aspx>

Community Transportation Association of America/Easter Seals Transportation Solutions Coordination Training

<http://web1.ctaa.org/webmodules/webarticles/anviewer.asp?a=813>

National RTAP (2008), *START Safety Training and Rural Transit*.
demopro.nationalrtap.org/emailResource.aspx?design=1&fileid=184

National RTAP (2011), *Customer Driven Service Webinar*.
demopro.nationalrtap.org/emailResource.aspx?design=1&fileid=858

National RTAP (2014), *2 The Point Training*. Training cards designed to be quick refresher trainings for drivers that can be reviewed in the break room, while parked and waiting for a passenger to finish an appointment, or at the beginning of the day before beginning a route. <http://webbuilder.nationalrtap.org/2thePointTraining.aspx>

TRAVEL TRAINING

Online Resources

Easter Seals Project ACTION Travel Training Resources Portal:

<http://www.projectaction.org/Training/TravelTraining.aspx>

Association of Travel Instruction (ATI): A national professional association serving the practitioners who teach persons with disabilities and seniors to use public transit safely and independently.

<http://www.travelinstruction.org>

Global Travel Training Community: Accessible Web-based community of practice to facilitate collaboration and share knowledge among the travel training community (travel trainers and those interested in travel training). Group members pose and answer questions, and share policies, job descriptions, forms, marketing materials, and other resources.

<http://www.projectaction.org/OutreachCommunity/OnlineCommunities/GTTC.aspx>

Consortium for the Educational Advancement of Travel Instruction:

Enhances knowledge and skills of professional who teach travel skills to persons with disabilities and seniors through in-service courses and published papers.

<http://www.ceati-travelinstruction.org>

Publications

TRB News 278 (2012), *Can Travel Training Services Save Public Transportation Agencies Money?*

<http://onlinepubs.trb.org/onlinepubs/trnews/trnews278rpo.pdf>

Easter Seals Project ACTION (2012), *Considerations for Selecting and Hiring Travel Trainers: A Compilation of Resources*

<http://www.kehillah-sjcc.org/special-education/new-resource-considerations-for-selecting-and-hiring-travel-trainers/>

Easter Seals Project ACTION (2012), *GET Going! Guiding Everyday Travel*

<http://www.projectaction.org/ResourcesPublications/BrowseOurResourceLibrary/ResourceSearchResults.aspx?org=a2GSpnDbrul=&query=Get%20Going>

Alameda CTC (2008), *Alameda County Older Adult Group Travel Training Guide*

http://www.alamedactc.org/files/managed/Document/10120/Alameda_County_Older_Adult_Group_Travel_Training_Manual.pdf

RideWise *Guide to Travel Training* (Ride Connection, TriMet)

http://www.rideconnection.org/ride/LinkClick.aspx?fileticket=dwrbjbCP7_o%3D&tabid=69

National Center on Senior Transportation (NCST), *Current Practices Used by Travel Trainers for Seniors*.

http://seniortransportation.net/Portals/0/Cache/Pages/Resources/Current_Practices_Used_by_Travel_Trainers_for_Seniors.pdf

Easter Seals Project ACTION, *Mobility Options in Your Community*

A resource mapping tool to help you analyze the accessible transportation resources in your community.

<http://www.docstoc.com/docs/149766770/Mobility-Options-in-Your-Community---Easter-Seals-Project-ACTION>

Disability.gov: An online portal to federal government disability-related information and resources.

<https://www.disability.gov/>

Easter Seals Project ACTION Overview of ADA Complementary Paratransit:

<http://www.projectaction.org/News/FAQs/tabid/417/Default.aspx?QuestionID=3&AFMID=988>

Highlights of the 2011 Rule to Amend the Department of Justice's Regulation Implementing Title II of the ADA

http://www.ada.gov/regs2010/factsheets/title2_factsheet.html

Publications

Easter Seals Project ACTION and APTA (2012), *ADA Essentials for Transit Board Members: Fundamentals of the Americans with Disabilities Act and Transit Public Policy*

http://www.ciatrans.net/ADA_Essentials.pdf

Easter Seals Project ACTION (2010), *Transit Operator's Pocket Guide*
This pocket guide outlines drivers' responsibilities for serving passengers with disabilities under the ADA. Covers disability etiquette, mobility aids, assisting passengers with service animals and describes the responsibilities that passengers with disabilities have to ensure themselves a ride.

http://www.nercwts.org/nerc_wts2_kt/nerc_wts2_kt_stand/WC19_Docs/Transit_operators_guide.pdf

U.S. Department of Justice (2005), *A Guide to Disability Rights Laws*
A 21-page booklet that provides a brief overview of ten Federal laws that protect the rights of people with disabilities and provides information about the federal agencies to contact for more information. Downloadable in English and Spanish, and HTML format; Cambodian, Chinese, Hmong, Japanese, Korean, Laotian, Tagalog and Vietnamese editions can be requested from the ADA Information Line (see below).

<http://www.ada.gov/cguide.pdf>

Disability Rights Education & Defense Fund (2010), *Topic Guides on ADA Transportation*

Provides technical assistance for Transit Agencies, Riders and Advocates on the Americans with Disabilities Act (ADA) and Transportation on the following topics:

- Equipment Maintenance
- Stop Announcements and Route Identification
- Eligibility for ADA Paratransit
- Telephone Hold Time in ADA Paratransit
- Origin to Destination Service in ADA Paratransit
- On-Time Performance in ADA Paratransit
- No-Shows in ADA Paratransit

<http://dredf.org/ADAtg/index.shtml>

TCRP Report 158 (2012), *Improving ADA Paratransit Demand Estimation: Regional Modeling*.

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_158.pdf

Telephone Resource

U.S. Department of Justice ADA Information Line: 1-800-514-0301 (voice) or 1-800-514-0383 (TTY). Toll-free line for questions about general or specific ADA requirements. Operates Monday through Friday from 9:30 AM until 5:30 PM (eastern time) except on Thursday when the hours are 12:30 PM until 5:30 PM. Spanish language service is also available.

VOLUNTEER DRIVER PROGRAMS

Online Resources

National Resource Center (NRC) for Human Service Transportation Coordination/Volunteer Driver Page: This page highlights some of the most effective practices in volunteer and senior transportation, and provides information on developing and maintaining a volunteer driver program.

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=80>

NRC/ Insurance Issues for Volunteer Driver Programs: Provides helpful links to publications and organizations that address insurance issues and best practices for volunteer driver programs.

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=1516&z=62>

Beverly Foundation Legacy Technical and Resource Materials for Volunteer Driver Programs: This page provides a range of resources related to developing a volunteer driver program.

<http://beverlyfoundationlegacy.org/volunteer-driver-programs/>

Washington State DOT Volunteer Drivers Guide - A Guide to Best Practices: The guide is a tool kit that provides the framework for developing and maintaining volunteer driver programs.

<http://www.wsdot.wa.gov/Transit/Training/vdg/>

Publications

Independent Living Partnership (2013), *Risk, Liability and Loss Experience of Volunteer Driver Services: Is the Widespread Belief Warranted that Volunteer Driver Services are Inherently Risky?*

<http://www.prweb.com/releases/2013/6/prweb10851900.htm>

WHEELCHAIR PURCHASE AND REPAIR RESOURCES

Consumer Guides

Electric Wheelchair Information, Tips, and Advice.

http://www.themedsupplyguide.com/electric_wheelchairs/

What Are Your Options to Pay for Assistive Devices?

http://www.abledata.com/abledata_docs/What%20are%20Your%20Options%20to%20Pay%20for%20Assistive%20Devices.pdf

When Things Go Wrong: A Wheelchair Junkie's Guide to Wheelchair Servicing. <http://www.wheelchairjunkie.com/wheelchairservicing.html>

When Self-Advocacy Gets the Repair Done.

<http://wheelchairjunkie.com/selfadvocacyrepairs.html>

WheelchairJunkie.com.

<http://www.wheelchairjunkie.com/page2.html>

Service Provision

There are a variety of services available related to mobility devices. Consumers should contact providers directly to determine if they offer the needed service. Types of services available within Alameda County include:

- Mobility device-specific repairs
- Emergency breakdown service to respond when repairs are needed
- Purchase of mobility devices
- Fitting and assistance with customization of new mobility devices
- Home modifications to ease the use of mobility devices
- Follow-up service for new users of mobility devices or people using new types of mobility devices to maximize effectiveness of device

Additional notes:

- Bicycle or auto repair shops may be capable of making basic repairs
- Some providers will only repair devices they have sold
- Some non-profits offer training in basic mobility device repair

Alameda County Wheelchair Purchase and Repair Resources

CITY	PROVIDER	PHONE NUMBER
All cities in Alameda County	Handyman for the Disabled	(510) 538-8764 (24/7)
Berkeley	The Shop at CIL	(510) 649-1100
Berkeley	Easy Does It	(510) 845-5513 (regular hours) (510) 704-2111 (emergency)
Berkeley	Johnston Medical Inc.	(510) 843-2488
Berkeley	Mobility Systems	1-800-943-7333
Berkeley	Wheelchairs of Berkeley	(510) 549-8727
Castro Valley	Clayworth Healthcare	(510) 537-9402
Emeryville	Lifeline Medical Care Services	(510) 595-8474
Fremont	Grand Wheelchair & Medical Supply	(510) 353-1999
Fremont	Haller's Pharmacy & Medical Supply	(510) 797-2221
Hayward	National Seating and Mobility	(510) 856-4001
Hayward	Hayward Medical Market	(510) 537-7722
Oakland	Residential Medical Services	(510) 553-9159
Oakland	Rollin' Along	(510) 215-0625
San Leandro	Thrifty Medical Supply	(510) 351-8444