

Serving Customers with Disabilities and Older Adults

Implications for Rural and Small
Urban Public Transportation
Providers





Transportation Service Preferences

- On average, human service agencies prefer to purchase and operate their own vehicles and serve their own customers
- On average, coordinated human service transportation networks will emerge if there is a carrot or stick
- Rural and small urban communities are experienced innovators
- The baby boomers are here





Bringing Customers into the Mainstream

- A comprehensive ADA paratransit eligibility determination process will serve you well
- Travel training can decrease ADA paratransit costs
- Older adults are interested in enhanced services and volunteer driver programs
- Who pays for and who provides enhanced services is a major point for discussion





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We're Here to Support You!

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