

Content for Higher Education Faculty to Address Disability and Mobility Topics for Future Transportation Professionals



Module Development

- The contents of this module were developed by the [National Center on Mobility Management](#), a technical assistance center funded by the US Department of Transportation, [Federal Transit Administration](#)
- NCMM provides technical assistance, produces trainings and products, hosts events, and conducts professional development presentations
- NCMM is a partnership across three national organizations, including the [Community Transportation Association of America \(CTAA\)](#) which is the lead organization, and the [American Public Transportation Association](#), and [Easterseals](#)
- This module was prepared by NCMM staff and is disseminated in the interest of information exchange. Neither the NCMM nor the FTA assumes liability for its content or use. The opinions and conclusions expressed herein are solely those of the authors and should not be construed as representing the opinions or policy of any agency of the federal government.

How Can Faculty Use this Content?

- **WHO.** Introduce this content to students enrolled in transportation planning, urban planning, and/or innovative mobility and transportation programs at the undergraduate level.
- **WHAT.** The contents of this module are intended to highlight key legislative requirements that affect and/or impact individuals with disabilities who may be public transportation riders. This module is intended to complement curriculum or content shared with students about diversity, equity, inclusion, and access (DEIA). The content can be used as is, or the content can be integrated into faculty materials. It is not intended to interpret the law.
- **WHY.** Strategies related to coordination and mobility management that can be practical ways to support the implementation of accessibility requirements and create more inclusive transportation services.
- **HOW.** Encourage students to apply what they learn through activities and assignments. Emphasize that this is only the beginning – students are encouraged to seek opportunities to continuously learn about the needs of riders with disabilities and coordination and mobility management activities that can facilitate partnerships and create opportunities for individuals with disabilities.



As always, when interpreting legislation, making decisions about funding, including Federal braiding, or implementing ADA Complementary Paratransit Service, transportation professionals should consult with their [FTA Regional Office](#).

Student Learning Outcomes

When faculty integrate contents of this learning module, this can help students:

Learn

- Key tenets of the Americans with Disabilities Act which is the foundation for accessible services

Identify

- Integrate an inclusive focus on mobility and transportation topics related to individuals with disabilities in transportation practice through coordination and mobility management.

Acquire

- Strategies and resources to incorporate accessibility, coordination, and mobility management topics in transportation planning

How to Use this Module?



This module includes content obtained from a variety of sources. More descriptive content, such as actual text from legislation is included in an appendix.



There are suggested assignments after each major section that faculty can use to support application of learning content.



Faculty are encouraged to have students apply what they learned by talking with their peers and community professionals to confirm learning and garner additional thoughts about a subject.



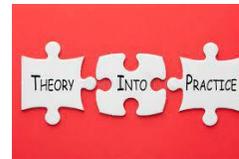
Use the links and resources to acquire more information.



When a new topic will be introduced, readers will see the arrow above

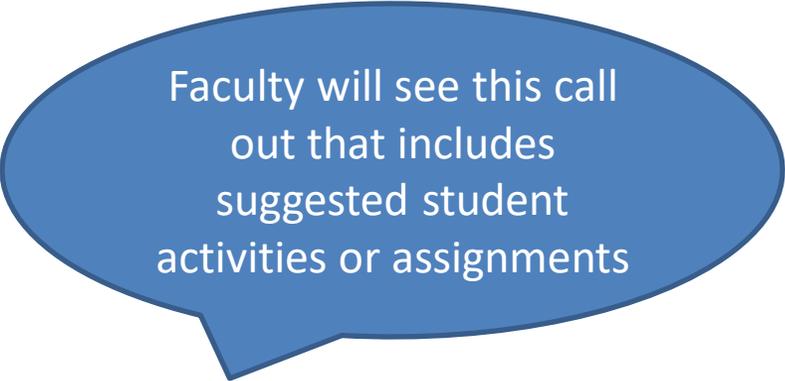
About this Module

- The content of this module can be used in a couple of ways:
 - Modify and customize to integrate into existing course content
 - Faculty can determine the content that can be shared directly with students
- Some content in this module relates to legislation, policy, and theory, while other content is intended to be more practical
- Icons are included on some of the slides to help faculty identify the content focused on policy versus the content that is focused on policy (theory) to practice



Student Assignments

- Embedded in some of the content are suggested activities or assignments that faculty may consider to help students apply what they learned



Faculty will see this call out that includes suggested student activities or assignments

Moving On..

- This next section provides an overview of accessibility topics including the Americans with Disabilities Act (ADA)
- Extensive description of legislative content can be found in the appendices



What is Accessible Transportation and Mobility?

- **Public and Private Collective Means of Transportation** - trains, buses, planes, boats, trams, etc. - that are adapted to allow persons with disabilities to get on and off independently; to travel in a safe position; to cancel tickets; and so on.
- **Public Individual Means of Transportation** - taxis, 1tuk-tuks, etc. - that are adapted to allow persons with disabilities to get on and off, to store their assistive devices during the trip, if necessary, etc.
- **Mobility-Related Facilities** - stations, bus stops, airports, etc. - that allow persons with disabilities to safely enter, circulate, find their way, and access the desired transportation.
- **Mobility-Related Urban Infrastructure** - roads, bridges, pedestrian crossings, pavements - that allow persons with disabilities to circulate within urban or rural environments.
- **Information and communication within the facilities** - signs at bus stops, timetables, maps, information for travelers in airports - provided in more than one format, to accommodate the needs of those with visual, hearing, mobility, or other disabilities.
- **Information and communication inside collective means of transportation.** Accessible information inside trams, trains, buses, etc. about current and next stops, emergency procedures, how to call for help, etc.
- **Digital information and communication.** Digital platforms that provide real-time information on the transportation system, Web services to book a ticket or file a complaint, etc.



What Does Accessibility in Transportation Mean?

- From the World Bank, *When planning accessible cities, an unbroken chain of movement must be ensured: urban planning and inclusive mobility solutions need to ensure that persons with disabilities are able to Reach the infrastructure, while the design of buildings needs to ensure that they are able to Enter the building, Circulate around it, and Use all the relevant spaces freely and independently.*

[The World Bank, Fact Sheet 3: Accessibility in the Transportation Sector of Operations](#)

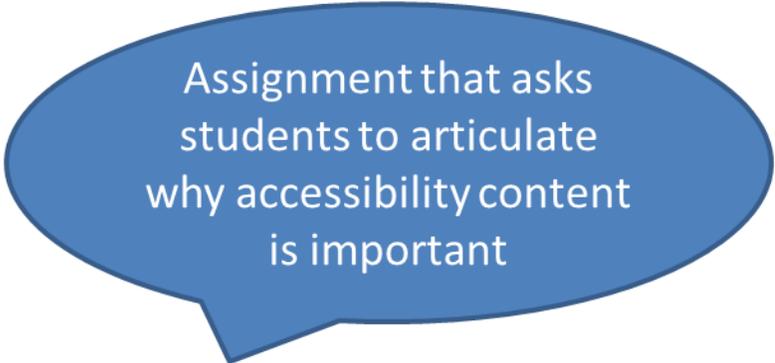


Why is Learning About Transportation Accessibility Important?

- The ADA provides a legislative requirement to ensure accessibility
- Improved accessibility creates opportunities for a wider range of riders
- Improved accessibility promotes inclusive mobility and transportation options for individuals with disabilities and older adults
- Planning professionals and transit providers have an obligation to support accessible and reliable mobility and transportation services

Student Assignment

- Ask students to write about and/or discuss why a focus on accessibility is important.
- Ask students to articulate how learning about accessibility can impact on their role in community transportation planning activities.



Assignment that asks students to articulate why accessibility content is important

ADA Legislative Requirements

- [Requires accessible vehicles](#)
- [Requires accessible public accommodations](#)
- [Requires accessible transportation service](#)
- [Requires accessible features and operations](#)
- [Requires complementary paratransit services](#)

If faculty want to address any of these items in depth, use the links to appendices that include regulatory language



What is ADA Complementary Paratransit Service?

- Disability alone does not determine paratransit eligibility; the decision is based on the applicant's functional ability to use the fixed route bus and is not a medical decision.
- The Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations in Appendix D to 49 C.F.R. Section 37.125 explain: "The substantive eligibility process is not aimed at making a medical or diagnostic determination. While evaluation by a physician (or professionals in rehabilitation or other relevant fields) may be used as part of the process, a diagnosis of a disability is not dispositive.
- What is needed is a determination of whether, as a practical matter, the individual can use fixed route transit in his or her own circumstances."
- Transit agencies, with input from the communities they serve, devise the specifics of their individual eligibility processes. The DOT ADA regulations in Section 37.125 set only broad requirements that all agencies must incorporate, such as written notification of eligibility decisions and an opportunity for an appeal. This regulation may be accessed here.



Use these Considerations

- **Individuals with the same disability have a variety of strengths and needs** Service needs can be influenced by factors such as disability condition, architectural and pedestrian accessibility, and weather/climate conditions.
- Some individuals with disabilities **can use fixed route services** (traditional bus or train service that has dedicated schedules and routes), while others are not able.
- Some individuals with disabilities **need complementary paratransit service**. The need for paratransit may change intermittently, based on such things as weather, time of day, destination, etc.
- Objective information helps an agency know the service needs of individuals. An [eligibility determination process](#) can help transportation professionals understand the capacity and service needs of individuals with disabilities.
 - An eligibility determination process is usually part of a transit agency’s process to determine whether a rider might be eligible for ADA Complementary paratransit service.

Food for
Thought...The
disability
community is
interested in
inclusive
transportation
service

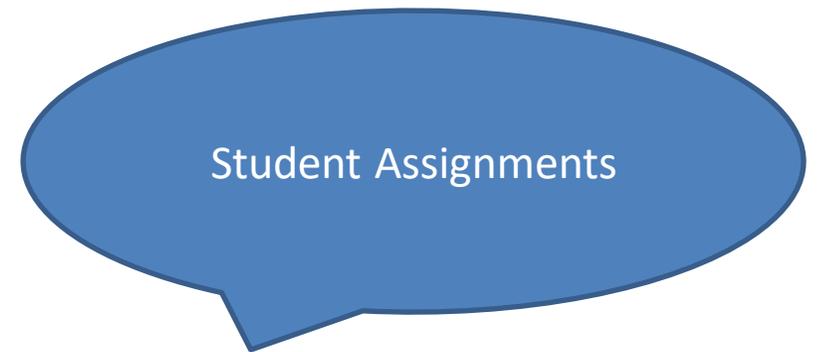
Inclusion is intentional. It is about
identifying and removing barriers so
that everyone can participate to the
best of their ability.

www.theinclusiveclass.com



Student Assignments

- Encourage students to have discussions with their peers about the importance of information about the accessibility needs of riders in transportation planning.
- Ask students to select one of the ADA regulatory areas (vehicles, public accommodations, service, operations) and identify the key attributes or conditions associated with these areas.
- Ask students to gather from a planning organization or transit agency, an example of how the organization/agency has addressed this ADA regulatory requirement.
- Suggest students identify several ADA eligibility determination processes used by transit agencies



Moving On..

- This next section offers practical recommendations to improve accessible and inclusive planning and practice and defines the following content
- The Americans with Disabilities Act provides the foundation – but moving legislation into practice requires deliberate action and coordination.
- Federal initiatives such as the Coordinating Council on Access and Mobility (CCAM) can support coordination.
- Regional and local coordination activities through Coordinated Public Transit Human Services Transportation Plans can facilitate the sharing of inclusive practices
- Coordination and mobility management encourage strategies to address the accessibility requirements of the ADA.



A Key to Inclusive Transportation is Coordination

- Coordination Can occur:
 - When transportation services are integrated across provider types and modes;
 - When funding for transportation services is blended;
 - When diverse agency perspectives are represented in transportation planning, design, and operations; and
 - When there is a deliberate effort to identify gaps in transportation service and identify solutions to address these gaps.

**There is a Federal Impetus for Coordination
Called:
*Coordinating Council
on Access and Mobility(CCAM):***



Coordinating Council on Access and Mobility (CCAM) What an Opportunity!





CCAM

Coordinating Council on
Access and Mobility

Established in 2004 by Executive Order 13330

Interagency partnership of agencies that fund transportation

Target populations – older adults, people with disabilities and individuals of low income





CCAM

Coordinating Council on
Access and Mobility

11 Federal Agencies

Dept. of Transportation

Health & Human Services

Housing & Urban Development

Education

Dept. of Labor

Veterans Administration

US Dept. of Agriculture

Dept. of Interior

Attorney General

Social Security Administration

National Council on Disability



CCAM statement

"Member agencies of the Federal Coordinating Council on Access and Mobility resolve that Federally-assisted grantees that have significant involvement in providing resources and engage in transportation should coordinate their resources in order to maximize accessibility and availability of transportation service."



CCAM 2023-2026 Strategic Plan

Core Values

Accessibility

Mobility

Safety

Reliability

Affordability

Equity



■ Goals

1. Improve multisector collaboration
2. Promote safer and more accessible transportation networks
3. Address policies that impede transportation coordination



CCAM at the State and Local Levels

- Although CCAM happens at the Federal level, most Federal agencies have state counterparts.
- These are regional or state offices associated with the 11 CCAM Federal agencies that are charged with implementing the Federal policies.
- CCAM provides an opportunity for coordination to happen across these agencies at the state level.

CCAM Program Inventory

130 Federal programs that provide funding for human services transportation

- Program name (Comprehensive Opioid Abuse, Recreational Trails, Temporary Assistance for Needy Families – TANF...)
- Responsible agency and sub-agency
- Program objectives
- FY18 Authorizations/Expenditure total estimates
- Recipients and Beneficiaries
- Eligible Activities

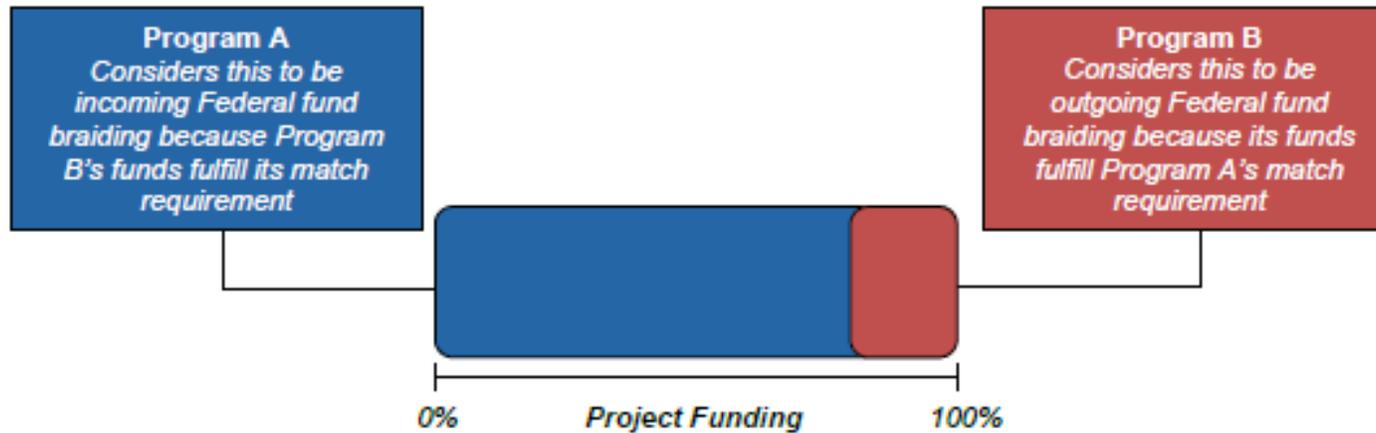


CCAM Federal Fund Braiding Guide

- **Fund braiding** - Multiple funding streams used together to fund a project or service
- Guide relates only to Federal funding for local match requirement
- Federal funding streams do not lose their identity or requirements.
- The transportation service must meet all the requirements of the participating Federal agencies.

CCAM Federal Fund Braiding Guide Example

Figure 1: Federal Fund Braiding Example

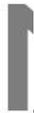


Example From the CCAM Fund Braiding Guide

Incoming

Outgoing

<p>HHS</p>	<p>Administration for Community Living</p>	<p>Special Programs for the Aging, Title III, Part B Grants for Supportive Services and Senior Centers</p>	<p>Not Allowed: Match must come from "non-Federal" sources, which is interpreted to mean that no Federal funds may fulfill this requirement</p>	<p>Allowed under the following condition:</p> <ul style="list-style-type: none"> • The statute for the program for which ACL funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
<p>DOT</p>	<p>Federal Transit Administration</p>	<p>Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities</p>	<p>Allowed under 49 U.S.C. 5310(d)(3)(B) under the following conditions:</p> <ul style="list-style-type: none"> • Match funds are available at the time of the award • Funds expended before the date of authority will not be eligible for credit toward local match • DOT funds may not be used as match, with the exception of Federal Lands Access Program (23 U.S.C. 204) funds, which may be used as match 	<p>Allowed under the following condition:</p> <ul style="list-style-type: none"> • The statute for the program for which FTA funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement



CCAM's Cost-Sharing Policy Statement

- Recommends cost-sharing to encourage coordination on a state and local level.
- Coordinating transportation can include vehicle and ride-sharing as well as using multiple funding sources.
- In order to enter into these arrangements, each entity should have an understanding of their own fully allocated costs.



CCAM's Cost-Sharing Policy Statement cont.

- Costs must be allocated based on the benefits each partner receives.
- Each partner pays the fully allocable share of the costs.
- Cost allocation agreements must be updated regularly
- If shared activities generate income, the income should be allocated to partners in the same proportion as costs.
- Costs of a required attendant for a passenger must be included in cost allocation agreements to determine rates.



Examples of CCAM Coordination

Coordinating Council on Access and Mobility (CCAM): Building Partnerships Checklist

- Participate in conferences/events
- Host and Hold events
- Write grants and establish evaluation criteria within grant programs with a transportation focus
- Participate on grant panels and reviews
- Provide training to state agency staff or grantees
- Establish communication mechanisms
- Share data



<https://nationalcenterformobilitymanagement.org/wp-content/uploads/2023/03/Building-Partnerships-Checklist.pdf>



Additional Examples

- Share technology and tools
- Develop coordination plans across agencies
- Participate on state advisory committees.
- Implement vehicle sharing agreements across agencies.
- Establish formal agreements and memorandums of understanding (MOUs) between agencies
- Develop cost sharing and cooperative funding for transportation service
- Establish policies and written guidance.

The Following Slides include Resources to Support CCAM & Coordination

- Using non-DOT agencies funds to support transportation
 - Use the FTA Program Inventory to identify those programs that can support transportation
- Blending and braiding resources across Federal agencies
 - Use the Federal Fund Braiding Guide to identify opportunities for braiding
- Sharing financial support for transportation and mobility services across CCAM agencies
 - Use the CCAM Cost Sharing Policy Statement to determine allowability of cost sharing.

How Can Planning Professionals Leverage the CCAM Initiative in their Current or Future Work?

- Review relevant CCAM agency policies and programs, especially planning processes required across agencies (page 23)
- Learn about CCAM agencies at the state level
- Participate in cross-agency meetings, advisory committees, and forums and hold events
- Share data related to the impacts of transportation access to CCAM Partner audiences.
- Develop funding opportunities cooperatively
- Explore the viability of integrating performance measures in CCAM agency partner programs
- Share publications and jointly write and communicate with CCAM partner audiences
- Establish formal agreements and MOUs between agencies
- Provide training across agency staff to ratchet up knowledge about coordination and opportunities to support transportation
- Share technology or tools
- Encourage vehicle sharing agreements
- Implement cost sharing agreements
- Identify opportunities to braid funds

[Learn about the Recommendations included in the 2023–2026 Coordinating Council on Access and Mobility Strategic Plan](#)



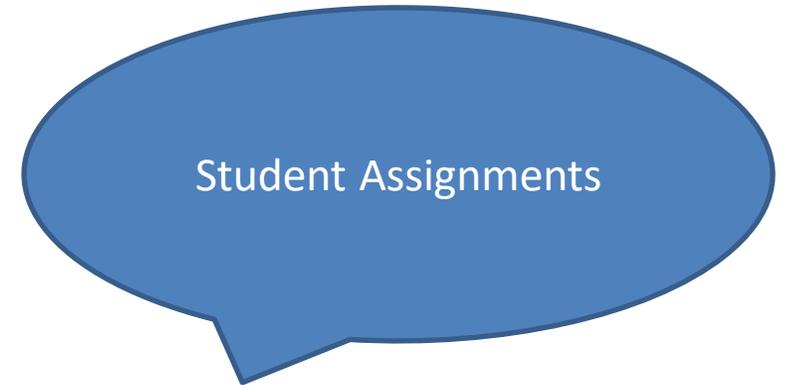
CCAM-FTA Resources

- CCAM Program Inventory
 - <https://www.transit.dot.gov/regulations-and-guidance/ccam/about/ccam-program-inventory>
- CCAM Federal Fund Braiding Guide
 - <https://www.transit.dot.gov/regulations-and-programs/ccam/about/coordinating-council-access-and-mobility-ccam-federal-fund>
- [CCAM Cost Sharing Policy](#)



Student Assignment

- Ask students to explore the [FTA updated Strategic Plan](#) and answer the following questions.
 - Describe the overarching strategic goals identified in the plan.
 - Describe the performance measures related to each of these goals.
 - How are policies related to cost-sharing or blending or braiding funds influenced by the strategic plan?
 - What do you think can be a catalyst for the transportation community implementing the plan?
- Ask students to identify one non-DOT CCAM agency partner in their state. Are there examples of how your state DOT may already be collaborating with these other state agencies?



Moving On....

Coordination Can and Should Happen at the
Regional and Local Levels Too..



The Local Coordination between Transportation and Human Services Organizations

- **Coordinated Public Transit Human Services Transportation Plans**
 - Federal transit law requires that projects selected for funding under the [Enhanced Mobility for Seniors and Individuals with Disabilities \(Section 5310\) Program](#) be "included in a locally developed, coordinated public transit-human services transportation plan," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services.
 - These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.
 - See plans that have been developed around the country in the National Center for Mobility Management's [Index of Coordinated Plans](#).



<https://www.transit.dot.gov/funding/grants/coordinated-public-transit-human-services-transportation-plans>



Examples of Human Services Coordinated Transportation (HST) Plans

- [The Coordinated Public Transit-Human Services Transportation Plan \(Coordinated Plan\)](#) supports improved coordination of transportation for seniors and people with disabilities in the Boston region. This plan also guides transportation providers in the **Boston region** who are developing proposals to request funding from the Federal Transit Administration's Section 5310 Program. To be eligible for funding, a proposal must meet a need identified in the Coordinated Plan.
- The Coordinated Public Transit-Human Services Transportation Plan (HST) identifies the [Old Colony Metropolitan Planning Organization \(MPO\) region's](#) unmet human-service transportation needs, describes the region's current transportation network and transportation providing agencies and provides ideas for improving transportation services. The HST Plan is prepared by the MPO to allow organizations in the region to be eligible to receive funding from the Federal Transit Administration's Section 5310 transit funding program. This program provides capital and operations funding for services for the elderly and persons with disabilities.

Support to Develop an HST Plan

Writing a Coordinated Public Transit Human Services Transportation Plan

A Coordinated Public Transit Human Services Transportation (HST) Plan is an important tool for community transportation planning. HST plans create a systematic way for communities to improve collaboration and communication across human service organizations and transportation providers – plans can improve access, efficiency, and effectiveness of community transportation systems. Although the process can seem daunting, the end-results are important. This technical brief summarizes the key steps in developing an HST Plan. Three FTA-funded centers, National RTAP, the National Center for Mobility Management (NCMM), and the National Aging and Disability Transportation Center (NADTC) collaborated to update this brief. We hope the information and resources provided will support your work.

Released 2006, Updated July 2021



From: https://nationalcenterformobilitymanagement.org/wp-content/uploads/2021/07/Writing_a_Coordinated_Public_Transit_Human_Services_Transportation_Plan.pdf



Student Assignments

- Encourage students to review and comment on the human services coordinated transportation plan in their own regions.
- Ask students to describe the process by which the human services coordinated transportation plan was developed?
- Have students describe the connections between CCAM at the Federal level and locally developed human services transportation plans.
 - What are the similarities?
 - What are the differences?

Moving On...

- CCAM and locally developed coordination plans are the foundation for sustained activity across transportation and non-transportation professionals
- A network that brings together transportation and non-transportation professionals creates the framework for coordination and opportunity to address ADA accessibility and inclusive services
- States, regions, and local communities can have **mobility management** networks and professionals called mobility managers to be the organizational structure for coordination



A Means to **Enhance Coordination** is through Mobility Management

- Mobility management brings together transportation planners, providers, and human services organizations.
- A mobility management network identifies resources, services, and gaps and suggests solutions to address challenges and gaps
- Mobility managers are professionals at the state, regional, or local level who help to coordinate the network, its people, and services
- Mobility management networks are a great resource to learn about diverse riders including older adults, those with low income, and individuals with disabilities

Mobility Management is about creating community connections

- A **well-connected and diverse transportation system** is the key to community-wide mobility.
- It begins and ends with the **customer, rider, or client.**
- We encourage communities' visions in which the **entire transportation network works together.**
- Deliver the transportation options that **best meet the community's needs.**



Mobility Management is about Getting your Ducks in a Row



[Access Free Mobility Management Curriculum](#)

States and Local Regions Employ Mobility Management Professionals to Improve Coordination

Mobility Manager Key Roles Include:

- **Inform and Connect.** All mobility management activities point toward one goal: connecting customers to the transportation options that are most responsive to their needs.
- **Empathize and Advocate.** With the empathy and understanding they have developed with their customers; mobility managers then share that knowledge with partners.
- **Convene and Facilitate.** Mobility management practitioners cultivate partnerships and create or join collaborative efforts that include transportation providers, planners, and other community stakeholders.
- **Design and Plan.** A goal of mobility management is to design local and regional solutions customized to fit the community's needs, resources, and vision.
- **Launch and Sustain.** When a mobility management practitioner have designed a new service or extension of a service, there are several steps they can take to ensure its launch is successful and sustainable.

[From the National Center for Mobility Management](#)



Examples of Mobility Management Networks

- [Connecticut Statewide and Regional Mobility Management Programs](#)
- [State of Ohio Mobility Management Program](#)
- [Virginia Statewide Mobility Management Network \(VAMM\)](#)

Mobility Management Encourages Universal Mobility

- **Universal mobility** refers to the state in which everyone has access to reliable means of transportation for necessities like going to work and school, accessing public services and healthcare, as well as shopping and socializing. Despite being taken for granted by many, there is a significant percentage of the population whose basic mobility needs are not met. From [Autocrypt, March 2022](#).
- **Universal Mobility** is a design practice which works to ensure that all transportation products and services are inclusively designed for all user groups.
- Why?
 - Mobility is a human right
 - Mobility provides access to community, jobs, education, and health
 - Mobility strategies and services may not consider the end-user

The National Center for Mobility Management (NCMM) and the Shared Use Mobility Center (SUMC) developed a universal mobility toolkit. The [resource](#) helps planners and providers implement universally designed services.



Student Assignments

- Have students identify mobility management networks in their state, region, or community and ask them to describe ways in which they would interact with this network.
- Ask students to describe three (3) tangible outcomes of a mobility management network.
- Request that students identify an example of a transit agency appears responsive and has made progress toward universal mobility and explain why the example reflects universal mobility.

Moving On...

- Universal Mobility includes a focus on sidewalks and accessible pathways



The United States Access Board: A Key Resource

The Access Board is 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. The Board develops standards for sidewalk accessibility called the [Public Rights-of-Way Accessibility Guidelines \(PROWAG\)](#).



<https://www.usa.gov/federal-agencies/u-s-access-board#:~:text=The%20Access%20Board%20is%20an,for%20eletronic%20and%20information%20technology>.



And the Sidewalk Matters Too!

- The Americans with Disabilities Act (ADA) provides the legislative requirements for individuals with disabilities to be included in all facets of society.
- This means removing the physical, social, and cultural barriers that may impede the ability of individuals to be included and access vital programs and services.
- Specifically, Title II of ADA ensures that people with disabilities have an equal opportunity to participate in and benefit from state and local governments' programs, services, and activities. The U.S. Department of Justice (DOJ) has rulemaking authority and enforcement responsibility for Title II, while U.S. Department of Transportation (DOT) is charged with ensuring compliance relating to transportation. The Federal Highway Administration (FHWA), Office of Civil Rights (HCR) and State Division Offices provide oversight of state and local entities and recipients of Federal funds that are responsible for roadways and pedestrian facilities to ensure that they do not discriminate on the basis of disability in any highway transportation program, activity, service or benefit they provide to the public. Subpart A of Title II covers [public rights-of-way](#).



Public Right of Way

A public right of way is a public right to travel unhindered over a piece of land, even if that land is privately owned. Generally, this term is in reference to sidewalks and streets that are located on city or town property. However, even if the public right of way is on such public property, any landowner adjacent to the right of way may have a responsibility to keep the public right of way safe for travel by pedestrians. A public right of way can be differentiated from a “private right of way,” which is usually referred to as an “easement.”

<https://www.mylawquestions.com/what-is-a-public-right-of-way.htm>



ADA Transition Plans: Transit and Community Planning Professionals Working Together

- Since 1973, Government entities with 50+ employees were required to develop an ADA Transition Plan, which is document where a local government assesses the conditions of the public right-of-way (e.g. sidewalks, curb-cuts, and crosswalks), finds any barriers that may be limiting access, and plans for their removal.
 - https://www.metroplanning.org/uploads/cms/documents/ensemblemedia_mpc_ad_a_transitionplanreport_compliant.pdf
- At times, professionals who plan and implement transit projects don't communicate with their colleagues who are responsible for the pathways and sidewalks that enable pedestrians to access transit stations.
- Individuals with disabilities can't access transit stations and accessible services if the means of getting to these services is inaccessible!



Student Assignments

- Have students identify and communicate with the ADA professionals in your community who are responsible for the ADA Transition Plan. Ask students to:
 - Describe what are the key components of the plan?
 - How was the plan developed?
 - How is the plan implemented?
- Ask students to describe the connection between the ADA, Coordination Plans, Mobility Management, and ADA Transition Plans?
- Ask students to identify and describe resources that are important to facilitate inclusive transportation options in their community.



Encourage Future Transportation Professionals to use this Module Content to:

- Have discussions with colleagues from human services sectors to learn more and help advance their knowledge of transportation topics
- Undertake an inventory of transportation services and collaborate on identifying local opportunities
- Visit local non-profits and human services organization to learn about the needs of their audiences
- Look for opportunities to develop collaborative projects with non-transportation colleagues
- Identify local communication channels and forums to obtain additional information and share learning
- Create innovative projects that facilitate connections across interdisciplinary professionals.

Moving On...

The Next Section will Provide Additional Resources and Websites that can Complement Module Content



Access National Center for Mobility Management (NCMM) Resources

- Research products and tools
- Our blog, Mobility Lines
- Participate in our events
- Share our online e-Learning modules
- Take advantage of our grant programs
- Connect with your regional liaison – a professional who can support your customized technical assistance



FTA's Technical Assistance Network (slide 2 of 3)



NCMM: Promoting customer-centered mobility strategies that advance good health, economic vitality, self-sufficiency, and community (SDOH).



NRTAP: Addressing the training and technical assistance needs of rural and tribal transit agencies across the country and supporting state RTAPs.



FTA's Technical Assistance Network (slide 3 of 3)



SUMC: Working to achieve equitable, affordable, and environmentally sound mobility across the US through the efficient sharing of transportation assets.



TWC: Helping urban, suburban, tribal, and rural public transportation entities recruit, hire, train, and retain the diverse workforce needed now and in the future.



TACL: The Transportation Technical Assistance Coordination Library



Find transportation coordination resources from a diverse range of transportation technical assistance centers and the Federal Transit Administration (FTA).

Participating Technical Assistance Centers:

- National Aging and Disability Transportation Center (NADTC)
- National Center for Applied Transit Technology (N-CATT)
- National Center for Mobility Management (NCMM)
- National Rural Transit Assistance Program (National RTAP)
- Shared-Use Mobility Center (SUMC)
- Transit Workforce Center (TWC)



National Publications

- [Building Awareness in Accessible Transportation](#): Transit assessment guide for students, families and educators, NADTC/Easterseals Project Action.
- [A Review of Human Services Transportation Plans and Grant Programs](#)
 - TRB's National Cooperative Highway Research Program (NCHRP) Research Results Digest 354: A Review of Human Services Transportation Plans and Grant Programs explores the level of effort and costs associated with the development of coordinated public transit-human services transportation plans.
- [World Bank Group](#), Fact Sheet 3: *Accessibility in the Transportation Sector of Operations*.



National Federally-funded Technical Assistance Centers

- The [National Aging and Disability Transportation Center](#) (NADTC) is a national technical assistance center funded by FTA with guidance from the Department of Health and Human Services' Administration for Community Living (ACL). NADTC promotes the availability and accessibility of transportation options that serve the needs of people with disabilities, older adults, caregivers, and communities with a focus on the Enhanced Mobility of Seniors & Individuals with Disabilities Section 5310 program and other transit investments. The NADTC supports the delivery of effective, efficient, high-quality, and coordinated specialized transportation services that maximize Federal investments.
- The [National Center for Applied Transit Technology](#) (N-CATT) provides technical assistance to small-urban, rural, and Tribal transit agencies. N-CATT supports the use and development of transit technologies and innovations with the goal of making services more cost-effective and efficient. N-CATT's work supports CCAM's mission by developing and supporting transit programs—which includes support for CCAM's targeted populations—in rural and small-city America.
- The [National Center for Mobility Management](#) supports FTA's Transit & Health Access Initiative and is funded through a cooperative agreement with FTA. The NCMM's mission is to promote customer-centered mobility strategies that advance good health, economic vitality, self-sufficiency, and community. NCMM provides technical assistance and training; catalogs and disseminates best practice information on innovative mobility management programs; and works to enhance the coordination of Federal resources for human services transportation, especially for people with disabilities, older adults, and people of lower income. NCMM tracks State and regional transportation coordination contact information at <https://nationalcenterformobilitymanagement.org/states-at-a-glance/>.
- The [National Rural Transportation Assistance Program](#) (RTAP) addresses the training and technical assistance needs of rural and Tribal transit programs across the nation and supports state RTAP programs. National RTAP provides comprehensive free technical assistance programs and resources, including training materials, webinars, newsletters and technical briefs, peer resources, research, and innovative technology initiatives. RTAP's technical assistance aligns with the mission of the CCAM by helping to improve the availability and efficiency of rural and Tribal transit.
- The [Transit Workforce Development Technical Assistance Center \(TWC\)](#) was created by FTA in September 2021 to support public transit agencies' workforce development needs for all modes and in communities of varying sizes, including urban, tribal, and rural entities. The center helps transit agencies recruit, hire, train, and retain the diverse workforce needed now and in the future. Main initiatives include 1) conducting technical assistance activities within and for transit agencies that promote more effective and efficient training of frontline workers involved in public transportation maintenance and operations; and 2) implementing technical assistance activities through collaborative partnerships between transit agency management and labor, including apprenticeships. Overall, the center is providing opportunities to address social inequities that exist in the transit industry and creating diversity within and among the transit workforce.



Additional Federal Supports

- [The National Transit Institute \(NTI\)](#) at Rutgers University conducts trainings and educational programs related to public transportation. Funded by FTA, NTI's mission is to provide training, education, and clearinghouse services in support of public transportation and quality of life in the United States. Training is available to public transportation agencies, metropolitan planning organizations (MPOs), State Departments of Transportation, and other agencies providing transportation services.
- [The Mobility on Demand Innovation and Knowledge Accelerator \(IKA\)](#) is a partnership between the Shared Use Mobility Center (SUMC) and FTA. The IKA provides technical assistance to support FTA's Mobility on Demand Sandbox grantees and shares knowledge learned with the larger public transportation industry.
- [The Multi-State Technical Assistance Program \(MTAP\)](#), administered by the American Association of State Highway and Transportation Officials (AASHTO), provides a forum through which state-level public transportation agencies can communicate with each other about federal transit regulations, grant program management, and technical issues pertaining to everyday administration of public transportation service. MTAP was developed to benefit the member states as well as their Federal program counterparts and local transit operators. Networking among the States is conducted through two annual meetings, peer-to-peer assistance, conference calls, and electronic communication.



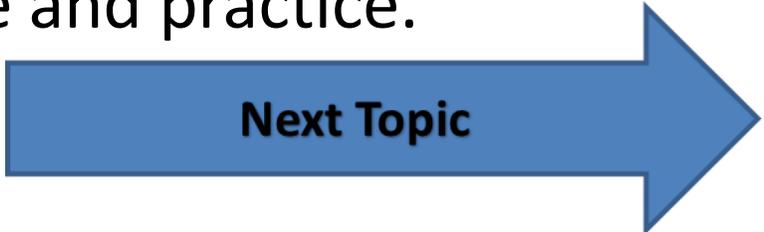
National Organizations

- [ADA National Network](#). The Americans with Disabilities Act (ADA) National Network provides information, guidance, and training on how to implement the ADA in order to support its mission to "assure equality of opportunity, full participation, independent living, and economic self-sufficiency for individuals with disabilities."
- [EARN](#). The Employer Assistance and Resource Network on Disability Inclusion (EARN) offers information and resources to help employers recruit, hire, retain and advance people with disabilities; build inclusive workplace cultures; and meet diversity, equity, inclusion and accessibility (DEIA) goals.
- [DREDF](#). Disability Rights Education and Defense Fund (DREDF), founded in 1979, is a leading national civil rights law and policy center directed by individuals with disabilities and parents who have children with disabilities.
- [NCIL](#). The National Council on Independent Living is the longest-running national cross-disability, grassroots organization run by and for people with disabilities. Founded in 1982, NCIL represents thousands of organizations and individuals including: individuals with disabilities, Centers for Independent Living (CILs), Statewide Independent Living Councils (SILCs), and other organizations that advocate for the human and civil rights of people with disabilities throughout the United States. NCIL advances independent living and the rights of people with disabilities.



Thank you!

- This module is intended to provide an overview of the wide range of topics that impact disability, mobility, and accessible transportation services and provide practical strategies to minimize siloes in our work.
- If this content piques your interest in learning more – in seeking new and innovative partnerships and in developing cooperative projects – than this work can be considered a success.
- We would always welcome your additions, corrections, and suggestions to this module. [Let us know](#) how you use the material and importantly, how it affects your knowledge and practice.



Next Topic

Moving On...

- Appendices – Use this information to complement the module content
 - [Legislative Requirements, Transportation Vehicles](#)
 - [Legislative Requirements, Accessibility Standards](#)
 - [Legislative Requirements, Service](#)
 - [Legislative Requirements, Features and Operations](#)
 - [Legislative Requirements, Complementary Paratransit Service](#)

Legislative Requirements: Transportation Vehicles

- [ADA Accessibility Guidelines for Transportation Vehicles](#), from the US Access Board
 - Americans with Disabilities Act (ADA) requires access to new or remanufactured transportation vehicles, including buses and vans, rail cars, automated guideway vehicles, trams, and similar vehicles. Vehicles covered by the ADA must comply with standards issued by the Department of Transportation (DOT). These standards are based on the Board's original ADA Accessibility Guidelines for Transportation Vehicles (1991). Regulations issued by DOT under the ADA apply these standards and indicate which vehicles are required to comply. DOT's ADA regulations also address transportation service and facilities.

Legislative Requirements: Accessibility Standards

- [Accessibility standards](#) issued under the Americans with Disabilities Act (ADA) apply to places of public accommodation, commercial facilities, and state and local government facilities in new construction, alterations, and additions. The ADA Standards are based on minimum guidelines set by the Access Board.
- The Department of Justice (DOJ) and the Department of Transportation (DOT) issue the ADA Standards. DOJ's ADA Standards apply to all facilities except public transportation facilities, which are subject to DOT's ADA Standards. This version of the ADA Standards combines both documents and notes unique provisions in the DOJ Standards and the DOT Standards. The Access Board is responsible for providing technical assistance and training on these Standards.

Legislative Requirements: Service

The Americans with Disabilities Act (ADA) applies to both public and private ground transportation providers. The ADA rules that apply to transportation are regulated by the U.S. Department of Transportation.

- Both **public and private organizations** must meet ADA requirements: A public entity entering into a contract or agreement with a private entity to operate transportation services must ensure that the private entity meets all ADA requirements for the public entity.
- **Rider information:** A public transportation system must provide adequate information on services in accessible formats for persons with different types of disabilities (e.g. information in large print, braille or alternative and electronic format).
- **Assistance equipment and accessible features:** Equipment and facilities such as lifts, ramps, securement devices (straps for securing wheelchairs on board), signage, and communication devices must be in good operating condition. If a feature is out of order, it must be repaired promptly. In the interim, an alternative accessible vehicle or option must be available.
- **Adequate time to board:** Public transit operators must allow adequate time for people with disabilities to board and exit from vehicles.
- **Service animals allowed:** Service animals may accompany people with disabilities in vehicles and facilities. The DOT ADA regulations define a service animal as any guide dog, signal dog or other animal individually trained to provide assistance to an individual with a disability, regardless of whether the animal has been licensed or certified by a state or local government.
- **Priority seating and signs:** Fixed-route systems (those operating along a prescribed route) must have signs designating seating for passengers with disabilities. At least one set of forward-facing seats must be marked as priority seating (for people with disabilities).
- **Operator training:** Each public and private transportation operator must ensure that personnel are trained to operate vehicles and equipment safely; properly assist individuals with disabilities in a respectful, courteous way; and recognize that individuals with disabilities have different abilities and needs requiring different types of assistance.

Legislative Requirements: Features and Operations

Fixed-route service requirements include:

- Stop announcements: Stops must be announced at transfer points, major intersections, destination points, and other points so that people with visual impairments understand their location. In addition, the operator must announce any stop at the request of a rider with a disability.
- Assist with payment: [Operators must assist passengers](#) who have difficulty using the vehicle fare payment system.
- Destination information on vehicles: Vehicles must have destination and route information on the front and boarding side of a vehicle. There are size requirements for the numbers and letters on the route information signs. Destination and route information must be announced.
- Lifts and Ramps: Vehicles need a boarding device (e.g. lift or ramp) so that a passenger who uses a wheelchair or mobility device can reach a securement location onboard. Lifts must have a minimum design load of 600 pounds and lift platforms must accommodate a wheelchair measuring 30 inches by 48 inches.
- Illumination, contrast, and slip-resistant surfaces: Stepwells and doorways of vehicles must be illuminated. Doors and steps need slip-resistant surfaces.
- Farebox: Fareboxes must be located so they do not obstruct passenger flow for boarding the bus.
- Turning room, handrails, and pull cords: There must be sufficient turning and maneuvering space for wheelchairs. Handrails and stanchions (vertical rails) in the vehicle must be accessible. A stop control, such as a pull cord or button, should be within reach of wheelchair securement locations.

Legislative Requirements: Complementary Paratransit Service

ADA complementary paratransit service provides origin-to-destination service and must be available where fixed-route service exists. Transit agencies can establish a policy to provide door-to-door service or curb-to-curb service. For door-to-door service, a driver offers assistance from the customer's door to the vehicle and from the vehicle to the door at the destination. For curb-to-curb service, assistance is provided to the customer to enter and exit the vehicle at the curb. However, if a customer needs assistance due to disability, physical barriers in the walkway or adverse weather conditions, the driver may need to help beyond the curb to the door. ADA Paratransit Service Minimum Requirements

- Service area: Generally, within a three-quarter mile on either side of a fixed route.
- Hours and days of service: Same hours and days as fixed route.
- Fare: Fares may not exceed twice the fare that would be charged to an individual paying full fare for a fixed-route trip of similar length, at a similar time of day. A personal care attendant shall not be charged.
- Response time: Paratransit service must be provided at any requested time on a particular day in response to a request for service made the previous day. Real time scheduling, in which a call to the transit provider would result in pickup the same day, is allowed but not mandated.
- Trip purpose restrictions: No restrictions or priorities based on trip purpose are allowed.
- The following are not allowed:
 - Restrictions on the number of trips per eligible individual
 - Waiting lists for access to the service
 - Substantial numbers of significantly untimely pickups for initial or return trips
 - Substantial numbers of trip denials or missed trips
 - Substantial numbers of trips with excessive trip lengths

From the ADA National Network. <https://adata.org/factsheet/ADA-accessible-transportation>

The End!

- Thank you!

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