

# What You Can Do

to make transportation available and accessible for older adults, people with disabilities, and everyone.

*The NADTC has identified 5 key issues that need to be considered.*

- 1 Engage** older adults and people with disabilities before creating a new transportation service and involve them in program design and oversight.
  - Ask riders and potential riders about their mobility needs, their experiences with transportation services, and potential improvements.
  - Recognize that rider input from the beginning will likely produce more satisfied customers...and lead to the creation of community transportation options that are accessible to all.
- 2 Communicate!** First and foremost, older adults and people with disabilities need to know about the transportation choices available in their community. Information about options can help ease the fears of those who are no longer able to drive.
  - Brochures, flyers, websites, and verbal information provided by mobility managers or transit drivers should always be offered in a courteous, respectful, and friendly manner; invite questions and let riders know that they are important.
  - Providing information in alternative formats and languages other than English reinforces the message that good customer service is a priority.
- 3 Offer assistance** when needed, especially to new riders, older adults, and people with disabilities who may be experiencing physical, mental, or emotional difficulties.
  - Travel training programs, particularly when provided by peers, have proven to be effective in overcoming concerns about using public transit.
  - The availability of a mobility manager or travel counselor can help potential riders match their needs and preferences to the best available option(s) to improve both access and usability of community transportation services.
  - Most important, drivers may offer personal assistance to make the passenger feel at ease.



- 4 Provide excellent service.** Safe, efficient, predictable, and reliable transportation services will go a long way to increasing access, satisfaction, and ridership.
  - Checking in with riders on their level of satisfaction is an essential component of customer service.
  - Remember that excellent transportation services fulfill riders' expectations.
- 5 Ensure the ADA is followed.**
  - Ensure safe, unobstructed pathways to transit stops.
  - Lifts, securement devices, and accessibility features need to be kept in good working order.
  - Provide verbal and electronic stop announcements.
  - Accommodate service animals.
  - Ensure that all personnel understand the vital importance of accessibility for everyone.

**For more information:**  
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